bett
A Hyve Event
Asia
Kuala Lumpur
23-24 September 2026
Everything you need for success
2026 Exhibitor Manual
Mandarin Oriental Hotel, Kuala Lumpur
ASIA.BETTSHOW.COM

Dear Exhibitor,

Welcome to Bett Asia 2026, we're delighted that you are exhibiting with us.

We have put together the Exhibitor Manual as your guide to all the physical and logistical aspects of the show, please take the time to read it thoroughly and understand the deadlines that may be approaching.

Time spent now coordinating your participation will save you last-minute inconvenience and unnecessary expense, however this manual does not replace first-hand experience. Please feel free to contact the Bett Asia Operations Team at any time if you have any queries regarding this Manual or your stand, their contact details are:

Operations Team	Asia@bettshow.com	+44 (0) 208 820 1224

Please note queries will primarily be answered between 09:00 – 17:00 GMT (UK time). We look forward to working with you over the coming months and to welcoming you to the Bett Asia in October.

Best wishes,

Bett Asia Team

Hyve Group

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OFFICIAL CONTRACTORS CONTACTS

Contractor	Service	Contact Name	Contact Number	Email
The Mandarin Oriental Kuala Lumpur	Accommodation & Venue Services	Wendy Leong	Tel: +603-2179-8655 Mob : +60-17-226-7955	WendyL@mohg.com
GES Logistics	Shipping & Storage Supplier	Corrina Carr	+44 (0) 121 782 4433	CORCarr@ges.com
PICO	Stand Builder Electrical Instillation Furniture Graphics Shell Scheme Audio Visual	Adrian Lim	Tel: +60 3 6275 5990 Mob: +60 123523023	adrian.lim@pico.com
Essential Events	Space Only Stand Plans	Essential Events	Tel: +44 1926 470 100	info@essentialevents.co.uk

For full list of contacts and deadlines, please refer to the next page.

EMERGENCY NUMBERS IN ASIA:

All Emergencies: 999 – 112 from Mobile phones

Contact details: If you need assistance during your time at The Mandarin Oriental, you can speak to the nearest member of the security staff, or the Organisers Office, who will be happy to assist you.

ORDER FORMS AND DEADLINES

All stands must complete the compulsory forms listed below. Kindly note that you will not be permitted onto your stand until these forms have been submitted and approved.

Compulsory Forms – Shell Scheme		
Health & Safety Declaration Form	21st August	Email to asia@bettshow.com
Risk Assessment	21st August	Email to asia@bettshow.com
Nameboard Form – Shell Scheme Only	21st August	Email to **adrian.lim@pico.com**
Exhibitor Badge Registration	ASAP	Main exhibitor contact to receive a registration email from no-reply@registration.bettshow.com
Compulsory Forms – Space Only		
Stand Plan Submission	21st August	Email to info@essentialevents.co.uk
Health & Safety Declaration Form	21st August	Email to asia@bettshow.com
Risk Assessment	21st August	Email to info@essentialevents.co.uk
Method Statement (Space Only stands)	21st August	Email to info@essentialevents.co.uk
Space Only Undertaking Form	21st August	Email to info@essentialevents.co.uk
Exhibitor Badge Registration	ASAP	Email with link to be sent
Space Only Information Form	21st August	Email to info@essentialevents.co.uk
Optional Forms		
Accommodation	15th September	Coming Soon
PICO - Optional Order Forms *(inc. Furniture, AV, Graphics, Electrics, Flowers)*	21st August	Email to **adrian.lim@pico.com**
Catering	14th September	Email to wendyL@mohg.com

GENERAL INFORMATION

VENUE

The Mandarin Oriental, Kuala Lumpur

Kuala Lumpur City Centre, 50088 Kuala Lumpur,

Malaysia

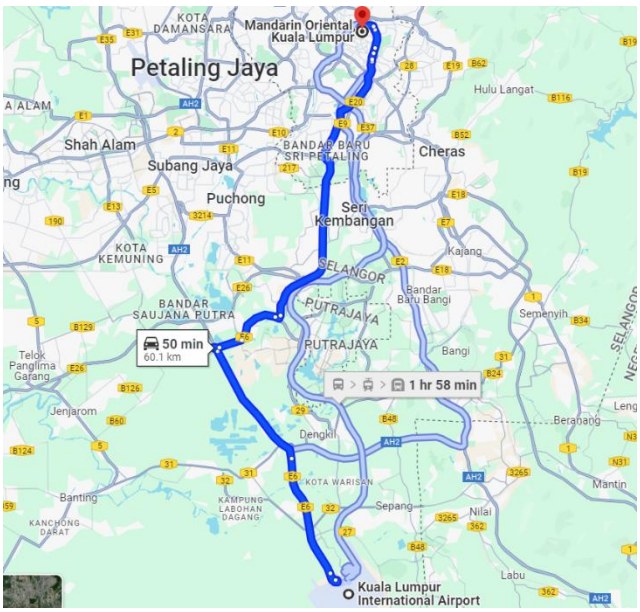
GETTING TO THE VENUE

The Mandarin Oriental is located in the heart of central Kuala Lumpur and just steps from KLCC Metro Station and a few minutes away from Conlay Metro Station.

TRANSPORTATION CENTERS:

Kuala Lumpur International Airport, 64000 Sepang, Selangor, Malaysia: 60km, 50 minutes by car

K L Sentral: 6 km, 14 minutes by car and 33 minutes by direct train(KJL Line)



bett ASIA
A Hyve Event

TIMETABLE

BUILD UP	HALL OPEN	ACCESS FOR
Tuesday 22nd September	08:00 – 22:00	Space Only exhibitor and contractor access
	15:00 – 22:00	Shell scheme exhibitor access
	22:00	Hall closes

On Tuesday 22nd September you will be able to collect your badge at the registration desk from 15:00. For security purposes, you must wear your badge at all times.

OPEN	HALL OPEN	EXHIBITION	CONFERENCE
Wednesday 23rd September	08:00 – 18:00	09:00 – 18:00	08:45 – 17:00
Thursday 24th September	08:00 – 17:00	09:00 – 17:00	08:45 – 15:15

BREAKDOWN	HALL OPEN	HALL CLOSED
Thursday 24th September	17:00 – 19:00	Shell scheme exhibitors must clear
	17:00 – 23:00	Space Only stands removal
	23:00	Hall closes

Please note that if you have a Space Only stand, your contractor must complete the build and breakdown of your stand within this time.

