



KUALA LUMPUR CONVENTION CENTRE

Event Guidelines

Version 3.0



Introduction

The Kuala Lumpur Convention Centre (the Centre) Event Guidelines gives an overview of and detailed standard delivery requirement to all Hirers, Organisers, Exhibitors and Contractors to achieve the best possible standard of facilities for their events, thus creating memorable guest experience.

These Guidelines are mandatory for Hirers, Organisers, Exhibitors and Contractors and is current and correct as at the date hereof stated and may be subject to change without prior notice.

The Centre reserves the right to amend or change the Event Guidelines at any time.



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Acronyms and Definitions

Accredited Supplier

A supplier who has gone through the pre-qualification and accreditation approval process by the Centre on a set of criteria including their abilities to provide services, safety and performance history, experience, financial capability and accompanying evidence of training and certifications.

DBKL

Dewan Bandaraya Kuala Lumpur (Kuala Lumpur City Hall)

DOSH Malaysia

Department of Occupational Safety and Health

Organisers

Persons that include the Hirer or professional parties appointed by the Hirer to organise an event partially or fully.

JAKIM

Jabatan Kemajuan Islam Malaysia (Department of Islamic Development Malaysia)

MACP

Music Authors' Copyright Protection Berhad

MCMC

Malaysian Communications and Multimedia Commission

Official Main Contractor

A Contractor who is appointed by an Organiser from the Centre's Accredited Supplier list.

PPE

Personal Protection Equipment

PPM

Public Performance Malaysia

PUSPAL

Central Committee for The Application for Filming and Performance by Foreign Artistes (JK-PUSPAL)

RPM

Recording Performers Malaysia Berhad

SHE

Safety, Health and Environment

VHA

Vehicle Holding Area

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Useful Links

[Accredited Supplier List](#)

[Exhibitor Service Centre](#)

[DBKL Entertainment License](#)

[Department of Civil Aviation Malaysia](#)

[Department of Occupational Safety and Health \(DOSH\)](#)

[Immigration of Malaysia - Visa](#)

[Malaysia Convention & Exhibition Bureau \(MyCEB\)](#)

[Malaysian Communications and Multimedia Commission](#)

[Malaysia Copyright Act 1987](#)

[Ministry of Tourism, Arts and Culture Malaysia](#)

[Music Authors' Copy Right Protection Berhad](#)

[Public Performance Malaysia Berhad](#)

[Recording Performers Malaysia Berhad](#)

[PUSPAL Guidelines](#)

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Accredited Suppliers

General Guidelines

1. Hirer, whose event has an exhibition component, must appoint an Accredited Supplier (official main contractor) from the **Accredited Supplier List**.
2. Hirer must ensure that their appointed supplier shall perform and deliver their works in compliance with the guidelines stated herein.

Appointment of Accredited Supplier

The Accredited Supplier must be aware of and accept the provisions in the Event Guidelines and their specific responsibilities as outlined below:

Responsibilities of the Accredited Supplier

The scope and responsibilities of the Accredited Supplier are as follows:

- a) Assist Hirer/ Organiser to produce floor plans.
- b) Identify and assess all risks associated with their work activities and prepare and implement a safety plan.
- c) Provide electrical connections to booths.
- d) Execute all technical and logistical requirements during move-in/build-up and move-out/tear-down.
- e) Supervise all safety matters including use of tools, equipment and PPE as well as monitoring independent contractors or sub-contractors for any non-compliance with the Event Guidelines.
- f) Supervise and monitor build-up/tear-down work progress.
- g) Liaise with exhibitors' appointed booth contractors in regard to move-in/out schedules.
- h) Pre-register all independent contractors and sub-contractors.
- i) Plan assignment of move in/out schedule.
- j) Issue contractor badges and gate passes.
- k) Issue stop-work orders and warning notices to non-complying parties.
- l) Provide Safety, Health and Environment (SHE) briefing to exhibitors' appointed booth contractors on venue operations and Event Guidelines.
Note: This task may be conducted by the Organiser in their Exhibitor briefings.
- m) Ensure that all contractors and sub-contractors must adhere to the requirements laid out in the Event Guidelines, at all times, and follow any other instructions provided by the Centre with regard to safety and operations and so forth.
- n) Submission of custom design and/or hanging object to Centre's for review at least fourteen (14) working days prior to the event.

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Advertising, Canvassing, Solicitation and Distribution

General Guidelines

1. Distribution or placement of pamphlets, brochures, or other marketing material in public areas and under car windscreen wipers or door handles on vehicles parked at the Centre's car park is prohibited.
2. Without any prior approval, no exhibits, displays or advertising materials of any kind will be allowed in the Centre's public areas, basement parking or hallways.
3. All display/content exhibits or advertising materials must be truthful and non-misleading, and contents that are political or religious in nature or that in the opinion of the Centre are offensive to local norms are prohibited.
4. Please refer to the [Event Branding & Advertising Guide](#) for advertising opportunities at the Centre.
5. Touting is strictly prohibited in the Centre's public area including food court at the concourse level, the air-conditioned walkway and tunnel.

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Air Compressors

General Guidelines

1. There is no permanent compressed air supply in the Exhibition Halls. Exhibitors must make arrangement for the supply of compressed air. Air compressors are to be placed at the loading bay area and hose-piped through the service trench to the booth.
2. Please refer to the [Air Compressor Permit](#) (download) for more information.

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Air Conditioning

General Guidelines

1. All areas of the Centre, excluding the car park, are air-conditioned. Air-conditioning is provided only from the commencement to the end of the event and not during build-up and tear-down.
2. Organiser can make prior arrangements with the Centre's Coordinator for air-conditioning during build-up and tear-down periods for which charges apply.

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Alcohol Policy

General Guidelines

1. As a licensed venue operator, the Centre is committed to upholding best practices in alcohol service. Our primary responsibility is to reduce the potential harm to individuals, staff, customers, and the broader community.

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Amusement Rides

General Guidelines

All equipment for amusement rides whether for the purpose of public demonstration and/or ride by visitors shall require prior approval from the Centre. A written application and risk assessment must be submitted to the Centre's Coordinator at least fourteen (14) days prior to the event.

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Animals

General Guidelines

Pets, except assistance animals, are not permitted in the Centre. Where any animals were to be displayed or to be showed in any animal event, Organiser must submit a written application to the Centre's Coordinator at least fourteen (14) days prior to the event to obtain written approval from the Centre ahead of the event.

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Announcements during Events

General Guidelines

1. The Centre reserves the right to make emergency announcements at any given time throughout the venue and/or in any hired event space.
2. The Organiser can only make announcements within their hired event space.

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Audio-Visual & Technical Services

Other relevant sections:

- [Rigging Services](#)

General Guidelines

1. The Centre offers an extensive range of audio, video, lighting and rigging equipment and services, as well as in-house technical support. Please discuss your particular AV requirements with the Centre's AV Team at AV-Sales@klccconventioncentre.com who will provide advice, operational details and pricing.
2. Exhibitors who wish to order AV services may do so via the [Exhibitor Service Centre](#) (ESC) online platform which is dedicated to Exhibitor orders only.
3. If the Organiser or exhibitors wish to arrange their own Audio Visual supplier to provide services, it must be noted that all rigging for such services can only be carried out by the Centre's Audio Visual team, for which charges apply. See [Rigging Services](#) for more details.

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Balloons

General Guidelines

1. Helium-filled balloons or other inflatable items can be used as part of the fixed features of exhibits, displays or booth decoration.
2. Release of balloons are subject to approval. Charges will apply for retrieval of any balloons or inflatable items that escaped to the roof and/or for any damage to air-handling units.
3. Helium-filled balloons are not allowed to be distributed in the Centre.

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Banners, Advertising & Event Signage

General Guidelines

1. The Centre has a variety of advertising opportunities for Organisers to use for directional and promotional purposes. Such facilities will incur a rental charge.
2. Organisers may also opt to place their event signage at the public areas of the Centre without incurring any additional charges. However, this event signage can only be displayed at designated areas with approval from the Centre.
3. Please discuss your requirements with the Centre's Coordinator who will provide advice, operational details, pricing, placement and booking details.
4. Please see [Event Branding & Advertising Guide](#) for more information.

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Booth Activities and Product Demonstrations

Other relevant sections:

- [Drones and Remote-Controlled Devices](#)

General Guidelines

1. Exhibitors may not conduct demonstrations or activities that result in excessive obstruction of aisles or prevent ready access to neighbouring exhibitors' booths.
2. The use of demonstration gimmicks, mimes, robots etc. on the aisles is prohibited at all times.
3. The Centre's Coordinator must be informed of any proposed booth activities including demonstrations, autograph signings, celebrity appearances and so on. Exhibitor must submit full details including the risk assessment to the Centre's Coordinator at least fourteen (14) days prior to the event for any activities that pose risks to the health and safety of the public or any person.
4. The Centre reserves the right to curtail any activity considered to be detrimental to public health and safety.

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Booth Construction

Other relevant sections:

- [Booth Plans](#)
- [Paint Washing Room](#)
- [Working at Height](#)

General Guidelines

1. The design and construction of exhibition booths or events must comply with the Centre's guidelines and are to be constructed in a manner that poses no danger or risk to the public, employees and/or contractors, ensuring safety to all persons at all times.
2. Booth designs which are not approved or do not conform to the technical requirements or the laws governing such items, must be altered or removed. Exhibitors or their appointed service contractor must be responsible for all costs incurred with regard to the necessary alterations or removal.
3. Booth design which does not comply with the Centre's guidelines may be permitted, at the sole discretion of the Centre, subject to the submission of a structural engineer's certificate verifying the integrity and safety of the structure along with any other supporting documentation as may be requested by the Centre.
4. Custom booths should be prefabricated off-site to be assembled and completed on-site. No large-scale wood/ metal cutting, sanding, and painting work is permitted on-site.
5. During the assembly and dismantling of the booths, it is prohibited to place materials in space allocated to another exhibitor booth, and on emergency aisles and any common areas that must be kept clear to allow people and materials to circulate.



6. All waste generated during the build-up and tear-down of the booths must be removed by the respective service booth contractor.

