



OFFSHORE TECHNOLOGY CONFERENCE ASIA

27 February – 1 March 2024
Kuala Lumpur, Malaysia

Excellence in Asia
Energising Now
and for the Future

A wireframe illustration of an offshore oil rig structure, rendered in a light blue color, set against a dark blue background with glowing particles and curved lines.

Exhibitor Services Manual (ESM)

2024.otcasia.org | #otcasia



Introduction

The Offshore Technology Conference Asia (OTC Asia) 2024, taking place from 27 February - 1 March 2024 at Kuala Lumpur Convention Centre in Kuala Lumpur, Malaysia.

This copy of the Exhibitor Services Manual (ESM), which contains comprehensive information to assist in your preparation to participate at this exhibition. Please read all information carefully and observe the rules and regulations, operational schedule, and most importantly, the deadlines for the respective service/order forms stipulated in this manual.

Since deadlines are important to all parties who are involved in the event, we would appreciate your close observation of the form submission deadlines and co-operation in returning all the completed forms to respective suppliers.

We hope this ESM will help you enjoy a smooth and trouble free run-up to the event. Should you require any assistance along the way, please do not hesitate to contact us.



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1. Useful Contact



ORGANISER

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Shanice Woo

Senior Operations Coordinator
Direct Line: +60 3 2182 3132
Email: swoo@otcnet.org

VENUE

Kuala Lumpur Convention Centre

Kuala Lumpur City Centre, 50088 Kuala Lumpur Malaysia
Office Tel: +60 3 2333 2888
Website: www.klccconventioncentre.com



Exhibitor Services Centre (ESC)

Direct Line: +60 3 2333 2603
Email: exhservices@klccconventioncentre.com

OFFICIAL CONTRACTOR

Innogen Sdn Bhd

No. 1, Jalan Perusahaan 1, Taman Industri Selesa Jaya
43300 Balakong Selangor Malaysia
Office Tel: +60 3 8961 1108 Office Fax: +60 3 8961 0103
Website: www.innogen.com.my



Ai Bit Toh

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Brandon Lok

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OFFICIAL FREIGHT FORWARDER

R.E. Rogers (Malaysia) Sdn Bhd

No.7 Jalan Warden U1/76, Taman Perindustrian Batu Tiga
40000 Shah Alam Selangor Malaysia
Office Tel: +60 3 5510 8611 Office Fax: +60 3 5510 6296
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Rasyid B. Abdullah

Operations Director
Mobile: +60 19 357 5216
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2.1 Visa Information

OTC Asia participants travelling to Malaysia must be in possession of passports valid for more than six (6) months on arrival. It is the sole responsibility of the participants to obtain the necessary paperwork for entry to Malaysia. Please contact the nearest Malaysian Embassies, High Commissions or Consulates to verify your visa requirements.

An invitation letter to facilitate the application of visa will be issued to registered attendees if required. Download Invitation Letter Request [here](#). Complete and return the Invitation Letter Request Form to Faezah Saaban at fsaaban@otcnet.org.

Please note that it is the sole responsibility of the attendee to obtain the necessary supporting document(s) for entry into Kuala Lumpur, Malaysia. The invitation letter does not guarantee that you will be granted a visa.

2.2 Official Hotel

Coming soon.

1.1 Overview

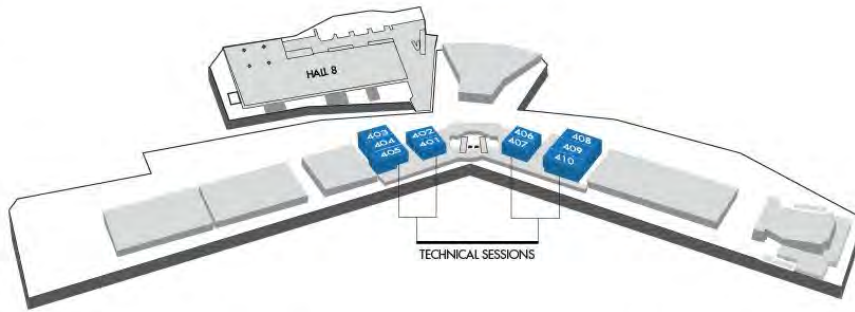


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ASIA**

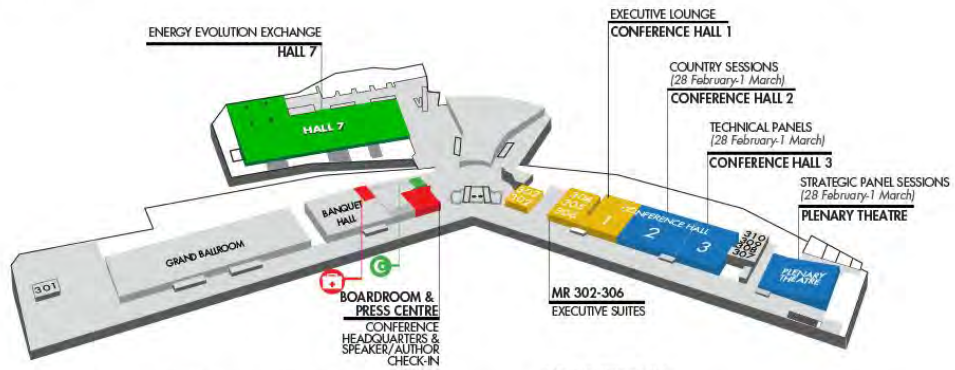
27 February – 1 March 2024
Kuala Lumpur Convention Centre
Kuala Lumpur, Malaysia

OVERVIEW MAP

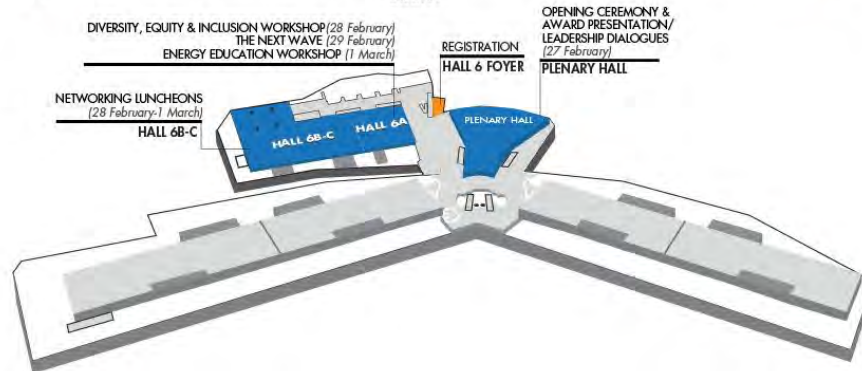
LEVEL 4



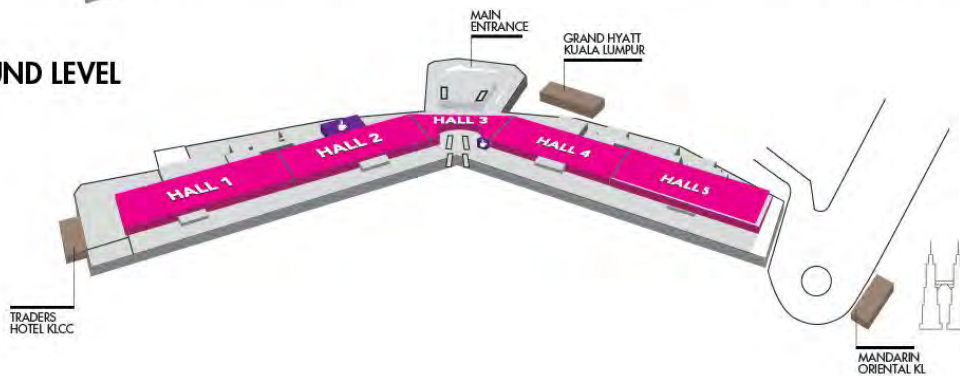
LEVEL 3



LEVEL 1

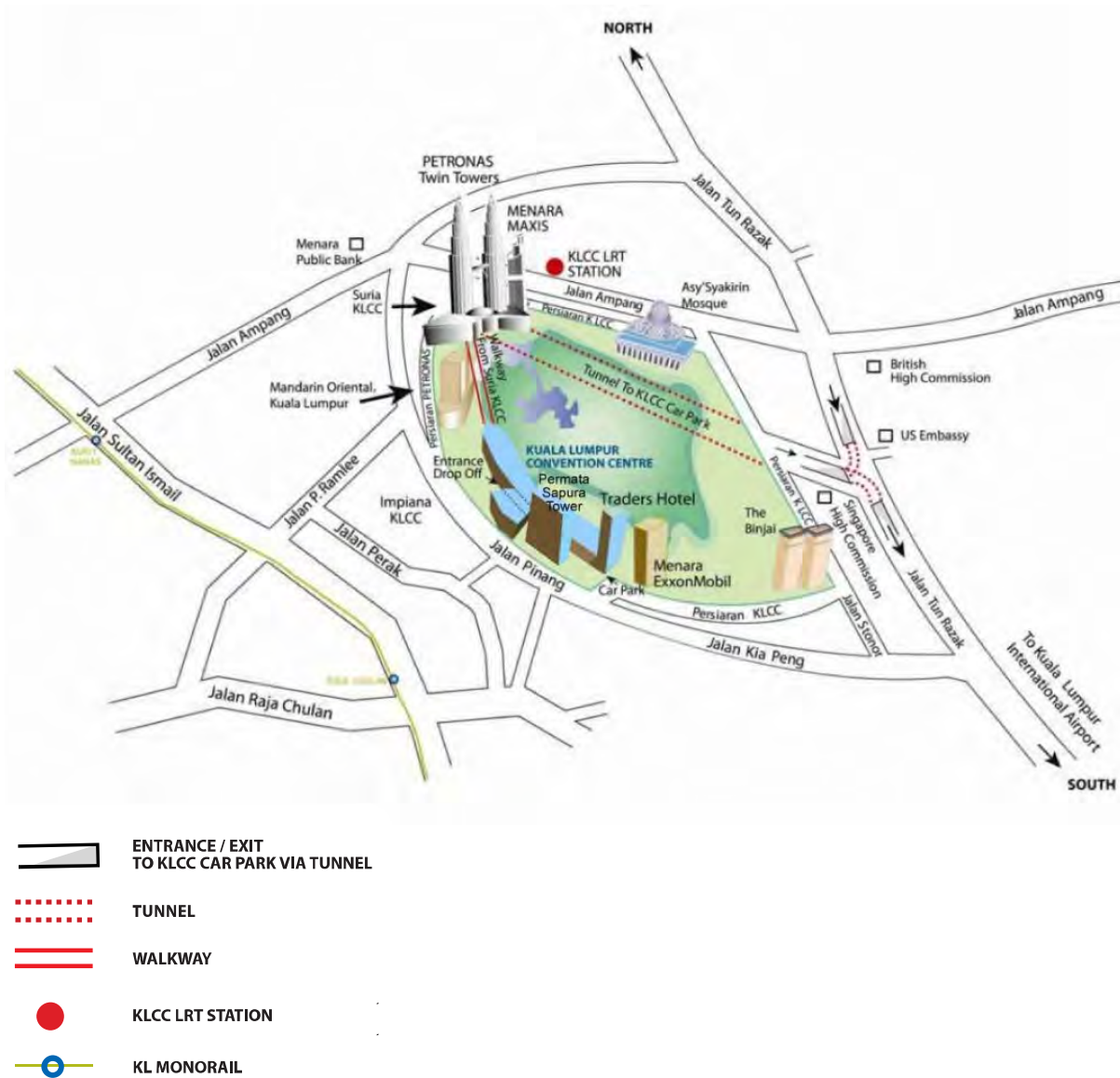


GROUND LEVEL



This section is updated as of 30 July 2023.