Badges and wristbands must be visible at all times. Access for stand equipment and contractors is only allowed via the back of the hotel through the staff entrance/basement. No materials or industrial trolleys are permitted through the front doors of the hotel.

Any waste left in the hall after 23:00 on Thursday 24th September will result in a penalty fee and charge for disposal. The organiser/official contractor/venue are not held responsible for any items left in the hall beyond 23:00 on Thursday 24nd September.

ACCOMMODATION BOOKING FACILITIES

Located adjacent to the iconic PETRONAS Twin Towers, Mandarin Oriental, Kuala Lumpur, features 629 guestrooms. The hotel is home to seven restaurants, bars and lounges complemented with meeting suites and a large Grand Ballroom. Facilities include a spa, fitness centre, an infinity pool, and two floodlit tennis courts. Please note that there are a limited number of rooms available at a preferred rate between Monday 21st September and Friday 25th September 2026, and these will be given on a first come first served basis. Please quote the event name and exhibitor details to receive this.

Reservations can be made individually using the following link for the Mandarin Oriental.

BADGES & PASSES

Exhibitor Badges

Every member of your staff requires an exhibitor pass to gain access to the expo and conference. These badges must be worn on site at all times. During build up, breakdown, open days of the exhibition and for security and Health and Safety reasons, exhibitor badges must only be allocated and used by the staff that are working on your stand and must not be given to anyone else. Exhibitor badges must not be given to contractors or visitors.

The registration link will be emailed to you.

Passes are free to Bett Asia 2026.

You can download custom email banners, invitations, and social assets to promote your attendance at Bett Asia 2026 and invite guests to attend. The link to download assets is here.

Visa invitation letters

Visa invitation letters will only be issued to registered exhibitors, please contact Asia@bettshow.com for more information.

Contractor Wristbands

If you choose to appoint your own preferred supplier to design and build your Space Only stand, your contractor must wear a contractor wristband whilst on the premises in order to work in the exhibition hall. Contractor wristbands are only valid during the build-up and breakdown periods of the event. These will be handed to the contractors team by a member of Bett staff as they arrive on the premises.

Badges and wristbands must be visible at all times. Access for stand equipment and contractors is only allowed via the back of the hotel through the basement. No materials or industrial trolleys are permitted through the front doors of the hotel.

CAR PARKING

There are 300 parking bays located within the hotel car park, which are first come first serve. The flat rate for parking is RM 18.00 net per day, you can pay for parking on Basement 2 and Basement 4 levels.

CATERING

The Mandrin Oriental is the exclusive supplier of food and beverage to exhibitors at the Venue. Exhibitors are not permitted to bring any food or beverages from external sources into the premises during build-up, event days and breakdown.

The hotel has catering services and menus to accommodate your requirements, these can be found here. For all further catering queries, please contact Wendy Leong on WendyL@mohg.com.

CLEANING & WASTE DISPOSAL

Cleaning for exhibitor stands must be ordered directly from the hotel. If you require a daily stand cleaning service for your stand, you can order this service by contacting the venue. Please contact Wendy Leong on WendyL@mohg.com.

COMPLETION OF THE TENANCY

Shell scheme and Space Only exhibitors must remove all stand material and display items by **19:00** (shell) and **23:00 on Thursday 24th September 2026**.
Should the exhibitor fail to finalise the dismantling process within this deadline Hyve Group will take necessary actions to dismantle the stand and proceed with the removal of stand material and display items without further notice. It should be noted that there will be a charge for excessive rubbish, and this will be invoiced to the exhibitor.

Please contact Asia@bettshow.com in advance or the organisers office if you need any assistance onsite.

COURIERS

Please note that all shipments sent via courier will be cleared up on a permanent basis. To ensure no delay in delivery of your courier shipment to your exhibition stand we would **STRONGLY** recommend not sending courier shipments addressed to the exhibition venue or yourself.

All courier shipments along with copies of documents should be consigned to the following address: -

Consignee:
R. E. Rogers (Malaysia) SdnBhd

Address:
No. 7, Jalan Warden U1/76
Taman Perindustrian Batu Tiga
40150 Shah Alam, Selangor, Malaysia

Contact:
GES Logistics, Corrina Carr, CORCarr@ges.com

CUSTOMS REGULATIONS

The Malay Customs are strict and thorough in their examination of goods. All packages can be opened and contents checked against the Combined Commercial Invoice & Packing List.

HEAVY FINES will be imposed on the exhibitor in cases of **'UNDERVALUATION'**, **'NONDECLARATION'**, and **'ERRONEOUS DECLARATION'**. In such cases, the courier company shall not be responsible for any delay in clearance. Customs fines and extra expenses incurred shall have to be borne by the exhibitor. Exhibitors are therefore strongly reminded to declare the **true market value** of their goods and be extremely careful in their preparation of documents.

All shipments must be declared with the exact/true market values otherwise the courier company **WILL NOT** be responsible if shipment is being held in Malay custom for under declaration. The courier company may also require adjusting the value of each item for customs purposes with/without prior notice if each item is declared below Malaysian market value.

Controlled Items
Exhibitors are requested to note that all Communication equipment (such as radio, radar etc.), Defence Equipment (such as weapons, armour etc.), Electric Appliance (such as TV, lighting etc.), Cosmetics, Beauty Products, Medicines & Medical equipment, Glass, Light & Sound Equipment, Toy, Motorbikes, Used Cars, Weighting & Measuring equipment & all dangerous goods are subject to Import License prior to their importation into Malaysia for exhibition purpose.

All communication equipment cannot be operated/tested/utilised and can ONLY be imported for display purposes only. We can confirm whether your shipment contains any controlled items upon receiving your commercial invoice and packing list.

DELIVERIES

If you require any delivery to the venue from your office, please contact our contractor:

GES Logistics	Shipping & Storage Supplier	Corrina Carr	+44 (0) 121 782 4433	CORCarr@ges.com

DAMAGES

Exhibitors are liable for any damage they may cause to buildings, floors, walls, columns, to any shell scheme equipment or any other exhibitor's property. Exhibitors are also responsible for any damage caused by their agents or contractors.
No exhibitor may apply paint, lacquer, adhesives or coating to the building or shell scheme panels nor drill holes into the floor. We also do not allow the use of markers, plastic packing tape, gaffer tape, masking tape and drafting tape as they are extremely difficult to remove.

