


Event and Exhibition Operational Rules & Regulations



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EVENT AND EXHIBITION OPERATIONAL RULES & REGULATIONS

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1. AISLES / CEILING HEIGHT

1.1 Aisles:

The minimum aisle space for trade exhibitions is 2.5 meters and consumer exhibitions are 3 meters. Should any item or structure be placed or protruding to the designated aisle space, MITEC reserves the right to move or remove the said item without any liability for loss or damage thereof.

1.2 Ceiling Height:

1.2.1 The floor to ceiling height at MITEC is:

Level 1 Hall 1	5.00 meters
Level 1 Hall 2, 3, 4	10.0 meters
Level 2 Hall 5	7.00 meters
Level 2 Hall 6, 7, 8	7.70 meters
Level 3 Ballroom 1&2	7.00 meters
Level 3 Halls 9, 10, 11	13.0 meters

1.2.2 The floor to ceiling height at Meeting Rooms, Level 1a is:

Meeting Rooms @my1, 2,3,4,5,6,7,8,9,10 ,11	3.3 meters
Novel	3.60 meters
The Gallery	4.10 meters

- 1.3 It is recommended that stand designers view the exact location of their stand in the venue before designing stands, to take into consideration potential obstacles/ limitations e.g. pillar, metal struts, air-conditioning pipes, fire hoses, columns and etc.

2. AUDIO VISUAL EQUIPMENT / TECHNICAL SERVICES

2.1 Demonstrations:

Show organizer or exhibitors are required to ensure all AV equipment used for marketing purposes is maintained at comfortable volume levels. An audio system or electronic device that is deemed disruptive to the standard conduct of business of the exhibition or venue will not be tolerated and will be removed from site, this includes noisemakers such as whistles, vuvuzelas, horns etc.

2.2 Sound levels:

For exhibition, AV presentations must be muffled so that noise does not interfere with other booth or area. Extremely loud noises such as bells, sirens, buzzers etc. will not be permitted in order that a professional atmosphere be maintained.

Generally maximum sound level allowed are up to 90 DB in the exhibition halls & Ballroom. MITEC reserves the right to reduce the sound levels, restrict and/or switch off any AV displays deemed disruptive. Entertainment at foyer are not allowed without prior approval from MITEC.

2.3 Music & film copyrights:

Show organizer or exhibitors who wish to utilize audio and/or visual aids in the exhibition in relation to the sound tracks of videos and music must ensure that the use thereof will not infringe on the copyrights of others.

Show organizer or exhibitors are advised to contact the regulating authority regarding the procedures for application of a "Copyright Music License" such as Music Authors Copyright Protection (MACP) & Public Performance of Malaysia PPM License.

- 2.4 Projectors and Screens:
Viewing areas should not result in people causing congestion in aisles. If you have a large viewing screen, make sure it can be enclosed or draped for better viewing.

LED screen stack on the floor must use counter weight support. The support system placed on carpeted floor in ballroom or meeting room must be protected with overlay. Method or support systems should be submitted to MITEC for safety review.

- 2.5 Live Broadcasting:
Live broadcasting must seek prior approval from MITEC.
- 2.6 Outsource AV Supplier:
Supplier must comply to MITEC in house rules and regulations.
- 2.7 All AV equipment and console must be properly arranged. For safety and aesthetics, use cable protectors to cover cables running. Cable running across any public access or door are not allowed. For meeting rooms or smaller area, cables can be taped neatly.
- 2.8 AV Console either on floor or stage must be covered neatly with black drapes.
- 2.9 All speakers or lighting on tripod stand require review and approval for location and installation method.
- 2.10 Show organizer or contractors required to submit floor plan with move in details including crew no of pax, vehicle plate number, person in charge and equipment list.
- All AV equipment from outsourced vendor must be labelled with company identification. Vendor required to be on time for setup, installation, dismantle and move out and responsible to supervise the workers during set-up show day and dismantle.
- 2.11 Show organizer or contractors who wish to use smoke machine at stage area must seek MITEC review and approval and smoke detector will be turned off during the period of performance.
- 2.12 No access to AV Control room allowed without MITEC approval.

3. BANNERS / RIGGING FROM CEILING

- 3.1 All rigging must comply with show management policies and venue constraints. MITEC holds exclusive truss and hoist rights for all events and exhibitions taking place in the venue.
- 3.2 Banners may be hung from the ceiling above stands within the exhibition hall, where possible, on proviso that no banner obstructs other exhibits or banners (consider the angle and line of site).
- 3.3 It is advised that all banners be printed double sided and aluminum rods placed through the top and base of the banner to stabilize it, with a minimum of 10m x 4mm steel wire and clamps to be supplied for hanging purposes.
TAKE NOTE: MITEC does not supply rods, wire or clamps.

- 3.4 Banners at foyer and inside hall are to be hung by certified contractors and prior approval from MITEC is required. Banners to be delivered at least three (3) full days before the exhibition build-up, rigging of banners received late cannot be guaranteed.
- 3.5 Due to the ceiling height, a scissor lift will be required. The cost thereof will be the responsibility of the party require the hanging service. Only certified contractor with prior approval from MITEC are allowed to operate scissors lift for installation purposes.
- 3.6 Hanging of banners or displaying posters from any wall within the center (fixed or operable) is not permitted. Show organizer or exhibitors disregarding this rule will be asked to remove the poster / banner accordingly, any damage resulting from this will be charged for accordingly.
- 3.7 Request and Order Form must be sent in 4 weeks prior to the event or exhibition to check on the availability.
- 3.8 MITEC reserves the right to decline the hang of any banner which are deemed unsafe/ not in proper condition and there would be relocation charge imposed for a change in the location of a banner after it has been hung.
- 3.9 Show organizer or exhibitors are responsible for verifying with MITEC that their item/s can be rigged and final approval received. To facilitate this process, available blueprints, diagrams, technical drawings and PE endorsement should be included.
- 3.10 Assembly and attachment of banner or structure to the truss is not performed by MITEC personnel and must be completed before rigging commences. MITEC will on only manage the handling of hoist and truss in the rigging matters.
- 3.11 Weight is limited to 500 kgs per square (m²) meter per hanging point.
- 3.12 Minimum safety chain size required to lock the lighting, barn door and speakers is 6mm. Safety chain for structure support required minimum size of 8mm.
- 3.13 All hanging structure plan and details including type of chain, shackle, clamp and span set must be submitted to MITEC for safety review and approval.
- 3.14 All parts and components such as enclosures, metal pieces and screws must be free from any deformation, crack and corrosion.
- 3.15 Rigging structure connected with structure on floor are strictly prohibited.
- 3.16 All rigging and hanging from hang points in MITEC must conform to all national and local safety codes and is subject to mandatory approval by MITEC.
- 3.17 Over-head rigging or hanging of equipment may only be performed by persons who have been certified in all safe hanging procedures, including the use of OSHA certified personal fall arrest systems, and the safe use and operation of overhead rigging, powered work platforms and man-lifts for overhead work.
- 3.18 Dates of installation and removal may vary depending on the quantity of orders received during build-up / teardown periods.

