



# ReThink HK 2024

## Scale-Up Pavilion Exhibitor

### Event Set-Up Manual

Dear Exhibitor(s),

Welcome to ReThink HK 2024!

This Manual is designed to provide you with all the information regarding your participation in ReThink HK 2024, taking place at the HKCEC in Hong Kong from 12 – 13 September 2024.

It contains all the deadlines, information and order forms you will need to set up a good looking, safe and sustainable booth within the Showcase Expo.

Please arrange to review information with all your team members who will be involved in the design and hosting of your booth at the event.

### **Next Steps**

We kindly ask you to log in to the [ReThink HK Online System](#)

- i) fill in the relevant order form and acknowledge your understanding of the guidelines
- ii) submit graphics files (for your booth)
- iii) order any additional furniture and booth supplies (if required)

For the deadlines, please refer to [Summary of Important Dates & Deadlines](#) and ensure relevant colleagues are aware of these – there is little or no room for extensions.

We look forward to welcoming you to ReThink HK 2024.

Yours sincerely,  
Maria Fung  
Head of Event Operations  
ReThink HK

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# 1. Venue



Address:

Hall 1 BCDE, Hong Kong Convention & Exhibition Centre (HKCEC)  
1 Expo Drive, Wanchai, Hong Kong

[Click Here for Google Maps Link](#)

## ACCESS TO HALL

Access to Hall 1B-E with hand carry luggage is from Harbour Road Entrance or Expo Drive Entrance. For loading and unloading of large items, you are requested to use the marshalling area entrance at Expo Drive Entrance. Please refer to page 22.

## AIRPORT

By Bus: Route no. A11 or E11 to Wanchai and change to route no. 40M to the HKCEC (Estimated time: 80 mins)

By MTR: Airport Station to Hong Kong Station and switch to Wanchai Station (Estimated time: 40 mins + 15min Walk)

By Taxi (Estimated time: 45 mins)

## BANKING FACILITIES WITHIN THE VENUE

- Bank of East Asia, Shopping Arcade, Convention Plaza
- Automatic Teller machines:
  - HSBC, Shopping Arcade, Convention Plaza
  - Wing Lung Bank, Harbour Road Entrance & Shopping Arcade, Convention Plaza

## CATERING FACILITIES WITHIN HKCEC

- Congress Plus
- The Atrium
- Harbour Kitchen
- Harbour Road Cafe
- Golden Bauhinia Sang Kee
- Traders
- Port Cafe
- Concession Stands

## **LOST PROPERTY**

Lost property should be handed into the Organiser's Office without delay. Exhibitors and visitors can call to enquire about lost property at Information desk, near Harbour road entrance of HKCEC.

## **POST OFFICE (nearest to HKCEC)**

2/F, Revenue Tower, 5 Gloucester Road, Wanchai, Hong Kong.

## **PUBLIC PARKING**

Two large hourly carparks are situated in the basement of the Hong Kong Convention and Exhibition Centre.

The main entrances to the carpark are at Harbour Road and Expo Drive Central. For further details, please refer to website: <https://www.hkcec.com/en/road-map>

## **SMOKE-FREE POLICY**

The Hong Kong Convention and Exhibition Centre is a smoke-free venue. This is in line with best international practices and the wishes of visitors and event participants. It also reflects the venue manager's commitment to providing a comfortable, health-conscious environment at this world-class facility.

## **TRAVEL & ACCOMODATION**

Please visit the event website for details. <https://rethink-event.com/gettinghere/>

## **IMPORTANT SUSTAINABILITY RULES**

- No single use plastic bottles to be brought into the venue
- Bring a reusable water bottle (booth staff and attendees)
- No plastic novelty items to be given away from booths
- No foamboard or pull-up vinyl displays
- Separate your waste, recycle what you can – take the rest away

## 2. Event Team Contacts

	<b>Query</b>	<b>Main Contact Points</b>
1	<b>Online System</b> Login & password / troubleshooting	
2	<b>Booth Design Submission /</b> Booth Design / set up production / waste disposal	
3	<b>Additional Furniture /</b> Booth Supplies ordering	
4	<b>Working Staff &amp; appointed</b> <b>contractors Passes &amp; E-</b> <b>Vehicle Permit</b>	
5	<b>Freight Forwarder</b>	
6	<b>Appointed Raw Space</b> <b>contractors</b>	
7	Move-in & Move-out <b>Access Times</b> Enquiries	
8	Request <b>booth design &amp;</b> <b>production quotation</b>	Ruby Yip - AMC <a href="mailto:ruby.yip@arconmarketing.com">ruby.yip@arconmarketing.com</a> +852 3752 9002  Jay Cheung - AMC <a href="mailto:jay.cheung@arconmarketing.com">jay.cheung@arconmarketing.com</a> +852 3752 9006
9	<b>VIP invitations for key</b> <b>clients or Media contacts</b>	Partnerships & Marketing Team, ReThink HK <a href="mailto:marketing@rethink-event.com">marketing@rethink-event.com</a>
10	<b>Food Sampling / Food</b> <b>Distribution</b>	Maria Fung – Head of Event Operations, ReThink HK <a href="mailto:maria.f@rethink-event.com">maria.f@rethink-event.com</a>
11	<b>Temp staff hiring</b>	
12	<b>Exhibitor Lunchbox Pre-</b> <b>order</b>	<a href="mailto:operations@rethink-event.com">operations@rethink-event.com</a>
13	<b>Badge Scanner / Lead</b> <b>Capture license</b>	<a href="mailto:attend@rethink-event.com">attend@rethink-event.com</a>
14	<b>Additional Delegate &amp;</b> <b>Guest Passes</b>	
15	<b>Exhibitor Passes /</b> <b>Networking Event Tickets</b>	Salma Azam – Event Assistant, ReThink HK <a href="mailto:salma.a@rethink-event.com">salma.a@rethink-event.com</a>
16	<b>Solutions Showcase &amp;</b> <b>Sponsorship Inclusions</b>	Ami Vora - Event Manager, ReThink HK <a href="mailto:Ami.v@rethink-event.com">Ami.v@rethink-event.com</a>
17	<b>Conference Speaker /</b> Workshop enquiries / queries	Mina Ingram – Conference Producer, ReThink HK <a href="mailto:mina.i@rethink-event.com">mina.i@rethink-event.com</a>

### 3. Summary of Important Dates & Deadlines

Please take note of all deadlines are at **16:00** on the advised date.  
There will be **strictly no extensions** for those marked # as per venue guidelines.

