



TRENCHLESS ASIA 2025

EXHIBITOR MANUAL



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Event Timetable

INSTALLATION

Space Only	Monday	5 May 2025	11:00 - 21:00
Space Only & Shell Scheme	Tuesday	6 May 2025	09.00 - 18.00

All stand fitting & interiors should be completed by 18:00 Tuesday 6 May 2025

EXHIBITION OPEN PERIOD

Wednesday	7 May 2025	10:30 - 17:00
Registration opens		09:00
Opening Ceremony		10:00 - 10:30
Tour of the Exhibition		10.30 - 11:00
Drinks Reception		17:00 - 19:00
Thursday	8 May 2025	09:30 - 16:00

DISMANTLING

Space Only & Shell Scheme	Thursday	8 May 2025	16:00 – 22:00
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N.B. All exhibits and stand fittings to be removed by 22.00 on Thursday 8 May 2025

USEFUL CONTACTS

Organisers

Westrade Group Ltd
Carotino House
Bury Lane
Rickmansworth
Hertfordshire
United Kingdom
WD3 1ED
Telephone: + 44 (0)1923 723 990
Website: www.trenchlessasia.com

Email: kboi@westrade.co.uk
Contact: Kathryn Boi, Senior Event Manager
Email: akeatley@westrade.co.uk
Contact: Annabelle Keatley, Events Coordinator

Sales Team

Trevor Dorrell – tdorrell@westrade.co.uk
Paul Harwood - pharwood@westrade.co.uk

Shell Scheme, Electrical Fittings & Furniture

INNOGEN SDN BHD
No.1, Jalan Perusahaan 1,
Taman Industri Selesa Jaya,
43300 Balakong, Selangor,
Malaysia
Tel: +60 3-8961 1108

Attn: Rylee Chin / Mok Yin Yin
Email: trenchlessasia2025@innogen.com.my

Freight & Shipping Services

SITE Event Logistics
Contact: lee@siteeventlogistics.com

M: +44 7841 627642

Stand Catering

Exhibitor Service Centre (ESC)
Kuala Lumpur Convention Centre
E: exhservices@klccconventioncentre.com
T: +60 (3) 23332603
You can place your orders at [Exhibitor Service Centre](#)

Headquarter Hotel

Mandarin Oriental,
Kuala Lumpur City Centre
50088 Kuala Lumpur, Malaysia
Website: www.mandarinoriental.com

Please see 6.0 for information regarding booking your accommodation

Official Show Guide

Westrade Group Publications Department
Telephone: + 44 (0)1923 723 990
Email: labbott@westrade.co.uk
Contact: Leigh Abbott

AV Equipment

Exhibitor Service Centre (ESC)
Kuala Lumpur Convention Centre
E: exhservices@klccconventioncentre.com
T: +60 (3) 23332603
You can place your orders at [Exhibitor Service Centre](#)

General Information

This manual is designed to inform and assist exhibitors in preparation for Trenchless Asia 2025 exhibition. It covers all practical points for participation in the show and gives details of official contractors appointed for this event. If you require any information, which is not contained in this manual, please contact the organisers.

Organiser's Forms

Completion of Form 1 (Health & Safety) and Form 2 (Risk Assessment) is mandatory for all exhibitors. Completion of all other forms is optional depending on your own individual stand. Please open Form 3 and only complete if the items listed are relevant to your display. Please only fill in Form 4 if you will have other companies represented on your stand, these could be your agents, principals, owners, subsidiaries, dealers or distributors.

1 - Health & Safety Declaration form - *all must complete*

<https://www.trenchlessasia.com/exhibitor-manual-health-safety-declaration/>

2 - Risk Assessment form - *all must complete*

<https://www.trenchlessasia.com/exhibitor-manual-risk-assessment/>

3 - Exhibit Information form:

<https://www.trenchlessasia.com/exhibitor-manual-exhibit-information/>

4 - Represented Companies form:

<https://www.trenchlessasia.com/exhibitor-manual-represented-companies/>

1.1 Payment

The rent of stand space contracted by exhibitors is payable to the organisers in accordance with the payment schedule detailed on the exhibitor's space contract. In all cases space costs must be paid in full prior to the opening of the exhibition.

Please note: no exhibitor will be allowed to occupy stand space prior to full payment of space costs.

