

Dear exhibitor,

This **Exhibitor Services Manual** is a comprehensive guide to the technical services available at **Tank Storage Asia / Bioenergy International expo & conference**. We request that Exhibitors study in detail all the services available and comply with all the instructions listed. This particularly applies to the application deadlines on each order form and where we ask you to act before the dates shown. Failure to do this causes frustration and inconvenience to all parties and will result in additional costs and surcharges to you, the Exhibitor. We therefore ask you to give this due consideration.

The Exhibitor Services Manual is separated into two sections:

**Section one** contains important information including dates and time for build-up and breakdown of the Exhibition and the Exhibitor guidelines for the Event.

**Section two** comprises all the Exhibitor Service Order Forms which should be completed and returned as soon as possible. I would recommend that you retain a copy of the forms for your own records and bring these along to the exhibition with you. The order forms are also available online at our event websites [http://www.tankstorageevents.com/tsasia/exhibitor\\_manual.shtml](http://www.tankstorageevents.com/tsasia/exhibitor_manual.shtml) for Tank Storage Asia or [http://www.biofuelsinternationalexpo.com/asia/exhibitor\\_manual.html](http://www.biofuelsinternationalexpo.com/asia/exhibitor_manual.html) for Bioenergy International expo & conference.

This Exhibitor Services Manual is not designed to replace our personal service and I will be happy to assist you if you require special assistance, extra explanation on the contents of this Exhibitor Services Manual and/or the exhibition or if you have any further questions. Please contact me directly between 09:00 – 17:30(GMT) on +44 (0)20 8687 4138 or [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

I look forward to meeting you in Kuala Lumpur!



Rebecca Shears  
Event Manager

## The organising team

Please feel free to contact us at any time about your stand or the exhibition

### **Event Manager**

Rebecca Shears

Tel: +44 (0)20 8687 4138

Fax: +44 (0)20 8687 4130

Email: [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

### **International Tank Storage Sales Manager**

Nike Ajibode

Tel: +44 (0)20 8646 9488

Fax: +44 (0)20 8687 4130

Email: [nike@tankstorageevents.com](mailto:nike@tankstorageevents.com)

### **Asia Sales Representative (Tank Storage Asia / Bioenergy International expo & conference)**

Salenna Teh

Tel: +603 7877 8458

Fax: +603 7877 9458

Email: [Saleena@gbworks.com.my](mailto:Saleena@gbworks.com.my)

## Important dates and times

### Build-up

Tuesday 6 December 10:00 – 21:00 **Space only** construction

Tuesday 6 December 17:00 – 21:00 **Shell scheme** stands

### Event open hours

	Start	Finish
<b>Wednesday 7 December</b>		
Conference registration	08:00	09:00
Conference	09:00	17:00
Exhibition	10:00	17:30
Evening reception	17:00	18:00
<b>Thursday 8 December</b>		
Conference	09:00	17:00
Exhibition	10:00	16:30

### Breakdown

Thursday 8 December 17:30 – 22:00

Exhibitors will have until 18:30 to move out personal items and exhibition displays before stand breakdown.

Please remove all personal items from hired furniture by 18:30 on Thursday 8 December to prevent loss or damage during the stand breakdown period.

For further information please refer to guideline point 9 Build-up & Breakdown (page 10) in section 1 of this Exhibitor Services Manual.

**TANK STORAGE ASIA**  
**expo & conference**

co-hosted with



**7 & 8 December 2011**  
**Kuala Lumpur Convention Centre, Kuala Lumpur**  
**Malaysia**

**SECTION ONE**

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## 1. INTRODUCTION

By virtue of the agreement between the Exhibitor and the Event Organiser the Exhibitor commits themselves to strict compliance with the regulations outlined within this document pertaining to stand construction and fittings.

**Please note the following references**

**Event Organiser** refers to Horseshoe Media, Ltd (Tank Storage Asia / Bioenergy International expo & conference)

**The Event** refers to Tank Storage Asia / Bioenergy International expo & conference

**The Venue** refers to the officials / guidelines at the Kuala Lumpur Convention Centre

**The Convention Centre** refers to the Kuala Lumpur Convention Centre as a venue

**The Exhibitor** refers to your company and guidelines directly relevant to your stand

**Official Stand Contractor** refers to PICO International (M) Sdn Bhd

**Official Freight Contractor** refers to EFI Logistics

## 2. ADDRESS OF VENUE



KUALA LUMPUR  
CONVENTION CENTRE

Kuala Lumpur Convention Centre,  
Kuala Lumpur City Centre  
50088 Kuala Lumpur  
Malaysia  
Tel: +603 2333 2888  
Fax: +603 2333 2800  
[www.klccconventioncentre.com](http://www.klccconventioncentre.com)

## 3. ALTERATION TO EXHIBITION FLOOR PLAN

Unforeseen circumstances may occur which necessitate alterations in the layout of the exhibitor floor plan. Exhibitors will be notified of such changes. The Event Organiser cannot be held liable for any detriment that this may cause the Exhibitor.

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## 4. ANIMALS

Live animals, including wild or domestic animals, reptiles, insects, fish and birds are not permitted in the Convention Centre.

*Please note that this does not include those animals that are used to assist persons who are impaired such as guide dogs etc.*

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## **5. APPENDIX OF ORDER FORMS (SECTION TWO)**

The following forms provided by the Venue for additional services can be found in section two of this Exhibitor Services Manual

1. Audio Visual Order Form
2. Beverage Order Form
3. Booth Catering Order Form
4. Internet Services Order Form
5. Rigging Order Form
6. Security Services Order Form
7. Service Staff Order Form
8. Stand Cleaning Order Form
9. Telecommunications Order Form
10. Water & Compressed Air Order Form

The following forms provided by the Official Stand Contractor can be found in section two of this Exhibitor Services Manual

1. AV Equipment Form
2. Electrical Form
3. Fascia Form
4. Furniture Form

The following forms by the Official Freight Contractor can be found in section two of this Exhibitors Services Manual

1. EFI Shipping Instruction Booklet
2. EFI Freight Order Form

The following forms by the Event Organiser can be found in section two of this Exhibitors Services Manual

3. Exhibitor Official Name Badge Form

## **6. AUDIO VISUAL**

Additional audio visual equipment can be hired from the Official Stand Contractor. Please refer to the **AV Equipment Form** in section two.

For additional information and enquiries please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

AV equipment can also be supplied by the Venue. Please refer to the **Audio Visual Form** in section two.

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## 7. BALLOONS

Exhibitors wishing to use balloons as part of their display must seek written permission from the Venue 21 days prior to the build-up date. The written request must be accompanied with the following information

1. Location of stand
2. The type of balloon on display
3. The size/diameter/length of the balloon on display
4. 3D photos of the balloon
5. Type of gas used
6. Material of the balloon

Helium balloons cannot be distributed around the Convention Centre without prior written permission from the Venue.