Date	Activity
<b>SHOWCASE BOOTHS</b>	
FRIDAY 02 AUGUST	Submission deadline for <b>showcase booth graphics</b>  <i>*Including all included booth backdrop graphics and podium fascia / reception desk graphics and any additional artwork required.</i>
FRIDAY 02 AUGUST	1 <sup>st</sup> Order deadline for <b>additional furniture / booth equipment</b>  <i>(30% Additional charge after this date)</i>
TUESDAY 20 AUGUST	2 <sup>nd</sup> Order deadline for additional furniture / booth equipment  <i>(50% Additional charge after this date)</i>
MONDAY 26 AUGUST	Cut-off date for additional furniture / booth equipment ordering  <i>(exhibitors may go to the onsite service counter to make any additional order Available on move-in date <u>11 SEP</u> only, until 1800 – not all items will be available)</i>
<b>EXHIBITOR PASSES &amp; SETUP BADGE</b>	
WEDNESDAY 28 AUGUST	Deadline to cancel or change the name on Exhibitor badges Deadline to Register/Update/Replace any Exhibitor Passes.  <i>*Late or missed submission for Exhibitor passes may require on-site purchase of Delegate/Expo pass for entry.</i>
WEDNESDAY 28 AUGUST	Deadline to order any Working Staff Passes – for RAW SPACE EXHIBITORS ONLY (required for event set-up days)  <a href="#">ORDER HERE</a>
<b>EVENT APP</b>	
THURSDAY 05 SEPTEMBER	All event attendees to be given access to the “Event App” to update their user profile and plan their time at the event.



## 4. Event Schedule

Move-in		ReThink HK	
Tuesday 10 September (SET-UP)	Wednesday 11 September (SET-UP)	Thursday 12 September (DAY 1)	Friday 13 September (DAY 2)
08:00 – 22:00 Floor marking, move-in and construction by Official Contractor, AMC	08:00 – 18:00 Booth construction for raw space exhibitors  Start-Up Pavilion Exhibitors : 14:00 – 18:00 Move-in and final touch- up for exhibiting / showcase companies (no delegate access)	08:00 – 18:30 Venue opens for Exhibitors to access the Event Hall (Exhibitor Pass Required)  08:30 – 18:00 Delegate & Speaker Pass Collection  08:00 – 18:00 Exhibitor Pass Collection	08:00 – 18:00 Venue opens for Exhibitors to access the Event Hall (Exhibitor Pass Required)  08:30 – 17:30 Delegate & Speaker Pass Collection  08:00 – 17:30 Exhibitor Pass Collection
14:00 – 22:00 Move-in and construction for Raw Space Exhibitors ONLY	<a href="#">Download the Event floorplan here</a>  10:00 – 18:00 Exhibitor Pass Collection	08:45 – 18:30 Event Hall / Showcase Expo Open  09:15 – 18:00 Conference Sessions  17:15 – 18:30 Networking Drinks Session (Within Exhibition Hall)	08:45 – 18:00 Event Hall / Showcase Expo Open  09:15 – 17:30 Conference Sessions  18:00 – 19:30 Showcase Tear-Down

### CONFERENCE PROGRAMME

For more details of the conference programme, please visit: <https://rethink-event.com/2024-conference-overview/>

## 5. Important Information for ALL exhibitors

### ABIDE BY THE ORGANISER'S REQUIREMENTS

The Organiser reserves the right to alter or remove without notice, and at the Exhibitor's expense, any booth which differs from the approved specification or any booth that does not conform to the Organiser's required standard, rules and regulations. The Exhibitor shall have no claim against the Organiser or its agents for any extra cost of replacing its booth to conform to the Organiser's required standard, rules and regulations or for any other losses or damages relating thereto.

Work of any kind carried out at the Exhibition Venue must conform to the current local laws and regulations in force in Hong Kong and those specified by the Organiser. This applies to the exhibitor, its agents, contractors and subcontractors. The Organiser reserves the right to stop any work which contravenes any of these laws and regulations and the exhibitor shall have no claim against the Organiser or its agents for any losses or damages relating thereto.

### ADMISSION

ReThink HK 2024 is a TRADE ONLY event.

All exhibitors and booth helpers must be registered and required to wear an admission badge during their visit.

Under the Terms of Licence, exhibitors and visitors under 18 years of age are not allowed into the event during the entire period (including move-in, show open days and move-out).

The Organiser reserves the right to refuse admission to the exhibition of any visitors, exhibitors or their agents who are at the absolute discretion of the Organiser regarded as unfit, intoxicated or in any way likely to create disturbance or discomfort to the event, other exhibitors or visitors.

### GREEN COMPLIANCE

The Organiser is dedicated to hosting the event in a sustainable manner and expect all exhibitors to undertake initiatives that promote greater environmental responsibility.

Please **DO NOT** bring additional display materials or any printed promotional materials. We encourage you to only bring ethically-sourced and sustainably produced promotional gifts.

Vinyl pull-up display banners are strictly prohibited and will not be permitted into the event venue. We encourage you to use digital display signage as alternatives.

No single use plastic bottles are permitted into the event. We will provide a water refill point and

encourage ALL attendees to bring a refillable water bottle and a reusable coffee cup.

## GENERAL INFORMATION

- Please note that all Showcase booth displays will be provided as part of your sponsorship package (for Standard booths)
- The backdrop and podium graphics will be produced, installed, removed and upcycled/recycled by the Official contractor.
- If you wish to take your display away after the event please let the Official contractor, AMC (Exhibits) Ltd know in advance.
- No tape, nail or fixture of any kind is allowed to be affixed to the partitions, floor, pillar or fascia. Exhibitors are liable for any damage caused to their booth fixtures and fittings at the expo.
- The exhibitor will be charged for the cost of making good, restoring or renewing any damage to the hall or booth site. This will include marks by paint and adhesive tapes, etc.
- Pre-inspect your area to ensure there are no damages before commencement of construction. If for any reason there are damages, please report directly to the Organiser's Office - Room G110, near Hall 1D entrance.

All standard booth items are on rental basis and not permitted to be removed from the exhibition hall.