The exhibition hall is carpeted and therefore it is essential that rubber material be used to protect the floor from any type of floor covering you lay.

DISABLED ACCESS

There are adequate disabled facilities at the venue. All halls, meeting rooms and public areas are accessible by wheelchair. There are disabled car park spaces available, toilets on all floors have disabled access, whilst all doorways and lifts accommodate standard wheelchairs and have access to all floors of the venue.

On space only stands with a platform, if a display is on a stand, a ramp should be built into the stand or a portable ramp made available.

FLORAL

If you wish to order flowers or displays for your stand, contact PICO directly via email:

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

Deadline: 21st August

FREIGHT

Our official freight forwarding agent is GES Logistics.

All courier shipments along with copies of documents should be consigned to the following address: -

Consignee:
R. E. Rogers (Malaysia) SdnBhd

Address:
No. 7, Jalan Warden U1/76
Taman Perindustrian Batu Tiga
40150 Shah Alam, Selangor, Malaysia

Contact:
GES Logistics, Corrina Carr, CORCarr@ges.com

GRAPHICS

Whether you're after adhesive logos, pop-up banners or seamless wall panels, graphics are a great way of boosting your brand presence on-site.

Graphics are **not** included within the Shell Scheme and Space Only package unless specifically mentioned.

If you wish to order graphics for your stand, please see details below:

See order form page at the end of this manual.

Deadline: 21st August

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

LEAD RETRIEVAL

What is Lead Scanning?
Lead scanning helps you capture and convert high-quality leads at Bett—quickly, accurately, and in real time.

With lead scanning you can:

- Instantly scan visitor badges using your phone or any camera-enabled device
- Capture key attendee details (name, organisation, job title, country, email, phone)
- Qualify leads on the spot for smarter follow-up
- Access and download your data anytime during and after the event
- Measure ROI and maximise your event success
- **If you're hosting a content session:** receive attendee lead data captured by us—no scanning required

86% of Bett exhibitors say lead scanning is essential to their ROI. Don't miss out.

VISIT Connect is Hyve's official lead capture platform—designed to make collecting and managing leads simple.

Read our top tips guide for how to prepare before, during and after the show here.

Email us here exhibitor@bettshow.com or reach out to your Account Manager.

Getting started is easy:

1. Download the Visit Connect App (on as many devices as you need), ideally before you get on site
2. Log in
3. Scan badges at your stand or sessions
4. Add notes and qualify leads instantly
5. Export your data and follow up post-event

Pricing:
Lead scanning licences are included in most exhibitor packages for $155 / £119. If it's not part of your package, get in touch with us.

Email us here exhibitor@bettshow.com or reach out to your Account Manager.

LOADING AND UNLOADING

All loading and unloading is via the loading bay located at Basement 3. Please see following page for directions.

The loading bay is available from 07:00 to 09:00 and from 14:00 to 22:00 on Tuesday 22nd September. Please contact us if you need access between 07:00 and 09:00 on Tuesday so that we can add you to the loading schedule. Each contractor will be added on a first come first served basis.

On arrival at the loading bay, you will need to make your way to the Security Office (located at loading bay) to register with the hotel for access. You will need to state that you are here to deliver items for Bett Asia 2026 in the Sapphire room.

For more information regarding parking and unloading, please contact Wendy Leong at WendyL@mohg.com.

PROMOTIONAL MATERIAL

Please be sensitive to the content of any promotional material that you are planning to use at the exhibition. It is important that such material is not offensive to the Cultural and/or Religious values and sensitivities of the people of the local area. If in doubt about any material that you are considering using, please do not hesitate to contact the operations team and they will be able to provide clarification on this if necessary.

SOCIAL MEDIA

To promote your participation at Bett Asia, please use the following handles and hashtags:

- X: @Bett_Asia
- Facebook: Bett Asia
- Instagram: @Bett_show
- LinkedIn: Bett Asia
- YouTube: @bettshow
- TikTok: @bettglobal

#BettAsia2026

SECURITY

Bett Asia provides adequate security during build-up, breakdown and show days. Please note you are responsible for insuring your own goods whilst they are onsite at Bett Asia.

To help ensure good security at the show, please follow these points:

- Delegate one member of your staff to be responsible for your company's security at the exhibition.
- Do not leave cash, handbags, valuables, laptops, etc. in unlocked drawers, cupboards or in your exhibition space.
- Laptops or mobile phones should not be left unattended at any time.
- Please note that build up and breakdown stages are high-risk periods. It is recommended that your exhibition space is always staffed.
- Make sure you arrive prior to the official opening time and do not leave your exhibit space before the hall is clear of visitors.
- Should you have small valuables that you wish to leave on your exhibit space, you are advised to arrange lockable cabinets or other safe storage areas.

Exhibitors retain full responsibility for all items on their stand for the duration of the event.

HEALTH AND SAFETY

The directors and senior management of Hyve Group consider the health and safety of all its full-time employees, part-time and casual workers, customers and contractors to be of great importance. Through management at all levels they have a responsibility to ensure, as far as is reasonably practicable, the health and safety of all its employees whilst at work, and members of the public and contractors whilst on its premises or at a hired event, conference or exhibition space.

Hyve Group is committed to complying with all the relevant legislation and guidelines covering health and safety at work and the specific requirements of the venue. All exhibitors, contractors and visitors must comply with the law, and the regulations of the venue at all times.

Anyone infringing any relevant legislation, and/or any venue regulations will be asked to desist forthwith and for serious and continuing breaches may be banned from the premises.

Your responsibilities:

As an exhibitor or a contractor, you hold an obligation to ensure the safety of everyone associated with your exhibition stand and those persons who may be affected by your activities.

All full-time and part-time workers on an exhibitor's stand must:

- Be aware of the significant hazards they may face when carrying out tasks and of any control measures that the exhibitor implements to reduce risks to the lowest level reasonably practicable.
- Observe safety regulations and signs at all times; be aware of the emergency procedures relevant to their place of work; wear the appropriate safety equipment and use appropriate safety devices as and when required to do so.
- Report all accidents, near misses and dangerous occurrences to their supervisor and Organisers Office onsite at the venue.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions.
- Co-operate with any duty or requirement imposed by the venue when acting under the requirements of Health, Safety or Environmental legislation.
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare.
- Immediately report any serious shortcomings that may affect the health, safety and welfare of their job to their supervisor and the Organisers Office onsite at the venue.

