

BUILD & BREAKDOWN FACTSHEET

IMPORTANT INFORMATION

The following process applies to the management of traffic on Lorry Parks during build / open periods and breakdowns at the National Exhibition Centre.

PROCESS REVIEW

This process will be reviewed when the circumstances to which it relates change and or at regular intervals. While every attempt will be made to review this document at suitable intervals, it is the duty of all NEC Group employees to inform their supervisor or appropriate member of the Traffic Team when the contents of this process become ineffectual or outdated.

PRIOR TO BUILD-UP

- The rear of the halls is to be cleared of all vehicles including non-listed Contractors and NEC works vehicles, which have not been given permission. If need be Contractors are to be contacted and if necessary, the vehicle removal unit and tractor may be used.
- If a Contractor wants a vehicle or trailer in position early then this should be previously stated with the coordinator.
- This should be looked at on the days preceding tenancy, which will give the drivers responsible plenty of time to remove the offending vehicles themselves.

LORRY PARK OPERATION DURING BUILDS, OPEN PERIODS & BREAKDOWNS

- Issuing of tickets
- On arrival at the lorry park Exhibitor/ Visitor/ Contractor should be assessed.
- Delivery pass (issued by the Organisers) checked to confirm that they need access and confirm by Exhibitors/contractors passes or delivery notes who they are. If in doubt, park them up until you are satisfied.
- All vehicles need to be assessed to identify the size of the delivery. The vehicle must be checked; boots and the rear of commercials should be opened to confirm the size of the delivery. At no time should you put your hand into the vehicle and touch any items. The driver must also be present when the boot is checked. Anyone refusing to show you their delivery may not be issued with a delivery pass.
- Once assessed, delivery passes may be issued. Phone number and stand number should be clearly written. (If neither of these is available, access should be denied and therefore the exhibitor needs to contact the Organiser or look at a floor plan/exhibitor list to verify stand number).
- The Traffic Staff (TS) posted on the Lorry Park should give an explanation to the driver of where to go and for how long, clarifying that the vehicle must be removed as soon as it is unloaded. The Traffic Staff (TS) should also explain where the vehicle should go afterwards and the consequences of not doing so.
- TS posted at the rear of the halls should make contact with exhibitors delivering and remind them of the process. TS should use radio to stop deliveries if needed (this should be closely monitored and ceased before it gets too busy or an alternative space needs to be suggested and enforced)
- Unloading vehicles should be monitored, and reminded to leave once unloading has finished; they can also to be reminded of how long they have to do this.

PROCESS SHOULD VEHICLES NOT REMOVE THEMSELVES

1. Call the exhibitor to remove vehicle (allow 20 minutes)
2. Speak to the offender at their stand; **usually via Security control room, which will then request the hall STL to approach the stand to get the vehicle removed.** (Allow 20 minutes). This procedure may change but should be decided before hand between the Coordinator, Event Manager and Organiser
3. On 1st open day we may follow the below process or we may issue a red warning ticket and record the details (this needs to be decided before hand)
4. On any other open days, contact the supervisor who will agree with the coordinator on the next step to be chosen.

Delivery schedules are required to assist with some show builds. They must be adhered to, to make the build run smoothly and efficiently. On occasion we will need to amend to accommodate some situations that may occur.

As a matter of course tannoys will be requested when appropriate but not during open times. These should not be relied upon as for some shows tannoys will not be used.

PRIOR TO BREAKDOWN

Breakdown sheets should be issued in the morning so that everyone knows the priority vehicles and who to look out for.

- Breakdown sheet confirms the detail and the requests of the Organiser and the order, which the vehicles should be held in.
- These commercial vehicles that need to be held throughout the day must either be held in door or hall order, depending on the breakdown requirements.
- During the delivery period one TS must man the access point assessing vehicles and issuing vehicles passes and the other should greet and direct when necessary and assist with vehicles checks and issuing passes access.
- Once the deliveries have been dealt with the front of the lorry park gates must be closed and the officers manning the park must take up position at the rear of the lorry park and deal with any vehicles that arrive.
- The rear of the lorry park must be manned at all times to maintain the consistency of the breakdown operation. This is required for every breakdown process.
- As much information of the lorry park operation of the day must be communicated to the drivers of these vehicles waiting for the breakdown. This information will confirm the breakdown procedure and the officer requirements to make the breakdown run more smoothly.
- Once the breakdown has started the late comers arriving on the lorry park must be informed that the breakdown has started and that they will be held to one side, on the lorry park and dealt with when the main lorry park has cleared.
- When vehicles start to leave the lorry park one TS must man the entry barrier and the other must monitor the vehicles from the rear of the park lorry park, so one jumps the queue.
- When the main lorry park has cleared then the latecomers can be dealt with these vehicle will be in no order and this information must be relayed to the supervisor of the day.
- All other vehicles once unloaded they must not be allowed to return and park on the lorry/ lorry parks unless they are queuing for breakdown or returning for a refund from the deposit system. All other vehicles must use the external car parks.

- Any build up vehicles requiring overnight parking must be directed to the appropriate park areas this will then keep the lorry park clear for the next day's operation.
- At the end of each day the lorry park will need to be clear and closed to vehicles arriving. This will keep the area clear for the following day.
- The rear of the halls to be cleared of all vehicles that have not been previously agreed. This should be checked:
 - After deliveries
 - After lunch
 - An hour before Breakdown start
 - In the half hour leading up to the breakdown a constant presence needs to be maintained
- Any vehicle that needs to be removed should be contacted by phone first and then via stand usually through security, failing that it needs to be raised with the Duty Supervisor.

BREAKDOWN

- Lorry Park to be manned and fliers to be handed out, vehicles to be queued in Hall order unless prior arrangements have been made.
- Priority vehicles to be allowed entry at the allotted time, this will sometimes be on arrival.
- Breakdown to be controlled by Supervisor, and T.O's are to be spaced around the inner roads to inform drivers where they should park and inform the Supervisor where space is available.