- No items can be exchanged or refunded from the standard equipment for the standard booths. It is not allowed to take furniture(s) from other Exhibitors / booths.
- Exhibitors are not allowed to make any alterations to the structure of the booths or remove any integral parts from the booths including carpets. Exhibitors wishing to add any furniture or supplies within the booth should submit to the Official Contractor **before 02 August 2024**. Additional charge will be incurred after the order deadline. Additional order of AV equipment, broadband internet, furniture and supplies can be catered for on-site with extra loading. Further relocation of lighting fixtures can be arranged on 11 Sept., the latest.
- The maximum loading weight for hanging up exhibit display for each 1mW panel is 5 KGS (evenly distributed along the span). Any exhibits more than 5 KGS, please contact the official contractor for additional fixation and the cost incurred will be charged to Exhibitor's own account, if any. Exhibitor shall be liable to compensate for any panel damage or accident caused by overweight hanging.
- The standard height of the booth's system panel is 2.5 metres. Side panels have a standard height of 1 metre. No exhibit or promotional material may adhere to or be suspended from the side panels unless arranged with the official contractor. No display item of the exhibitor may be placed outside the specified area, or the organiser will have the right to require any exhibitor to return the booth to its original state at the exhibitor's cost.
- All booths must be manned, displayed and furnished with exhibits at all times during the expo.
- If no representative has shown up at the booth before 18:00 on 11 September 2024, the Organisers have the right to use the booth for any purpose without the exhibitors' permission nor refund.
- Exhibitors must not remove any of their exhibits on display from the booths until the expo is officially closed at 18:00 on 13 September 2024.

## SECURITY & INSURANCE

The Organiser is responsible for the general security of the entire venue but will not undertake any financial or legal responsibility for any type of risk concerning or affecting the Exhibitors, their personal belongings and exhibits. Furthermore, the Organiser will not undertake any financial and legal responsibility for any loss or damage suffered by any third party by theft, fire, public (including occupier's liability) and other natural causes. Exhibitors are therefore responsible for effecting all necessary insurance which should include (but is not limited to) their displays, exhibits, stand fittings and fixtures, and other third parties against loss or damage by theft, fire, public (including occupier's liability) and other natural causes.

Each exhibitor is responsible for any damages done to the Organiser's, other exhibitors', booths, the venue's property or to the property of third parties.

The Organiser undertakes no financial or legal responsibility for any type of risk concerning or affecting the exhibitors/visitors, their personal belongings and exhibits. The Exhibitor shall, at its sole cost and expense, purchase and maintain, throughout the term of the Exhibition, public liability insurance against claims of bodily injury or death and property damage occurring resulting from its activities during the exhibition. The Exhibitor shall also be responsible for effecting insurance which shall include (but not limited to) its displays, exhibits and stands against loss or damage by theft, fire, water, public (including occupier's liability) and any other natural causes. The public liability limits under the insurance policy shall be sufficient to cover the Exhibitor's risk and recognise EnviroEvents (Rethink) Limited as an additional insured. The Exhibitor shall produce such policy of insurance to the Organiser upon request.

Raw space exhibitors must submit their own liability insurance certificate.

## BOOTH CLEANING

- The Organisers will be responsible for the general cleaning of showcase booths and hall passage way each day after the exhibition.
- Standard Showcase Booths will have their booth cleaned each evening.
- Raw Space Exhibitors have to arrange their own booth cleaning.
- No trash bin will be provided on individual booths.
- After the exhibition closes each day, exhibitors should ensure any rubbish from their booths is collected, separated and deposited in the appropriate recycling bin within the venue – unrecyclable waste should be taken away from the venue.

**Note: Any excessive or additional cleaning other than what have been stated above will be charged by the HKCEC.**

## DISPOSAL OF CRATES, BOOTH FITTINGS AND MATERIALS

The removal and disposal of crates and booth fittings or materials are not covered in the sales of booth or space and, therefore, are subjected to an additional charge imposed by the Exhibition Venue or other sum as the Organiser may reasonably determine.

## FIRE REGULATIONS

- All exhibitors must strictly observe the fire safety regulations. Construction and decoration materials (including but not limited to posters) must be environmental-friendly and non-flammable or fire retardant (Fireproof grade B1 or above). It is strictly forbidden to use flammable materials such as polyurethane foam, KT board, flammable plastic products.

Textile materials are allowed to be used but it must be undergone fireproof processing with certificates. No artificial plant can be used in the booth.

- At anytime, exhibitors should allow and make sure the accessibility of all fire hose reels and fire alarms as given in the floor plans. It is the responsibility of all exhibitors to make sure that the fire fighting or safety equipment are not be hindered, hid, removed or interfered.
- Exhibitors and their contractors should make sure that they have adopted the proper fire extinguishers applying for different occasions respectively.
- Fire extinguishers should be displayed and covered with the direct sprinkler coverage from a temporal overhead structure during the assembly and dismantling period of the entire event.
- Exhibitors have the obligation to ensure that an endorsed Fire Certificate is made available in case of inspection conducted by the Fire Service Department.
- Parties who fail to commit the above measure may have to take up all the loss, damages, claims and charges suggested from the venue and Fire Services Department.

## EXIT NOTICES

- If exit notices are obstructed by booths, decorations or exhibits, additional notices shall be provided as required by the HKCEC. The provision and fixing of these additional notices will be carried out by the Organiser at the expense of the exhibitor.
- Visible panel display and recessed fittings should be affixed to all walls.
- Exhibitors must ensure that no obstacles including fixtures such as steps are built and block the path to the emergency exit.
- A landing should be well indicated in case of the appearance of the top and/or foot of the stairs. The depth of the landing shall not be less than the width of the flight of stairs.

## ELECTRICITY

- The Official Contractor, AMC (Exhibits) Ltd is appointed by the Organiser to solely carry out any electrical works at Exhibitor's expenses.
- Any alteration or usages of electrical fittings are subjected to final approval from Official Contractor.
- One socket or power supply is for the use of one electrical appliance only, not for lighting. **No multiplug or extension cords are permitted.**
- Connectors or joints and wiring from the power point to exhibits/machinery are to be provided by exhibitors.
- A fully qualified electrician must carry out all electrical installations. Contractors must be licensed by the Electrical and Mechanical Service Department (EMSD) and are required to hand in WRI Form and the electricity license.
- Installation of electrical equipment, including lighting fixtures, must adhere to Hong Kong Electricity Ordinance stringently. Exhibitors are advised not to use electrical fittings that may contain sub-standard circuits in their booths.
- Utility supply points located within any aisle may not be used for providing services.
- Wiring of booths and installation of light fittings and power sockets for Showcase Package booths are carried out by the Official Contract – AMC (Exhibits) Ltd.

## GANGWAYS

Gangways must remain clear at all times including Move-in and Move-out periods. Exhibits and booth fittings, including doors or windows that open, must be displayed on a set back wall and not project into the gangways.