Booth Lighting

1. The lighting design and layout of a booth should minimise discomfort caused by glare and brightness to those viewing products.
2. For any enclosed or partially enclosed booth, there must be adequate lighting and well-lit exit notices.
3. Where lighting equipment, including but not limited to high-powered light, were fitted to the booth as part of the decor or exhibit, it must be kept within the boundaries of the booth and must be placed away from any flammable material. Avoid using halogen lighting which has higher operated temperature than other types of lighting. Please ensure the lighting position does not come into contact with the drapes, clothing or other combustible material.
4. All lightings, fixtures, lighting trusses or overhead lightings that are suspended from the ceiling must not exceed the boundaries of the booth space unless approved by Centre.
5. All lighting must be kept within the confines of the exhibition booth and no lighting must protrude onto the aisle.

Emergency Lighting

1. For any enclosed booth or partially enclosed booth, the illumination provided by normal lighting and emergency lighting should be sufficient to enable anyone to see their way out of booths, halls, seminar rooms and theatres, at all times. The horizontal luminance at floor level provided along the Centre's lines of defined escape routes should be no less than 1 lux and the size of the lighting must depend on the location, structure, and suitability of that area. Any battery-operated emergency lighting should be capable of maintaining the full load connected to it for a minimum of three hours after the failure of the normal supply. Please refer to the **DOSH Guidelines of Occupational Health & Safety Lighting at Workplace 2018 on lightings**.

Booth Construction Materials and Decorative Materials

1. All materials used in the construction of booths, such as drapes, fabric walls, signs, banners, acoustical materials and all decorative materials, that will be installed or located near or exposed to any heat source (lighting fitting, power connection or etc.) regardless of any size of the material used, must be flame-retardant and meet either the **National Fire Protection Association (NFPA) 701 standard, BS5867 Part 2: British Standard Specification for Fabrics for Curtains, Drapes and Window Blinds** or other relevant standard. A Certificate of Flame Resistance must be submitted to the Centre at least fourteen (14) days prior to the event hiring period.
2. Random testing may be performed at any time by BOMBA or the Centre. Suitable samples of materials must be submitted to the Centre for approval. Materials may be tested on-site by the Centre's SHE Department to ensure that they comply.
3. Fabrics used for interior booth decoration cannot be loosely draped and must be tightly affixed to a solid backing, secured above floor level, and not touching light fittings.



Booth Electrical Connection

1. All electrical installation in the booth must be carried out by the electrical wiring contractor appointed by the official main contractor.
2. Use of extension sockets and wire-clamp is prohibited.
3. Power strips (multi-plug connectors) must be SIRIM approved, with built-in over-load protector.
4. Continuity and impedance tests must be performed on all electrical installations by the appointed official electrical contractor.

Covered Area

Booth and display with overhead cover shall be installed with at least one unit smoke detector and at least one unit of portable fire extinguisher (either 9kg ABC or 3kg CO₂) depending on size of booth and/or display.

Exit Signs

For fully or partially enclosed booth, sufficient illuminated exit signs must be clearly positioned in the booth to facilitate escape in case of an emergency. Exit signs should measure a minimum of 200mm in height and a minimum of 400mm in width.

Stairs

Stairways for visitors and public access must be safe and comply with the following rise and tread requirements:

- a) The tread and riser of each step should be consistent throughout the flight.
- b) The riser of each step should be between 150mm and 170mm.
- c) The tread of each step should be between 280mm and 425mm.
- d) A continuous handrail must be provided on each side of flights and landings.
- e) A single staircase must not exceed 1.8 metres in width unless additional handrails are provided.

Booth Platforms

Raised flooring can be a tripping hazard. Platform corner must be rounded or angled. The access points on to the booth must have a clear ramp or slope for easy and safe access to the booth to avoid risk of tripping. Signage, guidance rail or similar notices or safeguards may be used to indicate access point on or off the booth.

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Booth Plans

Other relevant sections:

- [Event Staging and Platforms](#)
- [Booth Construction](#)

General Guidelines

Booth Plan Submission Procedure & Approval

1. All booth design plans must be checked and approved to ensure they comply with all relevant regulations and the Centre's Guidelines.
2. Detailed scale drawings, including plan views and elevations of all booths, must be submitted to the Organiser or the appointed booth contractor for approval and compliance before submitting them to the Centre's Coordinator.
3. Detailed technical booth plans are to apply a scale of no less than 1:50 and to include the following:
 - a) An overall 3D graphic of the booth design.
 - b) Plan view that clearly shows all dimensions, walling, and major exhibits.
 - c) Scaled side and height elevations that clearly indicate the height of various elements, including graphics.
 - d) Floor and/or roof loading.
 - e) Structural calculations.
 - f) Any rigged structures, including dimensions and height of the rig.
 - g) Any hanging banners, including their dimensions and hanging height from the floor.
 - h) Booth number and exhibitor name.
 - i) On-site contact person (booth builder) and mobile phone number.
 - j) Booth size and booth location.
 - k) Safe Work Method Statement (SWMS) and risk assessment for the installation and dismantling of the booth.

Complex Structure Definition

1. A "Complex" booth is one that falls into one or more of the following categories:
 - a) Suspended or hanging structures (except banners).
 - b) Booth fitting over 4m in height.
 - c) Staging or platforms over 0.6m in height and platforms and stages for public use (not including booth floor flats and platforms).
 - d) Tiered-seating.
 - e) A double-storey or multi-level booth.
 - f) Purpose-built or fixed step/stairs of any height.



- g) Any booth over 100m².
 - h) Solid ceiling or roof.
 - i) A "closely seated audience" of 15 or more chairs in "theatre style".
 - j) The travel distance from any part of the booth to an open side or exit or aisle is greater than 10m.
2. Organisers are responsible for submitting the full details of all complex structures at least fourteen (14) days prior to the event hiring period. Permission to build any complex structures will not be given until the Centre has received the following:
- a) Detailed scaled structural drawings.
 - b) Plan views of each storey of the booth.
 - c) Structural Engineering Certification.
3. The Centre has full discretion over all booth designs. Plans that do not meet the Centre's Guidelines will not be permitted to be built.

Certification of Complex Booth Design

Apart from the specified Complex Structure in this guideline, the Centre will provide advice on obtaining Professional Engineer endorsement on a case-by-case basis, considering factors/risks of a temporary structure outlined in the submissions to us.

A copy of Professional Engineer (PE) endorsement is/may be required when there is:

- a) Unavailability of or insufficient information on material used for build up purposes.
- b) Unavailability of or insufficient information on build up methodology.
- c) Involvement of human activities on any proposed structures.
- d) Involvement of heavy/unjustifiable load.
- e) Others such as abnormal height or as and when the Centre's Safety, Health and Environment (SHE) department deems necessary.

*Structures involving LEDs will be advised by the Centre's AV Sales. Refer to **Rigging Services**.

On-Site Management

All booth construction must be monitored during build-up by the Event Organiser appointed official contractor and floor management team.

Complicated booth and other design which deemed required by the Centre shall obtain the Professional Engineer endorsement on the design and Centre encourage to have the professional engineer on site to monitor and certify build-up.

The Centre reserves the right to stop work on booths which are not safe and/or according to centre's requirements until satisfactory information has been provided.



Booth Build Height

Due to variance in heights in some areas within the different halls, all exhibitor's/booth builders must refer to the technical floor plan below:

Venue/Hall	Booth Build Height Accepted
Halls 1, 2, 4, 5, 7 and 8, Banquet Hall, Ballroom 1 & 2 and Conference Halls	≤ 6.0 metres
Hall 6	≤ 5.0 metres
Below Balcony of Organiser Office in Halls 1, 2, 4 and 5	≤ 3.0 metres
Link Hall 3	≤ 3.0 metres
Low Ceiling Ballroom 2	≤ 3.5 metres

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Broadcasting, Telecasting and Recording

General Guidelines

1. Any filmed material may not be used to the detriment of the Centre.
2. The Organiser, exhibitor or attendee is required to provide fourteen (14) days notification to the Centre for any filming, streaming, video and audio taping of all or any portion of an event – for commercial purposes.
3. For events which require OB vans, cable runs and camera positions, please discuss this with the Centre's Coordinator.
4. The designated locations of any cameras, booms or supporting equipment must not include any part of the aisle ways.

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Candles and Other Naked Flame

General Guidelines

1. Fire eating and flame throwing are not permitted.
2. Candles can be featured in a booth or an event if they are part of the product range or used for product demonstrations.
3. A risk assessment or **Method Statement** form is required to be submitted to the Centre's Coordinator at least fourteen (14) days prior to the event. Fire extinguisher must be provided and placed in the booth or at the location of demonstration and must be visible on-site based on the risk assessment of the activity.
4. Assessment should include and take into consideration the following:
 - a) There should be no flammable materials within the vicinity.
 - b) Height of the flame: Naked flame must be placed in a container that is higher than the flame.
 - c) Heat emitted from or by the flame.
 - d) Probability of the flame spreading.
 - e) The flame (including but not limited to candle holder) must be solid, stable, suitable and so forth to ensure that the flame does not pose any risk to any person or property.
 - f) Hand-held flame torch must have fail-safe device.

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Care of the Building

General Guidelines

1. The Centre provides world-class facilities for the enjoyment of its patrons. These facilities are to be treated with due care at all times to maintain their condition.
2. No attachments, fittings or detachments to the interior or exterior walls, floors, ceiling, or columns of the building should be applied without prior consent from the Centre. This includes any equipment or device that could be affixed to, or suspended from any structure of the building, and attachments that could damage any surface or structure in the building.
3. All necessary precautions should be taken to protect the fabric of the building from damage during the construction and dismantling of booths, decor and features.
4. Any damage to the venue, over and above normal wear and tear, will be charged accordingly to the Hirer. This includes the removal of carpet tape, fixings and nails not removed by the contractors after the event, and any damage to the floor caused by the use of unapproved tapes and fixings.
5. Even with the best intentions, accidents can still happen. Replacement and/or repair costs resulting from damage to any of the venue facilities caused by the Hirer, or its representatives (such as staff, contractors, sub-contractors, service providers and agents) or exhibitors, will be assessed and may be chargeable.

