

Reopening for business

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.**

This document provides detailed guidance on the measures that we're planning to create a safe and controlled environment for all meetings, conferences and live events taking place at the NEC and the steps you need to take to ensure its success.

RISK ASSESSMENT

Event Organisers for all events held at the NEC must include Covid-19 considerations as part of their risk assessment documents to determine the necessary controls specific to their event.

The organisers' risk assessment is mandatory for all event types and will include:

- **Planning**
- **Build up**
- **Event open period**
- **Breakdown**

It should include details on venue access, visitor arrival times, registration process, queue management, event timings and the use of technology to minimise touch points.

Event/room layouts and floorplans will need to account for the required social distancing and crowd densities as well as the set-up of conference areas and meeting rooms. For larger events floorplans have to consider aisle widths and stand space.

A draft version of the risk assessment needs to be provided by the event organiser by the start of the planning process, including meeting rooms, with further revisions made and supplied to the NEC Event Management team as the planning process evolves.

SUPPORTING TRACING AND TESTING

We will be working with event organisers and using data and technology to help ensure that all events participants – including partners and audiences - are known.

Register in Advance



We would strongly recommend that all events are pre-registration only for several reasons:

1. It helps to monitor numbers on the open days of your event, thereby controlling delegate flows and providing a better experience for those attending the event.
2. It provides the ability to communicate in advance with your attendees advising them on the conference content, additional measures or plans in place to manage social distancing and detailed information on the customer journey.
3. It assists with tracing and testing as you will have the data to assist the government should it be required.

Partner contact details



All third-party suppliers including production companies, technology suppliers, contractors and exhibitors will be expected to keep their own registers and H&S declarations to monitor they are fit for work and to be in the venue. Contact details are a must and this should also include all agency staff and sub-contractors and must be held by the event organiser.

Temperature Screening



This is not currently required by Government guidance, but we will continue to monitor this and may introduce temperature screening as the guidance evolves. Should some of our clients wish to provide this service we are happy to support them.

Contact Tracing



Please download the NHS Test and Trace app before attending an event at the NEC as this will enable you to check in at the venue and you will be required to scan the QR code if you dine in at our restaurants. As all attendees will need to pre-register for

events, your registration data will also be available to support NHS Test and Trace for 21 days if required. An NEC Group Test and Trace option is also available if required. Again, please discuss this with your venue contact during the event planning process so that we can provide the best solution.

Face Coverings



For everyone's safety, the wearing of face coverings is mandatory inside the NEC, in line with current Government guidance on indoor settings. Please note this includes all visitors, staff, production teams, contractors and exhibitors.

SOCIAL DISTANCING MEASURES

New measures are in place to keep us all safe and at the NEC it is important that all our customer groups, even those just passing through, adhere to these measures.

We welcome all visitors to the venue, but everyone must adopt the correct behaviours and follow the guidance we put in place.

Arriving at the NEC



Social Distancing measures will be visible when you and your delegates arrive at the venue and our car parks if travelling by car. There will be signage before each crossing point leading to the roads and at our bus stops. The capacity will be reduced on our shuttlebuses, and visitors will be advised of this at the bus stops. We envisage that more visitors will choose to walk from car parks to the venue.

Please note that the wearing of face coverings will be mandatory on our shuttlebuses. At each of our entry points to the NEC there will be welcome signage and instructions on following the information for the measures in place. *Please use the access doors as signposted: Entry Only, Exit Only etc. Random security checks may be in place during your event.*

Registration



We strongly recommend that all delegates register in advance to implement a touch-free experience and assist with test and tracing. Please discuss the registration process with your provider and the venue. NEC Group may require access to registration data in accordance with data protection rules, details of which will be confirmed with you during the planning process. This may be provided by your registrations provider/system.

For smaller events, delegates should download and use the NHS Test and Trace app to enable them to scan QR codes to check in at the venue. An NEC Group registration option is also available if required. Again, please discuss this with your venue contact during the event planning process so that we can provide the best solution.

One-way systems / Barriers and Floor Markings



This is in place for everyone's safety so please ensure your delegates follow the route as mapped out on the floor to get to your event safely. We are taking a 'keep left' approach wherever possible and there will be arrows on the floor to follow with road-style markings down the middle to split both flows. It's important to note that the route to your final destination may not be the most direct but it is the safest route and helps everyone to keep to the social distancing measures.



SOCIAL DISTANCING MEASURES Continued.

Footfall Management



As the UK's largest venue, we are experienced in managing queues during our peak periods and this will now become a daily event. Queuing plans will be in place to satisfy all our events' requirements and ensure that timings and delegate flows are staggered wherever possible to avoid concentrations of people, especially around arrival and registration, breaks, lunch and departure times.

