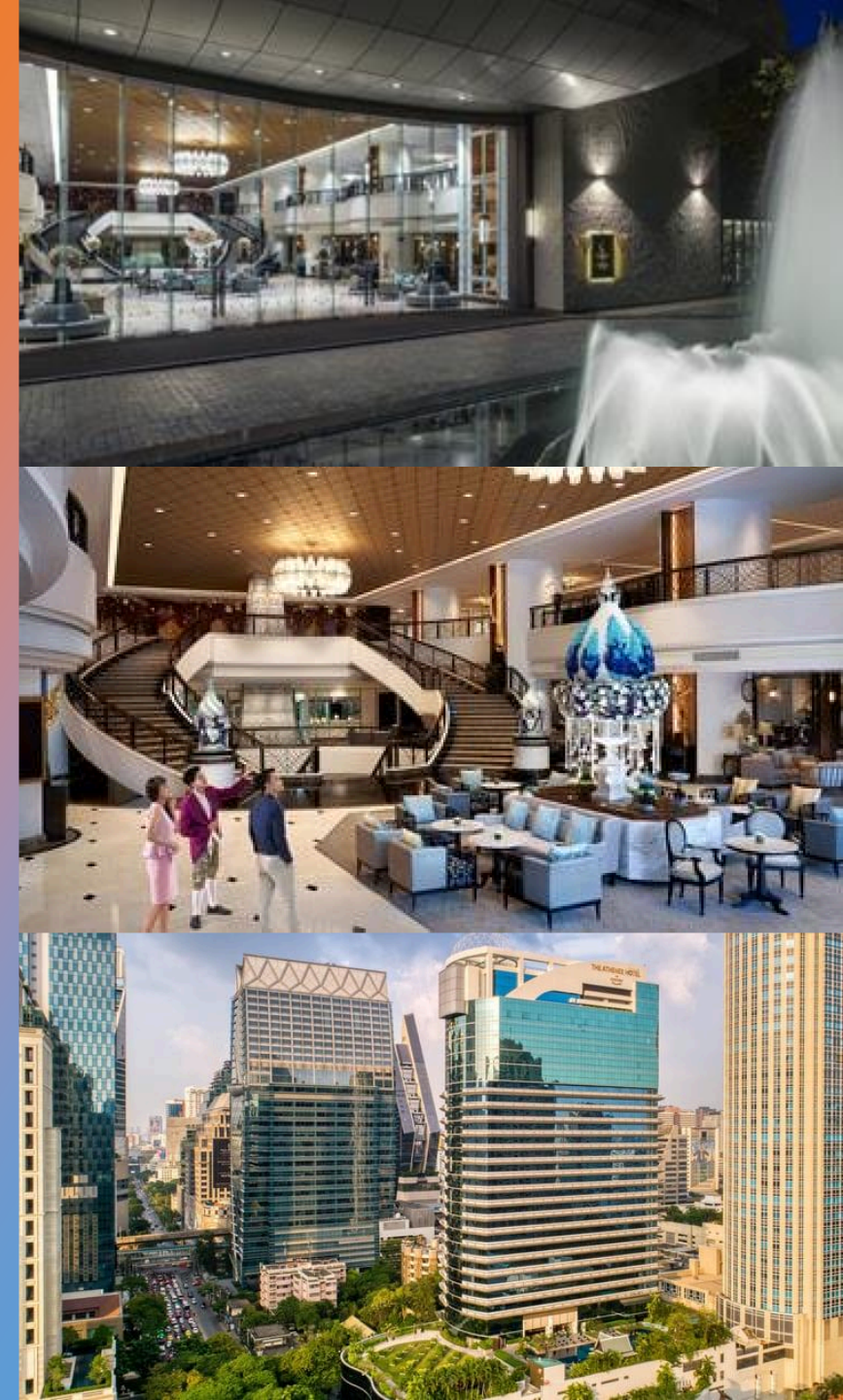


INTERNATIONAL OPERATIONS GROUP



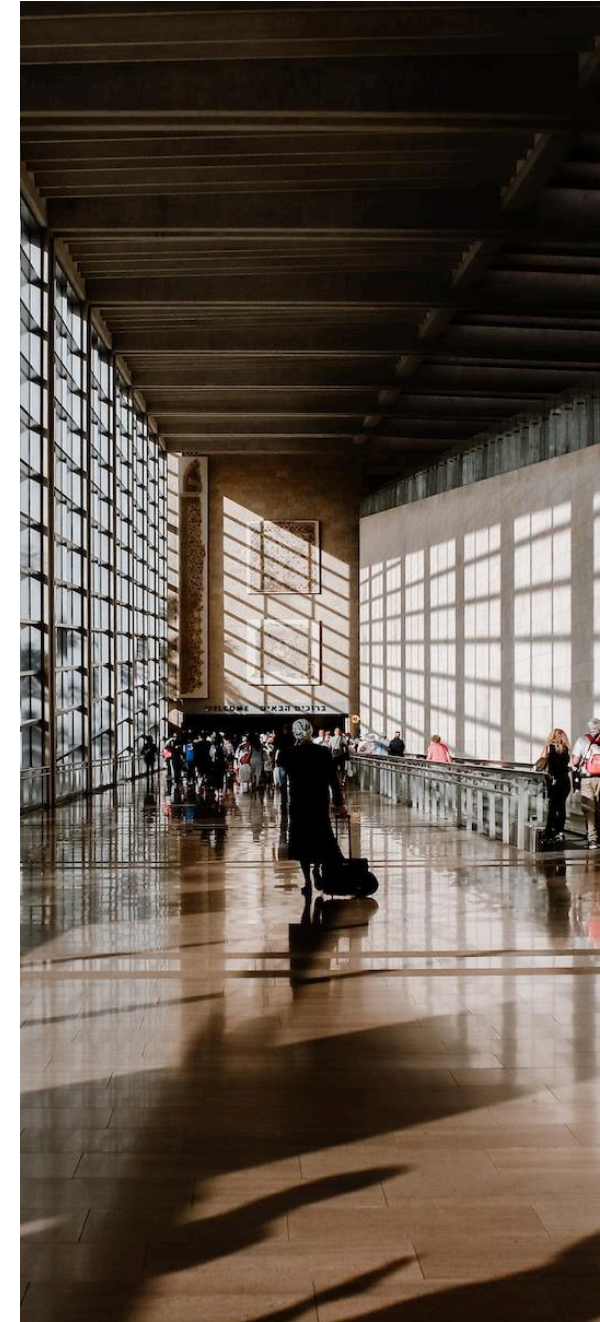
Spotlight on Bangkok, Thailand