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Cleaning

General Guidelines

1. General cleaning is included in the cost of the Venue Hire.
2. Additional cleaning charges apply to Organisers in the following instances:
 - a) Removal of paints, grease, oil, stubborn tape and/or stains.
 - b) Disposal and/or cleaning of waste generated by exhibitors due to booth activities.
 - c) Removal of all accumulated rubbish and/or exhibits that are left at the loading bay.
 - d) Waste Removal is charged on a per skip basis and this includes the use of bulk bins and the subsequent disposal and recycling of waste.

Booth Cleaning

Booth cleaning is not provided in the Venue Hire for Organisers. Exhibitors who require any booth cleaning service shall place their order through the **Exhibitor Service Centre**.

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Contractors

Other relevant sections:

- [Booth Construction](#)
- [Paint Washing Room](#)

General Guidelines

1. Work health and safety is important to the Centre therefore the Contractor guidelines below are designed to keep contractors informed of policies and procedures whilst working in the venue.
2. Contractors must possess valid Business Registration Licenses, Workmen Compensation Insurances and Public Liability and Third-Party Liability Insurances.
3. All Malaysian workers must have at all times and show their Identity Cards (IC) and all foreign workers, their valid work permits for the issuance of contractor badges.
4. No persons under the age 18 years old are permitted to work on the premises.

Contractor Clothing and Dress Code

Contractors must adhere to the following dress code at all times during build-up and tear-down:

1. Shorts are allowed but must be no higher than mid-thigh (Long pants are encouraged). If exhibitors are required to enter the hall prior to build-up is completed, exhibitors are required to follow the same dress code.
2. Short sleeve shirts and t-shirts are allowed.



3. 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.**
4. The minimum 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.

Footwear

Please ensure that footwear is fully covered, clean and worn with socks and in good condition. No sandals or open-toed shoes are allowed.

Conduct

Contractors must adhere to the following standards of conduct at all times when on-site:

1. Comply with all applicable legal requirements.
2. Comply with Safe Work Method Statements (SWMS).
3. Adhere to all directives and instructions from the Centre's Management.
4. Behave in a courteous and respectful manner.
5. Avoid offensive language.
6. Do not exhibit harassment and intimidating behaviour.
7. Smoking is not allowed.
8. No consumption of food items at the back-of-house, Loading Bays, along Persiaran KLCC or in the public areas.
9. 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.
10. For Exhibitions, all contractors appointed by exhibitors are required to register with the Accredited Supplier (official main contractor).
11. 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.
12. Contractors are not allowed to use the guest toilet facilities and must not loiter in the lobby or guest area.
13. Urinating in paint washing room is strictly prohibited.
14. Preparation and cleaning of paints must be conducted in the paint washing room located at the loading bay on the ground floor.
15. Cleaning and disposing of paints, chemicals and substances in toilet bowls and washing basins are strictly prohibited.
16. Remove all debris, rubbish and packing materials from the premises after build-up activities.
17. Activities which generate dust, sparks such as welding, sanding and sawing are strictly prohibited.
18. Screwing, drilling, nailing or painting on the floor, walls, pillars or any part of the venue premises are strictly not allowed.
19. Custom booths should be prefabricated off-site and assembled and touched up on-site.
20. No large-scale cutting of wood and/or metal and painting work are allowed on-site.

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Crowd Control

General Guidelines

1. The Organiser must inform the Centre of anticipated attendance figures for the event during tenancy negotiations so that suitable halls and dates can be agreed upon and arranged by taking into account the maximum permitted safe capacities and concurrent tenancies. If the Organiser subsequently foresees any need for changes to these initial figures, they must inform the venue immediately.
2. It is the responsibility of the Organiser to ensure that the maximum number of occupants allowed in the event space does not exceed safety requirements.
3. Should the Centre's Management deem on reasonable grounds that the occupancy numbers are being exceeded, the Centre reserves the right to stop admittance into the event until the excess numbers are cleared and/or request the excess number of people to be removed.

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Drones and Remote-Controlled Devices

General Guidelines

1. The demonstration of remote-controlled devices or products such as drones, robots, toy cars, must be performed safely within the controlled area of the exhibits floor (i.e. Demonstration Area). The Organiser must provide a Demonstration Area for the demonstration of any such remote-controlled devices or products outside of the exhibitor's booth area.
2. The Demonstration Area must be provided with a safe netting and/or any other barriers appropriate to accommodate such devices and must be stipulated on the floor plan submitted to the Centre's Coordinator for Centre's approval.
3. The use of aerial equipment, including blimps and drones, must comply the provisions of **Civil Aviation Regulation 2016, Part XVI Unmanned Aircraft System**. Free flying objects during an event is strictly regulated. Applications for permission to use them must be submitted to the Centre's Coordinator at least fourteen (14) days prior to the event together with a risk assessment.
4. The Centre reserves the right to stop any activity at any time on sufficient grounds that the activity poses danger that may compromise the safety of attendees and guests in the area. Devices may be confiscated and returned to owners after satisfactory explanation has been provided.
5. The Organiser shall be made liable for any losses arising from injury and/or property damage as a result of conducting the said activity.

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Electrical Connections

General Guidelines

1. For safety reasons and for the protection of the electrical installations at the Centre, all main power connections from source to outlet during events must be carried out by the Centre's appointed suppliers.
2. Organiser must ensure that their nominated electrical contractors are registered with the Suruhanjaya Tenaga (Energy Commission) and comply with Centre's Electrical Policy as stated below, including but not limited to:
 - a) Organiser must ensure that the distribution board and associated wiring is equipped with Residual Current Devices and circuit breakers of the appropriate rating.
 - b) All provisions and appliances used within the Centre have been tested and tagged as safe in accordance with the relevant safety and health regulations and comply with **MS IEC 60364 and IEE Regulations**.
 - c) The Organiser must ensure that the appointed Contractor must use the correct commando plug for connecting to power supply.
 - d) For approved direct connection a cable lug must be used.
 - e) Services / Connections do not cross aisles, block exits or interfere with the operation of emergency exits or firefighting equipment.
 - f) 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 others.
 - g) Access to the floor trenches is limited to employees of the Centre, and the Centre's appointed suppliers who install the main supply cables, piped services and data and telecommunication services.
 - h) Where possible cables should be raised above the walkway. If this is not possible, cables need to be covered with cable ramps failing which carpet tiles, matting or gaffer tape should be used to ensure exposed cables are covered.
 - i) In high traffic areas changes in floor levels should be highlighted with high visibility yellow/black hazard tape.
3. The Centre reserves the right to disconnect the electrical supply to any installation which, in the opinion of the Centre's Electrical Chageman, is dangerous or likely to cause annoyance to visitors or other exhibitors.
4. Charges for power connections are applied for all events and are to be installed by the appointed official event contractor.

Exhibitions

1. For exhibition events, the Organiser must use the electrical wiring contractor appointed by the Accredited Suppliers (official main contractor) to install electrical wiring to a booth.
2. The official exhibition contractors are required to comply with the Centre's Electrical Connection Regulations as follows:
 - a) To order electrical connections, the official exhibition contractors are to submit the Power Connection Request Form along with the Electrical Schematic drawings of the electrical layout fourteen (14) days prior to the event move-in date.
 - b) A 32-Amp connection is recommended for supply to a maximum of sixteen (16) 9sq metre booths.



3. All booths' electrical circuits, other than those with a 24-hour supply, must be switched off as soon as possible after the close of each event day.
4. The booth electrical supply will be switched off by the appointed Contractor at the end of each event day at an agreed time.
5. Power consumption for booths usage is metered during hall hand-over and take-over. The usage is chargeable to the Organiser based on the TNB current tariff.
6. Advise the Centre of any exhibitors with excessive power requirements so that additional power requirements can be arranged.

Booth Electrical Installation Regulations

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

1. All electrical installation in the booth must be carried out by the electrical wiring contractor appointed by the official main contractor.
2. Should it be necessary to plug in any electrical appliance such as a laser printer, computer/laptop, refrigerator, coffee machine and other similar equipment, an additional electrical outlet will be required as extension cables/cords are not permitted.
3. Continuity and impedance tests must be performed on all electrical installations by the appointed official electrical contractor.

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Emergencies

Other relevant sections:

- [Security](#)

General Guidelines

1. The organiser must be aware of the procedure in the event of an emergency as mentioned in the Centre's Emergency Response Plan and can request a copy of the same from the Centre's Coordinator.
2. Any suspicious activity or any emergency must be immediately reported to the Security Department.
3. The Centre reserves the right to make emergency announcements at any given time throughout the venue and/or in any hired event space.
4. The Centre's Emergency Response Team will be activated once an emergency is confirmed. It may be necessary to activate a partial or full evacuation depending on the situation in accordance with the instruction given by the authorities or Incident Commander. Under such circumstances, the Organiser must extend full co-operation to ensure event attendees are evacuated safely.
5. Please read this part in conjunction with the content under [Security](#).

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Environmental, Social & Governance (ESG)

General Guidelines

In line with our commitment to preserve and safeguard the environment, we have established several sustainability initiatives. Aimed at reducing our environmental footprint and optimising utilisation of our resources, our programs include efficient energy and water consumption, tracking and decreasing carbon emission, as well as effective waste management.

Responsible Waste Management

We actively support and promote eco-friendly practices with emphasis on waste reduction and recycling to minimise the environmental impacts of the events hosted at the Centre.

1. Waste segregation bins and recycling facilities are provided throughout the Centre for visitors, event attendees and the public to dispose of waste responsibly.
 - a) Recyclable and non-recyclable items
 - b) Food Waste
2. Organisers are responsible to provide waste disposal and/or recycling facilities for event waste. Hirer, exhibitors, and contractors are responsible for ensuring that all equipment is removed at the end of the event, prior to the end of the hiring period. Any abandoned equipment and/or excess waste will be removed by the Centre at a cost to the Organiser.

The Centre has a dedicated sustainability team comprising of team members from various departments. This team is here to guide and assist organisers in their effort to create sustainable events. To connect with our sustainability team, organisers can reach out to the coordinator assigned to their event.