Delegates are be counted in to Halls and Meeting Rooms by the organiser to ensure that social distancing capacities are met.

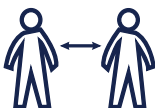
Please follow the signs and the instructions given by our teams and remember to keep to the social distancing measures to ensure everyone's safety.

Safe and Compliant Signage



Our signage is here to help you get to where you would like to go to in the safest manner and to provide you with reminders on hand washing, hand gel stations and keeping your distance. Look out for these.

Revised Capacities



To comply with social distancing rules, new capacities are in place in our halls and conference suites. We have reviewed our conference suites and have options based on 2m and 1m+ guidance; these will be shared with you as part of the planning process by your Account Manager or Event Manager. For hall space please discuss with your Event Manager.

Please note that for 1m+ social distancing capacities, organisers will be required to introduce risk mitigation measures.

Exhibitions



Stand sizes should be no less than 2 metres deep to allow enough space for exhibitors and delegates. For gangways, our recommendation is 3 metres to enable social distancing. If you are looking to implement one-way systems in your event please discuss with your Event Manager. The NEC will set crowd density as per the latest Government guidance.

Hybrid Solutions



Hybrid events can be an ideal solution when it is not possible or not desirable to meet in one place. At the NEC, we have expertise, experience, infrastructure and space to work with your production company and host a virtual solution alongside your live event.

Whether you're looking to extend the reach of an event with a simple web stream or create a fully-fledged engaging conference for a virtual audience, we can offer the space to bring your vision to life.



SOCIAL DISTANCING MEASURES Continued.

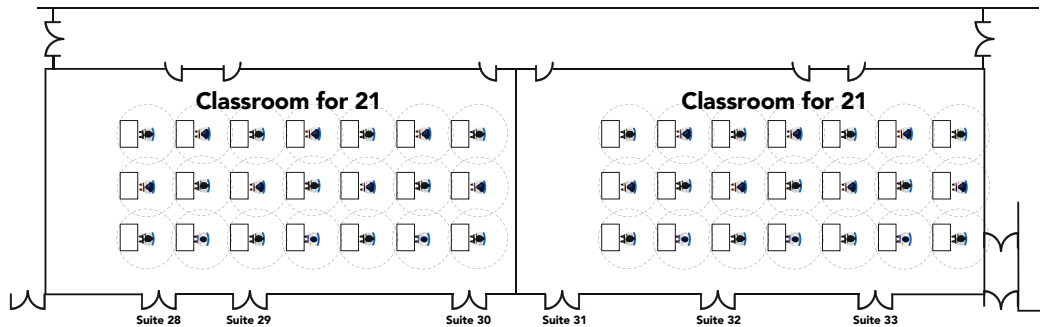
Adapted Conference and Banqueting Layouts



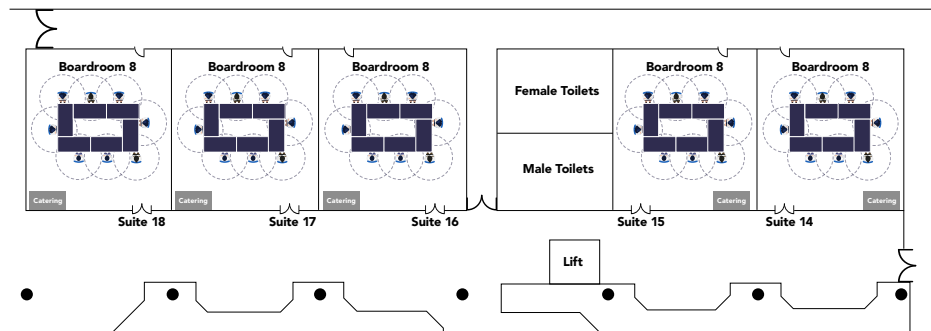
To comply with social distancing rules, new layouts will be required in our halls, conference suites and meeting rooms. Your dedicated Event Manager will be able to share the relevant layout plans with you during the planning stages of your event.

The diagrams below provide example illustrations of how these will be implemented for 1m+ social distancing.