All exhibitors (both shell scheme and space only) are also required to carry out their own 'Risk Assessment' and provide a copy of it to the organisers. If you are using a contractor to build your stand, they must complete their own Risk Assessment.

It is the responsibility of every exhibitor to undertake this exercise. Hyve Group and the venue therefore reserves the right to exclude any exhibitor for non-compliance. Further details of the legislation and the venue regulations are available on request.

ACCIDENTS

If you are involved in, or a witness to an accident whilst on-site at the show (regardless of how small), it must be reported to the Organisers immediately.

If the accident requires urgent medical assistance, please make the Organiser aware before calling emergency services. The Organiser can get the emergency services to the correct part of the venue via the quickest route and therefore we ask that you ensure we are aware immediately.

ALCOHOL

Consumption of, or being under influence of alcohol, whilst working on the build-up or breakdown of stands and displays is not permitted.

ANIMALS

No animals are permitted in the venue, with the exception of guide dogs.

CANDLES

Flames from open fires or candles will NOT be permitted. LED candles are permitted.

CHILDREN

Children under the age of 18 years are not allowed within the exhibition hall during the build/breakdown periods for safety reasons. We regret no exceptions can be made to this ruling.

Children are permitted to attend the exhibition only on day 2 of the event.

With Bett Asia being an education technology show we do occasionally have children present in conference sessions.

If you encounter a child who has become separated from their group, please escort them directly to the nearest security staff or to the Bett Organisers Office located on the second floor, in Boardroom 1. Where possible please ensure there are two adults escorting the child.

ELECTRICAL WIRING AND INSTALLATION

No electrical work is permitted to be done by anyone other than the Official Electrical Contractor, Pico.

See order form at the end of this manual.

Deadline: 21st August

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

EMERGENCY PROCEDURES

Intermittent Alarm
Alarms will ring intermittently on one floor below and above of the floor level with an announcement indicating an alarm has been activated at the floor level and is under investigation

Continuous Alarm
Activation of continuous alarms at floor level where the fire alarm has been triggered with announcement indicating an alarm has been activated at the floor level and is under investigation.

General Alarm
Activation of continuous alarms at all floor levels with evacuation announcement, all colleagues, guests, and

visitors must immediately leave the building and proceed to the designated Assembly Area which will also be announced through the Public Address System

Evacuation Procedure

- When the alarm is raised, stay alert & listen to announcements for the next course of action via the PA System.
- Remain calm & do not panic, if there are guests nearby, take them with you
- Evacuate if the evacuation announcement requests you to do so
- Look for the nearest exit and evacuate in an orderly & calm manner
- Do not use the elevator or lift during the evacuation

FIRE SAFETY

All event organisers, service providers and exhibitors must:

- Ensure that fire extinguisher equipment, emergency exits and signage (including those inside exhibits) remain visible and accessible at all times.
- All aisles must be kept clear of any obstructions or protruding objects. **Minimum of 2m aisle clearance spaces.**
- Equipment which produces heat, smoke or open flames as an integral part of the product demonstration must receive written approval of plans from the organisers via asia@bettshow.com.
- Fireworks (Pyrotechnics) are not permitted.
- Any breach of fire safety will not be tolerated, and the event or show will not be allowed to start unless fire safety issues are rectified.
- The following products will not be permitted unless treated with a fire retarding compound: hessian, thatch, straw, draping, seat covers, wood pallets, crepe paper, corrugated paper, cardboard, PVC sheeting and polystyrene items. A certificate must be presented as proof before event start.

FIRST AID

First aid cover is provided by the organisers and details will be available onsite, throughout the event timings detailed above. In an emergency, please contact the nearest member of staff or the organisers' office.

HOT WORK

There is no hot working allowed at Bett Asia 2026.

INSURANCE - PUBLIC LIABILITY

Exhibitors are responsible for obtaining public liability insurance protection for their exhibits, property and personnel against all risks as stated in the General Conditions. Equipment should be insured both in transit and on location at the exhibition site for the entire period of the exhibition.

Public liability insurance is compulsory for all exhibitors and should be added when placing a stand order. If you are able to provide your own public liability insurance, then you will have to provide the salesperson with a copy of your certificate, which then will be checked by Inevexco.

METHOD STATEMENTS

ALL exhibitors must ensure that they submit a risk assessment for the build, open and breakdown period. All space only exhibitors, or their stand build contractor, must also submit a method statement, and Construction Phase Plan along with their stand plans.

Method Statement Form located at the end of this manual

Deadline: 21st August

NOISE LEVELS

Maintain safe noise levels at or below 80dbA.

During the build and breakdown periods, where noise levels exceed 80dbA, arrangements must be in place to ensure that all persons working within the area are wearing appropriate hearing protection equipment.

During the event open period, where noise levels exceed 80dbA, and the organisers receive complaints from surrounding exhibitors, you will be asked to reduce noise levels. The organisers will make the final decision on the noise level.

PPE & EQUIPMENT

Exhibitors and contractors must ensure that all tools used on the premises are in good condition and safe to use. All tools should be stored when they are not in use, should not be left unattended or connected to the mains when not in use. The use of any dust-generating tools in the event is not permitted.

All exhibitors and contractors must wear appropriate personal protective equipment (PPE) at all times during assembly and dismantling periods. The venue and the organisers will not allow the work to begin without adequate PPE.

The minimum requirements include, but are not limited to, those listed below; however, the requirements vary according to the task:

- Proper footwear. During the build and breakdown periods, the use of heels, sandals or open shoes is not permitted.
- During the build and breakdown periods, exhibitors and contractors may wear a casual uniform. Sleeveless shirts, shorts and sandals are not allowed.
- During the build and breakdown periods, exhibitors and contractors with long hair must properly tie their hair back.
- High visibility vests – must be worn in the outside loading bay areas.
- Appropriate height ladders must be used. Please ensure your contractor brings the correct working at height equipment. Any work above 2m in height must be done with scaffolding, personnel lift, safety belt and rubber material to protect the floor. For more detail on required equipment please see the working at height section.

This is not an exhaustive list of items and the duty to assess that the correct type of PPE is applied to a work situation shall be that of the employer.