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Event Staging and Platforms

General Guidelines

1. The Organiser or the appointed contractor must submit all information regarding the layout, design and structure of temporary stages or platforms at least fourteen (14) days prior to the event hiring period. For complex stages or platforms, a **Method Statement** (download here) outlining the method of installing and dismantling the stages or platforms must be submitted to the Centre's Coordinator at least fourteen (14) days prior to the event.
2. At the request of the Centre's Coordinator and/or SHE Department, the Organiser or appointed contractor must submit a Professional Engineer Endorsement to the said requestor.
3. The Organiser or the appointed contractor must ensure that the stage load distribution suits with the activity and stage/platform loading capacity.

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First Aid

General Guidelines

1. The Centre's First Aid room is located on Level 3 for use by the Organiser's appointed First Aid Provider (based on availability and priority will be given to the local authority).
2. The First Aid room is equipped with 3 hospital beds, Automated External Defibrillator (AED), eye wash, first aid box, wheelchairs and a stretcher.
3. The Centre has a team of qualified first aid providers. However, should dedicated first aid professional or paramedic be required, the Organiser may elect to provide coverage for all event participants/support staff/exhibitors/contractors where the need is identified through the risk assessment process. The Organiser may elect to, or be required to, provide augmented health services at the discretion of the Centre. The engagement of this service may be arranged by the Centre at a cost borne by the Organiser.

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Floor Markings

General Guidelines

1. To protect floor surfaces, please ensure that any adhesive tape used on floor is removed without causing damage. Costs may be incurred in the event of damage or if additional cleaning is required to remove floor markings.
2. The Organiser or their appointed official main contractor is responsible for floor markings. Such floor markings must be as per the floor plan approved by the Centre. The Centre may remove such floor marking or restrict set up in areas where the marked floor plan does not match the submitted and approved floor plan.

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Floor Plans

Events

General Guidelines

1. Floor plans for submission are to be drawn 'to scale' and comply with the guidelines set out below:
 - a) Floor plans must depict full hall layout, no build zones, location of all firefighting equipment and floor service pits, as indicated in the Centre's floor plan legends.
 - b) Loading bay and back-of-house doors must be kept clear and accessible at all times.
 - c) Aisle dimensions must be indicated.
 - d) Stage and furniture dimensions planned by the Organiser/appointed contractor must be provided to the Centre.
 - e) All hanging decorations/drapes/objects must be submitted with a super-imposed rigging plan for review.
 - f) The Centre has the right to request for removal/adjustment or reconstruction of any build-up should there be any variation between on-site setup and the approved floor plan that was submitted.

Exhibitions

General Guidelines

1. Exhibition floor plans must be drawn to scale by one of the Centre's Accredited Suppliers, who must obtain up-to-date AutoCAD plans from the Centre.
2. Organisers are required to submit an original copy of the pre-sale floor plans of proposed layouts of booths drawn to the Centre, immediately after the Hiring Agreement is signed and before booth sales commence.
3. An event profile, including products exhibited, equipment utilised and demonstrations and activities, must accompany the floor plan for submission to the Centre Management.
4. The Organiser shall submit one (1) set of the plans to BOMBA (National Fire Brigade Department) for approval. A copy of the approval or permit letter from BOMBA must be submitted to the Centre's Coordinator no later than seven (7) days prior to the exhibition move-in date.

Floor Plan Requirements

1. It is essential to ensure that all floor plans comply with this guidance and that the initial 'to scale' plan is issued to the venue immediately after the contract is signed and before the event sales process begins.
2. The following must be adhered to/clearly defined:
 - a) The full hall layout, including no build zones.
 - b) The location of all fire points – alarms, extinguishers, fire hose reels, emergency doors and shutters between the halls, together with their control switches must be kept clear and accessible at all times.
 - c) The location of floor service pits and loading bay entry doors must be indicated, as access is required to essential services provided from these locations.
 - d) Where services are provided from under-floor service pits, each booth or block of booths should be located directly over a pit, in order to ensure that services can be provided safely and easily.
 - e) All hall facilities, including catering, toilets, kiosks, hospitality lounges, organiser's offices, etc. must be indicated.



- f) Full technical floor plan must be submitted on a minimum scale of 1:200.
 - g) The size and position of each exit from the event, the width and position of each aisle and position of each booth, stage and feature.
 - h) The event name, organiser, dates, floor level and hall.
 - i) To indicate aisle and foyer dimensions.
 - j) Clear access routes to all emergency exits. All fire exits must be kept unobstructed at all times. However, in exceptional circumstances, the construction of booths across certain exits may be approved. Such proposals must be submitted with the initial floor plan and the Organisers must provide additional signs at agreed locations which comply with the necessary regulations.
 - k) Gross and net space figures. Space allocated to booths must not be greater than twice the space allocated to aisles.
3. If booths, decorations, or exhibits obstruct venue signage or notices, the Organiser shall provide additional notices at their own expense, as required by BOMBA.
4. The venue will accept no responsibility for any floor plans that fail to comply with these regulations or that vary from the layout plan that has been approved.

Final Floor Plans

The final floor plan must be submitted no later than 14 days prior to the event move-in date and, in addition to the above, must define the following:

- a) The final block layout of booths
- b) All aisles and booth dimensions, including booth numbers and names.
- c) All feature areas, including platforms and stages, temporary structures, service areas, displays and foyer layouts.
- d) Identification of space-only booths, complex-structures, multi-storey booths and shell-scheme booth
- e) Seating areas, e.g. seminar rooms, theatres, hospitality and catering areas, temporary kitchens, etc. Exits from these must not encroach into dedicated aisles or exit routes.
- f) Hospitality areas, including dressing rooms, temporary covered ways, sleeping and stable accommodation.
- g) Exits, aisles and any seating layouts.
- h) Any high-risk areas, booths or exhibits, including naked flames, special effects and apparatus that require guarding.
- i) Any curtains or baffles to exits, temporary barriers and turnstiles.
- j) Positions of free-standing signs, including information desks and 'You Are Here' boards.
- k) Locations of temporary illuminated exit signs. These must comply with the regulations for exit signs



Entrances and Registration

1. Where hall entrances are utilised for registration or ticket checking purposes, normally a minimum of approximately 50% of the overall width must be available for emergency access.
2. Plans of these areas, including areas for queuing, must be submitted to Centre for approval.
3. The entrances, foyers, vestibules and other circulation spaces shall not be used for the accommodation of booths or other material or structure likely to impede the circulation of visitors.

Exits and Doorways

All exits must remain completely unobstructed on both sides and available at all times and shall comply with the following requirements:

- a) Every entrance and exit door shall be available for use while an exhibition is open to visitors and shall not be secured closed by means of any fastening other than panic bolts.
- b) Any removable fastenings shall be removed before visitors are admitted.
- c) Any collapsible gates or rolling shutters and any inward opening doors or gates shall be opened to the full width and necessary height before visitors are admitted and shall be kept locked in that position until the exhibition is closed to visitors.
- d) No temporary barriers other than tensors or rope/chain type barriers shall be used. They shall be fitted with automatic catches or slip connections and must be arranged in a way that does not trail on the floor when parted and the fittings do not project into any aisle.
- e) No vehicle, trolley, refuse container, hand cart or material shall be placed outside the exit doors of the hall in such a manner as to impede the means of escape.
- f) No event shall be opened to visitors until all operable doors/hatch markings, aisles and exits are clear of obstructions. It will not be opened before the scheduled opening time and a representative of the Centre has authorised its opening. The opening time may be deferred until any obstructions are removed. This request may be in writing and shall be made to the responsible person who must take steps to either clear the obstruction to the satisfaction of the venue or prevent entry to the exhibition until the obstruction has been cleared.
- g) The Organiser is to check the mark out prior to the erection of booths and feature areas and the Centre will accept no responsibility for incorrect mark-outs.

Aisles

Aisle must conform to the following:

- a) Main aisle(s), leading to exits of the halls must be at 3.0m mandatory.
- b) Aisle between any two separate rows of booths must be maintained at 2.5m mandatory.
- c) Encroachment into aisles from a booth is not permitted.
- d) Main aisle(s) must not be bridged (e.g. with fascia's, temporary structures, etc.).
- e) However, based on the profile of the event, should the Centre's Management deem it necessary to have wider aisle(s), these must be provided.



- f) Additionally, 5m clearance is required across the full width of the exhibition hall doors.
- g) The arrangement of each aisle must be such that alternative routes of escape are provided.
- h) Aisles adjacent to any booth or stage used for demonstrations or performances must remain clear of obstruction at all times. Additional space for an audience, where applicable, must be planned into the floor layout, as people are not permitted to congregate in the aisles.

Foyer Build-up – Ground Floor / Level 3

Approval

Organiser to submit the foyer booth plan together with the exhibitor's company profile and planned booth activities for the Centre's review and approval prior to selling or allocating the foyer area into the official event plan.

Build Guide

1. Maximum booth built height : 3M.
2. To have a minimum set back of 0.3M from the wall.
3. Maximum booth width up to 2M only and ensure a minimum of 4M cleared walkway available at all times.
4. Foyer booths are not allowed to be placed directly opposite to exhibition hall built-in registration counters and lifts.
5. To submit booth design to official contractor as per standard requirement for stand plan submission.
6. Sanding and major painting are not permitted in the Centre. All fabrication works must be completed before setup in the venue.
7. Only assembling structures are permitted during move-in onsite with minor touch up and painting work.
8. The appointed stand builder must remove all debris, rubbish and packing materials from the premises after build-up activities. A cleaning fee will be imposed to the organiser if any waste is left behind.
9. Floor protection must be done prior to move-in and unloading from loading bay to the ground floor marble floor foyer/ level 3 carpeted foyer to minimise damages.
10. It is the responsibility of both the organiser and the show's official contractor to ensure the build-up and tear down activities are in compliance to the Centre's healthy and safety requirements at all times.
11. Booth build-up and tear down (depending on the show's closing hours) can be implemented after 6pm subject to foyer traffic and other on-going events.

Prohibited Activities

1. No give-aways or consumption of any food at the foyer booth at all times.
2. No pestering or harassing public visitors to subscribe to services, sign-up for products or fill-up forms.