4. PUBLIC/ COMMON AREA

- 4.1 Visible public notice of overhead work being installed in common areas, such as cautionary signage, barricades, orange traffic cones or similar systems must be in place before overhead work may begin.
- 4.2 Installation or construction works to be performed at common areas only permitted after 1800 hour including the usage of scissor/ spider lift or alternative time will be allocated at MITEC Safety discretion accordingly should there be concurrent event and logistics movement in the building.
- 4.3 Trolley are not allowed at common area; Lobby, North and South foyer. During move-in and move-out period, trolley is allowed at hall foyer with floor protection.
- 4.4 For consumer show, restocking activity should be scheduled before the hall open or using trolley during show hours must be with supervision of MITEC personnel.
- 4.5 Contractors are not permitted to use public area during build up for work purposes.
- 4.6 Contractors are responsible to cordon and place floor covering or mat on the walkway during build up at foyer and common area.

5. BEHAVIOUR / DAMAGE / CARE OF BUILDING

- 5.1 Show organizer is responsible for ensuring all exhibitors and contractors are advised of and adhere to the MITEC rules and regulations as laid-out.
- 5.2 The organizer and exhibitor undertake personal responsibility for the behavior of any person/s presented as staff, suppliers, sub-contractors and/or service providers in their employ whilst on MITEC premises.
- 5.3 The organizer and exhibitor also undertake to ensure that no unacceptable behavior, including the consumption of excessive alcohol, playing of loud music or the use of abusive language occurs by any such person whilst on the premises of the MITEC.
- 5.4 With regards to build-up and teardown, all areas within the venue are to be treated with respect where no part of the facility will be abused, damaged or left in an unacceptable state post event.
- 5.5 Contractors and exhibitors are to ensure their stand/s and surrounding areas are kept in a reasonable state where equipment and debris from building or dismantling is removed at all areas.
- 5.6 Additional cleaning charges apply to contracted party in the following instances:
 - 5.6.1 Removal of paints, grease, oil, stubborn tape and/or stains
 - 5.6.2 Disposal and/or cleaning of waste generated by exhibitors due to booth activities.
 - 5.6.3 Removal of all accumulated rubbish and/or exhibits that are left at the loading bay.
 - 5.6.4 Waste Removal is charged on a per skip basis and this includes the use of bulk bins and the subsequent disposal and recycling waste.
Any contractor or exhibitor seen to be disregarding this rule will be fined accordingly (amount will be based on cost of services rendered to clear areas).

- 5.7 Show organizer or contractors or exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, sub-contractors or by any person/s employed or engaged on their behalf. Damages on the walls, carpets and/ or any structure on the venue property will be charged with the replacement value of such item.
- 5.8 No attachment, fitting and/or detachment is to be made to the internal/external walls, floors, ceiling and/or pillars of the building, without the prior knowledge and consent of the venue. This includes any ladder and/or other device whatsoever which would be affixed to or suspended from any overhead structure. No nails, hooks or other devices are to be driven into any part of the building.
- 5.9 **Major work construction – wood cutting, painting and angle-grinding is not permitted anywhere within the venue or enclosed loading dock area.** Sand paper and painting work in open airconditioned and common area are not permitted. Request of work is subject to approval by management approval.
- All major construction and painting works must be completed off-site. Last minute touch-ups can be done within demarcated areas in the (external) loading bay areas at the MITEC and or designated areas as deemed by the venue. Plastic / cardboard / wood panels (in the case of angle-grinding) must be used to cover the surface of the work area. Minor fabrication and light handywork are allowed and only using minor hand tools.
- 5.10 Only aluminum /steel ladder is permitted during booth work construction.
- 5.11 Only water-based paints may be used on site. Paint spraying equipment is prohibited. Fabrics and materials treated with fire resistant solutions should not be over painted with water-based paints.
- 5.12 Washing of paint brushes within the venue toilet facilities is strictly prohibited; any exhibitor or contractor found disregarding this rule will be asked to vacate the premises immediately. A designated area is available inside janitor room near loading bay.
- 5.13 Any construction required at permanent carpeted floors must have adequate protection through-out the build-up and dismantle.
- 5.14 Carpets, matting, stickers, tapes other textile floor covering and under-lays shall be secured and maintain so that it will not cause a hazard. Fixing of floor coverings may only be done with the industry standard tape. Other forms of fixing such as cable clips, nails or bolts are strictly prohibited.
The contractor or exhibitor will incur a charge for any tape not removed by the end of their tenancy period, or damage caused to the hall floor. Any damage resulting from a failure to comply with the rules above, as well as cleaning costs, will be invoiced.
- 5,15 MITEC only permitted vinyl and PVC type of stickers with regular glue to be installed directly on the floor for signages and decorations purposes. Any damages caused by removal of the stickers will be charge back to the responsible party.
- 5.16 All damage occurrences committed by third parties, whether noticed by MITEC staff or by general public must be reported to Security, who will complete an incident report detailing who caused the incident, the damage done, the names of any witnesses and any other information pertinent to the situation.

- 5.17 No recreational or utility vehicle such as Segway, Hoverboard, Scooter and Roller Blade are allowed within the premise.