3.2 Map to Kuala Lumpur Convention Centre



3.3 Loading Docks



Build-Up/Setup

Saturday, 24 February 2024	
0700-2100 hours	Official Contractor Move-In and Build-Up
1000-2100 hours	Official Freight Forwarder Move-In
1100-2100 hours	Exhibitor Contractor Move-In and Build-Up
2100 hours	Exhibition Hall Closed for Build-Up/Setup
Sunday, 25 February 2024	
0900-2100 hours	Official and Exhibitor Contractor Build-Up
1200-2100 hours	Exhibitor Registration, Badge Collection, Move-In and Setup
2100 hours	Exhibition Hall Closed for Build-Up/Setup
Monday, 26 February 2024	
0900-1800 hours	Official and Exhibitor Contractor Build-Up
0900-1800 hours	Exhibitor Registration, Badge Collection, Move-In and Setup
1800 hours	Exhibition Hall Closed for Build-Up/Setup

Official Show Days

Tuesday, 27 February 2024	
1200-1900 hours	Exhibitor Registration and Badge Collection
1200-1900 hours	Access Hours for Exhibitors and Standby Contractors
1400-1800 hours	Opening Hours for Visitors
Wednesday and Thursday, 28 – 29 February 2024	
0900-1800 hours	Exhibitor Registration and Badge Collection
0900-1900 hours	Access Hours for Exhibitors and Standby Contractors
1000-1800 hours	Opening Hours for Visitors
Friday, 1 March 2024	
0900-1700 hours	Exhibitor Registration and Badge Collection
0900-1700 hours	Access Hours for Exhibitors and Standby Contractors
1000-1700 hours	Opening Hours for Visitors

Tear-Down

Friday, 1 March 2024	
1700-1800 hours	Exhibitor Move-Out (Hand Carry Items Only)
1800-2000 hours	Official Freight Forwarder Move-Out
Saturday, 2 March 2024	
0900-1700 hours	Dismantle of Booth Structure by Official and Exhibitor Contractors

Important Notes:

1. During the Build-Up day on 24 February and Tear Down day on 2 March all vehicles MUST check-in to the **Vehicle Holding Area** prior to entering the loading docks. **Strict scheduling** will be announced/notified two (2) weeks prior to the Build-Up Days. All Exhibitor Contractors MUST adhere to the rules.
2. All exhibit installation/setup MUST be completed by 1800 hours on Monday, 26 February 2024. This will be enforced and no exceptions will be allowed.
3. All booth structure and exhibit dismantling MUST be completed by 1700 hours on Saturday, 2 March 2024.
4. OTC Asia reserves the right to alter the operation hours.
5. Each exhibitor is solely responsible for complying with all law, ordinances and regulations pertaining to customs, health, fire prevention and public safety while participating in OTC Asia 2024.

This section is updated as of 30 July 2023.

5. Exhibitor Checklist



Deadline	Description	Mandatory	Submit To
Immediately	Product/Service Listing	ALL	OTC Asia
11 December 2023	Work Authorisation Form	Space Only	Innogen Online Services Centre
15 December 2023	Exhibitor Contractor Form		
5 January 2024	Fascia Name Form	Stand Package	
	Furniture on Hire Order Form	Optional	
	Electrical and Lighting Order	Optional	
	Audio Visual	Optional	
	Service Location Plan Form	Optional	
	Printing	Optional	
	Contractor Passes Form	Space Only	
Booth Design Drawings Submission			
26 January 2024	Booth Activity Form	ALL	OTC Asia
	Exhibitor Registration	ALL	Exhibitor Registration Page
8 February 2024	Shipment Submission - Sea Freight	If Applicable	Contact R.E. Rogers
13 February 2024	Shipment Submission - Air Freight	If Applicable	Contact R.E. Rogers
18 February 2024	Audio Visual Order	Optional	KLCC ESC
	Food and Beverage - Booth Catering Order	Optional	
	Food and Beverage - Beverage Order	Optional	
	Food and Beverage - Catering Service Staff Order	Optional	
	Internet and Telecommunication Order	Optional	
	Hanging Banner Request	Optional	
	Hanging Object Request	Optional	
	Booth Cleaning Order	Optional	
1 March 2024	Visitor Registration	ALL	OTC Asia

This section is updated as of 18 August 2023.

6.1 General

The OTC Asia is undertaken primarily for the technical education of participants. To provide the best possible atmosphere to discuss the technical application of the equipment and services displayed, each exhibitor agrees as follows:

To exhibit only products of exhibitor's own manufacture, represents or distributes comprising materials, equipment, apparatus, systems, services, and other component products applicable to advancing the engineering and scientific knowledge and development/refining of energy and environmental resources.

No Exhibitor shall assign, sublet or appoint the whole or any part of the exhibit space allotted, nor permit any other person or party to exhibit therein, any other goods, apparatus, etc., not manufactured or distributed by the Exhibitor in the regular course of business except with prior written consent from OTC Asia.

Exhibit space must be manned by a representative during all times when the OTC Asia is officially open. Exhibit space must be maintained in a neat and orderly manner throughout the event. No dismantling may begin before the official closing hour on the final day of the exhibition. OTC Asia reserves the right to have the exhibit installed at the expense of the exhibitor if work has not commenced or installation completed by the specified deadline in the OTC Asia 2024's Exhibitor Services Manual (ESM).

To refrain from the performance of any act that affects a sale of any of the products or services being displayed or that constitutes a necessary step in effecting such sale. The prohibited acts shall include, but are not limited to: (a) the actual sale of products in return for cash, check or other legal tender received at the exhibit space; and (b) the execution of contracts or other documents that effect a sale of products or services, whether or not accompanied by receipt of a deposit thereon, for delivery of performance following the OTC Asia. Exhibitors may secure names and addresses of persons expressing an interest in the products or services being displayed for the purpose of contacting such person after the Exhibition.

OTC Asia is sensitive to the time, effort and cost related to the success of OTC Asia by exhibitors, and therefore, expressly forbids the solicitation of goods and services, distribution of literature, promotional items or souvenirs by anyone other than registered exhibitors within their assigned booth location with prior written approval from OTC Asia. Exhibitors witnessing this type of situation should notify OTC Asia.

Exhibitors shall abide by and observe all federal state and local laws, codes, ordinances, rules and regulations, and all rules and regulations of the Centre.

Each Exhibitor understands and agrees that the Exhibit Terms & Conditions are an integral and binding part of the Application/Contract for Exhibit Space.

6.2 Photography and Videography

Photographs and/or videography of any exhibit booth design and/or equipment is prohibited unless permission is obtained from OTC Asia. Please contact Shanice Woo at swoo@otcnet.org.



6.3 Market Research and Surveys

Any Exhibitor wishing to conduct market research or surveys during in OTC Asia must adhere to the following procedures. Surveys and questionnaires must be submitted for approval to OTC Asia by **12 January 2024**. Please contact Karyn Nair, OTC Asia Marketing Manager on +60 3 2182 3158 or by email at knair@otcnet.org.

All surveys/questionnaires must be conducted within the confines of the Exhibitor's booth. At no time may exhibit personnel leave their booth to encourage participation or to survey/question attendees.

Market research companies must identify the names of the clients for whom they are conducting research. Survey documents and any publication or results may not include the name of OTC Asia and/or make any reference to the event which might cause respondents or readers to believe that OTC Asia is endorsing, approving, or involved with the research. Exhibitors who violate these guidelines may jeopardise future participation in OTC Asia.

6.4 Age Restrictions to Exhibition Halls

No one under the age of 18 is permitted in the Exhibition Halls during build-up, official show days and tear-down days.

6.5 Booth Inspection Deadline (No-Show Ruling)

If the Exhibitor fails to utilise the Exhibit space and/or the space is vacant at the time of the published deadline for completion of booth setup/move-in, OTC Asia reserves the right to consider the space to be cancelled and vacated. All requests for booth setup/move-in beyond the published booth setup/move-in completion deadline must be submitted to OTC in writing. Approval for late booth setup/move-in requests are at the discretion of OTC.

Exhibit Type	Deadline
Space Only	Saturday, 24 February 2024 at 1800 hours
Stand Package	Sunday, 25 February 2024 at 1800 hours

OTC Asia has prepared these exhibit regulations in order to provide a well-balanced, well-regulated and successful event. No exceptions to these regulations will be permitted. OTC Asia reserves the right to enforce strict compliance with these Exhibit Regulations.

7.1 Definitions and Interpretation

In these Exhibit Regulations:

'OTC Asia' refers to the Offshore Technology Conference Asia Organisers.

'Authority' means any government department, local government council, government or statutory authority, or any other body, which imposes a requirement or whose consent is required in connection with the Permitted Use.

'Booth' means a temporary partitioned area or room erected within the Premises.

'Centre' is the entity responsible for the management of the Kuala Lumpur Convention Centre.

'Premises' means all exhibition halls and exhibit space.

'Structure' means any structure, fixing or fitting erected and/or intended to be erected by the Licensee on the Premises.

'Venue' means the land of Kuala Lumpur City Centre known as the Kuala Lumpur Convention Centre.

'Innogen' refers to OTC Asia's Official Contractor – Innogen Sdn Bhd

'R.E. Rogers' refers to OTC Asia's Official Freight Forwarder – R.E. Rogers (M) Sdn Bhd

7.2 Air-Conditioning

Only natural ventilation is provided in all exhibition halls during build-up and tear-down days.

Air-conditioning will be provided two (2) hours prior to the operational opening time and for one (1) hour after the operational closing time during official show days.

7.3 Aisles

Exhibitors are not permitted at any time to obstruct or allow the obstruction of any aisle space, or obstruct access to emergency exits, fire hose and fire extinguisher cabinets and building control access doors or panels, etc. These no-freight and no-build areas are clearly marked on the floor.

Any encroachment into public aisles from an assigned booth area is strictly prohibited. The Centre and OTC Asia reserve the right to have anything obstructing or restricting access to the above items removed at the exhibitor's cost, without any liability for loss or damage.

7.4 Animals

Live animals and pets (except assistance animals) are not permitted in the Venue.

7.5 Audio Systems and Noise Levels

Exhibitors are advised that any audio system or electrical device producing irritating, intermittent and/or sequential sounds/noise is not permitted without prior approval from OTC Asia and the Centre. The distribution of noisemakers such as whistles, crickets, horns, etc., is prohibited.

Audio presentations must be muffled so that the noise does not interfere with other exhibitors, OTC Asia announcements or visitors passing through the Centre. Any noise emitted must comply with relevant public health, environmental and occupational health and safety legislation.

The operation of machines and appliances generating noise should be kept to a minimum in the interest of all exhibitors and visitors. Noise at the booth boundary shall not **exceed 70 dB (A)**.