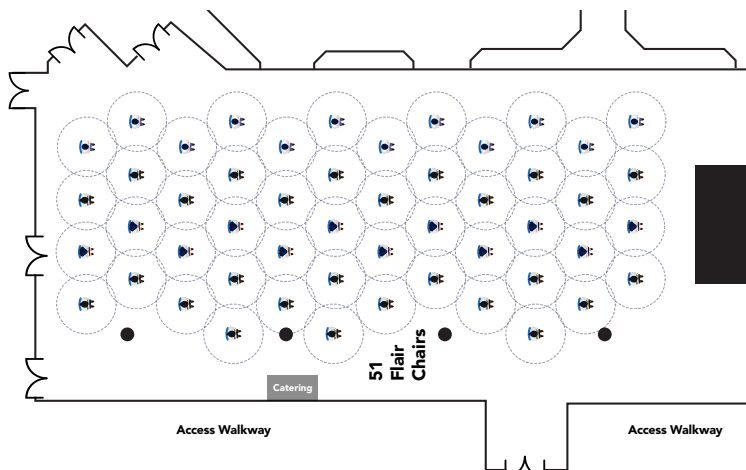
Classroom Layouts with 2m Social Distancing Measures Concourse Suites 28-30 & 31-33



Gallery Hospitality Suites(divided) Boardroom 1.1m SD



Gallery Restaurant Theatre 2m SD



ENHANCED VENUE SANITISATION

Increased cleaning procedures in place around the venue and our event spaces.

We recognise that cleanliness and hygiene is important to everyone, and even more so since the Covid pandemic began. We pride ourselves in our venue and will continue to provide a high standard of cleaning across the venue and all event space. Within the halls and our public spaces each team member will have their own area of responsibility and will be accountable to ensuring our high standards are maintained:

- Each team member will be encouraged to be proactive in their approach to monitoring their zone and carrying out the tasks required
- Social distancing guidelines are adhered to within our teams as working side by side is actively discouraged
- With a team of operatives purposely spread across the venue, there is ample opportunity for visitors to see a cleaner being proactive, increasing confidence in venue hygiene
- Within multi-day tenancies, exhibitors/ clients have the opportunity to see a familiar face, providing continuity and confidence in venue processes.

All of our cleaning team will go through extensive training on our new cleaning regime and many have completed NHS standard training. We have also introduced a further layer of sanitisation, ULV (Ultra Low Volume) Treatment, otherwise known as fogging which is seen as an additional precautionary measure in breaking the potential chain of infection. Our team will focus on all high touchpoint areas such as hand rails, door handles, lifts, vending machines etc.

In our Conference Suites the rooms will be fogged prior to your arrival and wipes will be made available for self-cleaning high touch points in small meeting rooms.

Hand Sanitiser Stations



These will be available throughout the venue, with over 600 stations in total. They will be located in our public areas, outside each toilet, organiser offices, meeting room/conference space, close to each entry point to the venue and in the exhibition halls by the large vehicle entry/emergency exit doors.

Please note there will be a charge for these.

Washroom attendants



We are increasing the number of washroom attendants across the venue and the number of days for each event. Working exclusively within the facilities, they will be a regular presence, ensuring that high touch points such as door handles and cubicle locks, flush buttons, dispensers and taps are frequently cleaned using an approved antiviral chemical, ensuring that the risk of there being a chain of infection is broken as often as possible. Operatives can also ensure good social distancing practices are adhered to through customer interaction.

COMMUNICATION

As ever this is such an important element, and we must work collaboratively to ensure we provide consistent messages to all of our customers to prevent confusion and make it clear to everyone what is required and expected of them.

Team NEC



As always, our teams will be on hand to help and our Event Managers will plan your event taking account of the current Government guidance and ensuring that social distancing measures can be adhered to.

We will enable virtual planning sessions where possible and will do everything that we can to ensure that your event planning and delivery runs as smoothly as ever.

PPE



Also expect to see some of our team in PPE; they will wear this if their role determines it as a requirement. It's important our staff are also safe, and all staff will undergo Covid-19 training as part of returning to work.

As a venue, we will be unable to provide PPE or event safety equipment including masks, gloves and hi vis jackets to customers or delegates.

In line with the latest government guidance, face coverings within the venue will now be mandatory so please incorporate this into your planning and communications.

Delegate Communication



Standard social distancing and hygiene messaging for your delegates will be provided via digital and 'printed wayfinding and venue signage.

Our Venue Protect customer journey explainer video is available to share with your delegates ahead of their visit to the NEC so they know what to expect at the venue.

Partner Communications for Exhibitions and Live Events



We also believe it important that your third-party suppliers are involved in the planning stages taking account of all the various elements including: floor layout, build schedules, gangways, registration processes, hall entrance layouts, registration, delegate numbers, customer journey, staggered entry times, one-way routes and of course breakdown.