Foyer Build-up – Hall 6 Atrium

Approval

Organiser to submit the foyer booth plan together with the exhibitor's company profile and planned booth activities for the Centre's review and approval prior to selling or allocating the foyer area into the official event plan. The Atrium can only be sold as additional foyer booth space should the organiser contract Halls 6, 7 and 8

Build Guide

1. Maximum booth built height: 2.8M.
2. To have a minimum set back of 0.7M from the wall
3. Maximum booth width up to 3M only and ensure a minimum of 3M cleared walkway available at all times.
4. To submit booth design to official contractor as per standard requirement for stand plan submission.
5. Sanding and major painting are not permitted in the Centre. All fabrication works must be completed before setup in the venue.
6. Only assembling structures are permitted during move-in with minor touch-up and painting work on-site.
7. The appointed stand builder must remove all debris, rubbish and packing materials from the premises after build-up activities. A cleaning fee will be imposed to the organiser if any waste is left behind.
8. All electrical/Internet wiring and DB (distribution board) are to be kept well-hidden behind the booth.
9. Floor protection must be done prior to move-in and unloading from loading bay to the ground floor marble floor foyer/ level 3 carpeted foyer to minimise damages.
10. It is the responsibility of both the organiser and the show's official contractor to ensure the build-up and tear down activities are in compliance to the Centre's healthy and safety requirements at all times.
11. Booth build-up and tear down (depending on the show's closing hours) can be implemented after 6pm subject to foyer traffic and other on-going events.

Prohibited Activities

1. No give-aways or consumption of any food at the foyer booth at all times.
2. No pestering or harassing public visitors to subscribe to services, sign-up for products or fill-up forms.

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Food and Beverage

Other relevant sections:

- [Booth Activities and Product Demonstrations](#)
- [Water Connections](#)

General Guidelines

1. The Centre is the exclusive supplier of food and beverage for all events. All outside food and beverage are strictly prohibited in the Centre's premises.
2. The Centre is fully licensed to supply alcoholic beverages for all events. This license allows the Centre to provide alcoholic beverages until 12 midnight.
3. Organiser and/or sponsors of the Organiser cannot receive or provide any food and beverage services in the venue, except in a food and beverage exhibition or otherwise agreed by the Centre in advance.
4. The Centre operates under the Food Act 1983 and Food Regulation 1995 and adheres to the requirements of ISO 22000: 2018 (Food Safety Management System). Any food and beverage brought into the venue must comply with this act, regulations and guidelines. The Centre's guidelines are outlined below:
 - a) Signage or place cards must be prominently displayed in the booth to inform all visitors and the public for any display of pork or pork-derived products.
 - b) Pork or pork-derived products must be contained in sealed containers, jars or tins.
 - c) Tasting and sampling of products which contain pork or pork-derived products are strictly not allowed.
 - d) Signage or place cards must be prominently displayed in the booth to inform all visitors and the public of any non-halal products (products without Halal Certification) on display and/or for sampling of such products including but not limited to those which contain alcohol.
 - e) Exhibitors and sponsors can only provide food or beverage from a manufacturer which complies with the above said acts, regulations and guidelines for sampling and distribution.

Cooking

1. There are no extraction fans in meeting rooms and the exhibition halls so cooking must be kept to a minimum when preparing and cooking in food related events or exhibitions.
2. Cooking with deep fryers and/or open fire are not allowed.
3. All cooking must be done with electrical or induction cooking appliances.
4. Fire extinguishers certified by the Fire and Rescue Department of Malaysia and fire blankets must be provided on-site, at the event space where cooking takes place, for use in any case of emergency.
5. All oil waste generated from cooking must be cleaned and disposed of in a sink fitted with grease trap. Exhibitor can order grease trap via the [Exhibitor Service Centre](#).
6. Extra cleaning charges may be imposed for the disposal and cleaning of wet waste, grease, oil, etc.
7. The Centre reserves the right to conduct hygiene inspections on-site where food is prepared.



8. Details of proposed preparation, cooking and dispensing of food including sampling and distribution in non-food and beverage events must be provided to the Centre for approval at the early planning stage of such event.
9. Proposed sampling activity must be submitted in writing to the Centre's Coordinator for approval at least fourteen (14) days prior to the event. Sample must be offered free of charge to visitors. Please see **Food and Beverage Sampling Permit** (download) for more information.

Halal Food Policy

1. All food products served in the Centre are **HALAL** certified.
2. The Centre's kitchens are halal-certified by Jabatan Kemajuan Islam Malaysia (JAKIM). Please click **LINK** to view Centre's Halal, Food Safety and Quality Policy.

Booth Catering

Booth catering can be ordered in advance through ESC or at the **Exhibitor Service Centre** on-site.

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Forklifts

General Guidelines

1. Only the official freight forwarder or the appointed contractor can operate forklifts in the Centre during an exhibition or event.
2. A copy of the valid forklift driver's certification must be available for inspection when requested.
3. Forklifts must be operated under the following conditions at all times:
 - a) Forklifts must be operated in a safe manner, at all times, and in accordance with the provisions of Factories and Machinery (Person in Charge) Regulation 1970, regulation 19.
 - b) Drivers must operate forklifts at a walking pace at all times when within the exhibition halls and must not exceed 10km per hour at loading bays and service roads.
 - c) Forklifts are not allowed to lift loads which exceed their rated capacity.
 - d) Loads must be carried at low level wherever possible.
 - e) An experienced banksman must accompany a forklift operated in a narrow aisle with a load at high level.
 - f) Drivers must ensure that the safe working load of the forklift is not exceeded, that the load is suitable and that the combined load does not exceed the maximum floor loading of the venue.
 - g) Forklifts cannot be left unattended at any time with the key in the ignition.
 - h) Drivers are not permitted to lift any person on the forklift or carry passengers.
 - i) When not in use, forklifts must be parked at the designated space with brakes applied.
4. Only Liquefied Petroleum Gas (LPG) powered or battery-operated forklifts are permitted to be used in the Centre. Please contact Centre's Event Coordinator if you have further enquiries about forklift usage.
5. Refer to **Technical Specifications** for details of the floor loading capacity KN/m² and freight lifts dimension.

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Freight Delivery and Storage

General Guidelines

The Centre does not provide venue storage and is therefore unable to accept deliveries/freight shipments on behalf of Organisers before scheduled move-in times. It is important to communicate this to sponsors and exhibitors. Freight consignment and off-site storage arrangements before, during, and after the hiring period are the responsibilities of the Organiser.

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Freight Forwarder

General Guidelines

Appointment of a Freight Forwarder

1. For events with an exhibition component, the Organiser is required to appoint a professional and experienced exhibition freight forwarding company who, acting on behalf of the exhibitors, must be responsible for the following freight services:
 - a) Clearance of exhibits/products to booths.
 - b) On-site lifting and logistics services.
 - c) Collection from local premises and delivery of any booth materials to booths.
 - d) Exhibitors arranging their own transport to site are required to use the official freight forwarder for any unloading and delivery of bulky items to booths which require the use of on-site lifting equipment.
2. The appointed freight forwarder must be familiar with the following characteristics of the venue and industry namely:
 - a) Industry best practice.
 - b) Local legislation and operating guidelines as issued from time-to-time by official regulatory bodies.
 - c) The Centre's Event Guidelines.
3. Only freight forwarders appointed by the Organiser are permitted to operate lifting equipment within the venue, including forklift trucks, pallet trucks, cranes and other lifting equipment.
4. The appointment and management of a freight forwarder on-site and at the Vehicle Holding Area (VHA), if utilised, are under the responsibility of the Organiser.
5. Organiser must ensure that their appointed freight forwarder is fully aware and adhere to the Centre Event Guidelines and their specific responsibilities as outlined below.

Responsibilities of the Appointed Freight Forwarder

The scope and responsibilities of the official freight forwarder are as follows:

- a) Management of the Vehicle Holding Area (VHA) if this facility is booked with the Centre by the Organiser.
- b) Management of any exhibition storage facility if provided.
- c) Management of the exhibition hall loading bays.
- d) Provide sufficient trained/qualified personnel and equipment during the event.
- e) Ensure that all operators of motorised equipment, such as forklifts, cranes, etc. have the appropriate valid training certificates and/or licences and are able to provide these on request to the Centre.
- f) Provide freight handling on-site including both forklifts, if operated, pallets jacks and other lifting equipment and all such equipment must be certified and/or approved by relevant authorities.
- g) Where required, provide manual handling services based on arrangement between Organiser and the appointed freight forwarder.
- h) Liaise with exhibitors regarding the move-in/out schedule and requirements of exhibits.



- i) Provide a delivery/collection schedule to the Centre, including truck registration, assignment of loading/unloading areas, move in/out schedule and issuance of gate passes.
- j) Provide safety briefings to drivers on the Centre's operations. Note: This responsibility may be performed by the Organiser in their exhibitor briefings.
- k) Provide a service counter/office/booth during move in/out periods where exhibitors and contractors can obtain information on the services provided and make arrangements for such services as required.
- l) Ensure all staff wear proper operator uniform, ID badges and appropriate PPE. Minimum PPE for freight handling is high visibility bib and safety footwear, with additional items required for specific tasks including but not limited to wearing of hardhat for overhead working/lifting or working at height.
- m) The freight handler personnel must, at all times, adhere to the requirements laid out in the Centre's Event Guidelines and follow any other instructions provided to them by the Centre's team with regards to site safety and operations.

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Gas and Liquefied Petroleum Gas (LPG) Applications

General Guideline

1. To ensure compliance with safety regulations, exhibitors are required to submit full details regarding the use of LPG cylinders prior to the exhibition.
2. Please see [Liquefied Petroleum Gas Permit](#) (download) for more information.

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Generator (Mobile)

General Guidelines

1. For any temporary installation of a mobile generator for electricity supply for Events in the Centre, it is mandatory for the Organiser to submit ST License issued by Suruhanjaya Tenaga (Energy Commission of Malaysia), to the Centre at least fourteen (14) working days prior to the event. Please click to the [Link](#) here for more information.
2. All electrical safety regulations in the Centre's Event Guidelines are to adhere to [Electricity Supply Act 1990 and Electricity Regulations 1994](#).
3. Please check with your coordinator for the applicable charges.