Any request made by OTC Asia to turn off or to reduce noise levels must be complied immediately without dispute.

7.6 Badge and Lanyard

All exhibitors and contractors must wear the official working badges and lanyards as issued by OTC Asia at all times whilst in the Venue. Individual company/corporate lanyards must not be exchanged for the official OTC Asia lanyard while in the Venue.

7.7 Booth Activity

Exhibitors are required to submit [Booth Activity Form](#) for booth activities such as game, giveaway, product unveiling / launching, happy hour / reception, seminar, etc.

7.8 Broadcasting/Telecasting Rights

The Exhibitor/Contractor/Media must obtain prior written approval of OTC Asia and the Centre for the broadcast and/or telecast of the Event or any portion of the Event for commercial or non-commercial gain. Such written approval may be subject to payment to OTC Asia and the Centre of a percentage of the revenue to be derived from such broadcast or telecast.

All expenses associated with any such broadcast or telecast will be the responsibility of the Exhibitor/Contractor/Media.

7.9 Canvassing, Solicitation and Distribution

Exhibitors are not permitted to canvas, solicit, or distribute materials without prior written consent from OTC Asia or the Centre anywhere in the Centre other than within their respective booth confines. The distribution of pamphlets or other promotional material on vehicles parked within the Centre's car park is also not permitted.

7.10 Care of the Building

No attachment, fitting or detachment is to be made to the interior or exterior walls, floors, ceiling, or pillars of the building, without prior knowledge or consent from the Centre. This includes any equipment or device whatsoever which would be affixed to, or suspended from, any structure of the building, and includes attachments that would damage any surface or structure in any part of the building.

7.11 Common Areas

All areas outside the exhibit space are considered common areas. All activities utilising the common areas require the prior written consent of OTC Asia and may be subject to payment of License Fees.

No major painting and construction work is permitted at the foyers. Dragging or moving of any equipment on or across the floor is prohibited. Any damages will be billed to the Exhibitor/Contractor. Booths or structures are not allowed to be constructed in the foyers. The foyers form part of the egress for evacuation of the Centre.

7.12 Compressed Air

There is no permanent compressed air supply to the exhibition halls. Any requirements for compressed air are to be arranged in advance with the Centre. Where compressed air is required, the compressor is to be placed at the loading dock and hose-piped through the service trench to the booth.

Please refer to the [Air Compressor Permit](#) for more information.

7.13 Contractors, Sub-contractors and Suppliers

Only Accredited Suppliers shall be permitted to perform all works at the Centre. All Accredited Suppliers and their sub-contractors working at the Centre are required to comply with the Centre's safety, health and environmental procedures and guidelines, conducting work in a safe manner and not placing themselves or others at risk. View Centre's Accredited Supplier [here](#).

Work health and safety is important to the Centre, the following procedures and requirements are to be adhered to by contractors, sub-contractors and suppliers at all times during the move-in and move-out:

Clothing, Dress Code, Footwear and Hair

- Make sure all shirts, jackets, vests and jumpers worn on-site have a clearly identifiable company name and/or logo
- The minimum Personal Protective Equipment (PPE) requirement are a high visibility bib and safety footwear, with additional PPE required for specific tasks, for example, wearing of hardhat for overhead working/lifting or working at height.
- Pants and/or shorts are allowed but must be no higher than mid-thigh.
- Short sleeve shirts and t-shirts are allowed
- All safety garments including day and night high visibility features must comply with Factories and Machinery (Safety, Health and Welfare) Regulations 1970 (Revised – 1983), Regulation 32-Working, clothes, personal protective clothing and appliance.
- Please ensure that footwear is fully enclosed, clean, worn with socks if suitable and in good condition. No sandals and/or open-toed shoes are allowed.
- Hair must be neat and tidy hair, and tied back if required.

Conduct

- Comply with all applicable legal requirements
- Comply with Safe Work Method Statements (SWMS)
- Adhere to all directives and instruction from the Centre's Management
- Behave in a courteous and respectful manner
- Avoid offensive language
- Do not exhibit harassment and intimidating behaviour
- Smoking is not allowed at any time in the Halls and associated work areas
- No consumption of food items at the back-of-house, Loading Bays, along Persiaran KLCC or in the public areas
- Contractors must report any incidents that take place during the build-up and tear-down activities to the Centre's Security Services, which is located at the Concourse Level
- For Exhibitions, all contractors appointed by exhibitors are required to register with the Official Contractor – Innogen
- Contractors must possess a valid Business Registration License, Workmen Compensation Insurance and Public Liability and Third-Party Liability Insurance
- All Malaysian workers must possess an Identity Card (IC) and all foreign workers must possess a valid work permit in order to obtain a contractor badge
- No persons under age 18 years old are permitted to enter or work on the premises
- Construction materials are not allowed to be piled onto the EMERGENCY AISLE, obstruct fire exits and firefighting equipment. All materials must be kept within the contracted booth space at all times
- Contractors are not allowed to use the guest toilet facilities and must not loiter in the lobby or guest area
- Urinating in paint washroom is strictly prohibited
- Preparation and cleaning of paints must be conducted in the paint washroom located at the loading bay on the ground floor
- Cleaning and disposing of paints, chemicals and substances in toilet bowls and washing basins are strictly prohibited
- Remove all debris, rubbish and packing materials from the premises after build-up activities

7.13 Contractors, Sub-contractors and Suppliers (Cont'd)

- Activities which generate dust, sparks such as welding, sanding and sawing are strictly prohibited
- Screwing, drilling, nailing or painting on the floor, walls, pillars or any part of the venue premises are strictly not allowed
- Custom booths should be pre-fabricated off-site and assembled and touched up onsite.
- No large scale cutting of wood and/or metal and painting work are allowed onsite

The Centre and OTC Asia reserves the right to add and change any of the procedures and requirements at any time. Any person caught committing unsafe work practices and or non-compliance activities will be fined or prohibited from working in the Centre.

7.14 Copyright Fees, Licenses and Permits

The Exhibitor shall be responsible for obtaining at its own cost and expense all appropriate permits for the playing of all music and use of performance materials protected by copyright, whether played live or pre-recorded.

For contact details of the Regulatory Authorities in Malaysia that can assist you, please refer to the Centre's Exhibitor Services Centre (ESC).

7.15 Damages

The Exhibitor is responsible for any damage to the Premises caused by its employees, contractors, sub-contractors, service providers, agents and exhibitors.

The cost of repair and replacement will be evaluated by the Centre and charged to the Exhibitor.

7.16 Deliveries and Freight

OTC Asia and the Centre or OTC Asia will not accept any freight deliveries/shipment or 'Cash on Delivery' deliveries on behalf of Exhibitors. Consignment of all shipments to be delivered to the Premises will be the responsibility of the Exhibitor.

Exhibitors must arrange move-in and/or move-out of freight items in exhibition halls with the R.E. Rogers. Exhibitors who chose to manage their own freight carrier must register with R.E. Rogers and to follow strict scheduling on move-in and move-out.

Use of own forklift, tow motors, cranes, dollies, pallet jacks are not allowed under any circumstances. In the event that the exhibits (e.g. machinery, tool and equipment) required to be move-in/out and cannot be hand-carried, the R.E. Rogers must be engaged to handle the exhibits by using the correct tool and method. The services of which will be chargeable by the R.E. Rogers.

Exhibitors and contractors are not permitted to load in goods via the main entrance of the Centre. Trolleys are strictly prohibited in the main lobby, concourse, foyer and passenger lifts.

7.17 Distribution of Printed Materials and Gifts

It is advisable to avoid distributing printed materials, however distribution is permitted only within the exhibitor's booth space itself.

Exhibitors are not permitted to distribute or give away any item of food, drink or tobacco that were not supplied by the Centre.

7.18 Dynamic Exhibits

All moving machines must be fitted with the appropriate safety devices which operate when the machines are in operation. These safety devices may be removed only when the machines are disconnected from the source of power.

The general guidelines are:

- The working machines must be placed at a safe distance (minimum of one metre) from visitors.
- Any machinery or apparatus displayed at the venue shall only be demonstrated within the confines of the booth space.
- Only authorised personnel are allowed to operate the machines.
- Any plant and equipment that requires a licensed operator can only be operated by the prescribed licence holders.
- No machine or display shall be left unattended while in operation.
- Motors, engines, or power driven machinery must have adequate fire and other appropriate protection against oil and other leakage.
- The operation of compressors, sprayers, auto trucks and similar machinery powered by internal combustion engines is prohibited.

7.19 Electrical Installation Regulations

Exhibitors are required to comply with the Centre's electrical connection regulations as follows:

- All electrical installation at the booth must be carried out by Innogen.
- Each electrical point provided is intended for one item of equipment or machine on display. **The use of multiple socket outlets is strictly prohibited** to avoid any overloading as this may lead to a trip in the incoming power supply and cause inconvenience to other exhibitors.
- Without any exception, Exhibitors who provide their own lighting fixtures will be charged the lighting connection fees according to the rates stipulated in the Electrical and Lighting Order Form.
- Lighting connections are charged according to the number of tubes and bulbs lighted on the booth.
- Light boxes are charged according to the number of tubes in each light box, using the lighting hook-up or connection rate, whichever applicable.
- All booth electrical circuits, other than those with a 24-hour supply, shall be switched off as soon as possible after the close of each event day. The booth electrical supply will be switched off by the Centre after the close of each Event day at an agreed time.
- The Centre's Electrical Chameleon will inspect and test all installations. For any installation that is found to be unsatisfactory, the Centre reserves the right to disconnect the electrical supply.

7.20 Escalators and Passenger Lifts

Escalators and passenger lifts are not to be used for transporting freight or equipment, furniture including tables, chairs, boxes, etc. The use of trolleys is prohibited in the passenger lifts.

7.21 Exhibitor Contractors

All exhibitor contractors are required to register with OTC Asia and Innogen. Contractors are required to comply with OTC Asia and the Centre's rules and regulations and the S.H.E. guidelines. Non-compliance will result in the offender being prohibited from working in the Centre.

Contractors may pick up their working badges at OTC Asia's Exhibitor Helpdesk at Foyer of Hall 2, Ground Level from 0900 hours on Saturday 24 February 2024.

Before permission is granted for contractor to work at the Exhibition and the necessary badges issued, the contractor is required to place a refundable Performance Bond and non-refundable Administration Fee:

Refundable Performance Bond

- MYR 6,000.00 for booth equal or below 50sqm
- MYR 12,000.00 for booth 50sqm and above

Non-refundable Administration Fee

- MYR 55.00 per sqm
- Minimum levy of RM 500.00 shall apply to all outside contractors.

Only when this Performance Bond has been received and the undertaking acknowledged, will the contractor be allowed to bring their materials onto the site to commence work. The contractor will also have to bear any charges levied by the venue owner for damages caused to their property, flooring, or for debris not cleared away.

Provided the exhibition booth is completed on time, and no damages are caused, the Bond will be returned to the contractor in full after the exhibition. If a contractor does not complete their booth construction in the given time frame, hourly charges will be deducted from the Performance Bond. Please refer to the **Exhibitor Contractor Form** in Innogen Online Services Centre.

7.22 Exhibitor Helpdesk

OTC Asia's Exhibitor Helpdesk is located at Foyer of Hall 2, Ground Level. Exhibitors may contact staff of OTC Asia, Innogen and R.E. Rogers at this counter for matter pertaining to their orders.