## FLYING OF REMOTELY CONTROLLED AERIAL DEVICE

- The flying of devices with exposed rotors is strictly prohibited
- The flying of the device must be within an enclosed area deemed acceptable to HKCEC management at its sole discretion;
- Public access to the approved demonstration area must be controlled in a manner deemed acceptable to HKCEC management, at its sole discretion;
- Adequate signage warning of the activities and the potential danger therein must be prominently displayed to the satisfaction of HKCEC management, at its sole discretion.
- A suitable distance, to be determined by HKCEC management at its sole discretion, must be maintained between the audience and the operation of these devices.
- If safety considerations require it, the organizer agrees to immediately cease demonstration activities, if requested to do so by HKCEC management, at management's sole discretion.
- Devices may not be flown over the heads of the audience or any event attendees or workers unless suitable netting has been installed.
- Unauthorized, 'untested' or unqualified operators, including, but not limited to members of the audience, are not allowed to operate devices.
- Only one device may be airborne in the authorized demonstration area at any period of time.

## EMERGENCY PROCEDURES

Emergency procedures are included in this manual. Please ensure that all your booth personnel are aware of these procedures. (See Health & Safety Information Section: 'Emergency Procedures' on page 29)

## FOOD & BEVERAGE CONSUMPTION

**No** outside food or beverages may be taken into the exhibition venue.

According to the regulations of the Hong Kong Convention and Exhibition Centre, outside food and beverages are not allowed to be taken into the exhibition venue. Exhibitors may consume food and drinks at the Cafeteria inside the exhibition halls or at the restaurants. In order to maintain a clean and tidy exhibition area, consumption of food is not allowed on the booth. F&B operations of HKCEC that will open: The Atrium, Congress Plus, Harbour Road Kitchen & Harbour Café (TBC).

## F&B SAMPLING / DISTRIBUTION

If you would like to serve or distribute food/beverage samples from your booth, then prior agreement from the venue is required.

Please download and complete the following form and return to [maria.f@rethink-event.com](mailto:maria.f@rethink-event.com) no later than **Friday 26<sup>th</sup> of July**.

## [HKCEC Food Sampling Authorisation Form](#)

## [Safety Guidelines for Reheating at Non-Food-Themed Events](#)

### EXHIBITOR ONLINE MEAL PRE-ORDER

Please note the following:

- 1) No outside catering deliveries will be permitted into the Event Hall
- 2) You can order Exhibition booth Catering from HKCEC F&B Team. The Order form will be made available in August
- 3) Lunch will NOT be provided for delegates, sponsors or showcase exhibitors
- 4) Pre-order lunch for Exhibitors is available

The allocated redemption and dining location for exhibitor pre-ordered lunch arrangement will be advised later.

**EXHIBITOR Online Meal Pre-Order:** Please be advised to first select the Event “ReThink HK 2024”, then input password provided below in order to place the meal order. Full payment must be made upon order.

Link: <https://preordermealbox.hkcec.com/>

Password: **TBC**

### FREE WIRELESS LAN SERVICE AT HKCEC

Free Wireless LAN service operated by the venue is available. Only light and casual usage of maximum 60 minutes by a limited number of users simultaneously. The wireless connection may fall or become slow and/or unstable during the exhibition period and will disconnect if the connection is idle for over 20 minutes.

The service should ONLY be used for non-mission-critical applications such as general web surfing and internet-based email access. Any online activities involving large volume of network traffic is not encouraged.

If you require a stable and continuous access to the internet throughout the duration of the show, you will need to order broadband internet service for each equipment.

Using router is not encouraged as it causes signal interference around your booth area.

**Complete the Broadband Internet Service Order Form located in Online “additional order of furniture & supplies”**

## 6. Booth Graphics Submission

### GRAPHIC DESIGN RULE AND REGULATION

- Top left-hand corner of your backdrop display is the best exposure area for exhibitor’s name and booth number

- **If you intend to apply for the EMF subsidy, please state clearly your exhibiting company name (which should be your legal company name and the same as on your booth application) and booth number on the graphic**

## RIGHT OF REJECTION

- The organizer has the absolute right at any time to refuse display or continue to display any advertisement which in its opinion is objectionable, unsuitable, impracticable, likely to be perceived as offensive to the public audience; or with designs that resemble safety signage which may affect public safety. In such case, the Contract would remain effective and enforceable in full.

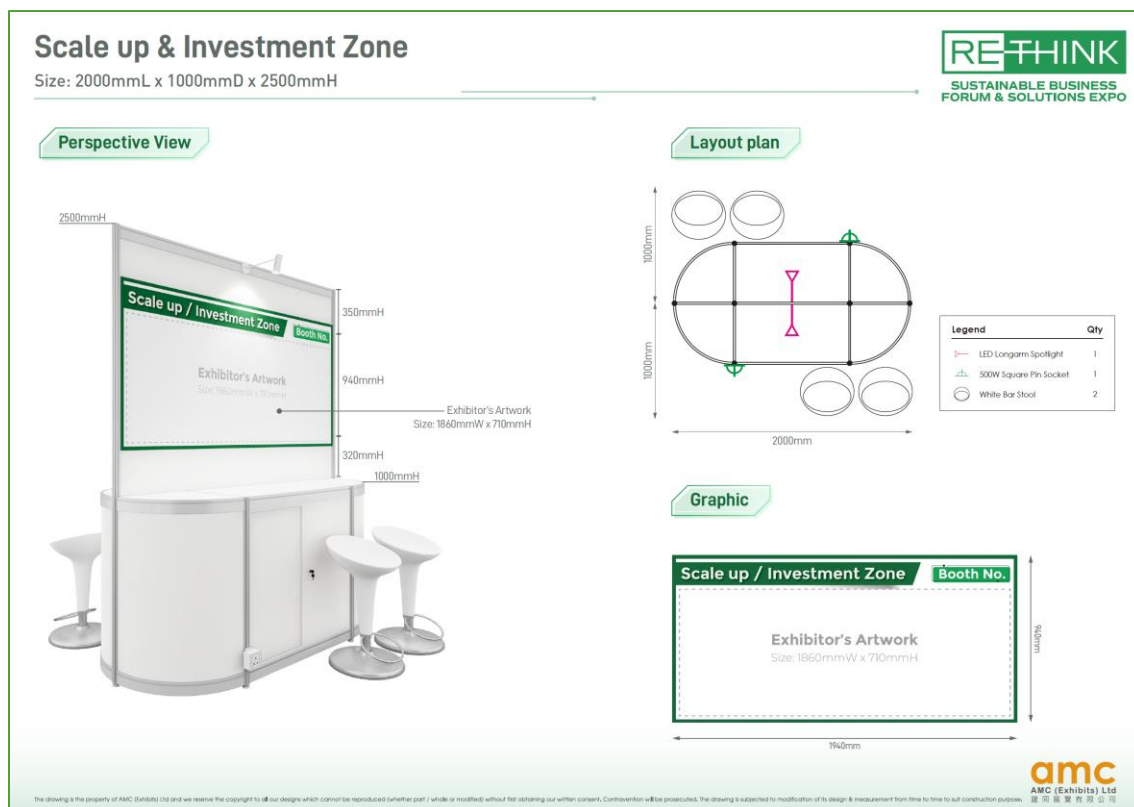
Please UPLOAD all files for your booth graphics (backdrop panels and podium/reception desk) using the [ReThink HK Online System](#)

