

# open for business

**Safely hosting large-scale  
events and exhibitions**



nec

Venue  
**Protect**

## OVERVIEW

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**Working together  
to protect us all.**

As we open for business and welcome the return of events to the NEC, the safety of our customers and staff continues to be at the heart of our planning. With that in mind, we have updated our Venue Protect 3-part framework for you and your customers' safety.

This demonstrates the key measures we have in place to create a safe and controlled environment for events to take place at the NEC. It is intended to show the measures that can be put in place to ensure the safety of everyone. All measures fully comply with government and industry guidance on managing the risk of COVID-19.

For more information visit: [thenec.co.uk/protect](http://thenec.co.uk/protect)

# Venue Protect

## principles

### Controlled

Reducing transmission by creating controlled events which use data and technology to help ensure audiences are known where possible and free from symptoms.

### Safe

Utilising our space to implement measures for the safe movement of people around the venue and ensuring a safe and welcoming environment for our visitors.

### Clean

Enhanced cleaning across the venue with increased focus on hygiene and sanitisation of identified high contact areas.





# Controlled

**Preparation to safely attend an event in our safe, controlled environment.**

As the hosts of organised events with ticketing and registration already in place, our audiences are 'known' meaning contact tracing is possible in addition to the implementation of COVID-19 status checks.



## COVID-19 status checks

Implementing COVID-19 status checks at agreed entry points to keep visitors and staff safe. Visitors should come prepared to show a form of accepted proof of COVID-19 status ahead of the event entrance.



## Known audiences

Working collaboratively with all event organisers to promote pre-registration and advance ticket sales ahead of their events.



## Contact tracing

Supporting contact tracing through promoting use of the Government's NHS COVID-19 Track and Trace app. The NHS QR code is also displayed at the entrance to our venue, so visitors can use this facility on arrival.



## Free from symptoms

Asking individuals to take personal accountability for their health and those around them by adhering to COVID-19 safety measures in place and not attending our venue if they have any symptoms.



## Risk assessments

Organisers will undertake health and safety risk assessments for every event. This includes but is not limited to, the consideration of international travel and audience demographics.



## Communication

Providing clear and helpful information before the event via our website or social media channels or whilst on site via our venue signage or our staff.



# Safe

## Ensuring a warm and safe welcome into our controlled environment.

Optimising our spaces to ensure visitors feel safe and comfortable during their visit. From implementing event measures with organisers to encouraging the wearing of face coverings and accessing our natural settings, everything from social distancing and being considerate of others is fully supported across the venue.



### Face coverings

Advising visitors to wear face coverings on the NEC shuttle buses and in public spaces across the venue. NEC venue and event staff will also be wearing face coverings.



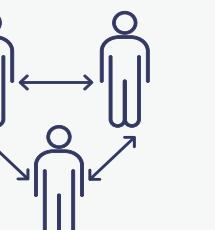
### Air quality and ventilation

Providing the optimum amount of fresh air to all spaces to minimise the risk of COVID-19 transmission. This includes the recent upgrade of our filtration to ensure clean and safe air is circulated throughout the venue and all areas are supplemented with natural ventilation through the opening of doors and windows as necessary.



### Outside space

Encouraging visitors to take advantage of our outside space to re-energise and benefit from fresh air across our natural settings during their visit.



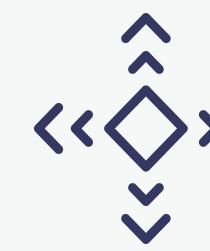
### Social distancing

Utilising our vast spaces to implement measures that support the safe movement of people around the venue and within event halls as well as encouraging visitors to be considerate of others during their stay.



### Footfall management

Supporting event plans for queuing and footfall management throughout the venue.



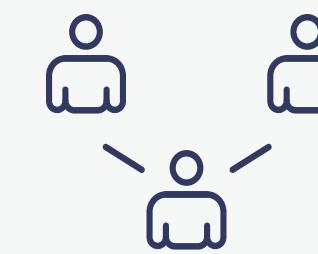
### Flexible event layouts

Working with our organisers to adapt and enhance event layouts across our vast halls to provide more space and comfort for visitors and exhibitors.



### Touch-free customer journeys

Creating an increased touch-free experience at the venue across our pre-pay parking, cashless payments and pre-ordering of food and drink via an app.



### Dedicated events team

Team NEC have received specific training on new measures to help customers safely manage their events.



### Confident signage

Clear visible signage will be live across venue digital screens to inform visitors of measures.



# Clean

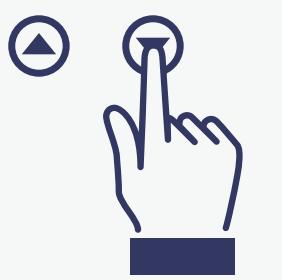
## Increased cleaning procedures in place around the venue.

Public areas will be cleaned frequently throughout the day with particular focus on frequent contact surfaces and reminders to visitors to regularly wash or sanitise their hands.



## Extensive event space cleaning

Each event space will be cleaned extensively before and after each event.



## High touch point area focus

During events there will be a detailed focus on the sanitisation of high touch point areas such as door handles, escalator handrails, stair railings and lifts.



## Washroom attendants

Attendants will maintain hygiene standards across our washrooms.



## Hand sanitiser stations

Hand sanitising stations placed throughout the venue and their use encouraged for customers and staff.

## Helping you plan for a safe and successful return.

We can't wait to welcome you all back and host your fantastic events once again. Our dedicated team will work with you to confidently implement the Venue Protect measures during your event planning phase to ensure the transition is as smooth as possible.



If you have any further questions regarding your upcoming event, please continue to speak to your usual **NEC contact**.

NEC Venue Protect measures are aligned with the All Secure Standard document and will be adapted to ensure they reflect the latest Government guidelines. The information in this document is correct as at 10/08/2021 and is subject to change in line with Government and Industry Guidelines.