The use of balloons filled with safety gas and remote-controlled flying objects in the Convention Centre are prohibited.

*Please note that charges will be made to the Exhibitor for any costs incurred for retrieval of balloons from ceilings.*

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## 8. BANKING

There are 4 ATM Machines located on the concourse level of the Convention Centre.

## 9. BUILD-UP & BREAKDOWN

During build-up and breakdown Exhibitors will unload their vehicles at the loading dock and not the front door. Any damage caused to the Convention Centre, if loading is done through the front door, will be the responsibility of the Exhibitor.

Passenger lifts and escalators are not to be used for transporting freight, stand equipment, furniture or displays. The use of trolleys is prohibited in passenger lifts.

For safety reasons the Venue has specified that no children under the age of 18 are permitted in the exhibition hall during build-up and breakdown; exhibition halls can be hazardous during these times and unsafe for children.

For additional information and enquiries relating to freight please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 **Email:** [susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

For additional information and enquiries relating to build-up and breakdown please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

## 10. BUSINESS EQUIPMENT / SERVICES

Laptops and desktop computers are available for hire from the Official Stand Contractor. Please refer to the **AV Equipment Form** in section two.

For additional information and enquiries please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

## 11. CANVASSING, SOLICITATION & DISTRIBUTION

Any Exhibitor wishing to promote their business outside of the exhibition hall must receive written permission from the Venue. This includes leaflets and other promotional materials including leaflets displayed on parked cars.

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## 12. CARGO ENTRY

Please refer to guideline point 22 Customs Clearance (page 14) and guideline point 23 Deliveries & Handling (page 15).

For additional information and enquiries please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 **Email:**  
[susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

## 13. CARPET / FLOOR COVERING

There will be carpet on all shell schemes – this cannot be removed and any damage caused by the Exhibitor will be their responsibility and charged accordingly. The default colour of the shell scheme carpet is a pattern of red, yellow and brown.

Any Exhibitor wishing to lay their own floor covering should contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:**  
[adam@pico.com.my](mailto:adam@pico.com.my)

## 14. CATERING

The Venue is the official catering supplier for the Event; no outside food may be brought into the Convention Centre for sale, distribution or on-site consumption and the Venue has the authority to remove outside items.

*Please note that all food served at the Convention Centre is Halal.*

### On-stand catering

If the Exhibitor wishes to offer on-stand hospitality (food and beverages) they must first receive written permission from the Venue prior to the Event. If permission is not sought then the Venue has the authority to remove food and beverage items. Exhibitors wishing to use on-site hospitality must comply with the follow health requirements

1. Perishable packaged goods are to be kept refrigerated at the correct temperature
2. Wash basins must be supplied with hot and cold water, soap and a drying medium; utensils required to be washed must be done so in a separate sink
3. Food should be protected from contamination by approved screens or masks; and trays with food on display should be fitted with a cover
4. All eating and drinking utensils must be disposable and must not be re-used. Bins must be provided for disposal purposes; the bins provided must be agreed with the Venue for appropriate waste disposal methods

*Please note that a corkage fee will be imposed on items.*

Exhibitors can order on-stand catering by filling in the **Booth Catering Order Form** and the **Beverage Order Form** found in section two and return it to the Venue.

#### On-stand cooking

If the Exhibitor wishes to cook food on their stand prior written approval must be sought from the Venue. The request must be accompanied by

1. The location of the stand
2. The type and quantity of food being cooked
3. The method used to cook the food and remove food odours

The Exhibitor must adhere to the following

1. No deep fat fryers are permitted at the Convention Centre
2. Only electrical or induction cooking appliances are permitted
3. All heat-generated appliances are to be mounted on a heat resistant mat
4. Fire extinguishers and blankets are to be available and easily accessible at the stand
5. Cooking equipment must be kept at a minimum of 1 meter from any flammable material
6. All cooking waste must be cleaned and disposed of on-site through a sink; the sink must be fitted with an approved grease tap. *Please note that sinks in public toilets are not to be used for the disposal of liquid and food wastes. If done so the Venue has the authority to charge those responsible for the clean-up of the offending items*

Exhibitors must comply with the Food Act 1983 and the Hazard Analysis Critical Control Point (HACCP) and the Venue's FOQESH guidelines.

To enquire about the catering services or on-stand hospitality please contact **Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## **15. CLEANING**

The Convention Centre offers a cleaning service to Exhibitors. This includes the cleaning of the stand interior, the stand counter/table and the carpet. The **Stand Cleaning Order Form** can be found in section two of this Exhibitor Services Manual.

*Please note that this is at an additional charge to the Exhibitor.*

For additional information or enquiries please contact

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**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## **16. COMMUNICATION CONNECTIONS / ACCESS**

Telephone and fax connections can be purchased from the Venue. Refer to the **Telecommunications Services Order Form** in section two of this Exhibitor Services Manual.

For information relating to internet connections please refer to guideline point 48 Internet Connections (page 30).

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## **17. COMPRESSED AIR**

If the Exhibitor requires a compressed air supply they are to arrange this with the Venue prior to build-up day. The **Water & Compressed Air Order Form** can be found in section two of this Exhibitor Services Manual.

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## **18. CONFERENCE DELEGATE PASS**

Exhibitors are entitled to a 10% discount on conference fees. The 2011 conference programme for Tank Storage Asia can be found online on our event website [www.tankstorageevents.com/tsasia](http://www.tankstorageevents.com/tsasia)

The conference programme for Bioenergy International expo & conference can be found online on our event website [www.biofuelsinternationalexpo.com/asia](http://www.biofuelsinternationalexpo.com/asia)

To register as a delegate for the Event please submit the online registration form on the Event website.

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## 19. CONTRACTORS DESK

All Official Contractors can be contacted via the Event Organiser located outside the exhibition hall.

## 20. COPY RIGHT ACT

Please note that it is not our responsibility to act as intermediaries in any legal conflict between companies. Any objections with regards to other exhibiting companies need to be made in writing prior to the event, outlining full reasons for the objections being raised. However we do reserve the right to remove any items deemed to be in breach of copy right or to deny access of the exhibiting company.

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## 21. COURIER SHIPMENTS

Please note that we discourage the use of Courier Shipments consigned directly to the venue and do not recommend shipping high value or temporary import goods via courier. If you do ship these types of goods you will experience customs problems on arrival in Malaysia. Should it be necessary to ship small amounts of brochures or giveaway items please contact the Official Freight Contractor. Goods for temporary import should be shipped by sea or air freight as per the Official Freight Contractor **EFI Shipping Instruction Booklet**.