RISK ASSESSMENTS

Space Only stands are required to provide a Risk Assessment for any construction activity, a Method Statement and Construction Phase Plan to Essential Events. Please note that this is subject to approval. Hyve Group has

also carried out suitable and sufficient assessments of the risks associated with this event, details of which can be obtained from the organisers' office. General risks associated with any exhibition are as follows:

- Trip hazards
- Multiple contractors working in a single workplace
- Fall from working at heights and working on a live edge
- Objects falling from height or loads falling from vehicles
- Impact injury from moving vehicles
- Structural collapse of seating or an exhibition stand
- Outbreak of legionnaires disease from a water feature
- Food poisoning incident from temporary catering outlet
- Fire
- Major incident and civil emergency
- Excessive working hours.

A Risk Assessment template is located at the end of this manual.

Deadline: 21st August

STORAGE

There is limited storage for empty packing cases on the second floor, above the exhibition hall, availability is on a first come, first served basis. Please contact the organisers to request access to the storage space.

STROBE LIGHTING

No strobe light effects are permitted.

WORKING AT HEIGHT

The most common health and safety problem across all events is working at height. Please ensure you plan beforehand to make sure you have the correct height ladders to access areas of your stand that you need.

Exhibitors and contractors are required to adhere to the following standards:

- Work platforms must have a skirting board to prevent falling objects.
- Access is controlled to prevent people from working or circulating below work at height.
- Individuals working in the vicinity of elevated work must wear a safety helmet.
- Individuals performing work at height on mobile raised platforms must wear a safety helmet.

If you need to use a ladder, please note the following rules:

- Ladders must be rated for "industrial use".
- Hand ladders are not allowed to work above 2 meters.
- Tilt table hand ladders should be placed at the correct angle.
- Ladders should only be used at floor level.
- Top rungs or steps should not be used as a work platform.
- Users should always look at the ladder as they climb up or down.
- Only one person can work up or down on the ladder.
- Users should not stretch too much to try to get taller.
- It is necessary to check the steps and ladders to confirm their suitability and to detect possible defects whenever they are to be used.
- Ladder walking is not permitted
- Chairs are NOT permitted as use for working at height.

Demonstrations

The Malaysian Communications and Multimedia Commission (MCMC) is the primary regulatory body for Malaysia's converging communications, multimedia, broadcasting, and postal sectors.

Exhibitors showcasing or utilizing wireless technology—such as high-powered Wi-Fi routers, Bluetooth gadgets, radio-frequency ID (RFID) setups, or IoT demonstration kits—must adhere strictly to MCMC Technical Standards.

The Rule: All communication modules connecting to public networks or broadcasting radio frequencies must carry official MCMC certification.

Impact on Exhibitions: Foreign exhibitors bringing non-certified or specialized demo electronics must secure **temporary approval or special permits** from MCMC prior to the event to avoid customs confiscations or signal interference enforcement during the exhibition.

The exact step-by-step process to secure a temporary special permit involves several specific actions and requirements, click here for further information.

VENUE FACILITIES AND VENUE A-Z

AIR CONDITIONING
All areas in The Mandrin Oriental hotel have air conditioning. The superior quality of the air conditioning system will ensure no noise interference during events.

ARTIFICIAL FLOWERS AND SIMILAR DECORATIONS
If fabric based, it must be treated with flame retardant.

AUDIO VISUAL
Our preferred supplier for AV is Pico. Their information can be found in the contractor section of this manual. AV order forms are located at the end of this manual.

BALLOONS
Balloons are **not** permitted in the venue.

BANKING FACILITIES
There is an ATM machine located at Suria KLCC, within a 5-minute walk from the venue.

BUSINESS CENTRE
The business centre is located on level 2 of the venue and is open 07:00 - 20:00.

CARPET FLOORING
The venue floor is carpeted therefore rubber material or matting must be laid prior to laying carpet, floor flats or a platform. Please refer to PICO if you would like to order additional carpet.

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

CLOAKROOM FACILITIES
Unfortunately, there are no cloakroom facilities available at this venue. Therefore, if you have any luggage, please ensure you leave this with concierge at your hotel.

CONTRACTOR ACCESS
Contractors are permitted access to the exhibition during the build and breakdown periods only.

During the open period, contractors are only permitted to attend a stand that requires remedial work to prevent a dangerous safety situation, otherwise all works must be carried out after visitor hours. The moving of vehicles, including contractor vehicles such as forklifts and general plant, other than those given special approval or operated by health and safety staff will not be allowed into any hall while that hall is open to the public.

There is no access to the halls outside of the published hours.

ELECTRICITY

- Shell Scheme stands will receive 1 x standard socket.
- Space Only stands are NOT inclusive of electrics and must be ordered separately if required.

You are permitted to use 4-way plug extenders, but please note one 4-way lead should be used per fixed socket outlet, subject to a maximum loading of 500 watts total and its plug should be fused accordingly. The maximum flexible cord length is 2 metres from plug to equipment. Multi-way plug-in types cannot be used.

No electrical work is permitted to be done by anyone other than the Official Electrical Contractor. If you wish to order any electrics, please use the details below.

Please note if you require power during build-up and breakdown you will need to order it.

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

EXHIBITION LICENSE – ALCOHOL

The Mandrin Oriental is the sole alcohol license holder for the premises and reserves the right to serve alcohol at events.

FLOORCOVERINGS

The venue floor is carpeted therefore rubber material or matting must be laid prior to laying carpet, floor flats or a platform. Please refer to PICO if you would like to order carpet from our official contractor.

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

Deadline: 21st August

GANGWAYS

Exhibitors must ensure that for health & safety reasons and to aid the access of other exhibitors, please keep gangways clear of all items, including stand fitting materials and exhibits during build-up and breakdown. **The minimum aisle space applicable to all exhibitors is 2 metres.**

Please be aware: Emergency gangways MUST be kept clear at all times. A plan showing where the emergency gangways are located will be visible on the doors to the Sapphire Hall.

INTERNET / WIFI

If you require internet to display your products, we highly recommend you order a hardwired connection and do not rely on the free venue WIFI as this is not guaranteed. The WiFi at Bett Asia is a shared infrastructure and therefore speeds will be impacted. If you do not order a cable connection the organisers cannot be held responsible for any issues you have connecting to and using the internet. Internet orders submitted within 7 days of the event open day will incur a 20% surcharge. The internet order form can be found at the end of this manual.
The venue does however offer complimentary WiFi at 200mbps across the whole hotel space to hotel guests. For additional requirements please contact Wendy Leong at +603-2179-8655 Mob : +60-17-226-7955 or on WendyL@mohg.com.