The Centre's Exhibitor Services Centre (ESC) is located next to OTC Asia's Exhibitor Helpdesk. Exhibitors are able to order services such as food and beverage, communication lines, audio visual services, cleaning services, water and waste facilities. Please contact the Centre's ESC for more information.

7.23 Exhibitor Registration

Each 9 sqm booth is entitled to two (2) complimentary Exhibitor Registrations, which entitled badge holders access to:

- Exhibition during exhibitor access hours
- Conference Opening Ceremony
- Conference Leadership Dialogue
- Conference Strategic Panel Sessions
- Conference Technical Panel Sessions
- Conference Country Sessions
- Conference Focus Sessions
- Knowledge Sharing ePoster Sessions
- Daily Coffee Breaks (at Exhibitor Lounge)
- Welcome Reception

Exhibitor Registration login page will be provided to Exhibitor for registration. Please contact OTC Asia for more information on login to Exhibitor Registration Page.

Exhibitor badges can be collected at the **Exhibitor Helpdesk** at Foyer of Hall 2, Ground Level from **Sunday, 25 February 2024** at **1200 hours onwards**. Please refer to Operational Schedule for more information on exhibitor registration and badge collections. To assist in security procedures, all exhibitors **MUST** wear valid badges at all times whilst in the venue.

7.24 Emergency and Evacuation Plan

The Centre has an Emergency and Evacuation Plan to enable the successful evacuation of staff, exhibitors and visitors in the case of a fire or other emergencies. All Centre's staff will assist in the evacuation of attendees if the need arises.

Please refer to the Emergency and Evacuation Procedures on page 32 - 33.

7.25 Fire Exits

All emergency exits must be accessible and operable from within the building at all times. Access to the emergency exits must be unobstructed at all times to a distance of at least five (5) metres from the door and the path to the exit must be at least equal to the width of the door.

Designated fire exits and clearways have been identified with marked green and white exit signs over the doors in the Exhibition Halls. These areas cannot be encroached upon / under any circumstances.

Storage of materials or equipment in fire stairs or any door leading to fire stairs is not permitted.

7.26 Fire Extinguishers and Hose Reels Regulations

General regulations relating to hose reel cabinets and fire extinguishers are as follows:

- All exhibits must not restrict access to fire-fighting equipment and must be designed in accordance with the Building Code of Malaysia and conform to the Centre's Safety and Fire Regulations.
- Where the location of a fire extinguisher is obstructed by an exhibit, at and/booth or structure, an additional fire extinguisher will be required.
- The replacement fire extinguisher should be clearly visible.
- Additional fire extinguishers may be required according to the number of aisle ways, widths and type of booths and their placement will be determined by the Centre's S.H.E Manager.
- Additional fire extinguishers are required at LPG gas and cooking installations or anywhere where there are increased fire risks.
- The built-in hose reel cabinets cannot be obstructed in any way.

7.27 Floor Loading Limit

Hall	Halls 1, 2, 4 and 5	Halls 6 and 7
Loading Limit	20.0 KN/m ² / 2040 kg/m ²	10.0 KN/m ² / 1020 kg/m ²
Loading / Unloading Dock	20.0 KN/m ² / 1020 kg/m ²	Via Freight Lift

Any equipment or items to be used or displayed whose weight exceeds the floor capacity limit must be assessed prior to the positioning of the item or equipment. The use of a spreader plate may be required to spread the weight evenly. Where this is necessary, the cost is to be borne by the Exhibitor.

7.28 Floor Surface and Sharp Edge

All floor surfaces should be constructed using firm, slip resistant materials and should be traversable for all users to ensure safety. Any sharp edges or corners should be rounded or be capped with protective rounded corners

All floor coverings including carpets must be securely attached with exposed edges fastened to the floor surface and have a trim along the entire length of the exposed edge. Carpets should have a level, low pile and firm pad, or no pad at all, underneath it. Any loose carpeting must be taped or secured to the floor surface.

7.29 Food and Beverage Policy

The Centre is the exclusive supplier of food and beverage. Any outside food and beverage brought into the Centre's premises, exhibition halls and booth for sales and consumption is strictly prohibited.

All food and beverage items in the exhibition halls must be purchase through the Centre's Exhibitor Services Centre (ESC). This includes bottled water.

To arrange food and beverage hospitality services, please visit KLCC [Centre's ESC](#) for more information.

All food served in the Centre is Halal.

7.30 Gas Cylinders / Liquefied Petroleum Gas (LPG)

To ensure compliance with safety regulations, exhibitors are required to submit full details regarding the use of LPG cylinders prior to the exhibition.

Please refer to [Liquefied Petroleum Gas Permit](#) for more information.

7.31 Hand-Carry Items

Hand-carried items is defined as items that can be easily carried by an individual exhibitor, without the need for mechanised equipment. Examples of acceptable hand-carried materials include boxes, suitcases or fibreboard shipping cartons, portable displays on wheels and small luggage bags.

Exhibitors may use the passenger lifts access to transport materials that can be hand carried to their booths. The following items are not considered hand-carried items: two-wheel dolly loads, carts, boxes or crates.

7.32 Hanging Objects and Rigging

The Centre is the exclusive provider of rigging services. Trusses and motor chain hoists must be supplied by the Centre. Exhibitors or contractors must appoint qualified or experienced riggers to install the hanging objects.

When designing or installing objects overhead, the Exhibitor or Contractor must consider:

- a) Size, shape and weight of the object.
- b) The risk of the object coming loose or falling.
- c) Primary and secondary attachments and restraint methods.

All overhead hanging objects must be installed so that the height **from the floor TO THE TOP of the rigged object does not exceed five (5) metres for Halls 1 – 5, and four (4) metres for Hall 6**. OTC Asia must be informed, and permission given to any promotional material which would like to be hung in the exhibition halls. Exhibitor or Contractor must also ensure:

- Hanging objects must be hung over an Exhibitor's contracted booth space only and not over the aisles and passageways.
- All hanging objects must be supported with a metal frame.
- If rigging points do not exist where points are required, a high beam or truss must be installed to provide the desired rigging points.

7.32 Hanging Objects and Rigging (Cont'd)

- Rigging equipment used must be free from defects; fit for purpose, marked to indicate its Working Load Limit (WLL), adequately maintained and subject to legal requirements for inspection with valid certification.
- All hanging objects exceeding 500kg require written confirmation from a Structural Engineer, with adequate professional indemnity cover, that the design is safe for its purpose and must be supplied together with the Structural Engineer's Certificate to Centre no later than fourteen (14) days prior to the event build-up.

All rigging details including production schedule, scale drawings and rigging plots are to be formally submitted together with the booth design drawings on **5 January 2024** to Innogen and are subject to OTC Asia and the Centre's acceptance.

Exhibitors who require rigging points should submit the following information:

- Scale technical drawing with proposed 3D design, detailed dimensions and height including plan views and elevation of each of the hanging object.
- Superimposed ceiling truss plan provided by the Innogen showing the cables or motor hoist drop points for the hanging object.
- Submission of the **Hanging Object Request Form** and/or **Exhibitor Banner Hanging Request Form** in [KLCC's ESC Online Portal](#) (completed with full details as required and signed by authorised representative of the Exhibitor, failing which OTC Asia and the Centre reserves the right to refuse the build-up on-site).

Any rigging or exhibition banner hanging requests must be submitted at the same time and any requests received after **10 January 2024** will not be accepted.

7.33 Height Limit

Hall	Halls 1 – 5	Hall 6
Booth Structure Height Limit	5.0 metres	4.0 metres
Hanging Banner Height Limit	6.0 metres	4.0 metres
Hanging Object Height Limit	5.0 metres	4.0 metres

*Except for Link Hall 3 with low ceiling areas

7.34 Insurance

Exhibitors are advised to arrange, at their own cost, all risk insurance coverage from the country of origin to the exhibition booth including the duration of the exhibition and return to domicile. Exhibitors shall ensure they are fully covered by insurance and take-out public liability and comprehensive protection.

7.35 Loading Dock and Service Road

The Centre has a manned vehicle checkpoint that will monitor access and ensure an orderly flow of traffic in accordance with Operational Schedule. Marked thoroughfares must be kept clear at all times. Vehicles must not be left unattended during delivery. Vehicles without an attendant are not allowed to enter the service road. Any unlawfully parked vehicles or trailers, or unlawfully placed containers, boxes or empty receptacles of any kind, will be removed at the owner's own risk and expense.

The speed limit in the loading dock should not exceed (ten) 10 km per hour.

Vehicles in the loading dock shall not exceed 3.5 metres in height. Any incidental damage caused by non-compliance of the regulations will be liable for compensation to the Centre for damage. Please refer to loading docks location map and loading limits (section 7.27 - Floor Loading Limit).

7.36 Loading Dock Access Regulations

The following regulations must be complied with while at the loading dock:

- The Centre's loading dock is located at the ground floor.
- Control point for Halls 1 -5 and Hall 6 is at the Centre's checkpoint.
- There are two (2) freight lifts serving each of the levels 6-8. Material handling can be accessed to the dedicated Hall 6 loading docks via the existing service road check-point off Persiaran KLCC (adjacent to Traders Hotel).
- When using the freight lifts, pay close attention to maximum loading capacities. Safeguarding of lifts and loads is required to prevent damage to lift doors, walls and the control panel.
- Traffic flows in a one-way direction in from Jalan Persiaran KLCC and out to Jalan Pinang.
- The loading dock service road is 8mH x 6mD at Loading Dock 1 and Loading Dock 2 with narrower sections behind service Link Hall 3, Loading Dock 4 and Loading Dock 5.
- The narrow section behind Link Hall 3 has a low ceiling, which is 4mH only. Safety goal posts of 4.0 metres in height are installed before and after the service road Link Hall 3.
- **Only vehicles below 3.5 metres in height will be allowed access to Loading Dock.**
- A 30-minute parking limit applies for drop-off/pick-up of goods during the move in and move out process. Vehicles are not permitted to park at the loading dock at any other time.
- Vehicles and contents are the responsibility of the owner while at the loading dock.
- The loading dock includes two washrooms, one wash bay is located at Loading Dock 2, and another wash bay is located at loading dock 4 for the preparation of paints, trade materials and cleaning purposes.
- Children under the age of 18 are not permitted to be present during move in and move out.