*Please note that the Official Freight Contractor and their partner RE Rogers accepts no liability or responsibility for shipments sent by courier directly to the venue and have no involvement in or influence with customs clearance or tracking of these shipments.*

For additional information and enquiries please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 **Email:** [susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

## 22. CUSTOMS CLEARANCE

EFI Logistics are the Official Freight Contractor for shipping and freight of goods to the Event.

The Official Freight Contractor provides door-to-stand transport services by road, sea and airfreight from all international locations and will operate a complete customs

clearance service in Kuala Lumpur, including temporary import facilities for all goods arriving before the Event. Goods under bond for the Event must be re-exported using the Official Freight Contractor.

For Exhibitors who wish to use their own freight company, please ensure that your shipment is consigned correctly.

**The TANK STORAGE ASIA 2011**

c/o R.E. Rogers (Malaysia) Sdn Bhd  
No. 7 Jalan Warden U1/76  
Taman Perindustrian Batu Tiga  
40000 Shah Alam Selangor, Malaysia

*Please **do not ship** freight to any other consignee as this will cause additional cost and may result in the late arrival of your shipment. All shipments must arrive **FREIGHT PREPAID**.*

*Please note that goods for temporary and permanent import **MUST BE PACKED AND DOCUMENTED SEPARATELY**.*

For full shipping instructions and details regarding documentation requirements and special commercial invoice formats please consult the **EFI Shipping Instruction Booklet**.

All shipments must be booked in advance and documentation must be sent to the Official Freight Contractor for approval prior to shipment. The Official Freight Contractor will be able to supply information on prohibited / restricted and controlled items.

For additional information please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 Email:  
[susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

**23. DELIVERIES & HANDLING**

Shipments arriving in Kuala Lumpur for customs clearance must arrive on or before the following deadline dates

<b>By seafreight to Port Kelang</b>	17 November 2011
Shipments either FCL or LCL	
<b>By airfreight to Kuala Lumpur Airport</b>	24 November 2011
Airfreight shipped under own airwaybill	

**Films and video tapes for censorship**  
Contact EFI Logistics for full details

7 November 2011

All freight will be consolidated and delivered to the Convention Centre on the day of build-up. This will operate in reverse after the close of the Event. All cases, pallets and pieces must be clearly marked with the following information:

**Tank Storage Asia 2011 c/o EFI**  
**Exhibitor name:** .....  
**Stand number:** .....  
**Piece number:** ..... **Of** .....  
**Gross weight (this package):** .....**KGS**  
**Dimensions (LxWxH):** ..... x ..... x ..... **CMS**  
**Temporary import or permanent import**

Services must be ordered in advance.

For a complete quotation for round trip shipments please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 **Email:**  
[susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

#### **24. DEMONSTRATIONS & ADVERTISING ON STANDS**

All types of demonstrations require advance notification and the written consent of the Event Organiser. The Event Organiser is entitled to restrict or prohibit such demonstrations, even if consent has previously been given, if they interfere with the Event or do not abide by the guidelines set down by the Venue within this Exhibitor Services Manual.

Acoustic advertising also requires prior authorisation and must not disturb neighbouring exhibits. Musical reproduction by means of radio, tape recorder or CD's requires written approval.

In accordance with the national copyright regulations Exhibitors must obtain permission prior to the beginning of the Event.

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:**  
[rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## 25. DILAPIDATIONS

Exhibitors are liable for any damage they may cause to the Convention Centre building, floors, walls or to any shell scheme equipment or other Exhibitor property. Exhibitors are responsible for any damage caused by their agents or contractors. No Exhibitor may apply paint, lacquer, adhesives or coatings to the building or shell scheme or drill holes into the floor. The Event Organiser will inspect every site before erection and after demolition of the stands and any damage caused will be charged directly to the Exhibitor. This includes a charge for removing any heavy building waste left behind.

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## 26. DISABLED PERSONS

Disabled persons must be afforded the same opportunities as able-bodied persons – this includes the ability to attend exhibits. Please ensure that your stand is easily accessible to all visitors.

## 27. ELECTRICAL REQUIREMENTS

Electricity and light fittings can be negotiated with the Official Stand Contractor.

Exhibitors are required to comply with the Venue's electrical connection regulations

1. All electrical installations at the stand must be carried out by the official electrical wiring contractor for the Event (PICO International (M) Sdn Bhd)
2. Each stand is allocated a 13amp switch socket to cater for most exhibition requirements. If the Exhibitor wishes to use a laser printer, computer, refrigerator, coffee machine or other similar equipment then an additional electrical outlet will be required
3. Each electrical point provided is intended for 1 item of equipment or machinery. The use of extension leads (multiple socket outlets) is prohibited
4. Continuity and impedance tests shall be performed on all electrical installations by the Event Organiser
5. No electrical installations and fittings may be suspended from the ceiling of the exhibition hall or fixed to a part of the building structure, without prior written permission from the Venue
6. Electrical cabling should be routed away from visitor traffic and tapped down to minimise trip hazards both on exhibitor stands and on the gangways. Where an electricity cable runs across a gangway it must be raised above head height or covered by carpet tiles, matting or tapes to cover wires and

- reduce tripping hazards. To designate a floor level change the site must be highlighted with high visibility yellow/black or red/white hazard tape
7. Neon lighting is not permitted without prior written approval from the Venue
  8. The Venue reserves the right to disconnect the electrical supply to any installation which, in the opinion of the Venue, is considered dangerous or likely to cause annoyance to visitors and other exhibitions
  9. All stand electrical circuits, other than those with a 24-hour supply, are to be switched off immediately at the close of the Event (17:30 hours). The electrical supply to the stand will be switched off by the Venue

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

All Exhibitors who require a 24 hour electricity service please refer to the **Electrical Order Form** in section two.

For additional information and enquiries please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

## **28. EXHIBITION OPENING TIMES**

The Convention Centre is open to exhibitors one hour prior to the official opening and one hour prior to the official closing time of the Event. Exhibitors who require access to their stand outside these permitted hours are to first secure written permission from the Event Organiser and the Venue.

Any stand maintenance must be pre-arranged with the Event Organiser and must be undertaken during the closed hours of the event.

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## **29. EXHIBITION SERVICES**

Food and beverages, communication lines, cleaning services, compressed air, water and waste facilities are able to be ordered through the Venue. The order forms can be found in section two of this Exhibitor Services Manual. Forms and payment must be submitted to the Venue prior to the Event.

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

AV equipment, stand furniture, electricity, plants and flowers are able to be ordered through the Official Stand Contractor. The order forms can be found in section two of this Exhibitor Services Manual and must be submitted to the Official Stand Contractor prior to the Event.

For additional information and enquiries please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

Freight and shipping services are supplied by the Official Freight Contractor. Shipping information can be found in section two of this Exhibitor Services Manual.