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Hanging Objects

Other relevant sections:

- [Booth Plans](#)
- [Rigging Services](#)

General Guidelines

1. Hanging objects design plans must be checked and approved to ensure they comply with all relevant regulations and the Centre's rules. The approval process is similar to the booth plan approval process.
2. Hanging objects must be hung over an exhibitor's contracted booth space only and not over the aisles and passageways.
3. All hanging objects must be supported with a metal frame.
4. Height of hanging objects must comply with the Centre's Guideline. Please click [LINK](#) here to view booth build height.
5. If rigging points do not exist where points are required, a high beam or truss has to be installed to provide the desired rigging points.
6. The Centre's Audio Visual Department is the exclusive provider of rigging services. Trusses and motor chain hoists must be supplied by Centre.
7. Exhibitors must appoint qualified or experienced riggers to install the hanging objects.
8. 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.
9. All hanging objects exceeding 500kg requires Structural Engineer's endorsement, 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 the appointed contractor no later than fourteen (14) days prior to the event build-up for exhibitions and for events to Centre's Coordinator.
10. Any steel wire used in diameter must at least 6mm (0.24 inches) and the final requirements will be based on the total weight of the structure to be supported.
11. All rigging for booth hanging object/s is subject to a charge; please place your orders via [Exhibitor Service Centre](#).

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Hazardous Substances

General Guidelines

1. To ensure compliance with safety regulations, exhibitors are required to submit full details regarding the use of hazardous substances at least fourteen (14) working days prior to the event.
2. Please refer to the [Hazardous Substances Permit](#) (download) for more information.

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Hiring Agreement

General Guidelines

1. A signed Hiring Agreement acts as confirmation of the event. It outlines all the conditions for the booking of the space(s).
2. If a Hiring Agreement has already been executed and a change needs to be made, a Hiring Agreement amendment needs to be processed and authorised by the Centre's Management. All legal and consultant fees incurred by the Centre in connection with a variation will be passed on to clients.

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Hot Works and Welding

General Guidelines

Activities, such as welding and grinding, which involve the generation of hot sparks are not allowed to be carried out in the Centre.

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Incident Reporting

General Guidelines

Please report all incidents and near misses immediately to the Centre's Security Services which is located at the Concourse Level.

Incidents include but not limited to:

- a) Property damage and loss, and injury arising from event move-in, during and event move-out.
- b) Theft and loss of belonging.
- c) Suspicious activity, person and/or unidentified/unattended belonging.

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Insurance

General Guidelines

All events held at the Centre with a hiring period of more than one (1) day are required to have insurance, please refer to Clause 5 of the Hiring Agreement Part B for further information.

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Internet and Network Services

General Guidelines

1. The facilities at the Centre are supported by advanced technology. IT services and digital solutions are available on an exclusive basis from the Centre and additional charges will apply to custom set-ups or solutions.
2. The Centre can detect sources of abuse and/or network interference and reserves the right to deny access to any device without notice.

Wi-Fi Connectivity Interference

1. The following are some of the factors that can cause interference to Wi-Fi connectivity:
 - a) Third-party wireless networks in close proximity.
 - b) Some lower specification microwave ovens.
 - c) Bluetooth devices.
 - d) Wireless video cameras.
 - e) Some audio senders.
 - f) Outdoor radio links.



- g) Some wireless game controllers.
 - h) Zigbee devices (such as mice/keyboard/wands, etc. or devices with longer ranges than infrared and ones that do not rely on 'line of sight').
 - i) Some industrial equipment.
 - j) Some physical barriers (including exhibition booths and other event structures).
 - k) People – the human body is anywhere from 45% to 75% water depending on age and fitness levels, and water can hamper Wi-Fi speeds as radio waves do not penetrate water as well as air.
2. It is recommended that clients use devices equipped with dual band capabilities, so they support the 5Ghz spectrum in order to enjoy a better Wi-Fi experience.

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Licenses, Permits and Copyright

General Guidelines

1. The Centre does not hold any specific event licence.
2. The Organiser is responsible for obtaining all relevant licenses and must apply directly to the list below.
 - PUSPAL
 - MACP
 - PPM
 - RPM
 - DBKL Jabatan Perlesenan
3. Copies of the licences, permits and approvals obtained must be submitted to the Centre's Coordinator at least fourteen (14) days prior to the event.

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Loading Bays

Other relevant sections:

- [Move-in and Out Procedures – Exhibitors](#)

General Guidelines

Access to Loading Bays

1. The Centre's loading bays are located on ground floor. Vehicles to enter from Persiaran KLCC to the Centre's checkpoint (adjacent to Traders Hotel) and exit to Jalan Pinang.
2. The loading bay service road is 8 metres in height and 6 metres in width at Loading Bay 1 and Loading Bay 2, with narrower sections behind the service road of Link Hall 3, Loading Bay 4 and Loading Bay 5. The narrow section behind Link Hall 3 has a low ceiling of only 3.8 metres in height. Safety goal posts of 4 metres in height are installed before and after the service road of Link Hall 3.
3. There are twelve (12) dedicated sharing loading bays servicing Hall 6, 7 and 8, the width varies from 7 metres to 9 metres and 4.5 metres in height.
4. Material handling accessed to Hall 6, 7 and 8 loading bay is via the existing service road checkpoint off Persiaran KLCC. There are three (3) freight lifts serving each of the levels. Dimension of the freight lifts can be referred to the [Technical Specifications](#).
5. Only vehicles below 3.5 metres in height are allowed access to the loading bay service road.
6. 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 bays at any other time.
7. Vehicles and their contents are the responsibility of the owner while at the loading bays.
8. The Loading Bay area includes two paint washing rooms for cleaning purposes, one located at Loading Bay 2 and the other at Loading Bay 4.
9. Due to the potential risks and dangers from the high level of activities during move-in/move-out process, only workers, exhibitors, contractors are allowed at the loading bay during this period.
10. The unloading and loading of exhibitor materials for use in the exhibition halls should be conducted within the Loading Bay area only. Loading or unloading of exhibit materials through any other door is prohibited.
11. Moving out of equipment and exhibits from the main entrance and hall entrances are prohibited.

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Lost & Found Property

Other relevant sections:

- [Security](#)

General Guidelines

1. Any enquiries regarding lost and found items should be directed in person to the Centre's Security Services which is located at the Concourse Level.
2. All lost and found articles are catalogued and stored for sixty (60) days. After such period, all articles will be disposed of in a manner as the Centre, in its sole discretion, may decide and no person will have any further claim to those articles. The Centre will not be responsible for any items not collected during the stipulated period.

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Machinery and Heavy Equipment

General Guidelines

1. Any piece of equipment, display, vehicle, or machinery to be displayed inside the Centre which weighs over two (2) tons must be approved by Centre no less than fourteen (14) days prior to move-in.
2. Please see the [Machine/Equipment above 2 Tons Permit](#) for more information.
3. Details of the floor loading capacity kn/m² can be referred to [Technical Specifications](#).

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Merchandising

Other relevant sections:

- [Food and Beverage](#)

General Guidelines

1. Should the Organiser wish to sell merchandising materials at any event, they must declare the products to the Centre and apply for the necessary license (if applicable). A copy of the license must be provided to the Centre.
2. Merchandising counter are allowed within the hired space or location as agreed with the Centre's Coordinator. Unauthorised merchandising locations will be removed.

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Move-in and Out Procedures - Exhibitors

Other relevant sections:

- Loading Bays
- Freight Delivery and Storage Forwarder
- Freight Forwarder
- Vehicle Holding Area

General Guidelines

1. To ensure a trouble-free build up, exhibitors and booth contractors must adhere to the access times specified by the Organiser.
2. Access into the exhibition space prior to the scheduled time will not be permitted.
3. A fifteen (15) minute timeframe is applied per vehicle using the service road.
4. Move-out or tear-down prior to the scheduled time will only be permitted with the consent of the Organiser and the Centre. The Centre's Security reserves the right to inspect any vehicle before, during and/or after an event.

Exhibitors' Hand-Carry Procedures

1. 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. Two-wheel dolly loads, carts and crates are not hand-carried freight.
2. Exhibitors may use the guest lifts to transport materials that can be hand-carried to their booths.

Exhibitors' Loading and Unloading Procedures

1. During a large-scale exhibition move-in/out, exhibitors will be required to go to the vehicle holding area (VHA) to queue for access to the Loading Bay.
2. Access to Exhibition Halls will be via the Loading Bay which is under the supervision of the Centre's Traffic Marshals.
3. Hand carry loading items is limited to cars, mini-vans, station wagons or pick-up trucks (cannot exceed 20 feet (6.1 metres) in length and 12.5 feet (3.8 metres) in height). Exhibitors will be held liable for property damage caused by vehicles exceeding the allowable height limit.
4. Should exhibitors need assistance with move-in/out, they will be referred to the appointed official show freight forwarder and fees may apply.
5. Vehicles are allowed to load/unload in the Loading Bay area but are not allowed to park in the Loading Bay. Once vehicles have unloaded, they must move to alternate parking locations.
6. The loading and unloading procedures may vary; exhibitors are to refer to the Organiser to confirm the VHA procedures during exhibition move-in/out.



Exhibitors' Deliveries and Freight

1. The Centre does not have on-site storage and cannot accept freight and shipments on behalf of exhibitors.
2. The Organiser is responsible for communicating this message to exhibitors.
3. Exhibitors who choose to manage their own freight carrier to the venue during the specified move-in and move-out day, must notify the Organiser with the specific details of their movements.
4. Advance deliveries and freight shipments are not permitted prior to the move-in date. If exhibitors have any concerns regarding timing, shipment and transportation, please contact your Organiser.
5. Exhibitors' appointed transport carrier will not be allowed to unload at the Loading Bay area without going to the VHA first. The loading and unloading procedures may vary; exhibitors are to refer to the Organiser to confirm the VHA procedures during exhibition move-in/out.
6. Use of your own forklifts, tow motors, cranes, dollies and pallet jacks are not allowed under any circumstances.
7. In the event that exhibits (e.g. machinery, tools and equipment) are required to be moved-in/out and cannot be hand-carried, the official show freight forwarders must be used to handle them. These services will incur additional charges from the official show freight forwarder.