LATE WORKING SYSTEM

There will not be any late working allowed past the hall operating hours. Stands must be designed to be built and dismantled within the timetabled hours. Please refer to the timetable on page 9.

PA SYSTEM

The organiser will have a PA System available in the event space – this is only to be used for emergency announcements.

STORAGE OF EXHIBITOR CASES/TRAILERS/CONTAINERS

There is limited storage for empty packing cases on the second floor, above the exhibition hall, availability is on a first come, first served basis. Please contact the organisers to request access to the storage space.

STAND DECORATION

Anyone carrying out work on stands an exhibits must do so in a safe manner. This includes the materials being used, the equipment used to apply materials and the means of access to the working area. Paints cannot be used inside the hotel building. Painting can only take place outside and must be water-based. Lacquers, varnishes, thinners, and similar substances of a toxic nature are not permitted due to lack of sufficient air circulation. No flammable or hazardous material is permitted within the exhibition hall.

STAND DISMANTLING

No display material, fixtures or fittings may be removed from the exhibition before the official closing time. The organisers request that the integrity of your stand is maintained until all visitors have left the building. Please do not put visitors in danger by moving items out into the gangway at any time. Security guards have been notified to stop any exhibitors leaving the building with stock before the official start of the derig period.

Shell scheme exhibitors must be clear of their stands by **19:00 on Thursday 24th September**. Space Only exhibitors must remove all stand material, display items and construction by **23:00 on Thursday 24th September**. Should the exhibitor fail to finalise the dismantling process within this deadline Hyve will take necessary actions to dismantle the stand and remove all stand material and display items. This will incur a cost which will be invoiced to the exhibitor after the show.

STAND LOCATION, NUMBER AND SIZE

Your stand details can be found on the event floorplan, please email asia@bettshow.com if you require any further details.

WALLING IN ON OPEN SIDES

Walling in is defined as any constructed visual barrier around the sides of your stand. For further advice concerning this regulation please contact Essential Events

Walling in on open sides is at the discretion of the **Organisers**. It will only be approved if the walling does not exceed one third of the total meterage of each open side.

Alternatively, solid walling may be placed 1m in from the stand perimeter, subject to the **Organisers** approval. However, an open side that faces a bar, toilet or catering unit may be excluded from this regulation and can be completely enclosed.

WASTE DISPOSAL

Exhibitors are responsible for their own waste removal during build-up and breakdown. Your contractor(s) should remove the build-up material.

The tenanted space must be vacated with all adhesive tapes and similar traces completely removed.

The exhibition space will be vacuumed at the end of the first open day. If you have any rubbish at the end of the first open day please leave it in a bin bag in the aisle and the cleaning team will take it away.

SPACE ONLY STANDS

Where **SPACE ONLY** has been reserved, the organisers provide only floor space where your external design team can then build your stand.

SPACE ONLY EXCLUDES: Shell scheme booth, signage, power cable, electrics, lighting, and furniture. All requirements for your custom stand will need to be provided by your design team and/or yourself as the exhibitor. **NB**. Exhibitors must ensure their selected stand builder quotes for a DB Board and electrical power plug, lighting plus the supply of any furniture and/or additional requirements as needed. Exhibitors will be required to submit plans showing elevation, plan views and measurements so these can be approved by the organiser and the venue.

Carpet

The venue floor is carpeted, and this will form the flooring for your stand. Should you wish to provide your own carpet, floor flats or a platform must be laid.

You must protect the venue carpet from any damage that your stand build may cause by laying rubber material or matting prior to laying carpet, floor flats or a platform. Please refer to PICO if you would like to order carpet from our official contractor.

Click here to go to order form.
Deadline: 21st August
Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

Electrics

Space Only exhibitors must order their mains electricity requirements through PICO. This can be done by completing the Electrical order form for Space Only stands. We recommend you place your order before the deadline date stated on the order form to avoid surcharges.

You are permitted to use 4-way plug extenders, but please note one 4-way lead should be used per fixed socket outlet, subject to a maximum loading of 500 watts total and its plug should be fused accordingly. The maximum flexible cord length is 2 metres from plug to equipment. Multi-way plug-in types cannot be used.

No electrical work is permitted to be done by anyone other than the Official Electrical Contractor. If you wish to order any electrics, please use the details below.

Click here to go to order form. **Deadline: 21st August**
Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

Space Only Approval

If you have a space only stand at the exhibition, you have a legal obligation to build your stand to the required standards as detailed in this manual. To ensure that you are building your stand to the correct regulations, stand plans along with a risk assessment and method statement are required to be submitted to Essential Events for approval to build.

Drawings showing all proposed construction must be submitted and approved before any work is started. Please note that failure to comply with this requirement may result in refusal of permission to erect the stand.

Submission details required:

- Plan view, showing the dimensions and positions of audio-visual equipment, walling, seating, features, major working exhibits and demos.
- Stand number must be visible as part of your stand design.
- Plan of each elevation showing all dimensions and overall build height.
- A Risk Assessment and Method Statement.
- Details of build and construction materials.
- Health and Safety Policy and Health and Safety Plan.
- Public Liability insurance certificate from the stand contractor.
- Full contact details for your stand contractor/designer.
- Health and Safety form.

Deadline: 21th August

Contact: Essential Events
Tel: +44 (0)1926 470 100
Email: info@essentialevents.co.uk

Height Restrictions

Maximum height of stand: 3 metres.

Space Only Regulations

- On dividing sites, space only exhibitors must supply, erect and decorated walls facing onto their stand areas and gangways up to a minimum height of 2.5m, the maximum is 3m. All space on the reverse of all walls higher than 2.5m are to be painted / finished to an acceptable standard in white, as this could be looking over a neighbouring stand. Under no circumstances will exhibitors be permitted to display company names, logos, lettering or branding of any kind, on to the rear of party walls overlooking neighbouring stands.

- Walling in on open sides is at the discretion of the Organisers. It will only be approved if the walling does not exceed one third of the total meterage of each open side.

  Alternatively, solid walling may be placed 1m in from the stand perimeter, subject to the Organisers approval. However, an open side that faces a bar, toilet or catering unit may be excluded from this regulation and can be completely enclosed.

- Space only exhibitors must supply their own walling and must not use the back of walls provided by other exhibitors.