For additional information and enquiries please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 **Email:** [susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

### **30. EXHIBITOR PASSES**

For security reasons all Exhibitors will be required to wear their exhibitors pass throughout their time at the Event. Please complete the **Exhibitor Official Name Badge Form** found in section two of this Exhibitor Services Manual. Your exhibitor pass will be available to you at the reception desk on the day of build-up.

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

### **31. EVENING RECEPTION**

More information regarding the sponsored evening reception will be made available to you nearer to the Event.

If you are interested in sponsoring the evening reception and further increasing your visibility please contact

For Tank Storage Asia International sales enquiries please contact

**Niké Ajibode**, Exhibition Sales Manager **Tel:** +44 (0)20 3002 9117 **Email:** [nike@tankstorageevents.com](mailto:nike@tankstorageevents.com)

For Asian companies please contact

**Saleena Teh**, Asia Sales Rep. **Tel:** +603 7877 8458 **Email:** [saleena@gbworks.com.my](mailto:saleena@gbworks.com.my)

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## **32. EXHIBITS / STANDS / BOOTHS**

### Dynamic exhibits

Working parts must not project beyond the perimeter, for instance during demonstrations; dangerous components such as sharp protrusions must be effectively shielded. Exhibits must not be covered during the exhibition open hours; the Event Organiser is entitled to remove such covers without incurring any liability. Unsightly objects should not be placed in public view.

All moving machines must be fitted with the appropriate safety devices. These safety devices may only be removed when the moving machine is disconnected from the power supply. The guidelines defined by the Venue for moving exhibit displays are

1. Working machines must be placed at a safe distance (minimum of 1 meter) from visitors
2. Machinery or apparatus displayed at the event can only be displayed within your defined stand space
3. Only authorised personnel are permitted to operate the machines (if this includes a licensed operator then only the licensed operator can operate this machinery at the Convention Centre)
4. No machine will be left unattended during demonstrations or whilst in operation
5. Motors, engines or power driven machinery must have adequate fire protection, and protection against oil and other leakages. *Please note that if the machinery leaks onto the Convention Centre carpet then a fine will be made by the Venue to the Exhibitor.*

*Please note that the operation of compressors, sprayers, auto trucks and similar machinery powered by internal combustion engines is prohibited.*

### Pool, pond and large vessels

If your exhibition display contains over 200 litres of water or other liquids the details must be submitted to the Venue for approval 21 days prior to the build-up of the Event. The Venue will undertake the filling and draining of the vessel at the Exhibitors cost to reduce the likelihood of spillage.

Pyrotechnics and special effects

The use of pyrotechnics is prohibited without prior notice and written approval from the Venue; this includes cold pyrotechnics suitable for indoor use. Documentation must be submitted to the Venue S.H.E Manager at least 7 days prior to the build-up of the Event. The following information must be included

1. Risk management plan for the use of pyrotechnics
2. A copy of Form C – License to Import, Export or Remove Explosives issued by the Royal Malaysian Police under Rule 58 of the Explosives Enactment (Cap 200)
3. A copy of the Material Safety Data Sheet (MSDS)
4. A copy of Form E – License to Sell, Own, Purchase Explosives and Bullets issued by the Royal Malaysian Police under Rule 74 of the Explosives Enactment (Cap 200)
5. A copy of the Operator license
6. A copy of the Shot Firer Certificate

Sand, soil and similar materials

All exhibits that use sand, soil or similar materials for their display must protect the floor of the Venue from stains by laying a leak proof covering on the floor. If watering is required then this must be done so in a controlled manner to prevent leakage.

*Please note that any damage caused by the Exhibitor will be the economic responsibility of the Exhibitor and will be based upon the cleaning and remediation of the damage caused.*

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

**33. FASCIA NAME BOARDS**

Inclusion in the shell scheme package is the provision of one fascia name board to each open stand side. The company name will be in English. Fascia name boards are white with black lettering. Please refer to the **Fascia Form** in section two.

If the form is not returned the company name that appears on your contract will be used on the fascia.

*Please note that any changes due to late receipt or on-site changes will be charged to the Exhibitor.*

For additional information and enquiries please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

#### **34. FAX CONNECTIONS**

Please refer to guidelines point 16 Communication Connections / Access (page 13)

#### **35. FIRE & SAFETY REGULATIONS**

The following fire and safety regulations must be followed at all times whilst on Convention Centre property

1. **CANDLES:** Any candles displayed on exhibition stands must be housed in a glass surround that is capable of retaining 1.5 times the volume of wax or fluid. The glass container must be placed on a heat resistant matt. Only 1 candle is permitted to be lit at a time. All materials close to the candle must be rendered fire retardant. If the Exhibitor wishes to have more than 1 candle lit at a time then prior written permission must be obtained from the Venue. Various criteria must be met
  - i. The supply of additional fire extinguishers
  - ii. The cost of damages caused by the candle e.g. wax etc. will be paid by the Exhibitor
  - iii. Depending on the scale of the candles required additional staff from the Venue may be hired to act as fire wardens
2. **GAS:** Exhibitors wishing to use LPG gas cylinders or appliances for demonstrations must adhere to the following guidelines
  - i. The total capacity must not exceed one 14kg cylinder per demonstration
  - ii. A 4.5kg CO<sup>2</sup> or 9kg dry chemical fire extinguisher is to be provided by the Exhibitors for each appliance using LPG with a hose no less than 1 meter
  - iii. Empty gas cylinders cannot be connected during the open hours of the Event
  - iv. Gas cylinders and connections are to be protected from accidental damage and impact
  - v. Gas cylinders shall be removed from inside the Convention Centre at the end of the Event day and shall not be stored inside the exhibition hall or storage area overnight
  - vi. A licensed or certified person will perform all gas fitting work
  - vii. Cylinders shall be tested and approved for use and stamped as per MS116

Please note that the Venue has the right to remove all gas cylinders from the Convention Centre should any of the above conditions not be met.