7.37 Loading and Unloading Procedures and Schedule

- Exhibit materials must enter and exit through the approved loading dock.
- Exhibitors will be allowed to hand carry items in or out of the exhibition halls during move-in and move-out days.
- Innogen will issue Vehicle Entry Permit to contractors for entering the loading docks.
- During build-up and/or tear-down, all vehicles will be required to check-in at the Vehicle Holding Area (VHA) to queue for unloading in the dock area. No vehicles will be allowed to unload at the loading dock area without going to the VHA first.
- Access to exhibition halls will be via a loading dock and will be under the supervision of the Centre's Traffic Marshal.
- Hand carry loading procedures are limited to cars, mini-vans, station wagons or pick-up trucks not exceeding 20 feet (6.1 metres) in length and 12.5 feet (3.5 metres) in height.
- Hand-carried freight is defined as items that can be easily carried by an individual exhibitor, without the need for mechanised equipment.
- Examples of acceptable hand-carried materials include boxes, suitcases or fibreboard shipping cartons, portable displays on wheels and small luggage bags.
- Exhibitors may use the passenger lift access to transport materials that can be hand-carried to their booths.
- The following items are not considered hand-carried items: two wheel dolly loads, carts, boxes or crates.
- Should exhibitors need assistance with load in/out, they will be referred to the official R.E. Rogers at which time fees may apply.
- Vehicles are allowed to load/unload only and may not park in the loading dock area, once vehicles are unloaded; they must be moved to alternate parking locations.
- Upon the close of the exhibition, there will be a one (1) hour allowance (subject to OTC Asia discretion) for removal of hand carry exhibits. Exhibitors can load the hand carry exhibits to their vehicles in the loading dock area during tear-down.
- During move-out, exhibitors will be brought to the dock from the VHA on a first-come, first-served basis in combination with the trucks and vans coming to pick up exhibitor freight.
- The Contractors must keep Innogen informed of any long and heavy vehicles (i.e. 40-footer containers, low loaders) requiring to access the service road.

A complete loading schedule will be advised nearer to the exhibition date.

7.38 Loss of Property

Any inquiries regarding lost and found items should be directed to the OTC Asia Headquarters located at Boardroom & Press Centre, Level 3.

7.39 Machinery and Heavy Equipment

Any piece of equipment, display, vehicle, or machinery to be displayed inside the Centre which weighs over two (2) tons, including transport vehicles must be approved by Centre's Management no less than fourteen (14) days prior to move-in.

Please refer to [Machine Equipment Above 2 Tons Permit](#) for more information.

7.40 Medical Assistance

A medical assistance provider will be stationed at the first aid room located at the Centre Core, Level 3 during the conference should any medical issues arise.

7.41 Motorised Vehicles

Exhibitor must give OTC Asia and/or Centre at least fourteen (14) days notice in writing of their intention to exhibit or demonstrate vehicles within the booth.

- The starting or running of the engine is prohibited.
- Vehicles shall not enter the building in which the event is taking place during the time that it is open to visitors.
- Motor vehicles used for delivery of materials or exhibits are not permitted to remain in the halls overnight.
- Other electric self-balancing personal transport such as scooters and hover boards are not permitted in venue public areas, unless they are part of the exhibitions' products and the demo activities are within the allocated booth space.
- No vehicles, hand propelled or motorised, are permitted to travel within the public circulation areas during the open period of the exhibition.
- The static display of vehicles in the public circulation areas is subject to written approval by the venue. Vehicles must be clean including tyres, supplied with a drip tray and pushed into position.

7.42 Painting

Major painting of displays and exhibition materials is not permitted in the Venue.

The following guidelines must be adhered to:

- Only non-toxic, primarily water-based, paints permitted.
- Floors to be covered with plastic over-lay or drop sheets (not newspapers).
- Do not paint near the vertical structures (i.e. walls) of the Venue.
- Do not wash paint brushes and/or dispose of paint material in the Venue's toilets. An industrial paint washroom is located near the loading dock where paint brushes can be cleaned and paint material disposed of. Cleaning charges will apply for any removal of paint from the public toilets.

7.43 Parking

The Venue's car park is located directly below the venue. Entry to the car park can be accessed from west and east entrance:

- **West car park entrance:** Take the first left after the traffic light near Mandarin Oriental Hotel from Jalan Pinang. Proceed up the road to the underground access to the car park below the Centre.
- **East car park entrance:** Take the first left after the Main Entrance to Persiaran KLCC from Jalan Pinang. Turn left at the next junction into the underground car park access. Proceed to Level P1 as access to the Concourse Level is for deliveries only.

Parking rates:

Hour	Rate
First Hour	MYR 5.00 per hour
Second Hour	MYR 4.00 per hour
Third Hour	MYR 4.00 per hour
Fourth and subsequent hour	MYR 4.00 per hour
Lost Ticket	MYR 100.00 per vehicle

*Parking rate is subject to change prior notice by KLCC Parking Management Sdn. Bhd.

7.44 Removal of Exhibits

OTC Asia and the Centre recommend that valuables are not left overnight in the exhibition halls and shall not be held responsible or liable for any items lost or damaged at any time.

All exhibit booth fittings and other materials brought into the exhibition halls including materials scrapped at the end of the exhibition must be removed from the exhibition halls by the owners in sufficient time by the end of the event.

7.45 Security

The Centre maintains twenty-four (24) hour general security for the building perimeter areas together with the provision of internal patrols. The Centre's control room is manned twenty-four (24) hours a day, seven days a week. The primary function of the Centre's control room is to monitor security and offer surveillance of the Centre's assets.

7.46 Shell Scheme Booth (Stand Package Booth)

All temporary structures built for exhibitions must comply with the relevant legislation and are to be constructed in a manner that poses no danger to public, employee or contractor safety at any time.



*sample of 9sqm stand package booth

Each 9 sqm standard shell scheme booth includes:

- 2.5 metres high wall and dividing wall partition with white laminated in-fill panels
- One (1) 13-Amp, single-phase power point (max. 500w)
- Two (2) 10w LED spotlights
- Overhead fascia panel with company logo, organisation's name and booth number
- Carpet floor covering
- Two (2) easy arm chairs
- One (1) information counter (975mmL x 505mmD x 735mmH)
- One (1) waste paper basket

7.46 Shell Scheme Booth (Stand Package Booth) (Cont'd)

The following regulations must be observed:

- No additional fitting or display may be attached to the booth structure i.e. no nailing or drilling is allowed.
- No painting on the booth panels is allowed.
- No freestanding structure may exceed the height of 2.5 meters or extend beyond the boundaries of the site allocated.
- No change to the type or colour of the floor covering provided.
- An Exhibitor occupying a corner booth is not permitted to close any part of the corner.
- A non-refundable admin fees of RM 500.00 shall apply to the outside contractors if exhibitor appoint contractor for any additional setup such as graphic installation and etc. The outside contractor must remove all the graphics installed from the wall panel immediately after the show ends.

7.47 Smoking Policy

The entire Centre, including all indoor and outdoor areas are a no-smoking zone. This applies to the use of electronic cigarettes and vaporisers.

7.48 Special Design (Space Only Booth)

The Exhibitor/Contractor are both responsible for the safety and stability of the booth structure. Each booth must have adequate clearance height below the existing ceiling and the booth itself must have the correct dimensions to fit the allocated booth space. Any maintenance work required after event open hours must be pre-arranged with OTC Asia before 1400 hours on the day that you wish to work. Maintenance can only be undertaken after the official opening hours.

Booth design drawings must include details of the construction material and the methods to be used for assembly. These drawings will be reviewed by the Centre's S.H.E. Manager together with the risk management plan to ascertain if the design is acceptable.

Booth structures or designs which are not accepted, or do not conform to the technical regulations or the laws governing such items, must be altered or removed. Exhibitors or their appointed contractor will be responsible for all costs incurred with regards to the necessary alterations.

OTC Asia can, at any time, require the Exhibitor to provide a written Structural Engineer's Report to confirm the safety of any design or construction or issue a cease work order. The cost for this inspection will be borne by the Exhibitor.

Booth Structure Approval Guidelines

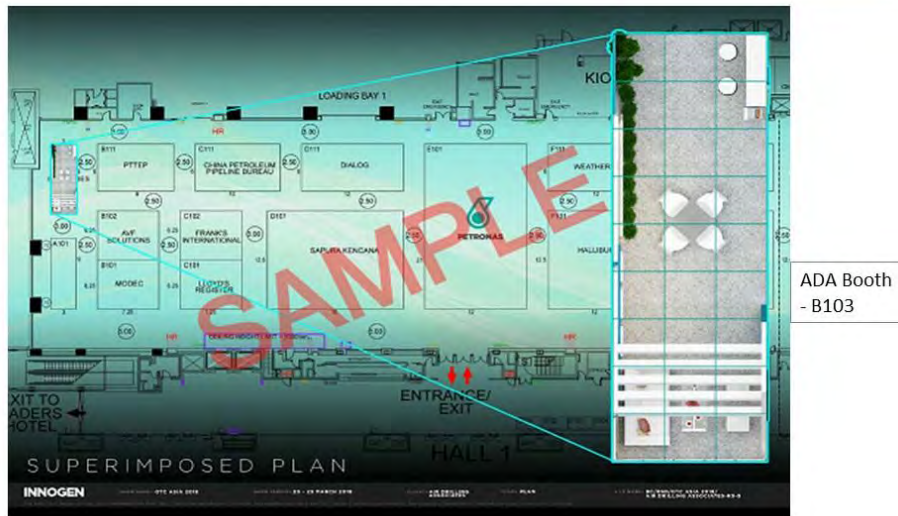
Dimensional booth design drawings, including cross-sectional and elevation views with specify submission format, must be supplied to Innogen for all Space Only booths. Please complete, **Exhibitor Contractor Form** and if applicable, **Exhibitor Banner Hanging Request Form** and **Hanging Object Request Form** and submit together with the booth design drawings.

Booth Design Drawings Submission Guidelines

Section A	General information
Event Name	OTC ASIA 2024
Event Date	27 February – 1 March 2024
Contractor Company	Innogen Sdn Bhd
Contractor Name	Brandon Lok
Handphone	012 324 9368
Email	brandonlok@innogen.com.my
Exhibiting Company Name	ADA
Booth Number	B107
Booth Size	9m x 3m = 27sqm
Hall Number / Name	Hall 1
Overall Booth Height	4m
Note	Due to some variance in the heights in some areas within the different halls, all exhibitors/stand builders must refer to the technical floor plans provided by OTC Asia.

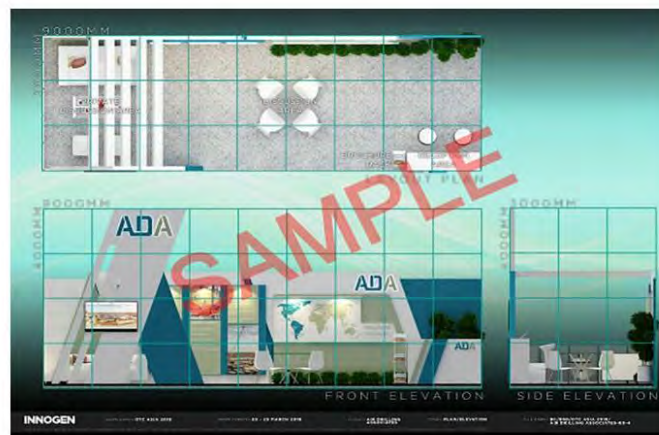
7.48 Special Design (Space Only Booth) (Cont'd)
Booth Design Drawings Submission Guidelines (Cont'd)

Section B
Attach the technical floor plan showing the exact location of the booth location plan.