6. CARPETS / FLOOR COVERINGS

- 6.1 All MITEC's Halls are not carpeted unless specified in the client contract at additional cost.
- 6.2 The client may outsource a service provider to supply carpet and laying thereof directly or MITEC can suggest preferred suppliers on request.
- 6.3 Should there be any damage to MITEC carpets the full replacement cost and labor will be charged.
- 6.4 Floors and platforms made of natural timber must be a minimum thickness of 25mm and chipboard or Melamine not less than 18mm.
- 6.5 Corners to be rounded off or covered with plastic guards or preferably have beveled edges to ensure safety risks related to sharp stand corners are minimized while maintaining professional standards.
- 6.6 Drugget (protective covering type of material), linoleum or other approved floor coverings shall be properly secured or weighted at the edges to eliminate rucking.

7. CATERING – FOOD & BEVERAGES / LABOUR

- 7.1 Generally, no external caterers are permitted. Out of the ordinary and only for special F&B exhibitions, concessions maybe granted on proviso that the required licenses have been submitted to the MITEC Catering Director and Health & Safety Officer.
- 7.2 MITEC is Halal and ISO Safety Food Handling certified. MITEC also has exclusive catering rights for all events taking place in in the center. All food and beverages required must therefore be ordered and supplied through the venue.
- 7.3 Should Show organizer or exhibitors wish to provide their own beverages approval will need to be obtained from MITEC Management.

A corkage fee will be charged to all beverages supplied by external suppliers. Full payment of corkage charged is required prior to the stock arriving on-site.

Any beverage order arriving on-site without the required authorization or payment will be removed and stored by the MITEC (at the cost of the Show organizer or exhibitor) until such time that approval is granted and fees paid.

- 7.4 Show organizer or exhibitors whose products include a culinary experience (e.g.: restaurants, catering companies, hotels, etc) may request approval to showcase and offer tasters to visitors. Such requests may be charged a standard plitage fee. Full payment of plitage charged is required prior to the food (whether it be pre-made or raw ingredients) arriving on-site. Should this rule be disregarded authorization to how case such dishes will be retracted.

- 7.5 Exhibitors wishing to give away samples of products must forward all relevant information for approval by MITEC Management. All food tasters must be limited to *bite size portions (85g - 20mm x 20mm x 20mm on a toothpick)* and beverages limited to *20ml (soft drinks/liquor)*.
- 7.6 Exhibitors are also required to fill in Food Indemnity Form and submit to MITEC along with corkage or platage fee.
- 7.7 All orders placed with the MITEC for food and/or beverages must be paid by cash and/or credit card on confirmation of order. Should payment not be made within the specified time no products will be delivered until such time that payment is made and proof thereof submitted.
- 7.8 Late orders requested on the day of the event cannot be guaranteed and specific delivery times cannot be confirmed.
- 7.9 Labor / Porterage:
 Bar persons, waiters, porter service or general assistants are available for hire via the MITEC - kindly refer to the relevant order forms and costs thereof.
 Normal time rates: Weekdays: 0800-1800
 Overtime rates: Weekdays: Before 0800 and after 1800
 Sunday and Public Holidays

N.B. The minimum shift is 4 hours in any category. As per part-time labor a one (1) hour lunch break is compulsory for all 8 hours shifts. Supervision of labor is required and will be included with all quotations.

8. ELECTRICAL CONNECTIONS / TRANSFORMERS

- 8.1 All main power installations from source to outlet must only be carried out by an accredited electrician who has the authority to issue a Certificate of Compliance on completion of electrical installation.

Single Line with endorsement submission required for electrical distribution box (DB) request more than 5 units in exhibition halls and Ballroom.

All rooms setup with exhibition booth required Single Line submission.

Single Line Drawing must be submitted for electrical DB in any single space or room with requirement above 63amp.

Electrical DB with requirement below 63amp may be waived of Single Line Drawings submission subject to approval from MITEC.

- 8.2 MITEC under floor connections are situated in pit / service lanes and must remain accessible at-all times to accommodate emergencies (tripping etc.) Stand Builders are required to cut out a trap door for access to the under- floor pits that are covered by floor boards.

- 8.3 No Twin flex is permitted.
- 8.4 All purpose-built stand shell schemes/equipment are to be undertaken by a registered wireman only and must comply with the Bureau of Standards and Occupational Safety & Health Act i.e. Certificate of Compliance to be presented to the venue Safety Officer / Health & Safety Officer.
- 8.5 Only Venue approved multi-socket or multi-extender plugs or cable tie may be utilized.
- 8.6 No joints to trailing cable will be accepted.
- 8.7 Multiple wiring will not be permitted to terminate to a single plug top 13 amp (MY 3pin plug).
- 8.8 Lighting is to be looped from fitting to fitting with all terminations being secured and concealed. Light with bulb (Spot beam) must not be tested near carpet / curtain area.
- 8.9 Stands constructed of a conductive material will be required to be double earthed to the venue's earthing system.
- 8.10 Overloaded usage may cause the incoming power supply to trip excessively. Severe trips may take hours to rectify, thereby causing inconvenience to all exhibitors.
- 8.11 Transformers are to be mounted on the structure, walls and/or systems and not placed directly onto the carpeted floor.
- 8.12 No electrical installation and/or fitting may be suspended from the ceiling of the exhibition hall or fixed to any part of the building structure without the prior approval of the venue and if permitted, a fee will be levied.
- 8.13 Any power requirements in excess of 32 amps needs to be discussed with the venue contact person.
- 8.14 Neon Lighting – this lighting may not be installed without prior arrangements and written authorization from the venue contact person and all neon lights are required to have a 'Fireman's switch'.
- 8.15 Fluorescent fittings – must be earthed.
- 8.16 All electrical fittings and equipment must be Venue approved e.g. transformers, distribution boards, plugs etc.
- 8.17 Electrical plan must be submitted to MITEC for approval. Electrical connection order must be placed early to facilitate the electrical plan submission. Late and/or wrong orders cause delays in the supply to the stand.

Please note that the physical conditions of the exhibition, being different from those of the exhibitor's premises may affect the electrical supplies and installations and thus allowances must be factored into the orders made.
- 8.18 The venue reserves the right to reject any installation and/or item of equipment deemed to be unsafe and failing to comply with the statutory gazette requirements.

- 8.19 Electrical or other cables crossing walkways or public areas at floor level could cause a trip hazard. Cables need to be covered with carpet and highlighted with high visibility or yellow/ black hazard tape.

9. EXHIBITION STAND BUILDERS / CONTRACTORS/ EXHIBITS AND DISPLAY
(Note: Failure to comply may result in refusal of permission to erect the stand).