3. **EMERGENCY AND EVACUATION PROCEDURES:** In the case of an emergency the evacuation procedures will be announced on a dedicated fire/evacuation PA system and will be coordinated by the Venue S.H.E Manager and Security Manager. Below are details of the emergency and evacuation procedures

a. **Upon hearing the fire alarm**

- i. Immediately stop any on-going activities (e.g. demonstrations)
- ii. Stay in your location and wait for instructions over the PA system or directly from the Venue floor warden
- iii. Switch off any electrical equipment if necessary
- iv. If ordered to evacuate, do so in an orderly manner, and make your way to the assembly area (located at the Convention Centre car park) using the nearest and safest emergency exit
- v. Once at the designated assembly area report to the Venue floor warden / designated staff for a roll call
- vi. Wait for further instructions

b. **Evacuation assembly area**

- i. During an evacuation the Event Organiser, Exhibitors, visitors and contractors must be assembled at the nearest assembly area
- ii. The evacuation route and assembly areas are marked on the below map

c. **Action in the event of fire**

- i. Raise the alarm by activating the nearest fire alarm
- ii. Report the incident to the nearest Venue staff who has a radio or any type of communication system
- iii. Attempt to put out the fire if it is safe to do so using the fire fighting equipment. **Do not put yourself at risk**
- iv. If the smoke or fire threatens to endanger others, close all doors and evacuate the occupants to the assembly area

d. **How to raise the alarm to Venue staff**

- i. Call the Venue Fire Control Room (extension 555)
- ii. Make the communication clear and brief "This is ..... (state the location). We have a fire at ....."
- iii. Wait for further instructions

Role	Title	Phone number	Additional phone number
Chief Warden	Security Manager	012 2967 854	+603 2333 2957
	Safety Manager	012 2940 753	+603 2333 2905
Communication officer	Fire Control Operator	Ext. 555	+603 2333 2900



4. **FIRE EXITS:** All emergency exits and clearways are identified with marked green and white exit signs over the doors. These areas cannot be encroached upon at any time and Exhibitors in the proximity of an emergency exit must not allow their display or any stand furniture to protrude out of the stand boundary.
5. **FIRE EXTINGUISHERS AND HOSE REELS:** Venue regulations for fire extinguishers and hose reels are listed below
  - a. All exhibits must not restrict access to any fire fighting equipment
  - b. Additional fire extinguishers are required at any stand with LPG gas and cooking installations or anywhere there is an increased fire risk

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

### **36. FIRST AID**

Anyone requiring first aid should report immediately to the Event Organiser desk at the entrance to the exhibition hall for assistance. In cases of an emergency please contact the emergency line at extension 555 or dial +603 2333 2900

### **37. FLOOR PLAN OF EXHIBITION HALL**

Please refer to guideline point 3 Alteration to Exhibition Floor Plan (page 7).

### **38. FREIGHT FORWARDING**

EFI Logistics are the Official Freight Forwarder and On-Site Handling Contractor for Tank Storage Asia / Bioenergy International; **as such they are the only company permitted to operate mechanical handling equipment at Convention Centre for this Event.**

Should you wish to use your own forwarder we recommend that you consign your shipment to EFI Logistics / RE Rogers for customs clearance and delivery to the Convention Centre, please contact the Official Freight Contractor for their complete Shipping Instructions and ensure that they are passed to your own forwarder or contractor, for quick reference see consignee and deadline dates at guideline point 22 Customs Clearance (page 14) and guideline point 23 Deliveries & Handling (page 15).

Through their global network of partners specialist in shipping exhibit material, the Official Freight Contractor can offer a complete door to stand service, we strongly recommend you keep your shipment within their system; the Official Freight Contractor and their partner will be the only company on-site to assist in tracking and tracking your shipment.

Please remember to negotiate rates with the Official Freight Contractor before the show and to book services in advance; late orders and non-booked work will be charged at the full tariff rate plus an additional surcharge.

For a competitive quotation we urge you to contact the Official Freight Contractor in advance with specification of your shipment.

For information and enquiries please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 **Email:**  
[susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

### **39. FURNITURE**

PICO International (M) Sdn Bhd are the appointed as the Official Stand Contractors and can supply a selection of additional furniture and accessories for the duration of the Event. Alternative furniture items (different colour, styles etc.) may be ordered directly by the Exhibitor to the Official Stand Contractor. Please refer to the **Furniture Form** in section two of this Exhibitor Services Manual.

For additional information and enquiries please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

#### **40. GANGWAYS**

Exhibition gangways must be a minimum of 2.5 meters.

The exhibition gangways are the minimum permissible by law and the Venue and have been subject to approval by the local authority and fire department. All gangways must remain clear at all times. Exhibits must be displayed in such a way as to not obstruct the view of the exhibition area of the adjacent stands and must remain within the confines of their contracted stand area.

Exhibitors must not obstruct emergency exits, fire hoses, fire extinguishers and building control access doors etc. The Venue has the authority to remove any items that obstruct or restrict access at the Exhibitors cost (the Venue is free from any liability surrounding damage or loss of these items).

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

#### **41. GENERAL LIGHTING**

General lighting is evenly distributed throughout the exhibition hall.

#### **42. HANGING EXHIBITS**

Please refer to guideline point 59 Rigging (page 33)

#### **43. HEALTH & SAFETY**

**The Event Organiser, Contractors and the Venue have legal obligations under the Occupational Safety & Health Act 1994, the Factories and Machineries Act 1967 and the Environmental Quality Act 1974; as well as having a certified occupational health and safety management system against OHSAS 18001 in order to provide a safe workplace for all employees, contractors, exhibitors, delegates and visitors.**

**The Event Organiser takes their responsibility as laid out in accordance with the Health and Safety at Work Act, 1974, very seriously and it is vital that Exhibitors and contractors do the same. The Health and Safety at Work Act includes Exhibition and**

**Conference venues as places of work. As an Exhibitor it is essential that you are aware of your obligation with the Act.**

These responsibilities are to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees and any plant, article, substance of work, which may be used, are safe and without risk to health. This includes all **employees** and **contractors** employed by you, the Exhibitor, are provided with information, instruction, training and supervision to ensure the health and safety of themselves and others working, or present, in the vicinity by what they do or fail to do.

The following outlines the main areas which **you must give** due thought and consideration to before and during your time on site

1. Understanding the fire and emergency procedures and location of the first aid centres. All staff must be notified of these procedures
2. There is an important need to keep specific gangways clear during build-up and breakdown and throughout the Event. These will be identified to you during build-up and breakdown
3. Working at height must be done in a safe manner using suitable equipment in the approved way i.e. steps, scaffold towers, hard hats etc.
4. All powered access equipment e.g. forklift trucks, cranes etc. must be operated by the Official Freight Contractor – no one else will be permitted to drive or operate machinery of any description in the loading bays or Exhibition hall
5. Only acceptable substances are allowed on-site and full compliance with the COSHH (Control of Substances Hazardous to Health) regulation is required, e.g. fluorescent type lighting tubes require specialised disposal as hazardous waste; if dangerous substances or foods are to be brought onto the site prior written permission must be granted by the Venue. The Exhibitor must also submit a risk management plan identifying how these risks will be managed associated with handling, storage, use and disposal, the plan must also include a copy of the relevant Material Safety Data Sheet (MSDs). The Venue S.H.E Officer has the authority to inspect Exhibitors and take any appropriate action if needed. *Please note that radioactive materials are subject to special requirements under Malaysian Law and Exhibitors should contact the S.H.E Manager prior to seeking written permission from the Venue*
6. Personal Protection Equipment (PPE) is used if other protective measures are unrealistic and that employees are trained in its use and limitations
7. Ensure portable power equipment is only used for the purpose for which it is designed, with safety guards and devices fitted and used. Power leads must be kept to a minimum and not cross gangways. Power requirements must not overload the systems order. Such equipment must never be left unattended with power supplied to it. Please do not create a floor hazard at any time

8. All staff must be trained to ensure that safe working practices and good housekeeping is maintained in all work areas, minimising hazards

**Please ensure all contractors employed are aware of these health and safety responsibilities.**

At all times Exhibitors must obtain their **Contractors Health and Safety Policy**, details of specific safety procedures, competence and training of staff and the named individual Safety Officer responsible for the company.