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Night Working

General Guidelines

1. On occasions when contractors request permission via the Organiser to work later than the venue's operating times, the following issues must be considered: access to suitable welfare facilities, licensing, security, lighting, power, first aid cover, health and safety cover, vehicle movement curfews and emergency situations.
2. Night working will only be permitted on condition that there is sufficient venue management cover and appropriate duty staff to oversee safe working practices and to ensure adherence to licensing restrictions, particularly vehicle movement curfews.
3. Organisers must cover any associated costs and also provide their own venue cover. A suitable risk assessment must also be carried out. Please contact the Centre's Coordinator for further details.

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Noise Levels

General Guidelines

1. Hazardous noise levels can be described as those exceeding 85dBA. Common noise hazards arise from music whether un-amplified or amplified, motor sport or vehicle demonstrations, machinery and equipment exhibits and pyrotechnic effects.
2. Music sound volume may be monitored by the Centre. Where this exceed acceptable levels, the nominated responsible person must comply by lowering the levels.
3. Exhibitors should be considerate of neighbouring exhibitors when operating any machine, appliance and sound system. Exhibitors showing films, generating excessive noise or using audio visual aids that could impact adjacent exhibitors may be requested to minimise noise levels.
4. Exhibitors that receive requests from the Organiser or the Centre to reduce the music volume or noise level must conform immediately or risk having the power to their sound system disconnected.
5. Organisers, exhibitors and employers related to the event, must ensure they fully meet their duties under **DOSH - Guidelines for Control of Occupational Noise 2005 and Occupational Safety and Health (Noise Exposure) Regulation 2019.**

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Paint Washing Room

General Guidelines

1. Disposal of any paint, thinners or other potentially hazardous substances into the drainage system and hall/s toilets is strictly prohibited.
2. Dedicated paint washing rooms are provided at the Loading Bay 2 and Loading Bay 4 located on the ground level.

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Responsible Management of General and Event Waste

General Guidelines

At the Centre, our commitment to sustainability extends to the events we host. We actively promote and support eco-friendly practices, emphasising waste reduction and recycling to minimise the environmental impact of events hosted by the Centre. Sets of bins for waste segregation and recycling facilities are provided throughout the Centre for visitors, event attendees and the public to use these bins to dispose of waste responsibly. The Centre has a dedicated team comprising of members from various departments. This team is here to guide and assist organisers in their effort to create sustainable events. For more information to connect with our team, organisers can reach out to our event coordinator.

It is the responsibility of the Organiser to provide waste disposal or recycling facilities for event waste. Hirer, exhibitors, and contractors are responsible for ensuring that all equipment is removed at the end of the event, prior to the end of the hiring period. Any abandoned equipment and/or excess waste will be removed by the Centre at a cost to the Organiser.”

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Rigging Services

Other relevant sections:

- [Hanging Objects](#)

General Guidelines

1. The Centre’s Audio-Visual Department is the exclusive provider of rigging services at the venue. All items must be designed and constructed to approved regulations and may only be rigged by the Centre’s certified staff.
2. The Centre reserves the right to refuse services to rig equipment that does not meet the safety standards and requirements of the Centre.
3. Only the Centre’s riggers are allowed to make attachments to the rigging points.
4. There will be no rigging from conduits, sprinkler pipes, gas pipes, drywalls, fascias, lighting fixtures, raceways, bus ducts, air ducts, speaker systems, air wall tracks, ceiling tiles or any other non-load bearing structures.
5. The Centre’s AV Department may prohibit the installation of any items not in compliance with the Centre’s rigging guidelines.
6. Any structure with a hanging object must be reviewed by the AV Department and the proposal can be submitted to AV-Sales@klccconventioncentre.com
7. In compliance with established Kuala Lumpur Convention Centre rigging attachment standards, a representative from the Centre’s AV Department will provide final approval of all trusses, hardware and suspended equipment or objects used in the Centre.
8. A secondary truss ‘safety’ is required on each individual item suspended from the trusses rigging points installed by the Centre’s rigger.



9. All equipment and materials to be hoisted must be clearly marked with 'WLL' (Working Load Limit) or 'SWL' (Safe Working Load) and meet the standards and requirements established by these rules and regulations. Hardware not accepted in a weight-bearing capacity include: carabiners (exception - locking forged steel rated carabiners), open-weave straps, quick links, French clips, snap clips, dog clips, shackles which do not meet strength requirements MS ISO 2415:2005 – forged shackles for general lifting purposes.
10. All product materials must be non-flammable.
11. All suspended support structures, trusses, equipment and hardware must pass overhead lifting requirements established by the Centre's AV Dept. Please contact AV Sales for additional information regarding the capabilities of any equipment that you are considering bringing into the Centre. Final decisions on the safety limits of any item will rest solely with the AV Department representative.
12. Rigging must not disturb or damage the fire retardant material which is applied to the rigging point or truss. Beams may be wrapped with 0.5 cm (0.21 inches) burlap or carpet on the truss where permanently installed rigging points do not exist. This rigging application can only be at the structural panel point.
13. On request from the AV Department the Organiser must provide tags, labels, and/or supporting documents to verify that the specific inspections and certification have been performed. All pertinent information must be on hand and available upon request by the Centre's AV Department.
14. Once a rigging point is deemed at the maximum weight capacity for items suspended, no additional weight can be attached on the support structure or truss. All loads of this type must hang straight and not at an angle.
15. No personnel will be allowed on the truss or any suspended structure without a fall arrester device.
16. All rigging hardware, equipment, or show-related items must be removed from the rigging points at the end of event.
17. Only the Centre's rigging truss and hoist are permitted to be attached to the rigging points and installed by the AV Department.
18. If the AV equipment is provided by external AV suppliers, the AV equipment to be attached to the venue's trusses system must be installed and removed by a competent and experienced AV service provider.

Hiring of Rigging System and Costs

1. All rigging systems are subject to a charge per rigging point calculated on the maximum load for that point. If additional trusses and motor hoists are required, these can be hired from the Centre and will be charged for.

All trusses and motor hoists must be supplied by the Centre unless they are integral to an international touring production where the set design has specific requirements. In this instance, additional certification and validation will be required and can be clarified with the Centre's AV department.

Installation of Portable LED Screens and Projectors

1. Hanging LED walls/screens and projectors must be supported by a hoist and trusses. All trusses and motor hoists must be supplied by the Centre. Please contact the Centre's AV Sales for pricing AV-Sales@klccconventioncentre.com
2. The total power requirement and total weight for any LED walls/screens installation must be submitted to the AV Sales for review of usage and charges.



Cables

1. All cables for hanging AV equipment must run on the top of the trusses with a horizontal loop between trusses with at least a one (1) metre lag in order for the trusses to be operated up or down.
2. Signal and power cables must run inside the trenches of the Exhibition Hall/s.
3. After cable installation, trenches must be closed before event starts to avoid hazards.

Event Décor

1. These guidelines govern the attachment of any hardware to, and from, the Centre's building structure including rigging points, truss panels, fly bars, banner rods and high beams. Examples of such hardware include rigs, motors, trusses, lights, audio, video walls, LED walls, projectors, laser systems, banners and any other equipment that need to be suspended from rigging point.
2. The following procedures and requirements must be adhered to by the Organiser and their appointed External AV supplier:
 - a) Proposed rigging requirements and plot diagrams should be submitted for approval a minimum of fourteen (14) days in advance of the event. Failure to do so may result in a possible delay in work and/or rejection of the required rigging projects.
 - b) Proposed rigging requirements and plot diagrams must include the following information:
 - i. Accurately scaled truss plan.
 - ii. Maximum weight load per point including motors and chains.
 - iii. All items to be hoisted and quantities on each truss system, i.e. speakers, lightings units, projectors, screens, signs, special effects, automated units, etc.
3. Any power connection requirements will be charged for.
4. All hanging objects (structures) must be supported by full metal frame.
5. Any steel wire used must at least be 6mm (0.24 inches) in diameter and the final requirements will be based on the total weight of the structure to be supported.
6. Steel wires must be hung in straight lines for all decorative materials.
7. Materials for proposed decorations which weigh more than 50kg and the method of installation must be submitted to the AV-Sales@klccconventioncentre.com for review and approval. Failure to do so may result in a delay in work and/or rejection of the proposed decorations.

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Risk Management

General Guidelines

1. Organiser must produce their own specific risk assessment detailing the hazards and controls for their particular event and activities.
2. All events pose risks to human health and safety and the environment. The risks vary with the type of event and the location at which it is held. For example, a book fair would present a low risk to both those attending as visitors and those involved in the set-up and tear-down of the event. Whereas, more dynamic events such as those involving machinery, cooking and animals present an increased risk to both visitors and those associated with its set-up and tear-down.

Roles and Responsibilities

The staging of events is complex and involves many stakeholders, including the venue provider, exhibitors, Organisers and contractors as well as those attending as visitors. Each stakeholder has distinct responsibilities related to the health, safety and environmental risks they create. Their responsibilities regarding risk management can be defined as follows:

Exhibitors – responsible for risks associated with activities conducted on their booth, e.g. cooking, machinery operation, etc.

Organisers - responsible for the risks associated with access and egress, planning the show set-up, move-in and out and the order of show construction.

Contractors – responsible for risks associated with booth design, construction and removal activities. Where an Exhibitor or Organiser assumes another role, such as constructing their own booth, they automatically assume the responsibilities associated with that function.

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Scaffolding

General Guidelines

1. The use of scaffolding must be carried out and supervised by competent persons who have the appropriate skills, knowledge, training, and experience.
2. Competent scaffolder can be from the main contractor's own staff or appointed from external source. A copy of the valid competency card or certificate must be forwarded to Centre's Coordinator as reference.
3. The scaffolding must be inspected by a competent person to ensure that it can function safely before and after erection of scaffolding. Reference can be referred to **DOSH Regulation**.
4. Once the competent scaffolder has completed his check on an erected scaffolding, a green tag must be placed and signed off by the competent scaffolder.