## SUBMISSION REQUIREMENTS (2 FILES)

i) Print quality format Requirement

- CMYK, high resolution with minimum 150 dpi
- Should be outlined
- With links (if any)
- AI format

ii) PDF/JPEG preview file (this is very important to ensure the design files are produced as you wish)





### What happens if the submission is late?

- 1) The contractor may not have time to check your submission files and revert with any feedback or request missing files prior to production.
- 2) There will be an HK\$800 per panel (1mWx2.5mH) surcharge to cover the costs of additional working hours required to check late submissions.

### PAVILION BOOTH SET-UP & INCLUSIONS

Details of your booth set-up and inclusions have been listed in the system. Please log in [ReThink HK Online System](#) for more information.

### ADDITIONAL ORDERING OF THE BOOTH ITEMS

Please refer to the “Furniture & Supplies Catalogue” and “Additional Order of Furniture & Supplies” within [ReThink HK online System](#).

- Additional furniture / furniture upgrades
- Product display cabinets
- Additional power supply or lighting
- Plasma TV rental
- Dedicated wi-fi egg or hard-wired internet connection

For any enquiries please contact email: [Operation Team](#).

## 7. Exhibitor Name Passes Submission, Collection & Access

- If you will not be using your full allocation of exhibitor passes or sponsor’s delegate staff passes, please let us know as soon as possible. Unrequired passes will be offered to NGOs.
- If you do not know what your allocation is, please email the team here: [CLICK HERE](#)
- If your staff names and/or their respective schedules change, please let us know by **16:00 on Friday 28 August to cancel or change the name**. Late submission or amendments may not be entertained.
- Badges are valid for all days
- A lost badge will incur an HK\$100 reprint fee (cash or HSBC PayMe)
- Name badges cannot not be shared.
- Please return badges/lanyards for recycling/reuse when you leave for the final time

### NAME PASS REGISTRATION AND ISSUANCE

- Exhibitor passes and sponsor’s delegate passes need to be registered using the online event portal (**Note: The Portal will be opened from 1<sup>st</sup> August**)
  - Exhibitor Pass : <https://register.rethink-event.com/exhibitor>
  - Staff Delegate Pass: <https://register.rethink-event.com/staff>

- Your unique Exhibitor Code / Staff Code is needed to bypass the fee payment section of the event registration
- Details of allocation have been listed on the legend. Please log in [ReThink HK online System](#) for more information. The codes will be sent to you in a separate email mid of July.
- [Email here](#) if you have not yet received your login name and password of ReThink HK System or would like it to be resent
- A valid QR code is required to check-in and collect an individual's name badge.
- Badges cannot be shared, any suspected violation will result in refused entry
- Company group passes collection by a nominated representative can be requested in advance. (Please send an email by 7<sup>th</sup> September to: [attend@rethink-event.com](mailto:attend@rethink-event.com) for request and upon approval, to be collected after 14:00 on 11<sup>th</sup> September at Hall 1 CDE Registration Desk area)
- Exhibitor Pass and Staff Delegate Pass for Sponsors are valid for two (2) days of the event
- Exhibitor Pass and Staff Delegate Pass for Sponsors are non-transferable once issued
- Guest Pass for your clients are valid for one (1) day of the event (day 1 or day 2).
- Each Name Pass will only be issued once. Replacement Name Passes will be charged at HK\$100 (credit card, cash or HSBC PayMe)
- Passes and lanyards should not be taken away after the event – please return them to the Registration Counter **upon final Exit**
- A valid and original name pass is required to access the Event Hall and Conference areas. These passes will be scanned upon entrance to the Event Hall and when accessing conferencing facilities. By entering the Event Hall and having your pass scanned you accept ReThink HK's terms and conditions of entry: <https://rethink-event.com/privacy-policy/>

## Exhibitor Name Pass Collection

Wednesday 11 September (SET-UP)	Thursday 12 September (DAY 1)	Friday 13 September (DAY 2)
<p>10:00 – 18:00 Exhibitor Passes should be collected from Hall 1CDE Concourse</p> <p><u>Arrival by Vehicle</u> Deadline to request e-Vehicle Passes is 16:00 on <b>09 August</b> via <a href="#">ReThink HK Online System</a></p>	<p>07:45 – 08:30 Exhibitor Passes should be collected from Hall 1CDE Concourse</p>	<p>08:00 – 08:30 Exhibitor Passes should be collected from Hall 1CDE Concourse</p>

## ADDITIONAL EVENT PASSES

Additional event passes can be purchased by Exhibiting / Sponsor companies for a fixed 20% discount.

Pricing for all passes can be found here: <https://rethink-event.com/event/>

- Discount code for additional passes: **ADDEX20**
- Applies to ALL ticket types across ALL pricing periods, except for VOD pass and Networking event tickets
- Register via <https://register.rethink-event.com/general>

## 8. Vehicle Access, Deliveries & Parking

HKCEC Road Map



### Phase 1 Loading Area Entrance

1. **No private cars are allowed to enter.**
2. E-Vehicle Pass has to be presented to get access.
3. No parking is allowed and should leave the loading bay within 60 minutes.
4. Extended stay charge might be applicable by the venue.