**Please be aware that you will be asked to produce this document prior to build-up.**

For additional information or enquiries please contact

**Rebecca Shears**, Marketing & Events Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoedia.com](mailto:rebecca@horseshoedia.com)

#### **44. HEIGHT LIMITS**

*Please note that the maximum stand height for space only sites is limited to 4.5 meters. You are not permitted to build over this height without authorisation. Refer to guidelines point 67 Space Only Sites (page 35) for more information.*

It is not possible to erect anything higher than 2.4 meters within a shell scheme stand without prior arrangement with the Event Organiser. When stand designs exceed 4.5 meters in height Exhibitors must supply a 1:200 scale plan and obtain written permission. The stability of any structure/exhibit above 4.5 meters in height must first be qualified by producing structural calculations. The Event Organiser will pass on any costs involved with approving the structure.

If you require any additional information please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoedia.com](mailto:rebecca@horseshoedia.com)

#### 45. HOTEL ACCOMMODATION

Discounted hotel rooms are available to Exhibitors, visitors, delegates and staff of Tank Storage Asia / Bioenergy International expo & conference. The official event hotel is the Traders Hotel Kuala Lumpur.



#### **Traders Hotel Kuala Lumpur**

Kuala Lumpur City Centre,

50088, Malaysia

Tel: +603 2332 9888

[www.traderhotels.com](http://www.traderhotels.com)

Hotel information, including location, room prices and contact information can be found on <http://www.tankstorageevents.com/tsasia/accomodation.shtml> or at <http://www.biofuelsinternationalexpo.com/asia/hotel.html>

For additional information or enquiries please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:**

[rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

#### 46. INSTALLATIONS

All additional stand installations (compressed air, electricity, telecommunications, water and waste) will be run to stands via under floor supply canals.

For additional information and enquiries please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:**

[adam@pico.com.my](mailto:adam@pico.com.my)

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:**

[exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

#### 47. INSURANCE

Whilst we take every precaution to protect your property during the Event the Event Organiser cannot accept responsibility for damage to stands or loss of any property on any stand or anywhere else in the exhibition hall, or in any course of its delivery or removal from the building for any cause whatsoever. The Event Organiser is not responsible for any loss sustained by Exhibitors from fire, theft, damage or any reason, or for personal injury or loss to or by any person employed by the Exhibitor or third parties.

You are also responsible for insuring against any legal liability incurred due to injury or damage to property belonging to third parties. In addition to this you should protect your expenditures against abandonment and cancellation or curtailment of the Event due to reasons beyond Event Organiser control.

**Please ensure that we have a copy of your insurance certificate prior to the event**

For additional information and enquiries please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

**48. INTERNET CONNECTIONS**

Internet connections can be purchased from the Venue. Please refer to the **Internet Services Order Form** in section two.

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

**49. LARGE / HEAVY EXHIBITS**

If Exhibitors are planning to exhibit a large or heavy piece of equipment please contact the Official Freight Contractor at the earliest time to arrange move-in and move-out of the exhibits.

For additional information and enquiries please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 **Email:** [susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

**50. LIFTING & HANDLING ONSITE**

The Official Freight Contractor is the appointed sole official for on-site lifting and handling. All lifting on-site must be done directly with the official contractor. For further information please refer to guideline point 38 Freight Forwarding (page 25).

*Please note that if the Exhibitor wishes to take advantage of this service they are recommended to contact the Official Freight Contractor at the earliest opportunity.*

For additional information and enquiries please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 **Email:** [susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

### **51. LOST PROPERTY**

Any items lost or found should be reported to the Event Organiser office at the registration desk, which can be found at the entrance to the Exhibition hall.

For any items lost or found around the Convention Centre, outside the exhibition hall, must be reported to Security Services, located on the concourse level. All lost and found items are stored for 60 days.

For additional information or enquiries please contact

**Security Services Tel:** +603 2333 2888 ext. 2327

### **52. NOISE LEVELS**

Exhibitors are advised that any audio system or electrical device producing an irritating, intermittent and/or sequential sound/noise is not permitted without prior written permission from the Venue and the Event Organiser.

Audio presentations must be muffled so the noise does not disturb the neighbouring stands, venue employees and/or visitors (no noise in excess of 70dB at the stand boundary). Any noise emitted must comply with relevant public health, environmental and occupational health and safety legislations. The Exhibitor has the obligation to ensure that the system does not exceed the specified SPL (sound pressure level) as indicated in the Law of Malaysia, factories and Machineries Act 1967, Noise Exposure Regulations 1989.

Distributions of any noise creating items (whistles etc.) are prohibited.

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

### **53. OFFICIAL EXHIBITION CATALOGUE**

The Tank Storage Asia exhibition catalogue provides Exhibitors with an opportunity for a FREE promotional company listing. The official exhibition listing is the description that the Exhibitor provides on the booking form.

For advertising enquiries please contact

**David Kelly**, Tank Storage magazine Sales Manager **Tel:** +44 (0)20 8687 4139 **Email:** [david@tankstoragemag.com](mailto:david@tankstoragemag.com)

The Biofuels International exhibition catalogue provides Exhibitors with an opportunity for a FREE promotional company listing. The official exhibition listing is the description that the Exhibitor provides on the booking form.

For advertising enquiries please contact

**Shemin Juma**, Biofuels International Sales Executive **Tel:** +44 (0)20 8687 4156 **Email:** [shemin@biofuels-news.com](mailto:shemin@biofuels-news.com)

**Pierre-Gomis Diallo**, Biofuels International Sales Manager **Tel:** +44 (0)20 8648 7092 **Email:** [pierre@biofuels-news.com](mailto:pierre@biofuels-news.com)

#### **54. ORGANISERS OFFICE**

The Event Organiser office is located outside the Exhibition hall at the registration desk. Please contact us if you have any questions or problems during the show. During Event open hours the Tank Storage and Bioenergy International Exhibition Team can be contacted via the Event Organiser office.

For additional information or enquiries please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

#### **55. POTTED PLANTS & FLORAL DISPLAYS**

The Official Stand Contractor is the exclusive supplier of potted plants and flowers. To order any potted plants or floral displays please contact the Official Stand Contractor directly.