Section C : 3D Booth Design Plans

- 1 Only 3D booth design plans or photos are accepted
- 2 The structural details of the booth should include 3D specifications of Orthographics View (Elevations, Isometric and Front, Rear, Side & Top with grid) which cater all angles of the model
**Please include ONE drawing in ONE page*



7.48 Special Design (Space Only Booth) (Cont'd)
Booth Design Drawings Submission Guidelines (Cont'd)

Section C : 3D Booth Design Plans

3 The construction and structural details of the booth should include the respective building **METHODOLOGY**, materials used and other relevant details inclusive of specific suspension requirements if required.
***Drawing submitted will not be reviewed if there are NO DETAILS of building METHODOLOGY & materials used**



Kindly ensure the building methodology and details of the structure materials are specified especially on the support method of each structure

Section C : 3D Booth Design Plans (PE Endorsement)

4 **A copy of Structural Engineer Certification for Double Storey or any complex structure should be included, if any. (It may be submitted in separate document)**

* PE Endorsement is not required when:

- Platform less than 100mm
- Below 1 ton (Vehicle/object/machine) weight on a platform
- Ramp usage design for less than 200kg load

NOT APPLICABLE

SECTION D Contractor Declaration

I the undersigned agree to proceed and comply with the information provided in this documents.

Date	6/12/2023
Contractor Company Name	Innogen Sdn Bhd
Contractor Name	Brandon Lok

SECTION E Verification the booth's technical aspect by Organiser or the appointed competent contractor

Accepted by :	
Date	
Name	

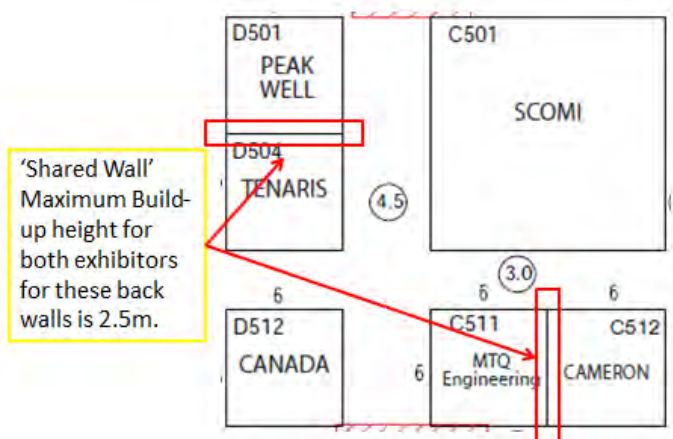
**This acceptance letter is subject to the adherence of Terms and Conditions outlined in show's Exhibitor Services Manual (ESM) including the Event Guidelines of the Kuala Lumpur Convention Centre.*

7.48 Special Design (Space Only Booth) (Cont'd)

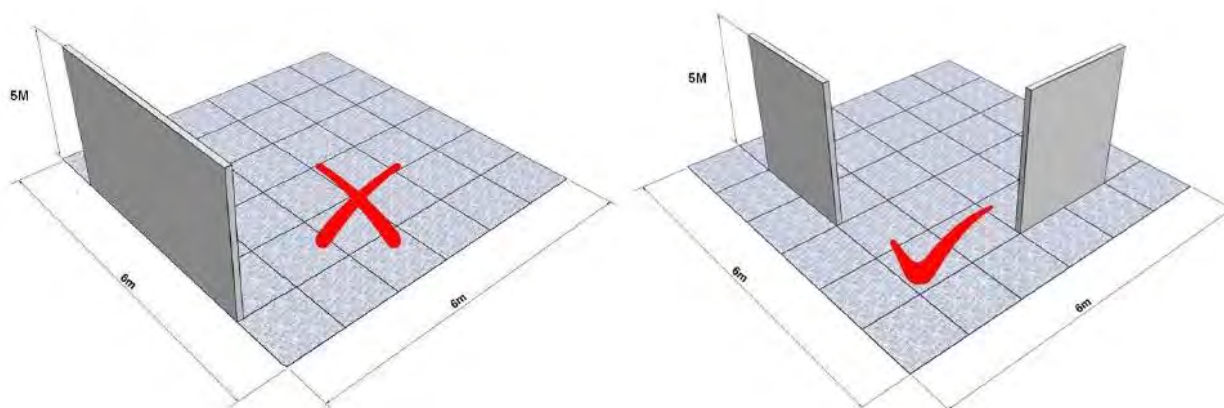
Booth Construction Regulations

The Centre's general regulations for booth construction are as follows:

- A booth that has a roof or ceiling fitted is required to contain additional fire protection, such as the fitting of a smoke and/or fire detector and the placement of a portable CO² or dry chemical extinguisher within the booth.
- Internal aisle-ways within exhibits must have a minimum aisle width of 3.0 metres and be clearly defined or have a floor covering of a contrasting colour to the remainder of the booth flooring. At no time during the event can these aisles be obstructed.
- For booths that share a common wall with another exhibitor, the maximum build-up height for the shared wall must be 2.5 metres. Example of 'shared wall' below:



- Any wall higher than 2.5 metres should be built with a clearance of 1.0 metre distance away from the edge of the booth and must obtain prior permission from OTC Asia.
- All booths, irrespective of width and height must have at least 50% visibility. This area must be left visibly free of obstruction either from front to rear or left to right. Please refer to the image below illustrating 1m set-in and 50% visibility:



- Any special design booth with a floor area greater than 50 sqm is to be provided with at least one alternative means of egress to the walkways. Any door assembly in such a special design booth must comply with the Building Code.
- Doors must not open outwards onto aisle ways and any door incorporated into the booth which does not provide an alternative means of egress, must have a "NO ENTRY" sign affixed to it.
- Any barriers incorporated into the special design booth are to be designed so that they yield to pressure without toppling.
- No excessive or major carpentry works shall be carried out within the Exhibition Halls.
- The Exhibitors shall not erect any sign, device, furnishing or ornament outside the booth.
- All construction works for booths, etc. must be fully completed during the build-up period. No touch up or corrective works whatsoever will be permitted after the move-in period.

7.48 Special Design (Space Only Booth) (Cont'd)

Booth Construction Regulations (Cont'd)

- Any raised platforms or corners of structures exposed to visitors must be made round or with protective cover finishing to protect against injury.
- No exhibit or decorative items, including TV screens, light fittings, banners, etc., are allowed to be placed beyond the contracted booth area, from the ground upwards.
- **Flooring** - It is compulsory to arrange for PVC sheet and plywood underlay to be laid against the existing carpet tile at Hall 6. Kindly provide the PVC sheet larger than booth size to avoid any damage to carpet surrounding your booth area during set up.
- All stand construction will be monitored during build-up by OTC Asia, Innogen and Centre's floor management team. The Centre reserves the right to stop work on booth which appear to be complex and have not been submitted for approval until satisfactory information has been provided.

Construction Materials

Any materials used for booth construction or display must conform to the relevant legislation and be:

- Non-combustible.
- Inherently non-flammable.
- Flame-proof.
- Self-extinguishing (plastic materials).
- Of plywood, hardwood, pulpwood or fibreboard.

Single-Storey Structures

- Any portion of a display that extends above or beyond that of the booth adjoining to the rear or side must be finished on its rear side with white paint or plain white drape at the exhibitor's expense.
- Any portion of your booth facing an aisle must be finished. Any booth draping (masking) required for either or both sides (or back) of a booth will be ordered from the Official Contractor at the expense of the exhibitor.
- On any one length of your booth where your perimeter shares with another exhibitor or with a venue wall, a solid structure must be built to 100% of the length of that side.

Double-Storey Structures

For double-storey structures, OTC Asia requires the Exhibitor or the contractor to provide drawings showing all features, including access, egress points and stairways. Full dimensional drawings are required, plus a structural engineer's certificate registered under Board of Engineer Malaysia (BEM) is accepted for perusal. The structural engineer's endorsement must be submitted to OTC Asia. OTC Asia reserves the right to refuse the build-up on site if the endorsement is not received within the stipulated timeline.

OTC Asia's general regulations for the construction of double-storey structures are as follows:

- The minimum contracted floor space required for a double-storey structure is 60 sqm.
- The contracted floor area at the upper level shall not exceed 50% of the contracted floor area at the lower level of the booth, ie. For a 60 sqm floor space, the upper deck **MUST NOT EXCEED** 30 sqm.
- A certified structural engineer is to determine the number of people able to access the upper floor.
- The upper floor must in all cases be open-topped in addition to the fire extinguishers already available on the ground floor; at least one extinguisher per stairway shall be placed so that it is visible and ready for use.
- Any interior room in double-storey structures must have a clear height of 2.5 metres from the ground floor.
- A handrail or other barrier must be provided on all raised structures to which staff or the public have access. Such barrier must be on the perimeter and not less than 1 metre in height and preclude the opportunity to exit under the barrier/handrail. This applies to any floor, which is raised beyond 1 metre from the surrounding horizontal surfaces.
- There should be a minimum of two separate staircases leading from any floor above ground level for all upper floors of 50 sqm and above. However, a single staircase is acceptable for not more than 50 people will occupy the level served by the staircase at any one time. Consideration should also be taken into account that the surface area of such a construction will ensure that any such feature is not deemed to overpower neighbouring booths and the total concept of the exhibition.

7.48 Special Design (Space Only Booth) (Cont'd)

Draping Materials

- Drapes, curtains, hangings, etc. must be inherently or durably flame proofed. Otherwise they may be treated with a proprietary flame retardant. Certificate of Flame Resistance must be submitted to the Centre's Management and any materials intended to be used be available for inspection upon request.
- Fabrics used for interior stand decoration must be fixed taut and/or in tight pleats (not loosely draped) to a solid backing, secured above floor level and not touching light fittings.
- Curtains on exit routes should hang 75mm clear of the floor, be parted in the centre and not conceal any exit signs.
- Decorative fabrics and drapes are not allowed to be rigged below air vents and air filters, as this restricts the air circulation and air flow.

Booth Lighting Installation Regulations

The Centre's general regulations for lighting installation in the booth are as follows:-

- Lighting must be industry-approved.
- High-powered lights must be 1.0 metre away from flammable materials.
- All lighting must be at least 2.2 metres above floor level or protected in an approved way to prevent accidental burning.
- Where halogen tube lights are to be used, the globe unit must be protected with safety glass or a cage to minimise the risk of explosion and fire, and the lamp must not exceed the design capacity of the lamp holder.
- All temporary spotlights or the like are to be a minimum of 300mm from the partitions or combustible goods. Every spotlight shall be equipped with a guard attached to the lamp holder or the handle.
- Lighting and/or lighting equipment intended to be connected to the mains supply must be tested and tagged.
- All lighting and/or lighting equipment must be switched off and disconnected from the mains supply prior to leaving.

Tunnels

Tunnels are strictly prohibited at all times.

7.49 Stand Cleaning

OTC Asia in-conjunction with the Centre will provide cleaning services to external common areas, foyers, catering areas and toilets. OTC Asia is responsible for maintaining clean aisles in the exhibition halls.

For individual booth cleaning, please contact the Centre's ESC for more information.

7.50 Storage

OTC Asia and the Centre does not provide storage facilities for exhibitors, contractors and sub-contractors. Please contact the R.E. Rogers for any storage requirement for early deliveries, late dispatches and for the holding of packaging materials onsite.

Storage is not permitted on the loading dock or service driveway. All contractors' equipment must be removed from the loading dock on the last day of the build-up.

7.51 Visitor Passes

Each 9 sqm booth is entitled to fifty (50) complimentary Exhibition Visitor Passes, which entitled badge holders access to Exhibition. Exhibitors will be given a unique promotion code to invite guests or clients to register as visitor in OTC Asia.