### Harbour Road Entrance

1. Drop-off point for private car and taxi
2. Unloading of light materials only
3. **Use of pallet jet is forbidden.**

You may wish to access HKCEC Website's Road Map here: <https://www.hkcec.com/en/road-map>

## VENUE ACCESS & PARKING

At all Move-in & Move-out access points / Marshalling Area / Contractors Entrance to the Venue, all contractors are required to:

- Wear a reflective vest (not provided by organiser or venue)
- Present a Working Pass and a Green Card (for Booth Contractors / Builders)
- Receive and wear an HKCEC Wristband

Wednesday 11 September (SET-UP)	Thursday 12 September (DAY 1)	Friday 13 September (DAY 2 + TEAR DOWN)
<p><u>Arrival / Drop-off by Truck</u> &lt;Need to <b>apply e-vehicle pass</b> by <b>09 August 2024</b> &gt; via <a href="#">ReThink HK Online System</a></p> <p><u>Arrival / Drop-off by Car or Van</u> &lt;From Harbour Road Entrance&gt;</p> <p><u>Arrival by Taxi</u> &lt;From Harbour Road Entrance&gt;</p> <p><u>Arrival by MTR / Foot</u> &lt;From WanChai MTR Exit A5 / Exhibition -&gt; Harbour Road Entrance&gt;</p> <p><a href="#">Click here</a> to access public transportation information to HKCEC</p>	<p>There are 2 carparks near to the HKCEC.</p> <p><b>(1) Convention Plaza Car Park (Harbour Road)</b> 1 Harbour Road, Wanchai, Hong Kong</p> <p><u>Hourly Parking</u> 1<sup>st</sup> and 2<sup>nd</sup> hr = HK\$32 per hour 3<sup>rd</sup> hr and thereafter = HK\$35 per hour</p> <p><u>Day Parking</u> 07:00 – 18:00 = HK\$200</p> <p><b>(2) Expo Drive Central Car Park (Linked to the HKCEC Phase 2)</b> 1 Expo Drive Central, Wanchai, Hong Kong</p> <p><u>Hourly Parking</u> HK\$29 per hour</p> <p><u>Whole Day Parking</u> 00:00 – 23:59 = HK\$220</p> <p>(Choose "Whole Day Parking" accept to multiple entry. After entering Carpark, please bring along the Octopus Card to the Shroff Office within 1 hour for the completion of registration and payment procedure.) Pricing subject to change.</p>	
<p><a href="#">Click on this link to access the information of Additional Carparks nearby HKCEC.</a></p>		

### Part I : E-Vehicle Pass

#### FOR MOVE-IN AND MOVE-OUT VEHICLES ONLY

##### Kindly be reminded:







- Each E-vehicle pass is for one time entry only.
- E-vehicle pass will be scanned by our dock control officer when accessing. Once the QR code be scanned, the pass will be deactivated, Do not duplicate its distribution.

- Only the first 60 mins is free of charge. After the first 60 mins, the charge of first 2 hours after 60mins is HKD\$100 (Every 30 mins or part thereof) while after 3 hours the charge is HKD\$150 (Every 30 mins or part thereof).
- Do not pass the link to other third-party.

## Part II : App Download & User Guide

All E-Vehicle Passes (E-VP) provided in PART I MUST be registered into this app before its usage. Please distribute the E-VP or its corresponding link to its user, which is the driver, and ask them to download the app “Go HKCEC” to use E-VP. The links of application download and user guide are provided in PART II below.

The App is now available for public download:

<p><b>Apple Store</b></p> 	<p><b>Google Play</b></p> 	<p><b>APK File (Huawei / Xiaomi / Vivo)</b></p> 
 <p style="text-align: center;"><a href="#">Link</a></p>	 <p style="text-align: center;"><a href="#">Link</a></p>	 <p style="text-align: center;"><a href="#">Link</a></p>

**Below are the training video of the “Go HKCEC” in YouTube**

EN : <https://youtu.be/4p00qv9hQgs>

TC: <https://youtu.be/pgphCJWVvsQ>

**You can always obtain the latest version of user guide and FAQs by the following links :**

EN: [https://www.hkcec.com/sites/default/files/2023-09/Go%20HKCEC%20Mobile%20App%20General%20User%20Guide%20%E2%80%93%20Exhibition\\_EN.pdf](https://www.hkcec.com/sites/default/files/2023-09/Go%20HKCEC%20Mobile%20App%20General%20User%20Guide%20%E2%80%93%20Exhibition_EN.pdf)

TC: [https://www.hkcec.com/sites/default/files/2023-09/Go%20HKCEC%20Mobile%20App%20General%20User%20Guide%20%E2%80%93%20Exhibition\\_TC.pdf](https://www.hkcec.com/sites/default/files/2023-09/Go%20HKCEC%20Mobile%20App%20General%20User%20Guide%20%E2%80%93%20Exhibition_TC.pdf)

*\*\*\*Only local phone number can be used to register in the app.\*\*\**

### FAQ

EN: [https://www.hkcec.com/sites/default/files/2023-09/Go%20HKCEC%20Mobile%20App%20Frequently%20Asked%20Questions\\_EN.pdf](https://www.hkcec.com/sites/default/files/2023-09/Go%20HKCEC%20Mobile%20App%20Frequently%20Asked%20Questions_EN.pdf)

TC: [https://www.hkcec.com/sites/default/files/2023-09/Go%20HKCEC%20Mobile%20App%20Frequently%20Asked%20Questions\\_TC.pdf](https://www.hkcec.com/sites/default/files/2023-09/Go%20HKCEC%20Mobile%20App%20Frequently%20Asked%20Questions_TC.pdf)

## 9. Freight Forwarding / Deliveries to your booth / Storage

### OFFICIAL FREIGHT FORWARDER

JES Logistics Limited

Address: 26/F., Winsan Tower, 98 Thomson Road, Wanchai, Hong Kong

Contact:	Ms. Joanna Lam
Tel.:	(+852) 2563 6645
Email:	<a href="mailto:joanna@jes.com.hk">joanna@jes.com.hk</a>
Website:	<a href="http://www.jes.com.hk">www.jes.com.hk</a>

### DELIVERY OF GOODS TO EXPO – Hall 1BCDE

If you need to have something delivered to your booth or you are using a courier to make a delivery, please arrange to have the delivery **ONLY DURING MOVE-IN AND EXHIBITION DAYS** with accordance to the exhibition time schedule and have your packages addressed as follows:

Name of Contact Person of your company  
Exhibitor's Company Name and Booth Number  
ReThink HK, Hall 1BCDE  
Hong Kong Convention & Exhibition Centre  
1 Expo Drive, Wan Chai, Hong Kong

- Please apply for Workers Badge and Vehicle Permits in the Order Form section for the courier.
- Please ensure the delivery company/courier has the necessary lifting equipment and trolleys to unload your consignment as the Organisers will not be responsible for any lifting requirements.
- Please ensure that a representative of your company is on-site to receive and sign for the delivery. We are unable to accept responsibility for any goods delivered to un-staffed booths.

