

ExCeL London: Open for business

A framework for hosting events
in a safe environment

SAFETY first

At ExCeL London, the health and wellbeing of everyone who visits our venue is our number one priority.

The objective of this document is to provide a framework for hosting events safely. This programme of enhanced measures will provide our customers with the assurance and confidence they need to run organised events in a safe environment, post COVID-19.



Key considerations

We have been working alongside the AEV (Association of Event Venues) to develop the All Secure Standard, an industry wide standard for the safe return of organised events.



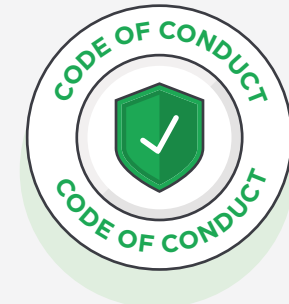
The venue will operate in line with latest government guidance.



We will ensure that we adhere to the principles outlined in the All Secure Standard.



We will work collaboratively with our customers, contractors, partners, and stakeholders, to deliver a safe event, recognising that each one is different.



We have developed a code of conduct, which we will share at event planning meetings, to ensure everyone visiting ExCeL understands their role in keeping themselves and everyone else safe.

The guiding principles for hosting events safely at ExCeL

We will work in partnership with every client to meet the needs of each specific event. Outlined here are the key principles to consider during the planning phase of your event.



Risk assessment:

- Every event will require a full risk assessment outlining how the organiser is proposing to manage their tennacy space. The risk assessment will need to take into account the visitor journey and audience type.
- The risk assessment should also include planning, build up, the open period and break down, public transport, queue management and event timings.
- All measures will be based on the latest government guidance and are subject to change.



Before your guests arrive:

- To minimise queuing and contact during registration, all delegates, visitors, and exhibitor stand crew are advised to pre-register to attend an event.
- Anyone with a high temperature or other symptoms related to COVID-19 must refrain from visiting ExCeL.
- If your guests fall into a higher-risk or vulnerable category, we strongly recommend that you refer to the latest government advice, before they attend an event at ExCeL.

Build-up & breakdown:

- We expect that anyone working on the build up or break down of an event will be asked to pre-register before arriving onsite to declare they are fit and healthy to work.
- Our entry policy does not require any visitor to show their Covid status; however, we are ready to reintroduce checks at the request of any organiser* or if the Government guidance changes.
- It is no longer mandatory to wear a face covering in public; however, we welcome and encourage visitors to continue to wear one in crowded indoor spaces.

Arrival & registration:

- With multiple, distinct entrances to the venue, we can manage arrivals safely, taking into account the latest government guidance.
- Our entry policy does not require any visitor to show their Covid status; however, we are ready to reintroduce checks at the request of any organiser* or if the Government guidance changes.
- It is no longer mandatory to wear a face covering in public; however, we welcome and encourage visitors to continue to wear one in crowded indoor spaces.
- Travel advice and guidance will be shared on the ExCeL website.
- ExCeL have 1,800 parking spaces. Parking is available on the day at a rate of £20 underneath the venue.

*We would recommend that, if you haven't already, you contact the organiser for their entry requirements.



Venue facilities:

- Ventilation has been increased, improving fresh air circulation in line with latest CIBSE (Chartered Institution of Building Services Engineers) guidance and recommendations.
- We will provide medical support onsite in the event of someone feeling unwell.
- All service partners including AV, power, rigging, logistics and media placements will follow the ExCeL code of conduct.



Food & beverage:

- We have some exciting new food and drink retail units on the Boulevard, the central concourse of the venue. During some events the retailers will be serving in the event halls themselves, giving you more choice of where you buy and eat your food.
- New processes and procedures will be introduced at service counters to help keep both guests and retail staff safe.
- All transactions for food and beverage will be cashless. Suitable queuing systems will be in place.



