

Reopening
for business

Exhibiting safely and successfully at the NEC

Welcoming the return of events from 12th April 2021



From 29th March

Venue site visits can take place at the NEC



12th April

NEC campus reopens & Drive In events return



17th May

Safely hosting events for up to 1,000 attendees



21st June

Safely hosting the return of large-scale events and exhibitions



Dates outlined as per latest Government Roadmap and may be subject to change.

**Working together
to protect us all.**

With additional measures now in place at the venue to create a safe and controlled environment, this helpful guide will help you plan for a successful outing when you next exhibit at the NEC.

STAND PLANNING



When planning to exhibit, it will be key to review the latest government guidance on creating a safe environment and use this to help complete your risk assessment.



If you have a stand builder, it will be useful to meet with your contractor to action the following:

- **understand their build** and dismantling processes
- **obtain a copy of their risk assessment** and details on their safe systems of work
- **log the names and contact details** of your stand build team
- **task the team to complete a health declaration** - this will ensure they sign to agree they fully understand their responsibilities surrounding COVID-19 measures and will act and behave according to government, organiser and NEC guidance



When planning your stand, it will be helpful to review the stand layout to assess where you place any products/exhibits to account for social distancing measures. Where possible, think about displaying products in a different way, using AV for example.



The Exhibitor Manual may display changes to the build and break schedules and there may be restrictions of when you can deliver product and set up your stand. Make sure you check this in detail to familiarise yourself with any changes to help with seamless planning. Keep in contact with your organisers and read all communications to check for regular updates.



It's important you review your stand personnel. If you've previously had a large team in attendance, this may be the time to question whether all members of the team due to attend are required. Ensure you can accommodate everyone you plan to have on the stand accounting for social distancing measures and space for visitors.



Aim to reduce the handover of any collateral by using technology instead. If business card details and brochures can be sent electronically by email - this is advisable instead of using hard copies.



Will your stand have a networking area to meet and negotiate with clients and visitors? If so, consider the use of sneeze guards / protection screens for the tables.



When planning your stand, consider the visitor flow for how visitors will enter and exit. It's important to remember your customers will want to feel comfortable so may expect additional measures to be in play on your stand, too.



Review any new cleaning regimes you need to put in place. The NEC will clean your stand floor but any fittings and products will need to be cleaned by your team. It will be useful to review any areas of your stand that have high touchpoints / products handled by visitors so these can be sanitised between each visitor. You may also want to consider having a stock of wipes or gloves readily available on the stand too.

STAND PLANNING

If you are interested in booking catering services to enhance your stand at the show, we have introduced new procedures that create a safe and controlled environment to deliver great on stand hospitality and an unforgettable experience for your visitors.

- All payment and delivery will be contactless so please remember to book well in advance to limit any onsite contact
- When we deliver to your stand, no matter what the service, our staff will come with all relevant PPE which is included in the cost
- We will ensure that any procedures specific to the delivery of your chosen service will be discussed in advance with the stand owner to ensure all exhibitors are briefed and informed
- We offer Covid protection services and equipment to stand holders, such as cleaning and sanitation packages suitable for self-service on stand hospitality. This includes disposable/mobile protective screens, PPE for your stand staff and mobile sinks for regular hand washing protocols when handling food

Please speak to your Catering Key Account Manager to find out more.

VENUE AND MEASURES



Please remember to book all of your services in advance, not only is this usually cheaper but it ensures the service can be delivered. On site delivery is not always possible and during COVID19 there will be more restrictions for our delivery teams.

To place an order please call our Sales & Customer Support team on 0844 338 8338 (option 1) or email on eventorders@thenec.co.uk On site if you have any queries please use the same number **0844 338 8338** (option 2), as our Exhibitor "Red" Phone normally located in the organiser office is temporarily suspended.



When at the event, please adhere to any new measures put in place by your organiser. New one-way gangways may have been introduced to assist with social distancing - it is important you follow these one-way routes whilst at the venue.



Check whether your Organiser has set requirements on PPE as identifying any requirement for provisions for PPE and hand sanitiser for you stand will be your responsibility. However, please note that the wearing of face coverings is mandatory in our exhibition halls and public spaces and will be a condition of entry to the venue. Please ensure that as part of your planning you advise all of your team and contactors that they must wear a face covering at all times when at the NEC in the halls and within our public spaces -this includes the build, break and open periods.



The NEC are planning to introduce a new event delivery booking system which will enable you to book product and stand fitting delivery slots. The system will allow you to print your own pass at home which you can place on your dashboard to negate the need for NEC traffic to physically hand you a pass. This new system aids in a safe and touchless journey for you - look out for future comms on this.



Our shuttlebus capacities have been reduced to account for social distancing, and wearing face coverings whilst on the bus will be mandatory in line with Public Transport Guidance. Please adhere to these new measures and be patient and respectful if you choose to take the bus rather than walk to the venue.



Around the venue you will see various signage in place in all public spaces displaying new measures around hand sanitisation and social distancing. There will be a one-way system in operation so please use any entry /exit doors as directed and follow the venue signage, even if it is not the quickest route to your destination.



Our cloakrooms will be in operation with coats deposited in plastic bags. We have introduced a no bag policy for the foreseeable future whilst the COVID 19 measures are in place.

VENUE AND MEASURES



Toilets will have attendants in them during the build, open and break period ensuring high standards of cleanliness are maintained. The janitors in the halls will be allocated zones so you should see the same attendant in your area – this will help to ensure that there is a robust cleaning programme in place.



There will be hand sanitiser gel stations throughout the venue including the halls. You will find one at each Vehicle Entry Door, at the toilets, hall main entrances as well as in the public spaces.



Amadeus, our catering division, will continue to operate with a wide range of food still on offer. This will include hot food and additional grab and go options.

ACCOMMODATION



When planning your accommodation, don't forget to check whether the hotel you normally use is still in operation. Get in touch when planning to find out what services they are providing.