9.1 Covered Stands:

Covered stands are not permitted unless detailed drawings are submitted to MITEC Safety review along with a certificate of approval is given from the BOMBA / Fire Department.

A copy of the above is to be provided at least thirty (30) days prior to the event for safety assessment and approval.

9.2 Space only / Custom Built Stands:

9.2.1 All exhibitors & contractors will be responsible for providing floor covering (e.g. carpet, wood) for their contracted booth space and exhibit materials may not project beyond lease line.

9.2.2 All Space only/Custom Built stand builders are required to submit a detailed plan/drawing of the proposed stand (orientation view, incorporating front, side and top elevations including superimposed visual on floor layout), to the MITEC for approval at least thirty (30) days prior to build-up day.

9.2.3 Stand Builder also required to submit details of materials - Please refer Stand Design Checks Form.

9.2.4 Minor painting in the carpeted room to be fully underlay and materials are handled with care upon clearance from Health & Safety Department. Should there be any damage or paint spillage contractor will be charge accordingly.

9.2.5 Hot works, electrical sawing, cutting & grinding are strictly not permitted in any meeting room, ballroom or halls. Contractor may request clearance and approval on a designated area should they require.

9.2.6 All stands are required to have corner guards or round edges.

9.2.7 A detailed floor plan of the proposed exhibition layout drafted on a 1m x 1m grid indicating diameters across the plan is to be submitted to MITEC prior to space being sold.

9.2.8 Custom built stands over FIVE (5) meter in height need to be certified by either a structural engineer or the stand builder, and MITEC Health & Safety Officer.

9.2.9 Booth construction height limits in all spaces are as below;

- i) Novel and all other meeting rooms are limited to 2.5 meter.
- ii) Booth construction height in Hall 1, Hall 5, Ballroom and Gallery are limited to 3 meters.
- ii) Booth at all common and public area are limited to 3 meters.

9.3 Non-Build Area:

9.3.1 To observe a 5-meter clearance is required across the full width of the exhibition hall loading bay roller shutter, exhibition hall entrance and foyer glass doors. For ballroom and meeting room subject to MITEC Safety approval.

9.3.3 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.

9.3.4 A 1-meter clearance from fire hose and a proper signage display is required should it be blocked.

9.4 Final Floor Plan:

9.4.1 Final floor plan must be approved by BOMBA/ Fire department and submitted to MITEC for final approval by not later than fourteen (14 days) prior to the event to MITEC Health & Safety Officer and BOMBA / Fire Department.

Any changes made after final approval need to be communicated accordingly to MITEC Health & Safety Officer prior to build-up (this also pertains to changes made on site during build-up).

9.4.2 All points of hall entrance and loading bay exit must maintain a minimum of 5-meter clear space on all sides to the entry way as per point 9.3.1.

9.4.3 Minimum set back of 0.5 meter is required between the wall and the back of the booth to avoid any wall damages cause during build up or teardown.

9.4.4 All exits, fire hose connections, extinguishers, hose reel cabinets, standpipes, life, fire stairs and first aid stations must be marked on floor plans and visible and accessible at all times.

9.4.5 All aisles and booth dimensions, including booth numbers, names, feature areas, including platforms & stages, temporary structures service areas, displays signages are clearly indicated in the layout.

9.4.6 Seating areas, e.g. seminar rooms, theaters, hospitality & catering areas, temporary kitchens, etc. Exits from these must not encroach into dedicated aisles or exit routes.

9.4.7 All temporary blocking or placement of features require MITEC Health & Safety review and approval.

Show organizer will be responsible to replace temporary illuminated exit signs should any of the building sign are blocked or covered by any features build. These must comply with the regulations for exit signs.

- 9.5 Furniture/ Equipment:
Equipment may be hired through MITEC (subject to availability).

Should you require furniture that the venue cannot supply, a list of accredited suppliers will be supplied accordingly.

- 9.6 High Structured Stands:

- 9.6.1 Stand builders of multiple tier stands are required to submit detailed plans of the proposed stand/s (incorporating front, side and top elevations) to MITEC for authorization thirty (30) days prior to the event to comply with legal/ Safety/fire & building regulations.

On completion of the stand/s a certified Structural Engineer is required to complete the relevant Structural Certification Form even if they wish to forward a formal certificate on their company letterhead. This form must be completed in the presence of MITEC Health & Safety Officer.

- 9.6.2 A fire extinguisher must be available on the stand and may only be discharged by a trained individual. An electronic smoke detector to be installed in an enclosed area i.e. roof structure. These need to be audible via either electrics or batteries.

- 9.6.3 Hand rails to be on stairs and decking – no less than 1 meter in height. Anti-skid grips are required on each step leading up to the next level.

- 9.6.4 Maximum weight capacity to be displayed on platforms. Maximum user/pax to be displayed at the bottom of staircases.

- 9.6.5 A rigging certificate is required for any suspended loads.

- 9.6.6 Walls of all stands must be clad on the reverse side to present an aesthetic appearance from aisles and adjoining stands.

- 9.7 Lights:

- 9.7.1 No spotlights, drop lights or other special lighting device may be directed toward the aisles, every fitting must be installed within booth area.

No strobe light effects are permitted. Only LED lights may be used as up lighters due to heat transmission.

- 9.7.2 Stand builders installing their own lighting and electrics will be required to hand a Certificate of Compliance to the BOMBA (Fire Department) / Health & Safety Officer once the stand has been completed.

- 9.7.3 All lighting must be at least 2.2 meters above floor level or protected in an approved way to prevent accidentally burning.

- 9.7.4 Show organizer to ensure all the back lane and emergency area are lighted.

9.8 Scaffolding & Layher:

9.8.1 All scaffolding or temporary seating / layher 5 meter and above must be erected by a licensed person in accordance with the manufacturer's instructions and certified by structural engineer in writing and hand-over certificate must be completed.

A copy of structural engineer's certifications and hand-over certificates must be provided to MITEC's Health & Safety Officer at least 24 hours. Scaffolding that is above 2 meters height must be inspected by certified scaffolder registered with DOSH and scaffold tagging (Green Tag) must be display on the structure itself.

