

# Open for business

Safely hosting large-scale  
events and exhibitions

## OVERVIEW

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### Working together to protect us all.

The NEC is committed to providing safe and secure environments for our customers, visitors, staff, contractors and partners. In order to achieve this, we have a number of measures in place. We call this Venue Protect.

Everyone has a shared responsibility in helping to prevent the spread of COVID-19 and our response to the virus is covered within our Venue Protect framework.

We confirm that the NEC fully complies with government legislation on managing the risk of COVID-19 to keep everyone's experience safe.

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

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Venue  
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

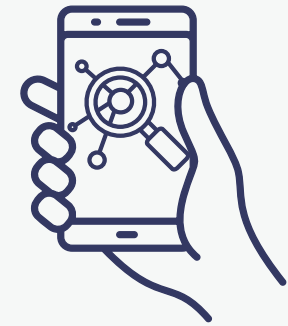
## Preparation to safely attend an event in our safe, controlled environment.

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



## Known audiences

As the hosts of organised events with ticketing and registration already in place, our audiences are 'known' meaning that contact tracing is usually possible if needed. We continue to work collaboratively with all organisers and promoters to publicise pre-registration and advance ticket sales ahead of their events.



## Contact tracing and check-in

We continue to support contract 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 venues, so visitors can use this facility on arrival.



## Codes of behaviour

Health and safety risk assessments are undertaken for every event. This includes but is not limited to, the consideration of international travel and audience demographics. We also ask individuals to take personal responsibility for their health and those around them by adhering to COVID-19 safety measures in place and NOT attending our venues if they...

- are displaying symptoms of COVID-19 (a high temperature, new and persistent cough, or a loss of/change in sense of taste or smell), even if these symptoms are mild.
- have been asked to self-isolate because they have been exposed to a person with COVID-19.
- or live with an individual who has symptoms of COVID-19.



## Communication:

The NEC is providing clear, effective communications for all stakeholders to ensure compliance with our Venue Protect measures, both in advance and on site. This can include providing details to visitors before their event via our websites and social media channels, whilst they are on-site via venue signage or our helpful and full trained staff.

continued...



# 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.



## COVID-19 status checks

The health and safety of everyone who visits the NEC remains our top priority. In line with the recent changes to Government guidance and the end of Plan B restrictions, from Thursday 27th January, the NEC will no longer require visitors to pass through COVID-19 status checks at the entry points to our venue. This has been agreed upon in collaboration with the UK Health Security Agency.

Some organisers may decide to implement COVID-19 status checks of their own and as the host venue, we will support them in ensuring their specific event requirements are met. We recommend that all visitors also check the dedicated website for their event before arrival, for details of any specific entry requirements.

We continue to encourage people to take a lateral flow test before arriving at the venue but this is not a condition of entry unless specified on the event's dedicated website. NEC Group staff are also completing tests twice a week to ensure that they are free of infection.

Where an organiser has decided to implement COVID-19 status checks, visitors will be required to show proof of their COVID-19 status. If you do not have an accepted method of showing your COVID-status, you will be refused entry. The accepted methods of showing COVID-19 status are as follows:

- A valid NHS COVID-19 Pass shown via the NHS App or downloaded and saved to your phone's wallet. For those requiring digital assistance, a valid paper copy can be ordered online or by calling the NHS 119 telephone service.

Or

- A lateral flow or PCR negative test result confirmation text or e-mail received within 48 hours prior to attending the event.

Or

- An EU Digital COVID Certificate. International visitors can show their equivalent COVID Pass from their country of origin.

We ask visitors to please bear with us as these checks take place, as there may be a slight delay in accessing our venue.



# Safe

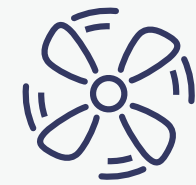
## Ensuring a warm and safe welcome into our controlled environment.

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.



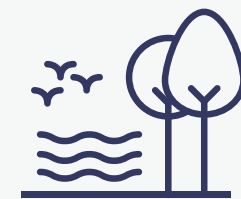
## Face coverings

We recommend that visitors and staff wear a face covering in our venue and on the NEC shuttle buses.



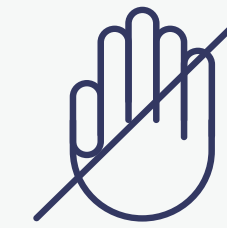
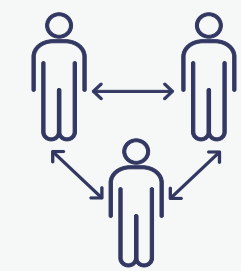
## Air quality and ventilation

In line with government guidelines, we provide the optimum amount of fresh air to all spaces to minimise the risk of COVID-19 transmission. This includes a recent, full recommission of our mechanical ventilation equipment and the upgrade of our filtration to ensure clean and safe air is circulated throughout the venue. All areas are being supplemented with natural ventilation through the opening of doors and windows as necessary.



## Space

Being amongst groups of people can be overwhelming, so we ask that visitors are considerate of others and provide space when queueing etc. where possible. We have also created spaces in and around our venue for people to have a break. Whether it's relaxing in our Zen garden our out by Pendigo Lake, we encourage visitors to take advantage of the large spaces around us to re-energise, get some fresh air or indulge in some alone time.



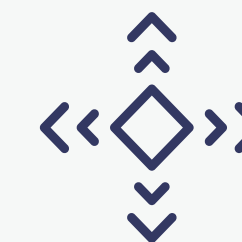
## Touch-free customer journeys

Human interaction is what we do but we understand that convenience is key and that many people will want to minimise unnecessary contact. We have taken advantage of tech solutions to provide contactless options. So, to minimise contact points when in our venues, visitors can pre-pay parking online, use our cashless options for payment at all food and drink outlets and even pre-order food via an app.



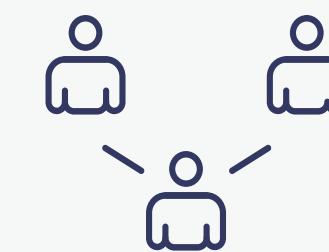
## Footfall management

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.



## 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

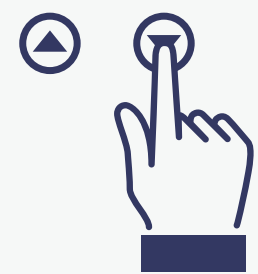
## Increased cleaning procedures in place around the venue.

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.



## Enhanced venue sanitisation

Our thorough cleaning regimes have been extended. All communal areas are cleaned frequently, and we continue to maintain the cleaning of high contact surfaces throughout event days along with deep cleans in all public areas.



## Focus on hygiene

Good hygiene is one of the most effective ways to protect yourself and others from infection. Our focus continues with clear reminders about washing hands frequently and using the sanitiser stations that are available for use throughout our venue.



## 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**.

The NEC Group Venue Protect Framework was updated on 27.01.22. Details are subject to change depending on government guidance and specific event requirements. Those attending NEC Group events are encouraged to visit the venue websites or the event's webpage to check for specific entry requirements.