7.52 Welding and Hot Work

Any activities such as welding and grinding which involve the generation of hot sparks are strictly prohibited.

7.53 Work Authorisation

Exhibitors using the OTC Asia's Official Contractor, Innogen Sdn Bhd or an Exhibitor Contractor to install or dismantle the exhibits must complete the **Work Authorisation Form** in Innogen Online Services Centre.

7.54 Working in Public Areas (Foyers)

Booths or structures are not allowed to be constructed in the foyers without the approval from the Centre and details provided to OTC Asia. The foyers form part of the egress for evacuation of the Centre.

8. Emergency and Evacuation Procedures



An emergency is defined as any condition that exists or is likely to occur, endangering the safety of occupants in the Centre. In the event of an emergency situation, it may become necessary to evacuate the facility following our Emergency Response Plan (ERP).

The most probable conditions requiring Emergency Response Plan are anticipated to be fire, bomb threat, chemicals spills, people-related incidents such as assault, medical emergencies, building invasions and civil disturbances. However, natural disasters (earthquakes, flooding) and medical and health crisis (pandemic influenza, medical out breaks), may arise, requiring the use of these emergency operating procedures.

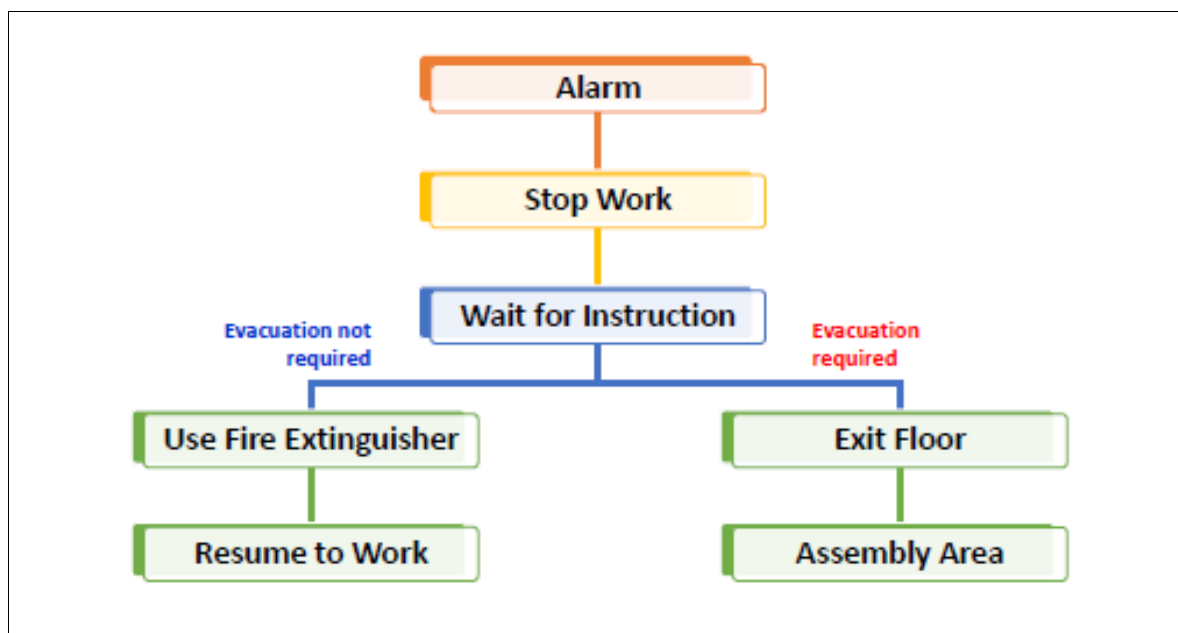
The Kuala Lumpur Convention Centre's SHE & Security Department shall be responsible for communications and coordination with external emergency response services.

Emergency Response Plan

The Centre has an Emergency and Evacuation Procedures to enable the successful evacuation of staff, exhibitors and visitors in the case of a fire or other emergencies. All Centre staff will assist in the evacuation if the need arises.

Exhibitors, contractors and their employees must be familiar with the emergency exits and it is crucial that all occupants of the Centre must be aware of the Centre's Emergency and Evacuation Procedures.

ACTION UPON HEARING THE ALARM AND IN THE EVENT OF FIRE



Upon hearing the evacuation announcement via Centre's PA system or as directed by Centre's Emergency Response Team, immediately look for the exit signs:

- If evacuation is required, announcement will be made.
- Stay calm and wait for further instruction.
- Exit the building by using the nearest emergency exit or fire staircase.
- Follow instructions by our Emergency Response Team.
- Never use lifts in an emergency evacuation.

Evacuation Assembly Area

- During an evacuation, Contractors, Exhibitors and Visitors in any hall or any part of the Centre must be assembled at the nearest Assembly Area.
- The Evacuation Route and Assembly Areas are outlined on the maps below.
- These maps should be studied by all exhibitors and contractors and all their staff or agents as part of their familiarisation with the Centre's physical infrastructure.

ASSEMBLY AREA: NEAR MASJID AS-STAKIRIN, KLCC PARK



Emergency Contact Number

Dial **“555”** (by using ALL in-house telephone)
or
+60 3 2333 2900 (by using mobile phone)



R.E Rogers Sustainability Policy Statement

Climate change is the biggest effective challenge we face today. At R.E. Rogers we try to find an effective solution with industry wide collaboration.

R.E. Rogers aim to develop best-practice working environments to reducing carbon emissions associated with logistics services by development of carbon measurement practice, sustainable procurement, waste reduction, and transport optimisation.

Reducing carbon emission over time (baseline year 2023) with target of 50% cut by 2030, and eventually transitioning towards Net Zero by 2050.

Actively looking for carbon offset opportunity to reduce total Greenhouse Gas emission from the unavoidable factors.

R.E. Rogers will take this opportunity to lead those changes among the freight forwarder service provider for the exhibition logistics industry.

For more information, please contact **Rasyid B. Abdullah** at rasyid@rogers-asia.com

9.1 Arrival Deadlines

To ensure the timely delivery of your exhibits customs cleared to the exhibition site to coincide with the move-in schedule, all shipments must arrive by the following dates:-

Sea freight:	8 February 2024
Airfreight:	13 February 2024

Any cargo arriving after the above dates will be subject to a late arrival surcharge of not less than 25% of the handling charge.

Due to time constraint, we may not have sufficient time to process your documents for temporary importation and as such your shipment will be treated as a permanent import incurring duty and taxes which will be passed on.

9.2 Consignee Instructions

All cargo forwarded to Malaysia by either sea or air must be consigned Freight Prepaid to:

R. E. Rogers (Malaysia) Sdn Bhd
No. 7 Jalan Warden U1/76
Taman Perindustrian Batu Tiga
40150 Shah Alam Selangor Malaysia

Port of discharge:

Sea freight:	Port Klang (North Port)
Airfreight:	Kuala Lumpur International Airport (KLIA)

9.3 Freight Charges

Unless agreed otherwise all cargo forwarded by either sea or air must be shipped freight prepaid. Any consignments arriving Malaysia on a freight collect basis will be subject to an intervention charge of 10%, which will be levied to the freight cost, and payment will have to be made prior to delivery of goods to the exhibition booth.



9.4 Telecommunication Equipment

A license is required for the importation of any telecommunication equipment either for display or demonstration purposes. Should you be exhibiting any products, which fall into this category please be advised that we must have full detail including an invoice/packing list and sales brochures by 2 ½ months before exhibition.

9.5 Food and Beverages

Please supply us with full details of your shipments at least 2 months before the show starts. We will then confirm to you the import documentation required and any special conditions, which may be imposed at this time. On no account are the following products to be shipped without checking with us before hand:

- i. Wine, Spirit Beer & Liquor
- ii. Dairy Products
- iii. Fresh & Frozen Meat
- iv. Fresh & Frozen Fish and Seafood
- v. Rice

IMPORTANT!!

The granting of import permission is solely at the discretion of the relevant government authorities and we cannot be held responsible for their refusal to grant such permission even after the goods have arrived in Malaysia

9.6 Importation of Vehicle Exhibits

An import license from the Malaysia International Trade and Industry Ministry (MITI) is required for the importation of any motorised vehicles either for display or demonstration purposes. Should you be exhibiting any products which fall into this category, please be advised that we must have full details including an invoice/packing list and sales brochures by 2 ½ months before exhibition.

Important: The granting of import permission is solely at the discretion of the relevant government authorities and we cannot be held responsible for their refusal to grant such permission even after the goods have arrived in Malaysia

9.7 Pre-Advise of Shipment

It is essential to email us at info@rogers-asia.com or fax us at +60 3 5510 6296 with the details of shipment prior to dispatch. We will require the following information:

Sea Freight	Air Freight
Estimated Date of departure:	Estimated Date of departure:
Estimated Date of arrival Port Klang:	Estimated Date of Arrival KL International Airport:
Bill of Lading number:	AWB No:
Vessel Name:	Flight No:
No. of pieces:	No. of pieces:
Meter cube / kilos:	Kilos:



9.8 Documentation

To arrange customs clearance on behalf of Exhibitors, with minimal delay we will require the following documents:

Sea Freight	Air Freight
2 original and 2 copies of Bill Of Lading	1 original and 7 copies of Invoice/Packing List
1 original and 7 copies of Invoice/Packing List	1 copy of Insurance Certificate
1 original and 1 copy of Insurance Certificate	

It would also greatly assist if you would to supply where available a copy of your Descriptive Brochure covering the items as invoiced.

The required documents should be forwarded by air courier to reach us, not later than 7 days prior to the arrival of shipment at either Port Klang or Kuala Lumpur International Airport.

All invoices/Packing List should be made out to:

R.E. Rogers (Malaysia) Sdn Bhd

No. 7, Jalan Warden U1/76

Taman Perindustrian Batu Tiga

40150 Shah Alam Selangor Malaysia

There will be two (2) methods of importation, details as follows:

i. Permanent Import

This will apply to all items that will remain in Malaysia whether consumed, destroyed, given away or donated, display material, booth fittings, posters etc.

There is no customs exemption for exhibitions and as such all goods in this category will be imported duty and taxes paid, which will be debited to you by official receipt. When invoicing goods in this category give **A REALISTIC CIF VALUE IN MALAYSIAN RINGGIT.**

We recommended that you do not ship foodstuffs or any form of beverage and suggest that you purchase your requirements locally.

ii. Temporary Import

This covers all items that will be exported after exhibition and these must be covered by a Bank Guarantee.

Items imported under this method cannot be disposed of, i.e.: sold, donated, and destroyed, without prior permission of Customs. When invoicing goods in this category give **A TRUE CIF VALUE IN MALAYSIAN RINGGIT.**

Your goods must be invoiced separately in either of the above categories. DO NOT mix both categories together on the same invoice.

All invoices must bare an ORIGINAL SIGNATURE and show country of origin together with method of import i.e., "The goods on this invoice are of (country of origin) and are for (temporary)/(permanent) import for the purposes of this exhibition.

To assist, we have included a copy of our own combined Invoice/Packing List which may be reproduced as necessary but please ensure that every copy has an original signature and endorsed with your company stamp.