9.8.2 Scaffold type platforms and stages over 0.6m in height require structural calculations and drawings.

9.8.3 Contractors working at height on the scaffolding must be equipped with proper PPE (Personal Protective Equipment)

9.9 Presentations and/or Demonstrations of Exhibits/Products:

An exhibitor intending to present and/or display equipment/exhibit product at their stand must comply to the following guideline:

9.9.1 Give proper consideration to the safety of conditions under which the exhibit will be demonstrated.

9.9.2 Securely install all working machinery to prevent base slippage and position such machinery so that the operation thereof will not cause intrusion into the aisle or otherwise prove hazardous to any persons.

9.9.3 Adequately guard all moving parts of machinery to prevent injury to any person.

9.9.4 Isolate starting devices to prevent operation by any visitor or other unauthorized person.

9.9.5 Ensure toxic fumes, exhaust and/or other irritants caused by the exhibits / products are not released into the exhibition hall.

9.9.6 Prior approval from the relevant controlling authority, in addition to that of the venue, must be obtained for such purposes.

9.9.7 Ensure that adequate protection is provided to prevent damage to the hall flooring, carpets and facilities.

9.9.7 Vehicle Display handling into any carpeted ballroom to be underlay from the entry door and push to location for positioning. No driving is allowed.

9.9.8 Any damages caused will be the responsibility and exhibitor concerned who will be charged accordingly.

9.9.9 Ensure that any product or display such as roofing, awning, ceiling or lighting must be highlighted in the respective stand plan and submitted to the venue for the BOMBA / Fire Department's approval.

9.9.10 No product or display will be permitted in the exhibition venue without the correct approval / permits.

9.9.11 Ensure that all the relevant local government authority licenses and/or permits are obtained and stipulated regulations and conditions are observed and abided by for the demonstration and/or use of electronics, radio and/or satellite receiving and/or transmitting equipment.

- 9.10 Animals:
- 9.10.1 Pets are permitted subject to type and risk assessment approved by Health and Safety Manager. Where any animals were to be displayed or to be shows, Show organizer or exhibitor must submit a written application to the to MITEC at least seven (7) days prior to the event to obtain written approval from MITEC ahead of the event.
- 9.10.2 The Show organizer will take full responsibility for any and all loss, injury or damage that may occur to persons, animals or the venue resulting from the decision to allow animals access to MITEC.
- 9.10.3 Exhibitor to fill up an Animal Indemnity Form submit to MITEC Health and Safety department prior to move in date.
- 9.10.4 Show organizer will be charged for any sanitization required due to Syariah Compliance or Health Standards.
- 9.11 Balloon:
Helium balloons used to decorate a booth **must be pre-approved**, tethered and must be securely fastened to the booth and helium tanks are not allowed inside the Center.
- 9.12 Drone:
- 9.12.1 The use of drones otherwise known as Remotely Piloted Aircraft (RPAs) or Unmanned Aerial Vehicle (UVAs) within populated event areas at MITEC is strictly controlled. It must keep on RPA at least 30 meters away from other people.
- 9.12.2 Drones must not be flown over populated areas. Drones may be flown as part of a display or demonstration where an area can be separated from populated areas with netting or other material.
- 9.12.3 Due to public safety matters, MITEC has a regulated policy and procedure on the use of indoor drones such as, purpose, height restrictions, single user time slots, safety nets, restricted air space, commercial drone liability insurance and more. Request must be submitted for review and approval 30 days before the event.
- 9.13 Product Stands – Cooking & Sampling:
The show organizer or exhibitor intending to present demo or/and display equipment/exhibit product at their stand must comply to the following guideline:
- 9.13.1 Any requirement for cooking at a stand must be communicated to MITEC, giving all the relevant details. Cooking will only be permitted where prior approval has been granted in writing by the venue.
- 9.13.2 Solid food portions should be no larger than “*bite size*” portions - 85g / 20mm x 20mm x 20mm on a toothpick.
- 9.13.3 Any other catering will be subject to a platage charge.
- 9.13.4 Beverage tasting must be in “tasting cups” – not more than 50ml.
- 9.13.5 Any other beverage will be subject to a corkage charge.
- 9.13.6 Product demonstrations and sampling must have written permission from the MITEC.
- 9.13.7 There shall be no demonstrations for sampling outside of contracted exhibition space. Should samplers interfere with the normal traffic of

neighboring exhibition stands, MITEC will have no alternative but to request that the sampling be terminated.

- 9.13.8 The showcasing of food samples required to produce relevant food/beverage licenses applicable as per Food Safety Health Legislation and Halal Certification.
 - 9.13.9 Any exhibition involved F&B activities; demonstration, live cooking, selling, sampling, tasting required to submit details for to MITEC for management approval.
 - 9.13.10 Large plastic rubbish bin and a supply of plastic bags for associated waste must be provided.
 - 9.13.11 Devices producing open flames are not allowed in exhibit areas. The use or storage of any flammable or combustible liquids, compressed gases cylinders, hazardous materials or chemicals as fuel is strictly prohibited.
 - 9.13.12 A fire extinguisher must be displayed in each booth that feature cooking.
 - 9.13.13 Open flame, wood or coal burning equipment and bottled gas cylinders are prohibited in the premise.
 - 9.13.14 Certain type of fat deep fryer is allowed to be use provided it is equipped with protective shield and location of cooking away from public reach. This requires review and approval from MITEC Safety Department.
- 9.14 In Hall Catering:
Glassware is not allowed to be brought out from the catering area. MITEC will held. Show organizer or exhibitors responsible for any loss and will be charges accordingly.
- 9.15 Stand Builders / Sub-Contractors/ Exhibitors:
- 9.15.1 All stand construction staff and exhibitors are required to wear their company's identification badges and/or company branded clothing, together with the necessary Personal Protection Equipment (PPE)/ Safety Vest through-out the duration of build-up and teardown of the exhibition. Failure of contractors adhering to the dress code above will result in prevention of entry or removal of staff until such time that the staff member is equipped with the correct safety gear and branded clothing.
 - 9.15.2 All sub-contractors (stand fitting, interior decorating etc.) other than the official exhibition contractors are required to provide the Show organizer with an indemnity guaranteeing their observance of the rules and regulations as legislated by MITEC, the Occupational Safety & Health Act and other related Governmental agencies. (This is applicable to build-up and teardown days).
- 9.16 Cleaning & Event Waste
MITEC has a contracted service provider for the general cleaning of the hired exhibition venue (i.e. aisles and passages). This excludes cleaning of stands, exhibits and displays.
- Exhibitors are responsible for individual stand cleaning. Stand cleaning services may be hired through MITEC. Individual stand cleaning includes - sweeping, mopping, vacuuming, dusting and waste removal.
- Toilet Attendants: Procuring additional cleaners for toilet facilities is compulsory for public and heavy traffic shows. This additional cost will be included on the cleaning quotation obtained from the MITEC Event Services Personnel.