### GOODS PASS OUT PROCEDURE

If you need to leave the exhibition hall with items/goods during the show open days, you will need to obtain security clearance. This can be obtained from the Organiser's Office in Room C110 near Hall 1D Entrance.

### EXTENDED STAY CHARGE AT LOADING AREA BY HKCEC

The charges for extended staying at loading area have been implemented since 1 January 2015. Please refer the extended stay charge at HKCEC Phase 2 as below:-

- First 45 mins (after clock in): Free
- First 2 hours after 45mins: HK\$100 (every 30 mins or part of thereof)
- After 2 hours and 45 mins: HK\$150 (every 30 mins or part of thereof)
- Lost ticket (exclusive of overtime charge): HK\$500 each

## STORAGE

- A small amount of storage is available for exhibitors and offered on a first come-first served basis
- The storage is not fully secure, none of the organiser, venue or contractor can assume responsibility for items stored in these areas, it is not recommended to store personal items or items of value.

[Enquire about storage space availability](#)

# 10. Safety & Health Information

## HEALTH & SAFETY STATEMENT

- The Organiser, EnviroEvents (ReThink) Limited, is committed to providing, maintaining and promoting, so far as is reasonably practicable, the highest standard of health, safety and welfare at all its events.
- All exhibitors and contractors at events organised by EnviroEvents (Rethink) Limited. are expected to ensure that they provide a safe place and system of work. Successful safety management requires the commitment, involvement and co-operation of all those onsite.

## EMERGENCY PROCEDURES & EVACUATION

It is the responsibility of every exhibitor and contractor to ensure that all employees working at HKCEC during ReThink HK 2024 are familiar with the emergency procedures as outlined on the sheet at the end of this section.

## GENERAL GUIDELINES

As an exhibitor/contractor at ReThink HK 2024, you **MUST**:

- Nominate a health and safety representative for your booth that is aware of your company's health and safety policy.
- Make sure you and anyone manning your booth understands the fire and evacuation procedures and locations of the hall's emergency exits.
- Make sure that your contractors are working safely. Working at height on ladders and scaffolding must do in a controlled and safe manner. Time constraints are no excuse for not adhering to safety standards.
- Drive with care and attention inside and around the exhibition hall. Do ensure that operators are fully trained and properly certified on the equipment being used.
- Make sure all electrical work is carried out by a qualified electrician.
- Ensure that all rubbish and packing from your booth is removed from the site. It must not be stored on or behind your booth during the show.
- Ensure that measures are taken to minimise the impact of your operations on the environment.
- Make sure that hazardous waste is disposed of safely. Please note that fluorescent tubes contain hazardous materials.
- Make sure that you are properly insured for the exhibition.



- Treat all electrical cables as though they were live.
- Be aware of others working around you and report any concerns you may have about unsafe work practices or violation of the health and safety procedures outlined.
- Ask the advice of the halls management or the Organisers if you are in doubt about any aspect of health and safety issues.
- Abide by the events sustainability guidelines and requirements

As an exhibitor/contractor at ReThink HK 2024, you **MUST NOT**:

- Bring children UNDER 18 into the halls particularly during build-up and breakdown. The halls are regarded as a potentially dangerous place of work during these periods.
- Overload trolleys – not only does this damage your exhibits but it will make it much harder to manoeuvre your way to your booth through crowded aisles and may cause injury to you or other people.
- Have overloaded or insecure displays. Booths and displays can be knocked by visitors and must be safe and secure.
- If you have any queries regarding your responsibilities towards the health and safety issues outlined above or the actions that you are required to take by law, you must contact the Organiser, Enviro(Events) Rethink Limited

## ALCOHOL AND DRUGS

The abuse of alcohol, drugs and other addictive substances can affect work performance and impair safety.

Therefore, any person found to be under the influence of alcohol, drugs which in the opinion of the Organiser constitutes a danger to themselves or any other person using the venue, will be asked to leave the halls and if necessary will be removed by security.

## DANGEROUS MATERIALS & FIRE PRECAUTION

- Temporary gas (LPG), explosive, petrol, dangerous gases, radioactive materials, nitrogen cylinder or highly flammable substances are strictly forbidden in the exhibition halls.
- Gas-filled balloons with the exception of helium filled balloons are prohibited.
- Smoking is strictly prohibited in the exhibition centre.
- Neon lights will be permitted subject to approval of HKCEC and the installation of necessary devices.
- No naked or open flame equipment is to be used in the exhibition halls at any time.
- Any machine, equipment or any other items which generates fumes, exhaust or smoke must have an effective exhaust system in order to assure no complications of any nature to HKCEC staff, workers, contractors, the public or other attendees to the Licensed Area.
- The use of internal combustion engines in the exhibition area is strictly prohibited.

## OCCUPATIONAL SAFETY AND HEALTH ORDINANCE

Exhibitors and / or their contractors must comply with Occupational Safety and Health Ordinance in construction and dismantling the booths.

- 1) Make sure the workplace is safe and healthy.
- 2) Provide and maintain safety working equipment and procedures.
- 3) Appoint authorised person for on-site supervising of installation/dismantling works.
- 4) Adhere to the occupational health and safety measure as required by the venue operator.

## REPORTING OF ACCIDENTS

It is a legal requirement that any accident should be reported immediately to the HKCEC duty manager via the Organiser's Office. Some accidents must be further reported to the relevant bureau or authority from Hong Kong SAR in which case the Organiser will advise.

## SAFETY OF EXHIBITS IN YOUR BOOTH

The Exhibitor shall be solely responsible for the precautionary measures (such as guards or other means of protection) to protect the public from any moving or working exhibits. Such moving or working exhibits shall only be demonstrated or operated by competent persons authorised by the Exhibitor and shall not be left running in the absence of such persons. Display of such working or moving exhibits must be subjected to the Organiser's prior written approval.

## TYPHOON/BLACK RAINSTORM WARNING SIGNAL

All exhibitors are requested to note the following emergency measures which will be implemented in case.