9.9 ATA Carnet

ATA Carnets are accepted in Malaysia and exhibitors are urged to use these documents as an alternative to the use of your Invoice and our Bank Guarantee, and as such, reduce your costs if high value items are to be exhibited. Please ensure the exhibits listed in the Carnet will be re-exported at the close of the exhibition, as Malaysian Customs do not allow items to be imported into Malaysia on a permanent basis originally cleared on a Carnet. In addition to the Carnet, we should also receive a packing list covering the items as listed in the Carnet. This will greatly assist customs at the time of examination. There will be a charge of USD 100/Carnet per way for this type of declaration.

9.10 Customs Examination

Malaysian Customs are thorough in their examination on previous exhibitions every case has been opened and the contents have been carefully checked against the invoice/packing list.

We would strongly recommend that at the time of preparing documentation that you ensure that the invoice/packing list tie up with the contents of your packed cases.

Please note that Malaysian Customs will impose fines should undeclared or under declared items be found. All such charges will be passed back to the exhibitor.

9.11 Case Marking

All cases and packages must be clearly marked as follows:

Name of Exhibition: OTC Asia 2024
Hall Number:
Booth Number:
Exhibitor Company Name:
Case Number:
Measurement:
Gross and Nett Weight:

DO NOT MIX temporary and permanent imports together in one case as this can cause delays in clearance and examination and will incur extra charges. All cases must show import status i.e., Temporary or Permanent.

9.12 Weight and Height Restrictions

Due to size and weight restriction in the exhibition hall, exhibitors and their appointed agents should take special note to ensure that no individual case exceeds a dimension of 2.50m x 6.00m x 2.00m and a weight of 2000 kilos.

Should it be necessary to ship cases in excess of the above, and then please fax us immediately with full specifications, booth design and booth location. We will then undertake a feasibility study and advise you accordingly.

Please take note that R. E. Rogers are unable to take any responsibility if exhibits are unable to be placed on booth if the above has not been adhered to.

9.13 Packing

We cannot put too much emphasis on the importance of all packing being of the highest standard. All cases and packages should be constructed to withstand extensive handling and where required repacking. We would advise against the use of cardboard cartons and strongly recommend for main display and exhibits that bolted returnable type cases are used. While initially they may be expensive, we know from experiences that short cuts can prove to be false economy.



9.14 Courier Shipments

We would discourage the use of Courier Service for the despatch of your material to the exhibition. Should shipment arrive by courier they will be handled by the courier company as follows:

a. Brochures/Catalogues - Permanent Importation - Non Dutiable

These are delivered to our office. We will then re-deliver to you at the exhibition site. A fee of USD100.00 will apply.

b. Exhibits and Displays - Customs Dutiable

These will only be delivered to our office after customs duty has been paid. We would advise that we are unable to clear these under our bank guarantee and will only accept shipment upon confirmation from the exhibitor that duty and taxes will be paid prior to delivery exhibition site.

All charges as incurred from the courier company will be passed back at cost along with 10% to cover advance and in addition a fee of USD 100.00 will apply.

R.E. Rogers (Malaysia) accepts no liability or responsibility for shipments sent by courier and have no involvement in or influence with customs clearance.

9.15 Close of Exhibition

We will return empty cases and packing material back to your booth as soon as possible after the close of the exhibition. Where repacking is required, please ensure that a representative is present to supervise this operation and that prior to this complete return freight instructions have been given to our site personnel.

9.16 Re-Export

Re-export after the show may take a considerable time whilst the customs documentation is being completed. Please bare this in mind when planning further, use of your exhibits and displays. The minimum period needed to process export customs documentation is two (2) weeks. Qualified staff from R. E. Rogers (Malaysia) Sdn Bhd will be available on the exhibition site throughout the exhibition tenancy to advice on all matters concerning payment of duty and re-shipment. There will be an addition of two (2) weeks for the application of the Strategic Trade Act (STA) for goods falls under this act. For further information, kindly go to the following website <http://www.miti.gov.my/> to check and confirm if your shipment falls under this act.

We will be happy to answer any questions related to the Freight Forwarding and clearance of exhibits. If you think we could be of assistance, please do not hesitate to contact us.

9.17 Insurance

These shipping instructions are subject to the standard terms and conditions of trading of R. E. Rogers (Malaysia) Sdn Bhd. All works is undertaken by us at Owner's Risk and no insurance is provided by us. Every exhibitor should make certain that all shipments are covered by a fully comprehensive insurance policy from the time of dispatch from their works until returned to their works after the exhibition or until delivery to buyer or other destination.



9.18 Freight Handling Tariff

For individual pieces not exceeding 2000 kilos.

9.18.1 Inward Movement

We will be providing a fully comprehensive service from arrival Port Klang /Kuala Lumpur International Airport through to placed unpacked on stand including the following services:

1. Transportation to exhibition site via our warehouse
2. Unloading and delivery to stand area
3. Provision of labour and equipment to assist with unpacking
4. Removal and storage of empty cases
5. On-site supervision

Sea Freight

For the above services 1- 5 our charge will be USD 110.00 per cubic metre or 1000 kilos whichever yields the greater and with a minimum charge equivalent to 4 cubic metres, on FCL containers there will be a minimum charge equivalent to 23 cubic metres per 20ft container and 46 cubic metres per 40ft and on a consolidated shipments a minimum charge of USD 150.00 per exhibitor.

Air Freight

For the above services 1 – 5 our charge will be USD 1.10 per kilo / 6000 cubic centimetres whichever yields the greater with a minimum charge equivalent to 250 kilos and on consolidated shipments a minimum charge of USD 150.00 per exhibitor.

Please note that the above does not cover for FCL/LCL charges, terminal handling and agency fees, container demurrage, port/airport related charges (including storage charges), special customs attendance, import licence and other permit costs. All such charges will be passed back at cost. If these charges are required for your quotation purposes, kindly request in advance, as we are able to provide an estimation.

9.18.2 Outward Movement

As with the inward movement, a fully comprehensive service from close of exhibition up and until F.O.B. Port Kelang/Kuala Lumpur International Airport will be provided including the following services:

1. Taking of disposal instructions
2. Return of original packing materials and cases to stand
3. Supply of labour and equipment to assist with repacking
4. Removal from stand and loading onto transport
5. Transport to Port Kelang/Kuala Lumpur International Airport

Sea Freight

For the above services 1 – 5 our charge will be USD 110.00 per cubic metre or 1000 kilos whichever yields the greater and with a minimum charge equivalent to 4 cubic metres, on FCL containers there will be a minimum charge equivalent to 23 cubic metres per 20ft container and 46 cubic metres per 40ft container and on consolidated shipments a minimum charge of USD 150.00 per exhibitor.

Air Freight

For the above services 1 – 5 our charge will be USD 1.10 per kilo/6000 cubic centimetres whichever yields the greater with a minimum charge equivalent to 250 kilos and on consolidated shipments a minimum charge of USD 150.00 per exhibitor.

Please note that the above does not cover for FCL/LCL charges, terminal handling and agency fees, container demurrage, port/airport related charges (including storage charges), special customs attendance, import licence and other permit costs. All such charges will be passed back at cost. If these charges are required for your quotation purposes, kindly request in advance, as we are able to provide an estimation.

9.18 Freight Handling Tariff (Cont'd)

9.18.3 Documentation

The charge for preparation, presentation and processing of import/export customs documentation is USD 100.00 per exhibitor/consignment.

9.18.4 Consignment Service Charge

In addition to the handling rates as quoted there will be a service charge of USD 100.00 on both Inward and Return Movements levied for each exhibitor/shipment. This charge is for disbursements not allied to weight or volume but relates to a minimum per shipment, for handling and service charge essential to a smooth flow of goods from arrival to stand and vice versa.

9.18.5 Bank Guarantee

For goods under temporary importation a bank guarantee is required. The exact amount varies considerably and can only be ascertained on presentation of Customs Entry and Exhibitors Invoices. To assist exhibitors and avoid costly clearance delays, we will provide this on your behalf to customs and our charges for this service will be 2% of CIF value with a minimum charge of USD 100.00 per consignment. The bank guarantee is only valid for period of one month. Any extension requested will be applied for on behalf of the exhibitor, and the cost will be 2% of the CIF value per month with a minimum charge of USD 100.00 per month. There will in addition be a fee of USD 100.00 per exhibitor/shipment for the cancellation of the Bank Guarantee upon export or completion of permanent import procedure.

ATA Carnet: If shipment is under ATA Carnet, a handling fee of USD 120.00 is applied for both inward & outward movement per consignment.

9.18.5 Heavy Lift Surcharge

On all shipments of individual pieces in excess of 2000 kilos there will be a heavy lift surcharge based on the following and in addition to the rates as detailed under inward and outward movement:

2001 kgs - 4000 kgs: USD 40.00 per 1000 kgs

Due to size and weight restriction within the exhibition complex exhibitors with an individual piece in excess of 4000 kgs should contact us giving full details of the exhibit including the weight and stand location we will then provide an individual quotation.

We would also draw your attention to the notes in our shipping instructions and in the exhibitor's order book as issued by the organiser.

9.18.6 Change from Temporary to Permanent Import

All goods under temporary import, which customs have agreed can be sold, destroyed, or donated will be detained for examination and processing of permanent import documentation and will be subject to the following charge:

1. From close of exhibition to delivered appropriate warehouse, storage whilst formalities are being attended too, plus permanent import documentation our charge for this service will be USD 80.00 per cubic metre minimum 4m³
2. Preparation, presentation and processing of customs documentation USD 85.00.
3. Duties and taxes will be passed back at cost against official receipt.

Please note that items imported under an ATA Carnet must not be sold or given away and as such must be exported from Malaysia.



9.18 Freight Handling Tariff (Cont'd)

9.18.7 Licences and Permits

For all exhibits which require a licence or permit for the importation into Malaysia from Ministry Of Trade, Telecoms, National Electricity Board, etc. we will obtain on your behalf and charges as received will be passed back at cost along with our handling charge of USD 85.00

Please note that we must have documents as detailed under item 9.8 Documentation by the stipulated date so as to obtain necessary permits where required to coincide with customs clearance.

9.18.8 Films and CDs

Taking over consignment upon arrival. Application to censorship board. Monitoring while CD is in the Board. Pre-payment of censorship fees, collection of tape, holding in our office and redelivery to stand.

Our charge for the above services will be USD 50.00 per unit with a maximum charge of USD 150.00. Censorship fees will be passed back at cost.

9.18.9 Customs Duties

All goods entering Malaysia under permanent importation will have duties and taxes paid on import. These charges will be debited to the exhibitor, supported by official receipt. Where these charges are debited to exhibitors or agents overseas an additional 10% will be added to cover advance.

9.18.10 Disposal of Empty Cases or Packing Materials

Where we are required to dispose of unwanted cases and packing materials there will be a charge of USD 50.00 for the first 3m³ and thereafter at US\$10.00 per m³ based on the original declared metre cube.

9.18.11 Sales and Services Tax (SST)

On top of all the charges stated above, there will be a SST (Sales & Service Tax) to be billed which will be reflected in our final invoice.

9.18.12 Terms of Payment

All invoice as raised for this event are due for immediate payment unless the services of our own offices or agent has been utilized.

Exhibitor's representative should have sufficient funds to cover charges or alternatively payment may be made direct to our account, details available upon request.

An OTC Event



Other OTC Events