1.2 Badges & passes

Please [click here](#) to register all exhibitor personnel for your stand. Badges can be collected from our registration desk on **Tuesday 6 May**.

Contractor passes for personnel employed by all companies other than the official contractors are required to apply for passes via the following form:

INNOGEN Contractor Pass form, please click [here](#)

1.3 AV and Equipment Hire

AV and Equipment Hire is offered via the Exhibitor Service Centre (ESC) at the event venue – the KLCC. You can place your orders at [Exhibitor Service Centre](#)

1.4 Catering

A catering facility offering a range of snacks and beverages will be provided in the exhibition hall. Exhibitors who may wish to order catering supplies to be delivered to the stand are invited to use the form supplied by the KLCC. The centre is the exclusive supplier of food and beverage and is strictly prohibited in the centre's premises.

You can place your orders for extra catering at [Exhibitor Service Centre](#)

1.5 Car Parking

[Click here](#) to see how to get to the centre and about car parking.

1.6 Stand cleaning

Stand cleaning is included in exhibitors' participation costs. The cleaning contractors will vacuum carpets, empty ashtrays and bins, dust furniture/worktops, but are not responsible for cleaning exhibits or display material.

KLCC offers cleaning services and you can place your orders at [Exhibitor Service Centre](#)

1.7 Security

Although the organisers will be providing adequate security, they cannot be held responsible for any loss, damage or accident, which may occur to the property of either exhibitors or their personnel whilst at the Centre.

Never leave equipment or displays of value unattended, most particularly during the installation and dismantling periods when it is impossible to check ownership of items of equipment being carried into and out of the hall.

1.8 Insurance

Exhibitors are responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties.

In addition, it is recommended that exhibitors protect their expenditure against Abandonment and Cancellation or Curtailment of the event due to reasons beyond the organisers' control and/or non-arrival of their own exhibits.

The organisers do not accept responsibility for damage to stands or loss of any property on any stand or anywhere else in the exhibition; or in any course of its delivery there to or removal therefrom, from any cause whatsoever.

The organisers are not responsible for any loss sustained by exhibitors from fire, theft, damage or any reason; or for personal injury or loss to or by any person employed by the exhibitor or third party.

Exhibitors must cover themselves by insurance for the above and other circumstances as required. Exhibitors are strongly advised to insure exhibits whilst at the exhibition - including display material, personal effects and items on hire including video and computer equipment.

1.9 Public address system

The public address system will be used for messages during the build-up and breakdown periods only.

Whilst the exhibition is open, the use of this facility will be restricted to organisational and emergency announcements only. The understanding of this restriction by exhibitors and their visitors is much appreciated.

1.10 Noise

Objectionable sound devices may not be used.

1.11 Terms & Conditions

Please read the Trenchless Asia 2025 Exhibition Terms and Conditions which are included in your confirmation paperwork.

1.12 Internet Access

Shared wireless internet access is available in exhibition halls 4 and 5

Should you require dedicated wired internet, this can be arranged through the Centre:

You can place your orders at [Exhibitor Service Centre](#)

1.13 Heavy Machinery on Display

Any exhibitor displaying heavy machinery or products at Trenchless Asia 2025 is required to send full specification details and images of the machine/product to the organisers immediately. Please email Kathryn Boi with all measurements, weight details and images at your very earliest opportunity to kboi@westrade.co.uk

Anything weighing over 2 tonnes must be approved by the KLCC no less than 14 days prior to move in.

[Above 2 tonnes permit](#)

[Method Statement](#)

2.0 Venue

Trenchless Asia 2025 will be held at the **Kuala Lumpur Convention Centre, 50088 Kuala Lumpur**

They have advised to use the following links for their venue information:

- [Official Website](#)
- [Event Guideline](#)
- [Technical Specification](#)

2.1 Exhibitors' Deliveries and Freight

- The Centre does not have onsite storage and cannot accept freight and shipment on behalf of exhibitors.
- Exhibitors who chose to manage their own freight carrier to the venue during the specified move-in and move-out day must notify the official logistics contractor 5 days prior to the move in date.
- It is important to ensure that sufficient move-in and move-out time is allocated.