- 9.17 **Water & Drainage:**
Water/drainage is only available in specific areas at MITEC. It is imperative that Show organizer or exhibitors discuss any plumbing requirements with the MITEC

Event Services Personnel to establish whether the stand is located within close proximity to these outlets.

Water is provided using a 15mm, 22 mm or 28 mm male/female connection.

- 9.18 **Working Area (demarcated outside):**
Whilst we understand that the exhibitors need to decorate their stands by means of painting, welding, angle grinding, cutting timber, wallpapering etc, this is not permitted inside the exhibition hall. Specific areas are demarcated for this purpose as are wash basins for cleaning of paint brushes etc.

Show organizer or exhibitors are responsible for the cost of making good or replacing any damage to the exhibition premises, whether caused by themselves, their agents, contractors, sub-contractors or by any person/s employed or engaged on their behalf. Any exhibitor or contractor found damaging the walls, carpets and/or any structure on the MITEC property will be charged with the replacement value of such item.

- 9.19 **Drapes, Curtains & Hangings:**

9.19.1 Drapes, curtains, hangings and like decorations shall be fire resistant and comply under BOMBA / Fire Department's safety rules and regulation. Otherwise, they may be treated with a proprietary fire retardant. Curtains on exit routes should hang 75mm clear of the ground, be parted in the center and not conceal any exit signs.

9.19.2 Curtains, hangings, decorations and upholstery shall be secured a minimum of 75mm above floor level by a 75mm deep skirting, fixed taut and/or in tight pleats to a solid backing.

9.19.3 The exhibitor/contractor is required to submit to MITEC test certificates for any drapes, curtains or hangings that they intend to use. If any material does not meet the standard required, they shall be removed from the exhibition hall.

9.19.4 If curtains and draping block vision to the existing "Exit" signs the organizer or theming company are responsible for providing illuminated temporary exit signs. These exit lights need to have battery backup to ensure operation during a power outage.

10. FACILITIES

- 10.1 **Air Conditioning in halls:**
This is provided on show days only unless payment has been made for build-up / teardown in the contract.
NOTE: Should organizer choose to have the hall doors open this will cause condensation and moisture to drip down into the venue.
- 10.2 **Banking:**
Foreign Exchange and banking facilities will be arranged on request subject to bank availability. Operation hours and location will be advised upon confirmation.

10.3 Floor Loading / Spreader Plates:

10.4.1 The maximum hall floor load:

- i) Level 1 - Hall 1:1 tons per m² , Hall 2,3,4 : 5 tons per m²
- ii) Level 2 - Hall 5:1 tons per m² , Hall 6,7,8 : 2 tons per m²
- iii) Level 3 – Ballroom :0.5 tons per m² , Hall 9,10,11 : 1 ton per m²

10.4.2 Spreader plates are necessary if the static display exhibit exceeds the stipulated floor loading and/or for any demonstrating exhibit /product that causes severe vibrations or reverberations, in which case the floor loading is subsequently reduced by 30% or more.

10.4.3 The spreader plates must be arranged in advance by the exhibitor and advise the venue contact person who will obtain final approval from the MITEC Health & Safety Officer.

10.4 General:

All efforts to advertise demonstrate and operate by the exhibitor must be conducted in a manner complying to the rights of other exhibitors. No exhibit will be permitted which interferes with the use of the other exhibits or impedes access to them or the free use of the aisles. The venue reserves the right to limit and/or restrict any operation which, for any reason, might be considered objectionable, without any liability for refund and/or damage.

10.5 Hall Lighting:

Hall lighting is provided in the venue at a level of 250 lux. The lights may not be removed or dimmed in the exhibition area without prior approval, as this may cause inconvenience to other exhibitors.

10.6 Operable Walls:

No banners, posters or signage may be attached to or hung onto any of the venue walls (operable or otherwise).

10.7 Parking: (Level B1a & Level B1)

MITEC carpark system is currently on automated car park system.

10.8 Parking Out-side Exhibition Centre:

Limited parking is available on the MITEC's parameter, additional parking may-be arranged according to show size and or other requirements.

10.9 Refreshments/ Catering Services:

MITEC provides guests with varieties of food & beverages services & refreshments during show days available at MITEC F&B Outlets and pre-order through MITEC Service Order Portal for all event and exhibition.

10.10 Smoking/Tobacco:

Please note that MITEC is a smoke-free venue. As per Government legislation no smoking is permitted within the venues. Designated areas have been allocated and these must be strictly adhered to. Failure to comply with these regulations could lead to possible prosecution.

Any electronic, e-cigarettes, e-cigars and vape pens to be treated under the same regulations that apply to normal cigarettes. On the spot fines apply to users of these devices within the building or within five meters of entry and exit door.

10.11 Storage:

The venue does not provide storage facilities. No storage facilities will be permitted within the exhibition hall or behind the individual stands for safety

reasons. Stands that require storage need to accommodate a storage area within their designated stand. (Lockable cupboards are advised for security purposes).

10.12 Paramedic Team & Medical Room:

Medical room with paramedic situated at MITEC South Entrance, operated through an appointed medical clinic by the venue. Operating hours as follow;
Monday – Friday – 0900-1700hours. Any medical assistance required, cost will be borne by Show organizer and at own costs.

Show organizer is responsible to hire Paramedic team at own cost for event with number of pax of 1000 and above.

11. FIRE REGULATIONS

- 11.1 Hessian, fabric, thatch and straw are regarded as major fire hazards and Show organizer or exhibitor planning to use these as part of their display or requirement y will be required to provide a current "*Fire Retardant Certificate*" indicating that the product has been treated with a fire retarding compound.

When material draping is used as part of a display, please ensure the draping does not come into contact with electrical wiring, fittings and/or globes and should hang no lower than 5 cm above the carpeted floor.