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Security

Other relevant sections:

- [First Aid](#)
- [Emergencies](#)

General Guidelines

Security

1. The Centre maintains twenty-four (24) hour general security around the building perimeter together with the provision of internal patrols. The Centre's control room is manned twenty-four (24) hours a day, seven (7) days a week. The primary function of the Centre's control room is to monitor security and offer surveillance.
2. The Centre has overall control of all security systems and security procedures necessary to ensure the safety of all persons in the Centre at all times.
3. The Centre is entitled to employ or engage security personnel or special duty police as it sees fit in order to ensure security is maintained. If this requirement is event related, costs for extra security personnel will be borne by the Hirer and/or Organiser.
4. If required by special circumstances, the Organiser may engage licensed and authorised independent and/or armed security for any event to provide escort, crowd management services and/or security for any cash or valuables from or in the event space.
5. Organiser must provide the following information of the hired external and armed security to the Centre's Coordinator at least fourteen (14) days before the hiring period:
 - a) Letter of appointment of the security company by the Organiser
 - b) Profile of the external security company
6. The Centre is the exclusive provider of security control.
7. Security charges apply to all events, whether stand-alone or as part of an event.
8. Security staffing levels will be determined by the Centre's Coordinator based on the size and nature of the event.

Right of Admission

1. Entry to the Centre is subject to the following:
 - a) The right of admission to the Centre is reserved. In particular, we reserve the right to refuse entry to, or to remove from the Centre, any persons who are intoxicated, behave in a disorderly manner or whose conduct is unlawful or offensive, or who is not entitled to attend an event. Any person who causes a disturbance or who refuses to comply with reasonable requests from the Centre's Management may be removed from the venue.
 - b) Unauthorised persons are prohibited from entering any area not accessible to the public.
 - c) Persons who are, in the opinion of the Centre's Management, inappropriately attired or whose attire may cause a hazard or compromise safety, may also be refused entry into the Centre.



- d) Bags and other items may be subject to inspection and persons may be searched.
- e) Any person who refuses inspections or searches may be denied entry to the Centre.
- f) Alcoholic beverages must not be taken into or out of the Centre. It is also an offence for minors to purchase or consume alcohol or for persons to supply alcohol to minors.
- g) Deliveries from external caterers will not be permitted in the Centre.
- h) No person is allowed to bring food or beverage products purchased at commercial outlets outside of the Centre into the venue.
- i) Items which, in the opinion of the Centre's Management, have the potential to cause injury or a disturbance or inconvenience to any other person will not be permitted into the Centre. These include controlled, dangerous or illegal substances, cans, bottles, flares, fireworks, laser pointers, loud hailers and weapons of any description and may include certain musical instruments, flags and flagpoles.

Door Access Cards

1. Hirer must ensure that the Organiser apply to the Centre's Coordinator at least fourteen (14) days prior to the event for specially programmed access cards for entry to designated function spaces.
2. Organiser must immediately inform the Security department in the event of loss of issued access card. A replacement fee will be charged to the Organiser.
3. Access cards must be returned to the Centre's Co-ordinator after the event concludes.

Emergency Calls

In the event of any emergency dial 555 from any internal phone or call + 60 3 2333 2900 which will be directed to the Centre's Security Control Room.

Emergency Services

1. The Organiser must not hinder or obstruct any member of the medical or nursing profession, police force, fire brigade, ambulance service, first aid service or other emergency service, as well as any security officer employed by the Centre, from exercising his or her duties in or about the Centre.
2. If an Organiser or its representatives, agents, sub-contractors, guests, licensees, participants, exhibitors and competitors or any patron in or about the Centre requests or accepts the following:
 - a) the services of a physician or surgeon; or
 - b) any ambulance service or any service in connection with any injury or sickness occurring to any person or persons while within or about the Centre, even if that service or those services are made available or obtained by the Centre.
 - c) the Organiser releases their rights to hold the Centre liable from all responsibilities or liabilities for the acts and conduct, or services rendered, of any physician or surgeon or ambulance service or other service.
3. The Organiser releases their rights to hold the Centre and its employees, agents and contractors liable from all responsibility or liability for acts or omissions to act in the event of any injury, sickness or emergency in or about the Centre during the course of an event.



Emergency Response Plan

1. The Centre's highest priority is to maintain a safe environment for all of its Clients, attendees, exhibitors and hired or working personnel. With this in mind, the Centre has developed an Emergency Response Plan to ensure the safety of visitors and employees.
2. The Emergency Response Plan addresses a variety of emergencies, including:
 - a) Fires.
 - b) Incidents involving injury.
 - c) Chemical spillages.
 - d) Epidemics and pandemics.
 - e) Bomb threats.
 - f) Building invasions.
 - g) Civil disturbances.
 - h) Natural disasters such as floods, earthquakes, etc.
3. If you have any questions regarding the Centre's Emergency Response Plan, you may email your questions to the Centre's Coordinator.

Observance of Security and Evacuation Procedures

The Hirer must make itself familiar with all emergency evacuation procedures of the Centre and must observe all security and emergency evacuation procedures applicable from time to time at the venue.

Police Liaison

1. If in the event of any police inspection, it is the responsibility of the Centre's Security to attend, liaise and interface with the attending police members.
2. The Organiser must not hinder or obstruct or allow to be hindered or obstructed by any member of the police force or any security officer or attendant or other employee or agent of the Centre in his or her activities within the Centre from time to time.

Right to Inspect

The Centre's Management and security personnel have the right to inspect any package, box, container, luggage, purse, briefcase, backpack or cooler and etc. that is brought into the Centre. Inspections also pertain to items being taken off from the Centre's property.

Refusal of Admission

The Hirer appoints the Centre and its representatives and agents, as agents of the Organiser to refuse admission to or to remove any person from the Centre.

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Smoking

General Guidelines

1. Smoking is prohibited in the entire Centre, including all indoor and outdoor areas. This also applies to the use of all electronic cigarettes and vaporisers.
2. Please refer to **Tobacco Act 2004 Malaysia, The Control of Tobacco Product (Amendment) Regulations 2018**.

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Special Effects

General Guidelines

1. All special effects must be operated by competent and well-trained persons.
2. A risk assessment must be submitted together with pictures and/or videos for other special effects not mentioned below.
3. The Organiser must submit a proposal for the activity involving special effects with risk assessment must be submitted to the Centre's Coordinator at least fourteen (14) days prior to the event hiring period for approval.
4. Organiser must comply with all statutory requirements related to special effects safety and risks.
5. If the Centre at any time, in its opinion, deem an activity or operation of the special effects as non-complying or poses risks to any persons, property or the environment, the Centre's representatives can cancel or postpone it immediately until the identified issue is rectified.
6. For the special effects that are listed below, the Organiser must submit the information and documentation required as mentioned in the following section:

Pyrotechnics

1. Only cold pyrotechnics suitable for indoor can be used in the Centre.
2. The use of hot pyrotechnics is prohibited.
3. All pyrotechnic effects must be managed by a competent person specifically appointed for this purpose.
4. All containers with explosive and flammable materials must be prominently affixed with explosive or flammable symbols or notices.
5. No overnight storage is allowed in the Centre.
6. A fire extinguisher must be placed within close proximity of the pyrotechnics.
7. Submit the following documents and materials listed below to the Centre for review and approval:
 - i. Risk assessment of the activity.
 - ii. Operating permit from Ministry of Home Affairs.
 - iii. Video or photograph of the special effect/s.
 - iv. Safety Data Sheet (SDS) for chemical use.



Laser Light

1. The Organiser must submit a copy of the laser light equipment specification and information, and a sample video of the same to the Centre's Coordinator at least fourteen (14) working days prior to the event hiring period for review and approval.
2. All lasers must carry information about their class and the precautionary actions required during the use of the equipment.
3. The laser beam must not be directed at the eyes of any person.

Smoke/Haze Machines

1. Only water based smoke/haze machines are allowed.
2. A copy of the Safety Data Sheet (SDS) of the chemical used must be provided to the Centre's Coordinator at least fourteen (14) days prior to the event hiring period for review and approval.

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Vehicles

General Guidelines

1. The Organiser must provide a proposal for any display of vehicles in any event to the Centre's Coordinator at least fourteen (14) days prior to the event hiring period for approval. Last minute move-in is not permissible.
2. Vehicles used for delivery of materials and/or exhibits are not permitted to remain in the venue space overnight.
3. All vehicles including but not limited to electric self-balancing personal transport such as scooters and hover boards are not permitted in venue's public areas, unless they are part of the exhibitor's products or event feature.
4. The Organiser must submit a risk assessment and/or **Method Statement** for any activities using a vehicle to the Centre's Coordinator at least fourteen (14) days prior to the event hiring period for approval.
5. No vehicles, hand propelled or motorised, are permitted to be operated within the public areas during the open period of the exhibition and/or event. All activities must be confined to the allocated approved space.
6. Additional requirements (protective underlay is a must on level 3 carpeted venue) may apply to vehicles on display on case by case basis.
7. Details of the freight lifts and door dimension can be referred to the **Technical Specifications**.

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Vehicle Holding Area (VHA)

Other relevant sections:

- [Move-in and Out Procedures - Exhibitors](#)

General Guidelines

There is limited vehicle queuing space in front of the loading bays, to avoid congestion at the checkpoint and around the loading bays on move-in/out days, vehicles making deliveries can wait in the Vehicle Holding Area (VHA) until their scheduled time. Please discuss the move-in/out logistics with the Centre's Coordinator who is in charge of the operational details and manages VHA bookings, move-in and out procedures and gate pass issuance.

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Venue Hire

General Guidelines

1. Organisers requiring access outside of the time period as specified in the signed Hiring Agreement may be charged an additional rental fee based on the duration of, and the area within the Centre that needs to be accessed.
2. Venue Hire fee includes:
 - a) Air-conditioning during event days.
 - b) Standard house lighting.
 - c) Standard PA system for event announcements.
 - d) General cleaning.

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Water Connections

General Guidelines

1. Cold water supply is available in Exhibition Halls 1 to 8, Banquet Hall, Ballrooms 1 and 2 and Conference Halls 1 to 3 at a cost.
2. Ordering for cold water supply:
 - a) Exhibitor can order through the **Exhibitor Service Centre**.
 - b) Organiser can order through Centre's Coordinator.

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Working at Height

Other relevant sections:

- [Rigging services](#)

General Guidelines

1. All contractors and exhibitors have a responsibility to work safely at height and should plan ahead and source the most appropriate equipment for the task.
2. The Organiser and contractors must adhere the requirements as stipulated in the **Factories and Machinery (Safety, Health and Welfare) Regulations 1970 (Revised – 1983), Regulation 12**.

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