- Advance deliveries and freight shipments are not permitted prior to the move-in date.
- Use of own forklift, tow motors, cranes, dollies, pallet jacks are not allowed under any circumstances.
- In the event that the exhibits (e.g. machinery, tool and equipment) required to be move-in/out and cannot be hand-carried, the official show freight forwarders, SITE Event Logistics, must be engaged to handle them by using the correct tool and method. The services of which will be chargeable by SITE Event Logistics.

3.0 Stand Details

This section of the Manual provides you with information on Terms & Conditions and specifications associated with Shell Scheme and Space Only stands and additional options to enhance your presence at the event.

3.1 Stand numbers

Exhibitors' stand numbers will be as stated on the organisers' Space Contract Form unless otherwise agreed with the organisers.

Only one number will be used.

3.2 Exhibition layout

As the organisers endeavour to accommodate as many individual dimension requirements as possible, the exhibition floor plan may be subject to alteration at any time up to the opening of the exhibition.

All exhibitors affected by layout changes will be notified.

3.3 Shell scheme packages

Please complete the below Shell Scheme Fascia Name Board form supplied by Innogen and return it to trenchlessasia2025@innogen.com.my

Please also take note of the information regarding your basic Shell Scheme packages in this form.

Fascia Name Form, please click [here](#)

(You will receive individual Password / UEI Code to log in to this homepage via email).

Exhibitors taking advantage of the shell scheme packages will have the following choice:

- 1. Standard Shell Scheme (9, 12 and 15sqm)**
 - White laminate finish walling
 - Fascia Panel
 - Single colour needle punch carpet
 - 1 x round table
 - 2 x folding chairs
 - 1 x Lockable cabinet
 - 1 x Waste Basket
 - 2 x 4ft LED Tube Light
 - 1 x 13-amp single phase power point (Max. 500w)

2. Standard Shell Scheme (18sqm and above)

- White laminate finish walling
- Fascia Panel
- Single colour needle punch carpet
- 2 x round table
- 2 x Lockable cabinet
- 4 x folding chairs
- 2 x Waste Baskets
- 4 x 4ft LED Tube Light
- 2 x 13-amp single phase power point (Max. 500w)

Additional wall panels, shelving, doors, electrical items or features may be ordered via the Shell Scheme Contractor in 3.5 below

Shell Scheme Specification

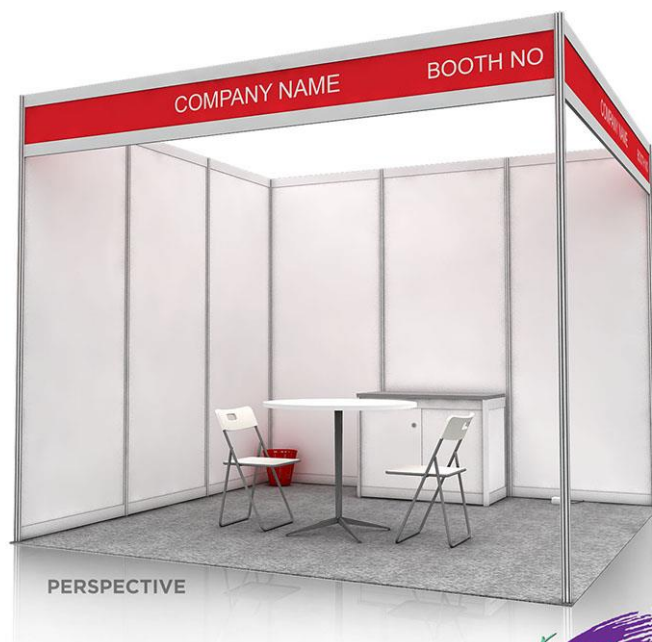
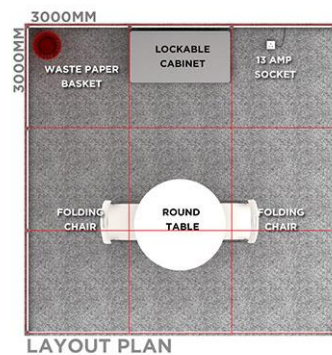
Wall height is 2.5m

White wall panels - 1m wide with 0.95m clear horizontal panel between aluminium profiles.