Please note that it is the duty of the venue contact person to ensure that the draping/materials are suitably treated and if not, to provide the exhibitor with details of an accredited fire-retardant contractor.

- 11.2 Electric signs and equipment must be wired to meet the specifications of local BOMBA/ Fire Department authorities.
- 11.3 Fire extinguishers on walls, floor or elsewhere may not be removed or obstructed in any manner.
- 11.4 Any exhibitor having equipment utilizing flammable liquid / industrial gas which produces heat, smoke or open flames as an integral part of product demonstration, must receive written approval of plans from MITEC and the local BOMBA / Fire Department Chief, in writing.
- 11.5 Aisles must be kept clear at-all times and fire stations/fire extinguisher equipment are not to be hidden and/or obstructed in any way.
- 11.6 No storage of any kind will be permitted within the confines of the exhibition floor and/or placed behind the exhibition stand or venue walls/curtains.
- 11.7 All displays are subject to inspection by the MITEC Safety Department or BOMBA/ Fire Department. Any construction materials not found to be fireproof may be required to be dismantled.
- 11.8 Polystyrene products will be prohibited unless treated by a fire retardant and certificated proof provided by the exhibitor.

- 11.9 Only on receipt of the Certificate may the stand be structured.
- 11.10 All materials used in the exhibition must be of non-flammable nature and resistant in order to conform to local fire ordinances and in accordance with regulations established by the BOMBA/ Fire Department. Fire regulations prohibit the use of crepe paper, corrugated paper, cardboard, PVC sheeting (except on the floor to prevent damage to carpets) or any other highly combustible flammable material. Random testing may be performed at any time by BOMBA or the MITEC's Management.
- 11.11 The use of industrial gases of inflammable or toxic nature for demonstration purposes will not be permitted in the exhibition venue unless a detailed application has been made to MITEC Health and Safety Department and BOMBA/ Fire Department. If approved, the BOMBA/Fire Department conditions must be complied with. If this application is not made, gas cylinders and naked flame demonstrations **will not** be permitted.

12. LIABILITIES / INSURANCE / LOSS OF PROPERTY

- 12.1 All show organizer, contractors, exhibitors and persons using the venue are strongly advised to arrange, at their own cost, "all risks" insurance coverage from Country of Origin to the exhibition stand including duration of exhibition period and return to domicile.
- 12.2 Show organizer or exhibitors shall ensure that they are fully covered by insurance and take out "public liability" and "comprehensive" protection.
- 12.3 The period of liability of the show organizer or exhibitor shall be deemed to run from the time any of their agents or contractors first enter the exhibition site and to continue until all exhibits and property have been removed.
- 12.4 Exhibitors are strongly advised to either lock away or remove all valuable items from their stand when unattended. The MITEC does not take responsibility for any goods left unattended on stands or within the center.
- 12.5 MITEC will not be responsible for the safety of articles of any kind brought into the hired venue by the show organizer or exhibitors, their agents, contractors, visitors and/or any other person/s whatsoever.
- 12.6 The show organizer or exhibitor shall insure, indemnify and not hold the venue liable in respect of all costs, claim demands and expenses to which MITEC may in any way be subjected as a result of any loss or injury arising to any person howsoever caused as a result of any act or default of the exhibitor, his agents, contractors or guests.
- 12.7 The exhibitors shall be responsible for making good any loss or damage to any items which they have rented or hired from the official contractors. In addition, exhibitors shall take all necessary precautions to prevent any damage to their equipment, exhibits and displays before making any connection to the electrical supply of the official contractors.
- 12.8 MITEC requires, under standard terms and conditions of contract, that the exhibitor indemnifies MITEC from all claims resulting from accident, damage and/or injury occurring in the venue, as well as loss of property.

- 12.9 Exhibitors may order security personnel for their booth from the venue in-house security service provider at a fee – kindly refer to the relevant exhibition order form can be obtained from MITEC Services Personnel.
- 12.10 Lost & Found for general item in the premise must be reported to security department or MITEC information counter.

13. LOADING BAYS / OFF LOADING / LOADING PROCEDURES

- 13.1. To facilitate smooth set up and teardown of exhibitions held at the venue, a traffic management system is operated as follows:

13.1.1 MITEC: Goods to be exhibited must be delivered to the Main Delivery Gate and from there to the relevant loading dock.

13.2.2 Delivery trucks may be accommodated in a holding area, to allow for effective traffic management to take place.

13.2.3 Truck must present vehicle entry permit designated for the event.

- 13.2. Loading Bay Door Dimensions:

i) MITEC Loading Bay 1:	Height - 3.5 meters	Width - 8 meters
ii) MITEC Loading Bay 2 - 4:	Height - 3.5 meters	Width - 8 meters
iii) MITEC Loading Bay 5:	Height - 3.5 meters	Width - 8 meters
iv) MITEC Loading Bay 6 - 8:	Height - 4 meters	Width - 8 meters
v) MITEC Loading Bay 9 - 11:	Height - 4 meters	Width - 8 meters

- 13.3 The venue will not take accountability or responsibility for goods that arrive early or which are left after the official teardown period of the exhibition. Should the venue need to dispose of any items, the costs thereof will be charged to the exhibitor or show organizer concerned.

- 13.4 No vehicle allowed to park at loading bay overnight or during show day without prior approval from MITEC.

- 13.5 Vehicle are allowed to park 30 minutes in front of loading door for unstuffing and loading. Vehicle must turn off the engine during unstuffing and loading.

- 13.6 Contractors specifically appointed to provide logistics operations and involved in delivering materials to the site must ensure that vehicles and mechanical handling equipment such as forklift trucks, only access, operate and maneuver in areas designated by the venue for this purpose.

These contractors must pay particular attention to the restrictions and directions put in place and provided by the venue to ensure that vehicles and pedestrians are segregated. All must wear appropriate high visibility clothing.

- 13.7 MITEC allowing lorry and trailer maximum size up to 40ft only.

- 13.8 Loading into the Ballroom can only take place from Loading Bay 9 and Loading into Novel, The Gallery and other Meeting Rooms to go via Hall 1 cargo lift to Level 1a.

14. PAYMENT PROCEDURE AND CREDIT / DEBIT CARD AUTHORISATION

- 14.1 MITEC only offer credit and debit card facilities onsite. Payment for all services must be received on confirmation of order.