Typhoon Signal No. 8 and Black Rainstorm Warning Signal is hoisted during ReThink HK 2024

### **No. 8 Typhoon Signal or Black Rainstorm Warning Signal hoisted prior to the Opening Hours**

1. In case of Typhoon Signal No. 8 or Black Rainstorm Warning Signal is hoisted on the move-in day, the Organisers will carry-on the move-in procedure under an acceptable weather condition.
2. If Typhoon Signal No. 8 or Black Rainstorm Warning Signal is hoisted before 08:00 during the Expo day, the Expo will remain closed for the whole day unless the typhoon signal or Black Rainstorm Warning Signal is lowered at or before 14:00.
3. If Typhoon Signal No. 8 or Black Rainstorm Warning Signal is lowered at or before 14:00 the Expo will be re-opened two hours after the typhoon signal or Black Rainstorm Warning Signal is lowered.
4. Exhibitors are reminded to re-deploy duty staff to man their booths before the Expo is re-opened to the public.
5. The Expo will however remain closed if the typhoon signal or Black Rainstorm Warning Signal is lowered after 14:00.
6. The Organiser will arrange to make an announcement through the local radio channel, RTHK, or exhibitors may call the following hotline should they wish to enquire about any matters concerning these special arrangements: +852 2886 1511

### **No. 8 Typhoon Signal hoisted during the Expo**

If No. 8 Typhoon Signal is announced during the Expo, the Expo remains open for day. Public announcements will be made when information issued by the Hong Kong Observatory. Attendee may leave if it is safe and as soon as reasonably practicable.

### **Black Rainstorm Warning Signal hoisted during the Expo**

1. If Black Rainstorm Warning Signal is announced during the Expo, the Expo will remain opened after the announcement. Exhibitors and visitors should be encouraged to stay in the Expo for their own safety.

2. When Black Rainstorm Warning Signal is hoisted, new visitors will still be registered and admitted.
- Remain in contact with HKCEC staff until emergency personnel have arrived.

## 11. Emergency Procedures

### FIRE EMERGENCY

#### **IF YOU DETECT FIRE OR SMOKE**

- Activate the nearest fire alarm station if possible to do so.
- Leave the fire area immediately by the nearest exit (emergency exits marked in green); do not use lifts.
- Close doors behind you.
- Leave the HKCEC by the nearest exit (emergency exit marked in green); do not use lifts.

#### **IN CASE OF FIRE ALARM**

##### **(1) IF YOU HEAR A FIRE ALARM**

- Remain calm and alert and prepare to leave the HKCEC.
- Resume to normal activities once the fire alarm stops.

##### **(2) IF YOU HEAR A FIRE ALARM EVACUATION ANNOUNCEMENT OR INSTRUCTION**

- Leave the HKCEC via the nearest exit (emergency exit marked in green); do not use lifts.
- If you encounter smoke in the stairway, use alternate exit where available.
- Do not attempt to remove vehicles from parking garage or loading docks.
- Follow announcements over the public address system or instructions by HKCEC staff and/or fire/police officials.
- Once outside the HKCEC, stay clear of the HKCEC and Convention Plaza Complex; do not return until declared safe to do so by HKCEC management or fire/police officials.

### MEDICAL EMERGENCY

#### **IN CASE OF A MEDICAL**

- Dial emergency number for Security Control Room , please call 2582 7162 (24 hours).
- Give exact location.
- Give detailed information when possible of the situation concerning injury and the cause

## 12. Lead Capture / Badge Scanner App License

### [Order Online here](#)

The lead capture app eliminates the need to manually collect and transcribe business cards. Categorise the leads you collect against specific products or services of interest, sales team follow ups or any other pre-set category to help with speedy follow up.

- Automating lead capture increases the number of booth generated leads by up to 20%
- Following up with leads from a live b2b event within five days increases pipeline conversion rates by over 50%
- Industry research by FaceTime suggests that, on average, 40% of leads collected manually at b2b events are never followed up on – meaning significant lost opportunities

### Follow up Advice

- Send a personalised follow up message within five working days to maximise lead conversion
- Use the category function in Lead Capture to allocate follow ups to appropriate team members

### Support

Our registration partner, EventX, will run an online training session in August to guide you through the best way to utilise the Lead Capture app.

Please email with any general Lead Capture questions [Click Here](#)

## 13. Networking Events

Informal Networking drink events will take place at Central Networking Lounge within the Expo Hall

day 1 (12 September) from 17.15 – 18.30

day 2 (13 September) from 16.45 – 18.00

### **Official Day 1 Networking Event**

@ The Arca, Wong Chuk Hang

Thursday, 12<sup>th</sup> September

18:45 – 22:00

400 capacity

HK\$466 including admin fee

\*Limited transportation from HKCEC available on a first-come, first-served basis for ticket holders

### **How to get a ticket**

Register for your exhibitor / delegate pass

- Logon to the Attendee Portal to “add on” the Networking Event ticket
- Already registered attendees will be able to “modify your booking”
- 150 tickets available to book
- first-come, first-served for exhibitors and delegates

If you have an allocation of invitations for the Official Day 1 Networking Event as part of your sponsorship, then you will be required to submit the name and email address of your staff/guests that will be attending no later than 15:00 on **Friday 30 August**.

**Guests for the** Official Day 1 Networking Event must be a registered pass holder for ReThink HK 2024

Email to [attend@rethink-event.com](mailto:attend@rethink-event.com)

## 14. ReThink HK 2025

**11 & 12 September 2025**

**Hong Kong Convention & Exhibition Centre**

**Hall 1 BCDE**

The planning for next year is already underway. The ambition of ReThink HK is matched by the need to drive awareness and action around sustainable development in Hong Kong.

Expect to see:

- ✓ New showcase sectors for Sustainable Construction, Facilities Management & Waste Management
- ✓ Expanded programmes for SMEs and Start-ups
- ✓ Innovation Pitch Stage & Matchmaking
- ✓ Expanded Hall 1B for Smart Mobility & Transportation

To recognise your ongoing support for ReThink HK we will offer super early-bird pricing and extra benefits for 2025 sponsorships confirmed before 27<sup>th</sup> September 2024

- Pick the very best booth locations
- The 2025 floorplan will be available from 12<sup>th</sup> September 2024 (day 1) for pre-booking
- Save valuable marketing \$
- Receive additional coverage across the ReThink HK Newsletter between December 2024 and March 2025

**Please log in ReThink HK online system for more updates !**

**No login or password ?**

**Please contact [Miyo.Yim@Arconmarketing.com](mailto:Miyo.Yim@Arconmarketing.com) or [Oscar.Chan@Arconmarketing.com](mailto:Oscar.Chan@Arconmarketing.com)**