Bett Asia 2023 - The Athenee Hotel, Bangkok



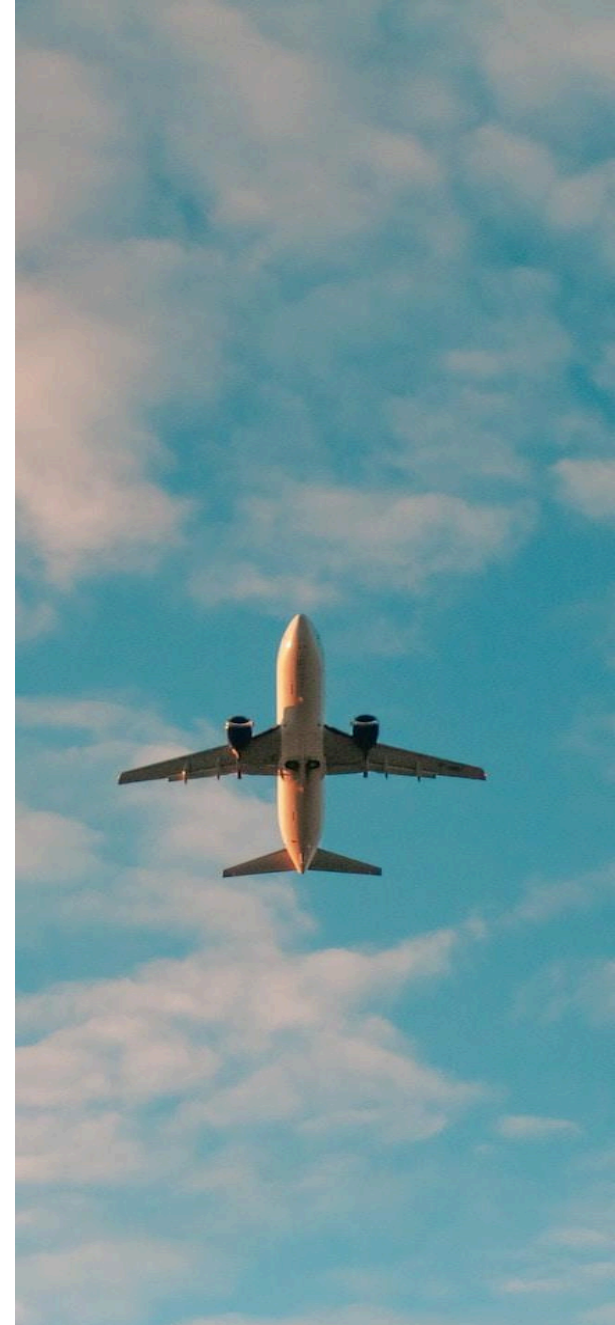
What were the biggest challenges you found at this location?