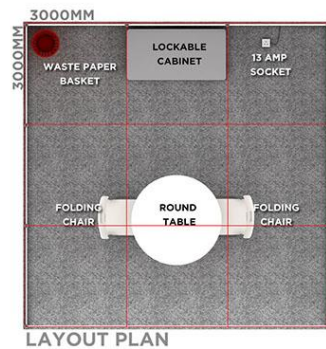
Note: maximum recommended width for graphics is 0.95m wide.

3 sided walls with 1 fascia name board at the centre of the booth

2 sided walls with 2 fascia name boards for corner booths.



3M X 3M STANDARD SHELL SCHEME - CORNER
(WITH LOCKABLE CABINET & ROUND TABLE)



LAYOUT PLAN



FRONT ELEVATION



PERSPECTIVE

**3M X 3M STANDARD SHELL SCHEME - INTERMEDIATE
(WITH LOCKABLE CABINET & ROUND TABLE)**



3.4 Fixing methods for graphics

The following methods can be used to attach graphics and other display material to shell scheme walls:

Velcro tabs - 'male and female' are required to fix to wall panels.

Hanging chains for heavy items - contact the shell scheme contractor for advice/availability.

Screws and nails are not acceptable. Any damage caused to wall panels will be charged to the individual exhibitor.

When preparing graphics, please bear in mind that the wall panel inside the aluminium supports is 950mm (L) x 2340mm (H).

3.5 Shell Scheme, Electrical Fittings & Furniture

The shell scheme, along with furniture and electrical packages are supplied on hire from the Shell Scheme Contractor, as specified in Shell Scheme Packages.

A full list of optional items also available on hire are listed on the Order Form.

Note: All connections to electrical supplies must be made by the official contractor.

If a 24-hour electrical supply is required, special arrangements must be made in advance.

Deadline: Friday 4 April 2025

Electrical and Furniture Order form with brochure, please click [here](#).

(You will receive individual Password / UEI Code to log in to this homepage via email).

Innogen have also provided an optional Service Location Plan form for all exhibitors who wish to sketch the location of their utilities, such as Lighting / Socket / Connection point / Refrigerator / Shelf / Furniture including your entitlement for Standard Shell Scheme Booth on the Form. It is imperative that you complete this form as it will be used to install your requirement in the correct location before you arrive on-site.

Please ensure that the position of the lights are on the walls or fascia (unless your booth has an interior structure to which they can be attached).

If the location plan of any service is not submitted, it will be placed at the discretion of the official contractor and any relocation costs will be charged to the exhibitor.

Service Location Plan, please click [here](#).

(You will receive individual Password / UEI Code to log in to this homepage via email).

3.6 Space only stands

The organisers require plans of free design stands, showing the ground plan and elevation (preferably drawn on a 1:200 scale).

Exhibitors should see that such plans are submitted as soon as possible and at least four weeks prior to the show opening, by themselves or any designer or contractor they may appoint. The following conditions apply:

a. Stands and/or displays must be constructed in accordance with regulations laid down by the Authorities in the Exhibition Terms & Conditions.

b. The height of any solid wall must not exceed 2.5m.

c. Existing signs must be left visible and access left free for fire-fighting equipment.

d. All stand fitting should be backed-up, where necessary, to present a clean appearance from the gangways and adjoining stands. In the case of part-island sites, exhibitors are required to erect dividing walls to the height of 2.5m and it is suggested that they liaise with neighbouring exhibitors with regard to the construction and finishing of dividing walls.

e. All stand fitting must be completed by 18:00 on Monday 5 May 2025.

f. All exhibits, display and waste material must be removed from the site by 22:00 on Thursday 8 May 2025.

If you are using an additional contractor to Innogen, please complete form Bond & Admin, with assistance from your appointed contractor if necessary and return these to Innogen by the deadline date specified in each form.

Innogen Space only forms with additional contractor, **Bond & Admin Form**, please click [here](#).

(You will receive individual Password / UEI Code to log in to this homepage via email).

3.7 Gangways

Under no circumstances will exhibits, stand dressings, tables and chairs etc, be allowed in gangways.

Such items will be removed without warning. Please make sure that all your exhibits are kept inside your stand area at all times.