For additional information or enquiries please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

Potted plants and floral displays can also be supplied by the Venue. Please refer to the **Audio Visual Form** in section two.

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## 56. PUBLIC ANNOUNCEMENTS

The public address system is reserved for Event Organiser announcements and Police and Security messages only. It cannot be used for messages from Exhibitors or visitors during the show.

For additional information and enquiries please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## 57. REGULATIONS

By virtue of the agreement between the Exhibitor and the Event Organiser, Exhibitors commit themselves to strict compliance with all regulations of the Event Organiser, the Venue and the Local Authority.

If you require any additional information please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

## 58. REMOVAL OF EXHIBITS

Please refer to guideline point 9 Build-up & Breakdown (page 9)

## 59. RIGGING

All rigging must be conducted by the Official Stand Contractor. For any additional stand banners or other items that require the use of the Convention Centre rigging the Exhibitor must notify the Venue 14 days prior to build-up using the **Rigging Load Indemnity Order form** in section two of this Exhibitor Services Manual.

If Exhibitors wish to display hanging objects they must consider the following factors when designing or installing the overhead objects:

1. Size, shape and weight
2. The risk of the object coming loose from the fittings
3. Primary and secondary attachments and restraint methods

All overhead hanging objects must be installed with a 2.5m minimum clearance level between the floor and the bottom of the object.

Information and plans must be submitted to the Venue and the Event Organiser 14 days prior to the build-up of the Event with information pertaining to the engineering approval where the object may create an unacceptable risk to the public,

employees and/or contractors. A quote will be supplied by the Venue for the hanging of overhead objects.

*Please note that rigging is not permitted on stands of and over 4.5 meters in height.*

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## **60. SAFETY REGULATIONS**

Please refer to guideline point 43 Health & Safety Regulations (page 26)

## **61. SECURITY**

The Venue maintains 24 hour security for the Convention Centre perimeter together with internal patrols.

The Event Organiser will take every reasonable precaution throughout the Event this includes

1. Monitoring the loading dock traffic during the Event build-up and breakdown
2. To respond to emergency incidents if/when they occur
3. To ensure all persons have vacated the Event during the close hours
4. To report any damage caused during build-up, breakdown or during the Event
5. To control and monitor crowd flow during the Event. This is done using exhibitor, staff, visitor, press and delegate badges.

*Please note that badges must be worn at all times or you will be asked to leave the Event.*

The Event Organiser will take every reasonable precaution throughout the event however security is designed to secure the exhibition hall and not the contents of individual stands. Exhibitors should take care to ensure that their goods are safeguarded and should not leave their stands unattended during the build-up, breakdown or open Hours of the Event. The Event Organiser cannot be held responsible for any loss, damage or accident that may occur to any Exhibitors property or personnel, therefore Exhibitors **must** arrange full insurance cover. If additional security is required for your stand please fill in the **Security Service Order Form** in section two and return it to the Venue.

Convention Centre CCTV cameras must not be covered at any time.

Additional individual security can be ordered through the Venue

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:**  
[exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## **62. SHELL SCHEME**

All shell scheme stands will consist of the following:

1. **Walling:** 2.5m in height all shell schemes come with a rear and side white laminated 3mm thick shell wall on a white aluminium frame
2. **Fascia:** 350mm white fascia board with company name and stand number printed in English in black. Behind the fascia board is a florescent lighting tube
3. **Furniture:** 2 folding chairs, 1 information counter and 1 waste paper basket
4. **Electricity:** 1 13amp socket outlet

For additional information and enquiries please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:**  
[adam@pico.com.my](mailto:adam@pico.com.my)

*Please note that material used for lining, drapes, backdrops, blinds or overhead structures, signs/banners, or part of the exhibition stand must be rendered non-flammable (in accordance with the BOMBA requirements).*

## **63. SHELL SCHEME DIMENSIONS**

Please refer to guideline point 62 Shell Scheme (page 35)

## **64. SHELL SCHEME EXTRAS / FURNITURE**

Please refer to guideline point 39 Furniture (page 25)

## **64. SHELL SCHEME INTERIORS**

Please refer to guideline point 39 Furniture (page 25)

## **65. SMOKING**

Smoking is prohibited in all areas of the Convention Centre.

## **66. SPACE ONLY SITES**

If the Exhibitor has not booked a shell scheme stand it is their responsibility to design and construct a stand – you will receive no items from the Event Organiser. Please

inform the Event Organiser detailing the contractors that will be constructing the stand so that the Event Organiser can liaise with them regarding build-up etc.

For additional information or enquiries please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

Overall height of stand fittings for single storey stands (including cladding columns) should not exceed 4.5 meters. Requests to exceed this height will only be considered provided they are submitted to the Event Organiser in writing with technical drawings. On divided sites it is the responsibility of the Exhibitor to erect and decorate the back wall facing your stand area up to 2.5 meters; walls above this height must be decorated on both sides.

*Please note that back wall decorations over 2.5m height should carry no advertising material.*

While it is permissible for stands to be built to a maximum of 4.5 meters the stability and safety of all complex structures (stands over 4.5 meters in height; multi-storey stands; raised platforms etc.) must be established prior to arrival on-site and certified prior to the Event by an independent structural engineer. Stands over 4.5 meters can only be approved if permission is obtained from the Event Organiser and the Venue prior to commencement on design. If the Venue feels that it is necessary these plans will be passed onto a structural engineer for certification; and charged accordingly. Permission to build will only be given when the designs are submitted in duplicate with technical drawings including dimensional layout, sectional and panoramic views as well as structural analysis of the stand.

Drawings must be submitted to

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

*Please provide the dimensional layouts as soon as possible so that permission can be obtained for your stand construction. Please note that material used for stands, lining, drapes, backdrops, blinds or overhead structures, signs/banners, or part of the exhibition stand must be rendered non-flammable (in accordance with the BOMBA requirements).*

Please refer to guideline point 43 Health and Safety Regulations (page 26) and guideline point 68 Stand Assembly and Dismantling (page 37) for more information.