- **Language barrier**
- **Safety**
 - Space only contractors struggling with risk assessment concept
 - Venue wouldn't share their risk assessment
 - Working at height (ladder walking culture)
- **High shipping costs**
- **Customs**
 - Detailed information required for all items shipped
 - Can't send hardware such as routers due to Thai data security
 - Items can be held in customs for some time or not get through (if correct paperwork isn't supplied)



What local cultural aspects would be useful for someone coming from abroad to be aware of?

- **Greeting with a wai**(a slight bow, with the palms pressed together in a prayer-like fashion)
- **Taxis**
 - Ideally use metered taxis
 - Watch out for taxis that turn the meter off –need to negotiate fare before commencing
- **Security**
 - Keep your passport with you at all times
 - Police can ask to check it and you could be arrested if you can't produce it
 - Don't hand it over as a guarantee (for motorcycle hire for example)
 - Beware of pickpockets
 - Keep valuables secure and out of sight
 - Credit card fraud –don't lose sight of your card during transactions



Which key health and safety regulations should an organiser be aware of? This includes documents, licences, permits, stand regulations, etc.

As a UK Organiser, we ran the event in line with UK safety regulations

- **Work at height**

- Ladder walking is a culture
- Venue requested scaffold towers and harnesses be used for work above 2m

- **Hard hats**

- Venue requested hard hats to be worn at all times during any construction work (even if not working at height) and wasn't enforced

- **Sign terms and conditions**

- Venue asked all stand build contractors to sign their 'outside contractors terms and conditions'

- **Dress**

- Venue stipulated no sleeveless shirts, shorts or sandals allowed –they didn't enforce this either



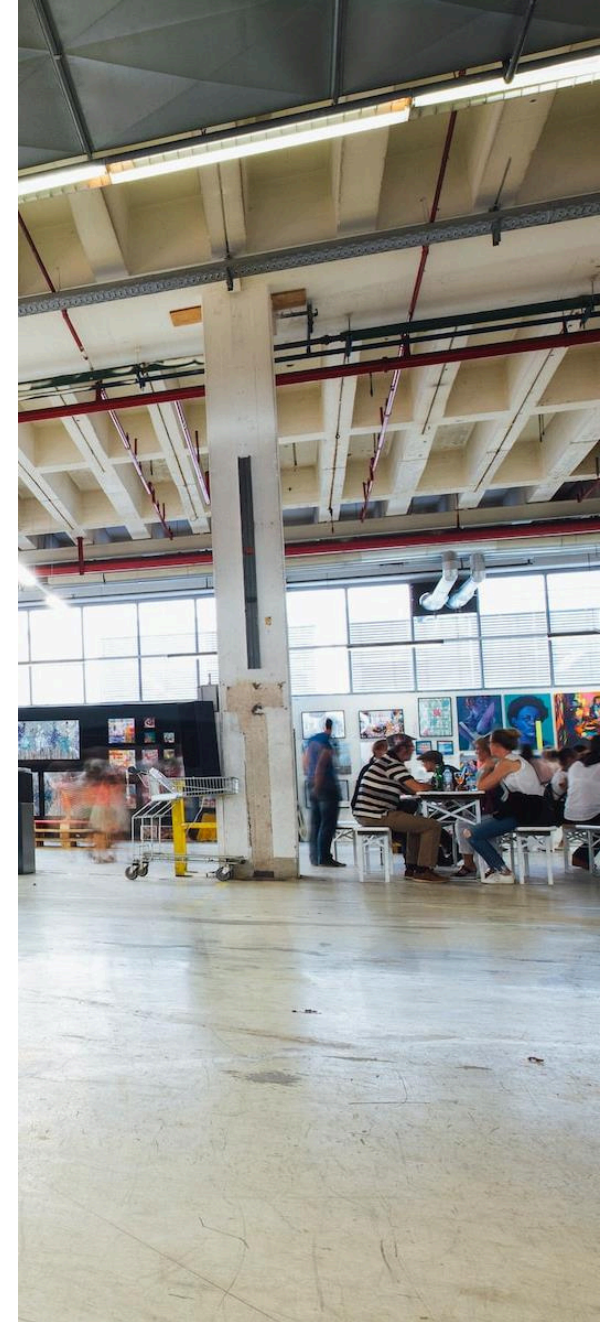
What sustainability measures and initiatives have you witnessed in this location?