3.8 Dilapidations

- Exhibitors are responsible for any damage caused by their staff or contractors to the fabric of the exhibition hall, or to the site in general.
- SITE Event Logistics has been appointed by the organisers as the official freight forwarder and sole on-site handling contractor. They have total responsibility for the movement of all exhibits within the exhibition venue.
- Through their agents worldwide, SITE Event Logistics will co-ordinate the movement of exhibits from their various points of origin through to either Port Klang or Kuala Lumpur International Airport.
- Full details will be forwarded to each exhibitor individually, advising the name of the agent in the particular country from which the consignments are shipped.
- If you are making International Shipments to Malaysia the arrival deadlines must be carefully noted.

4.1 Freight Arrival Deadlines

Contact Lee - SITE Event Logistics T: lee@siteeventlogistics.com M: +44 7841 627642

ARRIVAL DEADLINES

- To ensure the timely delivery of your exhibits customs cleared to the exhibition site to coincide with the move-in schedule, all shipments must arrive by the following dates:
Seafreight - 16th April
Airfreight - 22nd April
- Any cargo arriving after the above dates will be subject to a late arrival surcharge 50% of the handling charge.
- Due to time constraint, we may not have sufficient time to process your documents for temporary importation and as such your shipment will be treated as a permanent import incurring duty and taxes which will be passed on.

4.2 Documentation

- Full details of the documentation requirements for Malaysia and consignee details will be circulated to all exhibitors by the Freight Forwarding Contractor.
- Exhibitors who are in doubt as to whether the export of their goods to Malaysia is restricted should contact the relevant Government or Trade Office of the country of origin.
- Additionally, any goods of a hazardous nature should be separately listed on invoice forms and full particulars supplied to the official contractor so that suitable stowage can be arranged.
- Malaysia import duty and tax will be liable on all items not re-exported again at the close of the exhibition.

5.0 Marketing

Partnership marketing is key to reaching your target markets on the day, the more face to face interactions you have the more sales and business leads are generated and a well thought out media plan ensures we work collaboratively to publicise and promote the event. Trenchless Works is well positioned to help deliver complex media plans, using all available routes to market, including several social media platforms, video content marketing, magazine, website and online advertising. We will help you to promote your company using our networks and connections and associated

bodies linking industry networks. For further information please contact Leigh Abbott
labbott@westrade.co.uk

Pre-Event Promotion

Marketing collateral will be sent to all exhibitors for use on your media platforms to promote the event. This will include graphics, general event promotion, flyers and digital content. You may require additional marketing to suit your campaign efforts, if you are setting up longer more in-depth campaigns to support and promote Trenchless Asia, this can be discussed on a consultation basis. We would expect our exhibitors to take a pro-active role in helping promote the event to prospective and existing clients, as this will potentially benefit sales. For more information please contact Leigh Abbott labbott@westrade.co.uk

5.1 Official Show Guide

All exhibitors should complete their on-line entry using the online Map Dynamics portal using the details provided via email, by the extended deadline date of **Friday 7 March 2025**.

Represented Companies

Make sure you complete the spreadsheet provided to list your agents, principals, subsidiaries or distributors who will be represented on your stand.

Advertising

Advertising in the shows official show guide offers a sound investment opportunity for maximising audience awareness of your products and services. Contact Trevor Dorrell tdorrell@westrade.co.uk

6.0 Headquarter Hotel

Mandarin Oriental

Kuala Lumpur City Centre
50088 Kuala Lumpur, Malaysia

We have been notified by Mandarin Oriental that for 2025, capacity at Mandarin Oriental and other hotels is high at this time in Kuala Lumpur, so we urge you to book your rooms at a hotel of your choice at your earliest convenience.

We are pleased to share a preferential rate at the HQ Hotel, please [click here](#) to book your rooms direct.

Alternative Hotels:

Traders Hotel Kuala Lumpur 5.0 Star Hotel

Kuala Lumpur City Centre, Kuala Lumpur 50088, Malaysia
<http://www.shangri-la.com/kualalumpur/traders/>

Grand Hyatt Kuala Lumpur 5.0 Star Hotel

12 Jalan Pinang, Kuala Lumpur 50450, Malaysia
<http://kualalumpur.grand.hyatt.com/>

Impiana KLCC Hotel Club Tower

Jalan Pinang, Kuala Lumpur City Centre, Kuala Lumpur 50450, Malaysia
<https://kualalumpurhotels.impiana.com.my>