

ESSENTIAL INFORMATION FOR EXHIBITORS

ESSENTIAL INFORMATION FOR YOU EXHIBITING AT THE NEC

KEY NUMBERS

SECURITY (GENERAL)

Ext. 72393

FIRE

Ext. 3333

SECURITY (EMERGENCY)

Ext. 3333

MEDICAL

Ext. 2222

EXHIBITOR PRODUCTS & SERVICES

0844 33 88 338

YOUR RESPONSIBILITIES

It is important that you and your team are aware of the security and fire procedures while at The NEC. Thank you in advance for taking the time to read this important information, which is designed to both assist you and protect you and the safety of others.

CHECKING YOUR AREA

It is important to make frequent checks around your area to ensure that no unidentifiable packages, cases or bags have been abandoned. If you find anything, please do not touch the article but call The NEC Security Control Room on 0121 7804141 (internal ext 3333).

When leaving your area each night or in the event of evacuation, please ensure that appliances are switched off.

OFFICIAL PASSES

During build-up, open and breakdown, of the exhibition or event, admittance may be refused to anyone who cannot produce an official identification pass. To ensure entry, please can you and your team carry and display passes at all times.

SECURITY

It is necessary to be vigilant for theft of property. If items cannot be watched it is important that they are properly secured and/or removed overnight. The NEC can also provide overnight static guards.

TRAFFIC

Accessibility and traffic flow must be maintained at all times. Illegally parked vehicles will be removed. Please see Traffic Rules and Regulations leaflet for full details.



IN AN EMERGENCY

EMERGENCY ANNOUNCEMENTS

Every day, half an hour before opening, the emergency public address system will be broadcast. In the event of an emergency the following message will be broadcast at half-minute intervals. "Attention please. Staff call 100". This message is followed by contiguous chimes. Your team should immediately inspect the area for suspicious items.

If anything is discovered please do not touch the article but inform The NEC Security Control Room on 0121 780 4141 (internal ext 3333).

The "Staff call 100" announcement is a warning that it may be necessary to clear the building. If there is no danger the following message will be broadcast "Attention please, Cancel staff call 100".

You must ensure that your team is properly aware of these protocols and they do not reveal the meaning of staff calls to the public as this might cause unnecessary panic.

EVACUATION PROCEDURE

If it becomes necessary to evacuate the building, the following message will be broadcast: "Attention please, attention please, this is an emergency announcement. Circumstances make it necessary for everyone to leave the building. Please make your way calmly to the nearest exit". If evacuation is necessary, everyone must leave the building for their own safety. Once outside please follow the instructions of Venue staff who will direct you to the nearest assembly point.

MEDICAL EMERGENCIES

In case of medical emergency call The NEC Security Control Room on 0121 780 4141 (internal ext 2222) giving the exact location of the casualty and details of the injuries sustained. The NEC Security Control Room will then arrange for all necessary assistance.

SECURITY EMERGENCIES

In the case of a security emergency ring 0121 644 6666 (internal ext 6666). For general security enquires ring 0121 767 2393 (internal ext 72393)

FIRE PROCEDURES

The NEC and LG Arena are protected by a sprinkler system and portable fire extinguishers. In the event of a fire emergency:

- Break the glass on the nearest fire alarm point. These are located at each vehicle entry door, in organisers' offices and around the main Piazza and Atrium
- Telephone The NEC Security Control Room on 0121 780 4141 (internal ext 3333) giving the location and nature of the incident
- Calmly notify adjoining exhibitors of the situation and, if safe to do so, tackle the fire with an extinguisher. Remember, keep calm, follow these procedures and help will arrive as soon as possible.

FORGOTTEN SOMETHING – THE NEC PRODUCTS & SERVICES

Here at The NEC, we want to make sure you have a successful event and a great exhibitor experience at the venue. We're working hard to make it even easier for you to do business with us. You can pre-order a range of products from us, and benefit from our early saver prices, as well as peace of mind in service delivery as we are here on site. We have a number of great products that you can order direct from The NEC including IT & Telephony, catering, rigging, advertising opportunities, conference rooms and temporary mains.