We will work with you to provide you with more time and space whenever possible, if this is required

Delivery Booking Platform



For Live Events, a new Delivery Booking Platform has been created working with Voyage Control to add another dimension to the existing Deposit

System booking engine. When we return to events all official contractors, stand contractors and exhibitors will use this system to book a delivery / offloading slot in advance. The user will print their own pass at home and remove the requirement for traffic staff on the lorry parks to write out and pass individual passes to drivers, using technology to remove a direct one on one transaction and making the experience safer for everyone. It will be important to include this information in your Exhibitor Manuals and all communications with contractors and exhibitors. Look out for more information with links to the booking platform which should be available early October.

It will be necessary to make advance bookings for:

- All event deliveries on all build up days including 'Deposit System' days
- All event restocking deliveries event open days (subject to organiser's event delivery times)

COMMUNICATION

Continued.



Cloakrooms for Live Events

Cloakrooms will operate but all parties should be encouraged to only bring what is required. Coats will be covered prior to being held in the cloakroom. A no bag policy has been introduced at the NEC during this pandemic, therefore please only bring what you can carry. If there is a charge to use the cloakroom, payment is by card only. Please note there is no cloakroom facility for small meeting rooms.



Ventilation

Our Building Management Systems will monitor air quality and following a review of our building systems in line with CIBSE (Chartered Institution of Building Service Engineers) guidelines, we have recommissioned our ventilation plant for the safety of our delegates, staff and visitors. This includes maximising fresh air rates within the spaces and where appropriate upgrading our filters to NHS hospital standards.



Contactless Payment

No cash will be taken at our catering outlets & cloakrooms so all customers will need to have contactless payment methods available.



Touch-free Journey

Wherever possible we have put steps in play to make your visit here as touch-free as possible by highlighting the entry doors in use, making most use of our automatic doors and even increasing these to reduce the number of manual push doors

CATERING AT YOUR EVENT

New procedures in place at food stations and dinners.

Food & Beverage at the NEC



Our in-house catering team at Amadeus has been busy re-engineering our menus to assist in the delivery of a safe and efficient service.

Catering Measures



In line with government guidance, it may be possible to hold conference and banqueting events at the NEC.

In order to ensure the safety for your delegates we have developed a number of specific precautionary procedures.

- Social distancing rules will be adhered to by staff and clear signage will be displayed to help instruct guests during service. All of our staff will also wear the relevant PPE
- No more than 6 chairs at any one table
- Hand sanitiser stations will be provided at each entrance for all guests to use
- Crockery, cutlery and glassware will be pre-laid for the duration of the service and only collected at the end. Alternative menus from the normal offer can be discussed with your Key Account Manager to ensure the service is as seamless as possible
- Coffee and tea will be served from a buffet point, with 1 member of staff per service point. Staff members will not handle cups throughout the service
- Arrival and serving times will be staggered to ensure no overcrowding and space for the social distance queuing system. This will be discussed with your Key Account Manager
- Food will be served from a drop off point and collected from an allocated point if applicable
- We will provide additional bins and clear signage to communicate a self-clearing process where appropriate
- On arrival delegates to be informed that all orders will be taken at the tables
- All curfew times will be considered prior to the event to ensure that all guests have enough time to stay to until end of service

Food Safety & Hygiene



As part of our revised Operations plan, an end-to-end Safe Audit is in place to continually assess food safety and the welfare of customers and staff. Our cleaning regime has been increased in all areas with emphasis on the frequency of cleaning touch points throughout.

ORGANISER CHECKLIST



Reopening for business



CHECKLIST

Pre-Event

Planning measures

	Complete a detailed Risk Assessment for your event, check your insurance and liability.
	Complete individual role risk assessments for your team and ask production company / contractors for their risk assessments.
	Review overall event timings to allow for staggered arrival into the venue, consideration to staggered and controlled breaks.
	Consider whether you will introduce further mitigation measures such as temperature checking, additional sanitiser gel stations, wearing of face coverings being mandatory.
	For site rules for build and break – make sure you add in a Covid-19 section.
	During the planning phase of your event, consider whether any elements of your event or exhibition will be virtual to gain a greater audience reach and open up more revenue streams for your event? Talk to the venue team to discover the possibilities.
	For CDM checks/sign off - make sure you add in a Covid-19 section.
	Complete medical needs analysis and identify medical requirements for event.
	Review items bringing to site/offices such as additional PPE, wipes, masks etc.
	Have you considered what your aims & objectives are for your event and / or do these need revisiting?

