Reopening for business

Welcoming the return of events from 19th July 2021

From 29th March
Venue site visits can take place at the NEC

12th April
NEC campus reopens & Drive In events return

<1000

17th May
Safely hosting events for up to 1,000 attendees

From 19th July
Safely hosting the return of large-scale events and exhibitions

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

Welcome
Witamy   Welkom
Benvenuto
Bienvenido   G'day
WELCOME TO THE NATIONAL EXHIBITION

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Venue Protect

OVERVIEW

Working together to protect us all.

As the UK's event industry gears up to help kickstart the economy, the safety of our customers and staff is at the heart of our planning so we have developed our Venue Protect 4 step approach, designed with you and your customers' safety and wellbeing in mind.

This document provides an overview of the key steps that we're planning to create a safe and controlled environment for events to take place at the NEC. This is intended to clearly demonstrate the measures that can be put in place, some of which would be very visible to anyone visiting the venue, whilst others would occur in the background, to ensure the safety of everyone.

Venue Protect
principles

Supporting Testing and Tracing
Using data and technology to help ensure audiences are known where possible and free from symptoms

Enhanced Venue Sanitisation
Enhanced cleaning across the venue with increased sanitisation of identified high contact areas

Social Distancing Measures
Utilising our space to implement measures for the safe movement of people around the venue

Communication
Clear and helpful guidelines and updates to ensure safe compliance of Venue Protect principles

Communication

Supporting Testing and Tracing

Enhanced Venue Sanitisation

Social Distancing Measures

Venue Protect

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Venue Protect

Supporting testing and tracing

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

As the hosts of organised events with ticketing and registration already in place in most cases, our audiences are 'known' meaning that contact tracing is usually possible if needed.

Pre-registration and advance ticket sales
Working collaboratively with all event organisers to promote pre-registration/advance ticket sales
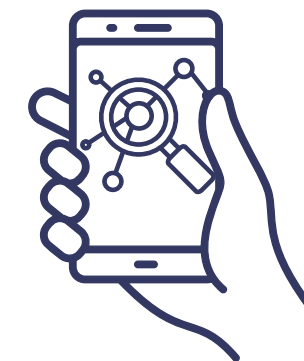
Pre-booked parking
Pre-book for parking in advance to enjoy a touch-free experience at the venue

Temperature screening
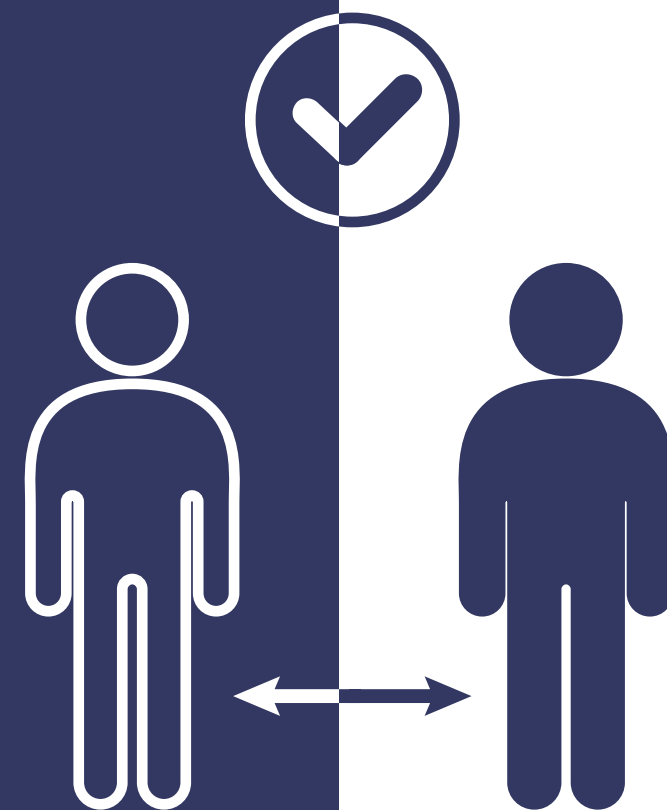Visitors may be asked to undergo temperature screening