- All stand structures, signs, exhibits, etc., must be confined within the area allotted and may not project into or over the gangway.

- ALL exhibitors must ensure that they, or their Stand Building Contractor, submit a Risk Assessment for the build and breakdown period, a Method Statement along with their stand plans. We have provided some more detailed information and templates at the end of this manual to help you to understand your responsibilities here and the responsibilities of your contractor(s).

- The choice of a stand fitting contractor is at the discretion of the exhibitor. The Organisers must be notified of any such contractors using the Space Only Undertaking Form.

- Exhibitors are responsible for all actions of any contractors they employ to work for them at the show. Any damage caused by contractors will be charged directly back to the employing exhibitor. Likewise, we hold exhibitors responsible for any misconduct by their employed contractors while at the show.

- The design of the stand must be such that it can be erected and dismantled within the time available.

- Fixings to Building Structures - All stand construction must be completely self-supporting and no fittings, rigging or painting may be made to any part of the permanent structure, columns, flooring or fittings of the hall. Any damage or discolouration to the exhibition hall will be invoiced to the exhibitor.

- All work must be carried out using non-flammable material.

- It is essential that all stand construction, especially when of a prefabricated nature, shall commence at the earliest possible moment. While the Organisers will do everything possible to ensure that the allocated area is clear to build on, they cannot guarantee this availability once other stands are on the way to completion.

- Please be considerate to other exhibitors when unloading your goods in the halls and ensure you do not use neighbouring stands to store goods or work on or block gangways. This can be a source of irritation to fellow exhibitors when trying to set stands up. Please be aware of any dust or noise generated by your work and keep this to a minimum. Please also ensure that you place any rubbish in the gangways rather than on other stands. Wherever possible, rubbish should always be put into rubbish bags to minimise trip hazards and it is your responsibility to remove your own waste.

- If an exhibitor erects a stand which does not conform fully to the requirements of the Organisers and local laws, the Organisers shall be at liberty to enter onto the exhibitors stand and alter, demolish and/or reconstruct the stand to make it conform to the regulations and requirements. The exhibitors shall, on demand, repay the Organisers all expenses incurred by them in respect of such alterations, demolition and reconstruction.

- It is the responsibility of the exhibitor to ensure the stand is being built to the correct marks. If there is any doubt regarding the allotted floor space, please check with the Organisers' Office before commencing any building work.

- All space only stands should clearly display their stand number.

- Modular or "Pop Up" displays (unless expressly designed to do so) cannot be used as the only stand construction on a space only stand. Appropriate walling must be ordered to separate the stand from its neighbour(s) and to give an acceptable level of dressing.

- Any sub-contractors that are employed to work with the exhibitor's contractor will need to have a suitable Health and Safety policy, have provided suitable training to their staff to carry out their tasks safely, and can produce a sufficient Risk Assessment and Method Statement.

If you require further clarification, please contact asia@bettshow.com

BACK WALLS TO STANDS / NEIGHBOURING STANDS

The inclusion of large, enclosed areas within a stand can only be permitted with the Organisers' prior written permission. You are responsible for erecting and decorating side and back walls facing onto your stand areas to a height of 2.5m. Walls above this height must be clad and decorated on both sides, with the reverse side being decorated from 2.5m upwards by the exhibitor who has erected them. Such walls overlooking adjoining stands must be finished in white.

The minimum height for dividing walls is 2.5m.

The maximum height for any walling is 3m.

CONSTRUCTION MATERIALS

Materials used for the construction of exhibition stands, staging and events infrastructure should meet with international standards of material fire acceptability. Materials must be non-combustible and inherently non-flammable.

SHELL SCHEME STAND REGULATIONS

The official shell scheme contractor, Pico, must carry out all construction work on the shell scheme. All Shell Scheme stands will be built by our official contractor, PICO. All construction work on the shell scheme must be completed by PICO.

This is a system shell, shown in the image at the end of this manual.

All shell scheme stands are 2.5m high.

Each shell scheme panel is 1000mmW x 2500mmH with a graphic size of 950mm x 2260mm(H). The graphic size being equal to the panel size.

We would advise that you contact PICO for all shell scheme graphics as they are the shell scheme provider.

Hyve Group requests that you follow these shell scheme regulations.

- If you intend to do any construction within the confines of your shell scheme stand you will need to submit your stand plans, Risk Assessment for the construction activity and method statement to Essential Events. Please note that this is subject to approval.

- Please do not nail, screw or staple anything into the Pico shell scheme. Any damage caused to the shell scheme is chargeable and will be passed back to the exhibitor. Your shell scheme contractor will be pleased to offer advice on fixing to the shell scheme.

- Under no circumstances may exhibitors paint the shell scheme. Changes to the wall panel colour must only be carried out by the official shell scheme contractor and will be charged for.

- If you wish to block in any open sides of your stand, you must obtain permission from the Organisers before any arrangements are made. At least two thirds of each open side must remain open unless fitted with approved transparent material; any additional walling should be ordered directly with Pico and will be subject to a charge.

- No alterations to the shell scheme will be permitted without prior agreement with the shell scheme contractor and the Organisers. Interior work must be designed and constructed so that it does not to damage or interfere with the shell scheme.

- Please note that no items are to be fixed or suspended from the fascia or celling grid as this could affect the structural integrity of the stand as some parts are not designed to be weight bearing. Pico are happy to provide advice, and you must ensure that you consult with Pico if you do wish to do this.

- The introduction of additional sections, such as end sections for aesthetic purposes is not permitted as it prevents unrestricted access to firefighting and emergency related equipment. The maximum height for the Shell scheme is 2.5 meters only. However, should there be any request to display materials which exceeds the height limit of the shell scheme stand, please contact the show Organiser for permission and approval.

- PICO reserves the right to impose charges on any modifications applied to any parts of the Shell Scheme stand.

IMPORTANT! Please complete all the appropriate forms from Pico.

CARPET

The hall is carpeted, however should you wish to order a different colour carpet please contact Pico by **21st August.**

Click here to go to order form. **Deadline: 21st August**

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

ELECTRICS

The Shell Scheme stands have an electrical package including x2 spotlights and x1 socket.

You are permitted to use 4-way plug extenders, but please note one 4-way leads should be used per fixed socket outlet, subject to a maximum loading of 500 watts total and its plug should be fused accordingly. The maximum flexible cord length is 2 metres from plug to equipment. Multi-way plug-in types cannot be used.