- 14.2 Banking details are listed on the above, mentioned form for payments made via Electronics Fund Transfer (EFT). Show organizer or exhibitors are to ensure a copy of the deposit is sent to MITEC Event Services Personnel as proof of payment.
- 14.3 Show organizer or exhibitors must state or refer to the Event ID, Company Name and Stand Number appears on the invoice, deposit slip/ EFT for ease of reference and payment allocation.

15. REMOVAL OF WASTE / SKIPS

- 15.1 The show organizer is responsible for waste removal required for exhibitions or events, however should an excess of debris be expected during the construction or teardown of stand, exhibitors would be required to hire a skip for removal of such.
- 15.2 MITEC reserves the right to charge the exhibitor or contractor for the removal of excessive waste created i.e. crates, pallets, cartons, packing or literature left behind after teardown.
- 14.3 During the build-up and teardown days of the exhibition, the aisles of MITEC must not be obstructed with packing, construction material or debris. Contractors building "space only" or custom build stands or interior designs are responsible for removing their own building waste and off-cuts from the site at the end of each day.

16 SECURITY / ASSUMPTION OF RISK

- 16.1 As part of the general venue security, MITEC provide perimeter security only. It is recommended that additional steps be taken to limit the chances of a loss by appointing additional security personnel at your stand.
- 16.2 Security personnel will remain on duty until released and the show organizer, contractor or exhibitor is responsible for additional charges that may occur.
- 16.3 A minimum shift of 8 hours per security officer is charged. Billing does not allow for part or divisions of an hour.
- 16.4 Please note that there is an increase in rates applicable for overtime, Sundays & Public Holidays.
- 16.5 Payment in full must be rendered before the service is provided.
- 16.6 Inspection of goods / materials - all equipment, fittings and materials brought into the venue are subject to inspection by the accredited venue Security.
- 16.7 Note: It is compulsory to complete & return the security check/ stand inventory form. This form can be obtained from the show organizer.
- 16.8 Never leave valuables on the exhibition stand e.g. purses, briefcases, wallets, cameras, etc., these must be carefully safeguarded – cell phones and laptop computers particularly.
- 16.9 In the unfortunate instance that you suffer any loss, please report it to venue contact person immediately. A report will be recorded and a copy made available to you for insurance purposes.

- 16.10 Request for review or Information for CCTV record/ footage is only released with police report and must be treated with strict confidentiality.
- 16.11 MITEC Security have the right to inspect and do further investigation to any suspicious activities or individual during the show tenancy and take action accordingly.
- 16.12 Assumption of Risk:

The show organizer or exhibitor acknowledged that the layout of the exhibit area and the large numbers of people present in the exhibition halls make it impossible for adequate security to be provided to protect the show organizer or exhibitor's merchandise and other property.

Accordingly, the show organizer or exhibitor assumes all risk of loss for their merchandise, fixtures, displays and any other property of the show located in the exhibition area, storage or any other area where access has been provided to by the venue, where such loss results from theft, vandalism and/or any other damage caused by any agent, employee of the venue or any other person either authorized or not authorized to be present at the exhibition hall.

Furthermore, the show organizer or exhibitor acknowledges that security personnel are provided by MITEC merely as a service and that the venue has made no representation regarding the adequacy of such security measures. MITEC recommends that all exhibitors consult their individual insurance representatives to obtain appropriate insurance coverage.

17 TELECOMMUNICATIONS / IT

- 17.1 Temporary Telephone / Fax / Speed Point Lines:
Show organizer or exhibitors who wish to hire temporary services as above for their stand or other area should follow the following guideline;
- 17.1.1 Refundable deposits and connections for services are provided by MITEC and must be paid in full before installation.
- 17.1.2 Billing for the above lines will be deducted from the deposit and the balance refunded (where applicable).
- 17.1.3 Tax Invoices will be issued as soon as possible from the time of disconnection/departure. Please note that all outgoing calls / transmissions are chargeable on time-basis.
- 17.1.4 The above packages are inclusive of on-site support and arrangements can be made should show organizer or exhibitors require call limits on the rented lines, i.e. once the stipulated limit is reached, all outgoing calls will be automatically barred whilst still allowing incoming calls.
- 17.1.5 Should any of the IT lines need to be moved after initial installation a 100% surcharge will be applicable. No fixed line ISDN internet connections are available in any halls. This must be arranged directly through the telecommunications service provider.
- 17.2 Wireless:
Only wireless enabled devices will be able to communicate with the venue wireless internet.
Although MITEC provides complimentary wireless internet, the signal cannot be guaranteed. Show organizer or exhibitors may order dedicated connection with greater bandwidth from MITEC Event Services Personnel.

18 PYROTECHNICS AND SPECIAL EFFECT

- 18.1 Even Organizer to ensure that all necessary permits and licenses are obtained, and safety guidelines are followed.
- 18.2 Ensure all team members are trained in safety procedures and equipment use.
- 18.3 Event organizers must submit detailed plans for special effects to MITEC Safety Department, including the type of effects, quantities, locations, and safety measures.
- 18.4 All necessary permits and licenses must be obtained from local authorities.
- 18.5 Use only cold pyrotechnics and special effects devices that meet safety standards and are approved for indoor use.
- 18.6 Maintain fire safety equipment and fire extinguishers in proximity to the special effects area. Establish a clear fire evacuation plan for all staff and attendees.

- 18.7 Pyrotechnics:
 - 18.7.1 Follow manufacturer instructions for the setup, ignition, and disposal of pyrotechnic devices.
 - 18.7.2 Maintain safe distances from the audience and ensure that debris does not pose a risk.

- 18.8 Smoke Machines:
 - 18.8.1 Ensure adequate ventilation and monitoring to prevent smoke accumulation in enclosed spaces.
 - 18.8.2 Avoid using smoke machines in areas with sensitive fire detection systems
 - 18.8.3 Ensure adequate ventilation and monitoring to prevent smoke accumulation in enclosed spaces.

- 18.9 Confetti and Streamers:
 - 18.9.1 Use biodegradable or flame-resistant confetti and streamers to minimize environmental impact and fire risk.
 - 18.9.2 Clean up confetti and streamers promptly after the event. Housekeeping charges will be applied accordingly.