Cleaning standards:

- The ExCeL Cleaning Team have been trained to deliver enhanced cleaning procedures. All touch points, as well as seating in conference and meeting areas, are regularly wiped with chlorine-based cleaning fluid.
- All bathrooms are checked and maintained by a dedicated team of cleaners.
- Specific waste management procedures are in place to manage the safe disposal of PPE and testing materials.



Personal hygiene:

- Hand sanitisers will be provided throughout the public areas of the venue.
- Protocols for sanitising sound equipment and ensuring speakers and members of the audience do not share microphones will be in place.



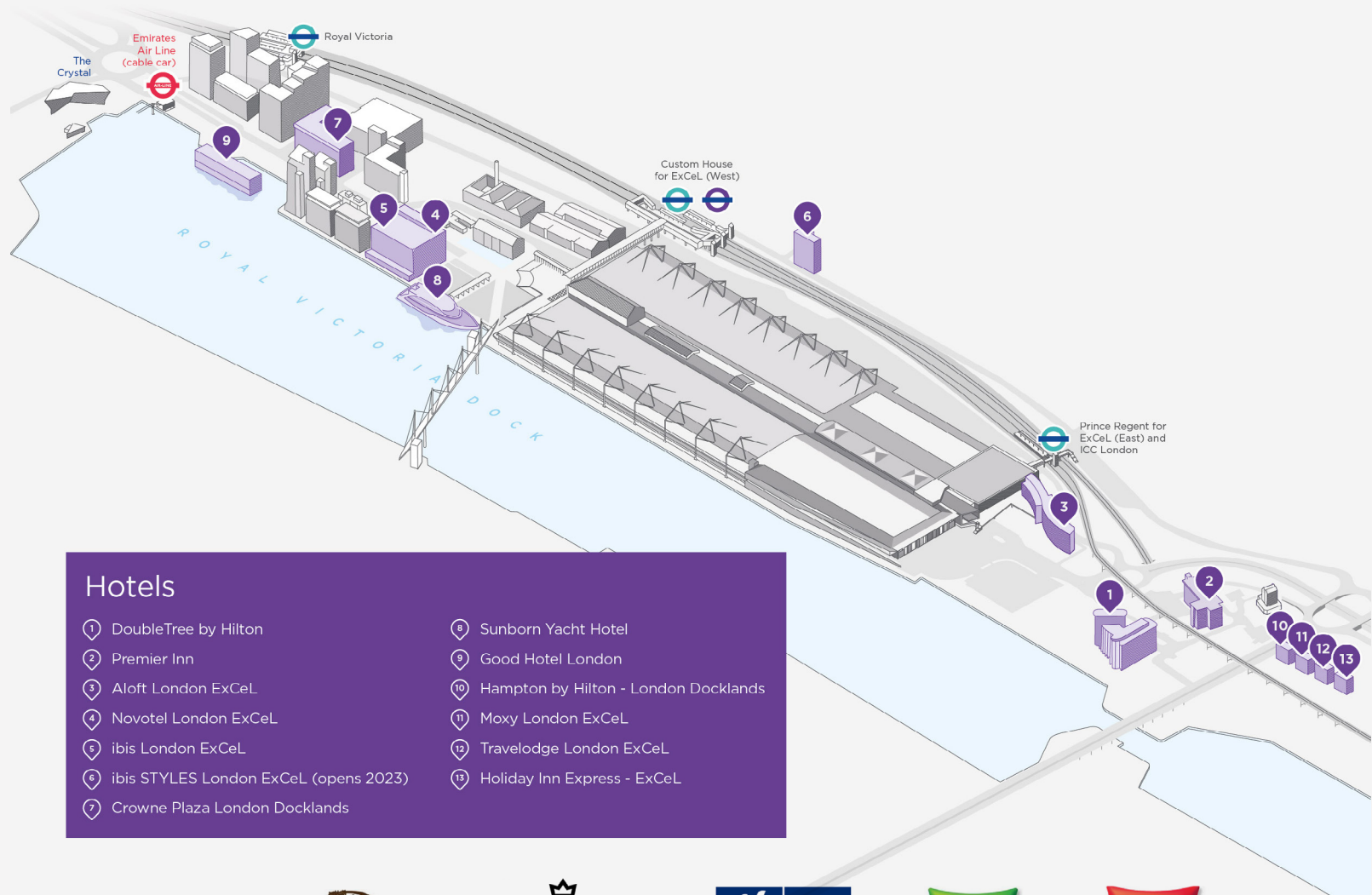
Training & communications:

- Our employees have participated in a COVID-19 training programme instructing them how to keep themselves and others safe.
- Anyone working onsite will be provided with a briefing to ensure they understand our code of conduct. This code of conduct will be shared as part of the event planning process. We would expect this to form part of your communications plan to all audiences.

Hotels

There are 13 hotels within a 3-minute drive of the venue, including those on the ExCeL campus. Our community of local hotels have the StaySafe™ accreditation place.

The StaySafe™ accreditation identifies the hotels that have measures in place including mobile check-in, contactless keys, destination only lifts, and specially sealed doors.



Q&A

Here are answers to questions you or your delegates, visitors or exhibitors may have. If you have any other questions, please do not hesitate to get in touch.

What is required to gain entry into ExCeL?

Our entry policy does not require any visitor to show their Covid status; however, we are ready to reintroduce checks at the request of the organiser or if the Government guidance changes. We would recommend that, if you haven't already, you contact the organiser for their entry requirements.

Are face coverings required?

It is no longer mandatory to wear a face covering in public, however we welcome and encourage visitors to continue to wear one in crowded indoor spaces.

How do I manage my floorplan and aisles?

You ExCeL Event Manager will work with you to review both your floorplan and RAMS to ensure that the latest guidance is adhered to.

How will ExCeL manage ventilation?

Ventilation has been increased, improving fresh air circulation in line with latest CIBSE (Chartered Institution of Building Services Engineers) guidance and recommendations.

What is ExCeL cleaning regime?

The ExCeL Cleaning Team have been trained to deliver enhanced cleaning procedures. All touch points, as well as seating in conference and meeting areas are regularly wiped with chlorine-based cleaning fluid. All bathrooms are checked and maintained by a dedicated team of cleaners. Specific waste management procedures are in place to manage the safe disposal of PPE and testing materials.

How will in-hall and stand cleaning be managed?

ExCeL will continue to have responsibility for cleaning organiser offices and aisles. Cleaning in these areas will be conducted using a chlorine-based cleaning fluid. Any other cleaning services can be quoted for, including the option to have a dedicated cleaner. Exhibitors are responsible for stand cleaning. If an exhibitor requires a dedicated cleaner this can be arranged via your Event Manager, at cost.

How will catering operate?

We have some exciting new food and drink retail units on the Boulevard, the central concourse of the venue. During some events the retailers will be serving in the event halls themselves, giving you more choice of where you buy and eat your food. There is something to suit everyone whether that be taste, dietary requirement or budget. Please note that all transactions for food and beverage will now be cashless.

Will ExCeL provide sanitiser stations?

Hand sanitisers will be provided throughout the public areas of the venue, including the lorryway.

Will ExCeL be using temperature checking?

At this time, we do not intend to introduce temperature checking. If you would like to use temperature checking, please discuss this with your Event Manager.

Who should I discuss additional tenancy requirements with?

Please discuss tenancy requirements with your Event Manager. Additional tenancy space is subject to availability.

Will ExCeL have additional stewards?

We will have additional stewards on the boulevard to offer assistance and help with any questions and wayfinding.

This framework has been designed to provide our customers and guests with confidence that we will run organised events safely.

Whilst every effort is being taken to protect the wellbeing of our guests, everyone should inform themselves of their own responsibilities before they visit. For further information please visit: www.gov.uk/coronavirus

We look forward to welcoming you to ExCeL London.





An ADNEC Group Company

EXCeL
LONDON

Proud to be part of the ADNEC
Group one of the world's
leading venue providers.

For further information please contact:

E: info@excel.london

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