**68. STAND ASSEMBLY & DISMANTLING**

The following points must be understood by the Exhibitor

1. Exhibits and stand equipment which are not permitted or cause a nuisance due to odour, noise, insufficient cleanliness or for any other reason must be removed immediately at the request of the Event Organiser. If the Exhibitor refuses to remove such objects the Event Organiser is entitled to close the stand. The Exhibitor shall have no right to claim refund of the stand rental or to any other claims as a result of closure
2. Clearing of the stand by the official deadline is solely the responsibility of the Exhibitor. The Event Organiser reserves the right to charge storage fees for exhibits/stand fittings which have not been removed by the deadline and are furthermore entitled to have such exhibits/stands fittings removed and stored immediately by a suitable contractor at the expense and risk of the Exhibitor
3. The Exhibitor is not entitled to remove exhibits from the stand or to begin dismantling the stand until the official period for dismantling commences
4. It is not permitted to affix floor coverings by bonding, to fix items to any part of the Convention Centre, to remove any item from the exhibition hall, or to paint walls, pillars or any other part of the exhibition hall. If this rule is not observed the changes made by the Exhibitor must be restored to their original condition by a contractor (selected by the Venue) at the expense of the Exhibitor
5. Identification signs or similar objects may not obstruct the gangways or fire exits. Stand boundaries must be observed at all times. The height of the stands and parting walls are 2.5 meters. This height may only be exceeded if the exhibition architect grants permission. All junction boxes, temporary telephone connections and other facilities must be kept accessible at all times. Where necessary openings are to be made in stand ceilings and floors

For additional information or enquiries please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

**69. STAND CONTRACTOR**

The official Event contractors are PICO International (M) Sdn Bhd who has been permitted by the Venue to conduct all Event related tasks.

All non-official contractors are required to register with the Event Organiser and the Official Contractors. Non-official contractors are required to comply with the Venue rules, regulations and S.H.E guidelines. Non-compliance will result in the offender being prohibited from working in the Convention Centre.

For additional information and enquiries relating to stands, furniture and services please contact

**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

## 70. STAND SHARING

If you are sharing a stand with another company, please ensure that you notify the sales representative when you are booking your stand.

For additional information or enquiries please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

For Tank Storage Asia International enquiries please contact

**Niké Ajibode**, Exhibition Sales Manager **Tel:** +44 (0)20 3002 9117 **Email:** [nike@tankstorageevents.com](mailto:nike@tankstorageevents.com)

For Asian companies please contact

**Saleena Teh**, Asia Sales Rep. **Tel:** +603 7877 8458 **Email:** [saleena@gbworks.com.my](mailto:saleena@gbworks.com.my)

## 71. STORAGE

It is not permissible to store packaging materials in the exhibition hall. The Official Freight Contractor will operate an empty case storage service; they will tag, remove, store and return your empty packaging materials on request.

For additional information and enquiries please contact

**Susan Barton**, Project Manager **Tel:** +44 1444 871 314 **Email:** [susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

## 72. TELEPHONE CONNECTIONS

Please refer to guideline point 16 Communication Connections / Access (page 13)

## 73. TEMPORARY STAFF / TRANSLATORS

The Official Stand Contractor can supply hostesses with or without foreign language skills. Please contact the Official Stand Contractor directly for this service

For additional information or enquiries please contact

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**Adam Wong**, Project Executive PICO **Tel:** +603 6275 5990 ext. 374 **Email:** [adam@pico.com.my](mailto:adam@pico.com.my)

#### **74. VEHICLE ACCESS & PARKING**

There are 700 car parking bays available in the basement car park. The car park is open 24 hours a day, seven days a week. The car park can be accessed via the slip road between the Mandarin Oriental Kuala Lumpur and the west entrance or from the entrance on Persiaran Convention Centre. The car park is auto-pay; please pay at the machines before proceeding to your car.

For additional information or enquiries please contact

**Rebecca Shears**, Events & Marketing Manager **Tel:** +44 (0)20 8687 4138 **Email:** [rebecca@horseshoemedia.com](mailto:rebecca@horseshoemedia.com)

#### **75. VENUE**

The following section will outline venue information

1. **ALTERATION TO FURNITURE AND ARTWORKS** The removal of furniture, fittings and artwork from their original location in the Convention Centre is not permitted unless prior written permission from the Venue has been sought.
2. **CARE OF BUILDING** No attachment, fitting or detachment is to be made to the interior/exterior walls, floors, ceiling or pillars of the building without prior written permission from the Venue.

For additional information or enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

#### **76. WASTE MANAGEMENT**

The Convention Centre has been awarded the Earth Check Bronze status in view of its commitment and conscientious efforts to the environment. In order to maintain this status the Venue has specific waste requirements. During build-up and breakdown the waste material generated must be placed in relevant bins

1. **Brown Bins** paper waste
2. **Dark grey bins** plastics, bottles and tins/cans
3. **Orange bins** glass
4. **Green bins** carton boxes

## 77. WEAPONS

The use of any weapons in the Convention Centre is not permitted.

## 78. WELDING & HOT WORK

Activities such as welding and grinding which involve the generation of hot sparks can only be carried out under an industry permit and approved by the S.H.E Manager. No work can commence without prior permission from the Venue.

For further information and enquiries please contact

**Loges or Anjali**, Exhibition Services Team **Tel:** +603 2333 2603 **Email:** [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

## 79. REFERENCE GUIDE TO CONTRACTORS

### Audio Visual

PICO International (M) Sdn Bhd  
Adam Wong  
Tel: +603 6275 5990 ext. 374  
Fax: +603 6275 6366  
Email: [adam@pico.com.my](mailto:adam@pico.com.my)

### Carpet

PICO International (M) Sdn Bhd  
Adam Wong  
Tel: +603 6275 5990 ext. 374  
Fax: +603 6275 6366  
Email: [adam@pico.com.my](mailto:adam@pico.com.my)

### Catering

Kuala Lumpur Convention Centre  
Loges or Anjali  
Tel: +603 2333 2603  
Fax: +603 2333 2729  
Email: [exhservices@klccconventioncentre.com](mailto:exhservices@klccconventioncentre.com)

### Electrics

PICO International (M) Sdn Bhd  
Adam Wong  
Tel: +603 6275 5990 ext. 374  
Fax: +603 6275 6366  
Email: [adam@pico.com.my](mailto:adam@pico.com.my)

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Freight Forwarders & Shipping of Goods

EFI Logistics

Susan Barton

Tel: +44 1444 871 314

Fax: +44 1444 237 749

Email: [susan.barton@efilogistics.com](mailto:susan.barton@efilogistics.com)

Furniture

PICO International (M) Sdn Bhd

Adam Wong

Tel: +603 6275 5990 ext. 374

Fax: +603 6275 6366

Email: [adam@pico.com.my](mailto:adam@pico.com.my)

Hotel Booking

Traders Hotel, Kuala Lumpur

Tel: +603 2332 9888

Fax: +603 2332 2666

Website: <http://www.shangri-la.com/en/property/kualalumpur/traders>

Plants and Flowers

PICO International (M) Sdn Bhd

Adam Wong

Tel: +603 6275 5990 ext. 374

Fax: +603 6275 6366

Email: [adam@pico.com.my](mailto:adam@pico.com.my)

Shell Scheme

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Tel: +603 6275 5990 ext. 374

Fax: +603 6275 6366

Email: [adam@pico.com.my](mailto:adam@pico.com.my)

Temporary Staff

PICO International (M) Sdn Bhd

Adam Wong

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