

**At your  
service**

**Your event manager will guide and support you, developing the specification of services, ensuring best value to deliver the best possible experience for your delegates and visitors, sponsors and exhibitors.**

Core services underpin any successful event. Those such as rigging, power, technology solutions, cleaning, security and media, demand an intimate, technical knowledge of the venue, operational procedures and the highest health and safety standards. These services are delivered exclusively by the ExCeL team, who are responsible for maintaining the fabric of the building.

Our market-leading partner with specific expertise delivers hospitality and catering services exclusively.

We work with preferred suppliers for audio visual, freight forwarding and contractor services. We recommend using these suppliers as they have a track record of successfully supporting and delivering events at ExCeL.

Whether you choose to work with our suppliers or choose your own, our team will be on hand throughout to support you to create a memorable event.

**Your at-a-glance guide to the services provided.**



**Included**

- ATMs
- Business service team
- Cloakrooms (fixed)
- Conference furniture (carpeted areas)
- Customer service team
- Fire safety
- General cleaning\*
- Heating and air conditioning
- Helpdesk
- Lighting
- Marketing support
- Medical centre - includes qualified medic
- Phones lines for organiser offices
- Traffic marshals
- Unsupported wi-fi
- Venue security

\* This includes collection of general waste from the organiser office during build, open and break-down and of general waste in aisles during the opening as well as removal of general waste from bins in common areas.



**Not included**

- Audio visual
- Catering
- Dedicated cleaning\*
- Electrical mains
- Event security\*
- Florist
- Freight forwarding
- General services contractor
- Graphics
- Health and safety floor manager\*
- IT and communications
- Porters/furniture
- Registration desks
- Rigging
- Signage
- Structural engineer\*
- Sustainability report
- Water and waste

\* Mandatory

# Services delivered exclusively by ExCeL



IT

Our expert team of IT professionals create solutions to support multi-faceted technology requirements.

These include hardwired and wireless internet connections, bespoke networking solutions (cabled and/or wireless), point-to-point Cat5e and Cat6 connectivity, additional rack space in all our SERs for additional equipment, MER space available for additional temporary comms cabinets, cabling solutions.

## Our technology solutions are based on:

-  An embedded IT and communications infrastructure
-  Engineering and network management provided by Cisco-qualified engineers
-  24/7 network monitoring by our in-house team
-  IT helpdesk

ExCeL London has a broad and resilient network, capable of handling the most complex events. We continue to invest in our IT infrastructure to provide our clients with unrivalled service, reliability and flexibility.



Media and branding

Over 400 public advertising, branding, and signage sites offer a choice of variably-sized print and digital opportunities to suit your needs, as well as those of your sponsors and exhibitors.

These enable you to create innovative, experiential installations to enhance the attendee experience, and create memorable brand moments.

Our media team provides a complete service from artwork creation and management, to production and installation, consciously using materials with the least environmental impact.

## Our services include:

-  Scalable bespoke packages to suit any budget
-  High impact digital infrastructure
-  In-house visual creation
-  Production placement opportunities

Please note that you can manage any media and advertising opportunities within your tenancy space, with the nominated media company for your event.



Rigging

The health and safety of visitors and our teams are our top priority when considering and installing rigging points, structures and banners. We can apply fixings or attachments to most sections of the venue ceiling (primary rigging). These are installed exclusively by our rigging team to mitigate risk and damage to the structure.

Here are some of the common items you might consider suspending above the show floor:

-  Standard banners: a straight, flexible banner, normally made from PVC or vinyl
-  Modular structures: including truss systems for lighting, sound and AV equipment and modular banners
-  Custom structures: these could be made of materials such as wood and fabric or products such as aeroplanes, cars or inflatables

When you are specifying your rigging requirements it is important to think about weight, location and impact.

Our rigging team is here to help you develop the safest and most robust solution and can install truss, drop wires and scaffolding poles as secondary points as required.



Cleaning and waste management

Cleaning and waste management are critical services, essential for the smooth running of any event. In a post COVID world it is important that we recognise the expectations of visitors and delegates and continue to deliver and innovate. Your event manager can provide details of the cleaning procedures and products used that are managed in line with the All Secure Standard.

## Our highly experienced team can adapt the service to meet your exacting requirements including:

-  Dedicated cleaning team for feature areas
-  Cloakroom management
-  Waste removal

Our dedicated team is ready to ensure your event runs with the highest standards of hygiene and waste management.



Utilities

Although a hidden service, utilities services play an integral role in the overall experience of delegates and visitors no matter the size and scale of the event. Health and safety and professional competence protocols lie at the heart of ExCeL London service delivery team.

## These services require specific expertise and extensive knowledge of the venue infrastructure.

-  Power
-  Water and waste
-  Compressed air
-  Gas

Our team can install utilities across the venue event space, providing the expertise to help you select the most effective infrastructure to meet the objectives of the event.

# Exclusive service



Catering

ExCeL London Hospitality is the exclusive catering partner for the venue. They believe that great food delivers great event outcomes; customers who eat well are likely to arrive earlier, stay longer, network effectively and be inspired to return.

The dedicated team cater for all types of events, creating new and innovative menus and helping you to deliver the best possible guest experience.

**You can work with them to create solutions for:**

 Event hospitality

 In-hall retail

 Fine dining events such as dinners and award ceremonies

The team is focused on sourcing ingredients both seasonally and locally, for example fresh pastries are made on site at the E16 bakery and surplus food is donated to local charities. Your event manager will introduce you to the team who can give you further advice and guidance as well as organising tastings for your key stakeholders.

# Partner services



Audio visual

A strong and collaborative relationship with our AV partner gives you the best possible platform to enhance your ideas and engage your audiences, large or small.

From your initial visit to ExCeL London through to show delivery Anna Valley will support you with a dedicated AV Production Manager who will skilfully guide you through every step of the way, drawing on 30 years of experience of delivering outstanding event productions coupled with an intimate knowledge of the venue.

**Working together, you can maximise the impact of the delegate and visitor experience:**

 Lighting

 Data

 Sound

 Virtual and hybrid event solutions

 Bespoke stage and set designs

The team will work with you to create an impactful solution whatever your budget or technical requirements.



Contractor services

Our preferred event delivery service partner GES, has unrivalled experience of ExCeL, delivering more events than any other contractor and has unique access to the venue. As a global market GES has scalable operation with robust processes, technology and equipment, combined with on-site specialist live event and operational teams.

**Services provided by the team include:**

 Standfitting, furniture and floorcovering

 Electrics, lighting and graphics

 Custom design and build and creative services

 Registration, data intelligence and engagement technology

 Specialist teams for live events, congresses and exhibitions

A senior single point of contact for event planning and service delivery, manages the operational teams to ensure a smooth and collaborative experience both in planning, and on-site.



Logistics

The official logistics company for ExCeL, DSV Global Transport and Logistics, one of the world's leading event logistics specialists, is conveniently based on-site.

The team has a wealth of experience in global freight and customs clearance, as well as domestic logistics for conferences, exhibitions and events.

**You can choose from a range of on-site services such as:**

 Storage

 Packing and collecting

 On-site handling services and lifting equipment

 Collation of delegate packs, stock management of marketing collateral and specialist supplies

Drawing on global business expertise and service excellence, the team at DSV is here to help you manage the event as effectively as possible.

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