Contact tracing
Supporting contract tracing through promoting use of the Government app

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Venue
Protect

For more information visit: **thenec.co.uk/protect**
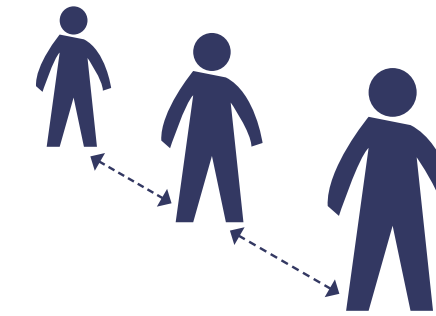
Social distancing measures

Ensuring a warm and safe welcome into our controlled environment.

Advice on social distancing will be on prominent display in the venue, asking that visitors maintain a safe distance from others and providing signposts where we have put measures in place to ensure social distancing can be adhered to.

One-way systems across venue

To ensure the safe flow of visitor traffic, a controlled in venue circulation with a one-way system has been implemented at both at entrance and exit points
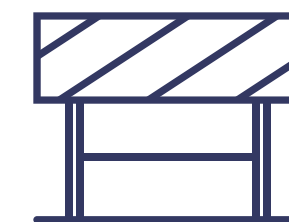
Footfall management

Queuing plans have been made to manage footfall throughout the venue's spaces

PPE

For everyone's safety, visitors are required to wear face coverings to enter the NEC, in line with current Government guidelines on indoor settings

Barriers and floor markings

These will be in use across the venue to support the new social distancing measures
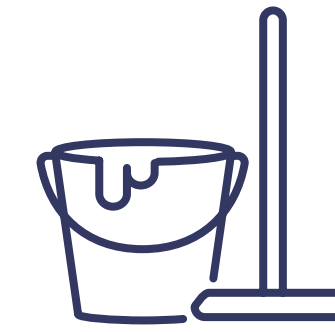
Confident and compliant signage

Clear visible signage will be in place to guide customers around the venue

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Venue Protect

For more information visit: **thenec.co.uk/protect**
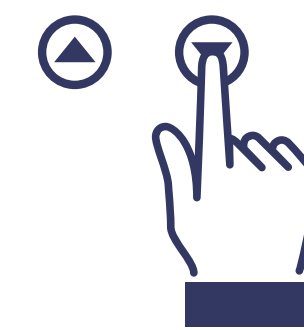
Enhanced venue sanitisation

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 in our washrooms

Hand sanitiser stations
Hand sanitising stations placed throughout the venue for customer and staff use

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Venue Protect

For more information visit: **thenec.co.uk/protect**

Communication

Providing clear and helpful information

The safety and wellbeing of our staff and our customers is our number one priority and our communications will reflect this. Whether it's providing details to you before your event via our website or social media channels or whilst you're on site via our venue signage or our staff.

Touch-free customer journeys

Clear and simple detailing of the changes we've made at every step to minimise contact and keep you safe

PPE measures in place

Team NEC may be wearing PPE to protect themselves and to protect you

Food & Beverage offering

Our menus have been updated to provide a range of tasty grab & go options and reduce touch points

What to expect

We're providing details of venue changes to help customers understand what to expect at the NEC and safely plan their event

Dedicated events team

Team NEC will receive specific training on these new measures to help customers safely manage their events

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Venue Protect

For more information visit: **thenec.co.uk/protect**

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. To help ensure the transition is as smooth as possible, we have created a bank of handy documents to help you understand the new measures and confidently implement these during your event planning phase.

All documents can be found at:

thenec.co.uk/protect

Further information

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

NEC measures are aligned with the All Secure Standard document and will be adapred to ensure they reflect the latest Government guidelines.

The information in this document is correct as at 17/06/2021 and is subject to change in line with Government and Industry Guidelines.

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