Event and venue

	For all conference layout plans – discuss Hall layout styles and capacities with the venue to account for social distancing requirements.
	For Exhibition layout plans, discuss requirements for social distancing, aisle widths, stand layouts, shell scheme / space only and agree sign off approval.
	Have you considered adding a hybrid solution to your event to expand your reach and create new revenue stream opportunities? Discover more on our venue hybrid event offerings at https://www.hybrid
	Consider how to monitor visitor numbers in the hall as well as any entry and exit points - discuss your plans and ideas with the venue.
	Discuss the build and delivery process with your Event Manager - is a schedule required or staggered set up times?
	Discuss queuing plans/arrangements with the venue - are additional staff required to manage?
	Review your cleaning regime and discuss with the venue to identify any areas where additional cleaning may be required. Consider if there will be any specific part of the event or exhibition that may have a touch point area.
	Review and discuss catering requirements with your dedicated event catering manager.
	Consider your Organiser Office space if applicable – will this be open to all or restricted to your team? Social distancing will need to be maintained.
	Consider additional plans for speaker rehearsals and if required, allocate stagger times.
	Allow time in the programme for the sanitisation of technical equipment in between session and speakers.
	Discuss all your technical requirements for each space with the venue and also consider the options for a hybrid solution.
	For exhibitions, consider staggered/phased delivery of products by exhibitors.
	Remember a consideration for Exhibition plans on waste management requirements.

Exhibitor / Contractor

	Discuss build and break down schedules with your appointed contractor / production company and the venue. All agreed details relating to the event must be outlined in the exhibitor / event manual, as it's important that all parties are clear on the timings.
	If a third party is responsible for drawing your exhibition / production plans, these must be drawn in line with current guidance. Remember to share these with your Event Management & Production Management team for approval.
	Agree the method to validate all event contractors that are on-site to ensure they have gone through the registration checks.
	Review H & S declaration for exhibitors – add a new section on Covid-19 and ensure exhibitors and contractors aware of their responsibilities – staff informed and trained.
	Exhibitors to consider volume of product they bring – is everything necessary or can this be displayed in an alternative format?
	Exhibitors to consider how they clean their stands and sanitise high touch points, handling of products etc.
	Consider staggering exhibitor arrival and departure times.

CHECKLIST

Registration and delegates

	Discuss registration process with your provider and the venue to implement a touch less experience.
	Pre-advance registration to be promoted as there will be no on the day registration. This will assist with test and tracing. NEC Group will require access to registration data in accordance with data protection rules - details of which will be confirmed with you during the planning process.
	Discuss delegate registration set up along with location.
	Consider if a health declaration advising that all delegate groups are fit and well to attend which will be required 2 days before event. This may be provided by your registrations provider / system.

People

	Consider if you require to a dedicated Hygiene/Social Distancing Manager
	Identify and order any PPE requirements for staff
	Consider how your organiser team operates – is it possible to have a blue and a red team? Consider different office space and separate hotels to build resilience.
	Create briefings for teams, consider how this is delivered as face to face may not be practical based on numbers and space available.
	Consider how teams respond to an incident/emergency - who needs to attend and how do all parties communicate? Encourage the use of Teams/Zoom and ensure only essential personnel attend the incident.
	Daily meetings are still important but review format and channels to maintain social distancing measures

Communication

	For Exhibitions, ensure all exhibitors are aware that their stands should be large enough to accommodate their team and visitors taking account of guidance on providing a safe environment. They should consider the number of staff that attend the event as well as the stand design to assess how visitors enter and exit safely.
	Remember to share a link to NEC website and all relevant information on travel & parking arrangements prior to your event.
	Our cloakrooms will accept coats only. We have introduced a no bag policy during this pandemic and bags will not be accepted so please advise delegates to only bring what they can carry.
	Communicate any additional site rules for build and break to all relevant parties.
	Communicate added Covid-19 information into H&S declaration and ensure exhibitors and contractors are aware of their responsibilities and all their staff attending have been informed and trained.
	Remember to inform all exhibitors, contractors, staff and delegates that wearing face coverings is mandatory within the NEC public spaces and halls.

During event

	Organise daily check ins/meetings and updates with your team and log any actions.
	Monitor/check progress across all key areas of build and open periods of the event along with delegate flows
	Continue to assess delegate numbers and flows around break times
	Ensure to check on the welfare of your team throughout the event period
	Log number of breaches linked to social distancing measure during build, open and breakdown.
	Organise and host end of event debrief session
	Log all feedback including trends, actions and lessons learnt
	Put safety measure in place for breakdowns
	Plan and prepare for the breakdown of your event

We hope you've found this useful. If you have any questions, please speak to a member of our team.

For more information, please visit:

thenec.co.uk/protect



**Working together
to protect us all.**