- No waste segregation to facilitate recycling
- No sustainability policies in place from venue
- Used modular shell build



Supplier relationships –do you have any advice to ease the relationship with suppliers?

- Worked with existing suppliers
 - PICO for shell, carpet, furniture, electrics, graphics
 - Showcase for conference set and AV
- Venue -agree as much as possible, as soon as possible and on email to help with language barrier
- Regular online meetings
- Full run through prior to event with venue, PICO and Showcase
- Pre-planning meeting onsite with all of the above



Budgeting: Identify venue specific areas with higher costs to allocate more funds, such as featured areas or catering.

- **Minimum banquet food and beverage**

- Covers room hire based on delegate day rate
- Be careful how you split this to make sure you don't go over the minimum agreed
- Ensure the venue understand you don't want to go over the minimum agreed

- **Room attrition**

- Agreed to fulfil a number of room nights
- Any not fulfilled charged back to us post-show
- Be careful how you agree to fulfil these –booking link wasn't used by some who used own travel agents so the venue didn't honour booking

- **Security**

- Budget for security to check passes on doors for build/breakdown
- Our temp staff covered this on open days



What suggestions would you provide to anyone working in this location for the first time?

- **Research**

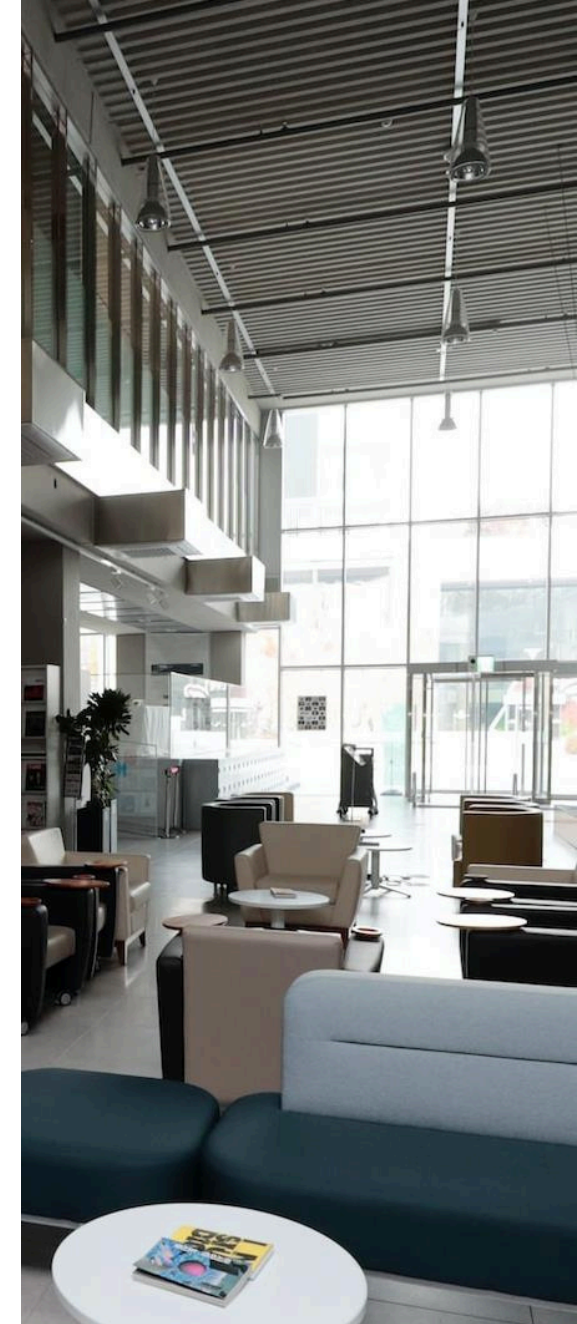
- Visit venues, check spaces, atmosphere, visitor flow, emergency exits, security control room, first aid provision

- **Time difference**

- Prepare for early morning meetings (UK time) to meet the end of their day (7hr difference)

- **Language barrier**

- Difficult to trust we'd been understood on calls –found it reassuring to follow-up with an email to ensure items are agreed



Any other useful information to be considered?

- **Local holidays**
 - Check when local bank holidays are as they could affect event delivery –example, no alcohol served on royal birthdays