The only socket suitable for use with a 4-plug extension lead is a 500w socket.

Top Tip…
A quick way for you to figure out how many watts you'll need is to check your appliance, find out how many amps it uses then multiply that by 240 (Malaysian and UK volts from mains power) and then you'll have your answer. Example: A TV says it uses 1.6 amps, if you multiply that by 240; you get 384 watts so you'll need at least a 500watt socket.

Click here to go to order form. **Deadline: 21st August**

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

FURNITURE

The Shell Scheme stand package includes the following furniture based on the stand size:

Stand Area (Sqm)	4	6	9	12	15	18	27	36
Reception Desk	1	1	1	2	2	2	3	4
Folding Chair	2	2	2	4	4	4	6	8
Waste Basket	1	1	1	1	1	1	1	1
Spotlight	2	2	2	3	3	4	6	8
Power Socket	1	1	1	2	2	2	3	4

If you would like to order additional furniture, please do so using the details below. Please note that orders made after the deadline date will incur a 50% surcharge, and any onsite orders are subject to availability and will incur a 100% surcharge.

Click here to go to order form. **Deadline: 21st August**

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

GRAPHICS

Whether you're after adhesive logos, pop-up banners or seamless wall panels, graphics are a great way of boosting your brand presence on-site.

Graphics are **not** included within the Shell Scheme package.

If you wish to order graphics for your stand, please see details below:

Click here to go to order form. **Deadline: 21st August**

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

NAMEBOARD

Nameboards are supplied to all shell scheme stands. This will have the exhibitor company name and stand number displayed on it.

You will receive one nameboard per open side. Please remember to complete the shell scheme nameboard form to indicate how you wish your company name to appear. In the event that this form is not received, your nameboard will be made up with the name on your original stand contract and any changes onsite will be subject to a charge.

It is important that your details remain consistent on all listings of the show, i.e. show catalogue/app, online profile etc., for the ease of all visitors.

Click here to go to order form. **Deadline: 21st August**

Contact: Adrian Lim
Tel: +60 3 6275 5990
Email: adrian.lim@pico.com

STAND VISUALS

The below sample visual is for reference only. The package booked with the show Organiser may look different depending on the stand size, location and orientation. Some larger stands may require additional pole support on its open sides.

The Shell package includes the following (on top of furniture package above):

- Pifex System Structure- Fascia Board, Fascia Board

START UP POD

All Start Up Pod stands at Bett Asia 2026 will be built by our contractor PICO. Please find below what's included as well as a visual of the pod.

The Start Up Pod package includes the following:

- 1m x 0.5mW x 1mHt of System Counter
- 32" TV wall mounted
- x2 barstools
- 13amp power socket
- Graphic printing, 950mmL x 450mmHt

Carpet: **Is not provided** as the hall is carpeted. If a specific colour carpet is preferred, you can order this and the underlay from PICO.

ORDER FORMS

Order Forms	H&S Declarations & Templates
AV Rental	H&S Declaration
Carpet	Method Statement Template
Electrics	Risk Assessment Template
Furniture	Space Only Undertaking
Freight	Space Only Information
Graphics	
Nameboard	

IMPORTANT - ALL SITE INDUCTION INFORMATION BELOW MUST BE READ BY ANYONE ENTERING THE HALLS DURING BUILD UP OR BREAKDOWN. Access to the halls may be refused to any person who is unable to confirm that they have seen and understood this information.
Works being carried out should comply with **the rules and regulations set out in the exhibitor manual** to ensure safe working. **Consider those working around you** –consider other work going on in the halls so that **your actions do not endanger others**.

Emergency Information

Emergency alerts will be conveyed via tannoy
Leave the building by the nearest exit unless instructed otherwise by security

Fire +60 994

Police +60 999

Medical +60 999

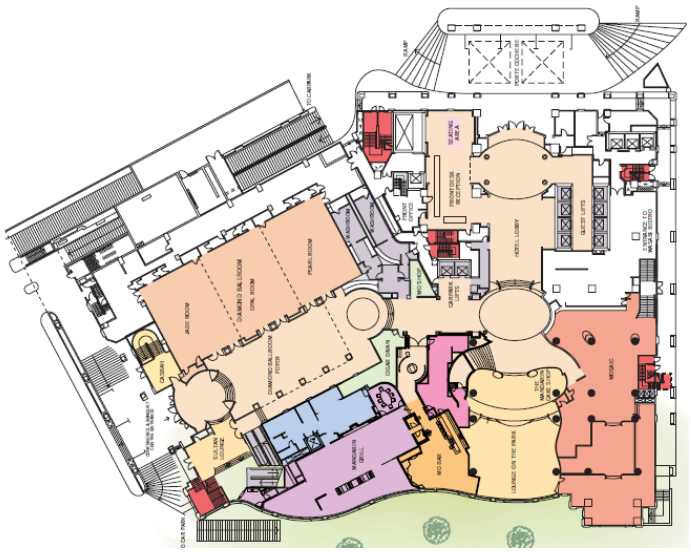
Welfare Information

Located on the ground floor

Free water refills available from dispensers throughout the venue
Food available from catering outlets

Contractor service desks are located at the front of the halls

Organisers Offices are located on the Second Floor in room Boardroom 1



Vehicle Movement and Unloading

No vehicle access into the halls unless pre-authorised by the Organiser

Speed limit

Unload safely, consider other vehicle movement around you. Take instruction from Traffic staff when parking. Keep vehicle doors clear.

Always be aware of forklift truck and other vehicle movement. Vehicles have priority in loading areas, hi-vis must be worn. Pedestrians have priority in the halls.

Timetable

BUILD UP	HALL OPEN	ACCESS FOR	
Tuesday 22nd September	08:00 – 22:00	Space Only exhibitor and contractor access	
	15:00 – 22:00	Shell scheme exhibitor access	
	22:00	Hall closes	
OPEN	**HALL OPEN**	**EXHIBITION**	**CONFERENCE**
Wednesday 23rd September	08:00 – 18:00	09:00 – 18:00	08:45 – 17:00
Thursday 24th September	08:00 – 17:00	09:00 – 17:00	08:45 – 15:15
BREAKDOWN	**HALL OPEN**	**HALL CLOSED**	
Thursday 24th September	17:00 – 19:00	Shell scheme exhibitors must clear	
	17:00 – 23:00	Space Only stands removal	
	23:00	Hall closes	