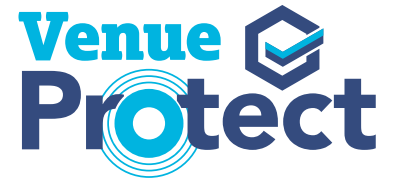


NEC Group COVID-19 Risk Assessment



Introduction

This document has been put together to summarise the health and safety measures which have or will be taken by the NEC Group in order to protect people from the risks of Covid-19. It has been simplified for ease of use, but a full risk assessment is available if requested. This document should be read in conjunction with our Venue Protect documentation that has been created for each venue. The NEC Group will follow guidance provided by the UK Government, Public Health England and various industry bodies, including National Arenas Association, the Meeting Industry Association, Association of Event Venues and Association of Event Organisers. This risk assessment applies to all NEC Group venues.

Risk Assessment considerations

It is assumed that the people who could be harmed will be any person who could come in to any of our venues, whether these are our own staff, members of the public, exhibitors, artists, contractors, suppliers or anyone else who has a legitimate reason to be there. The hazard (the thing which could cause injury or illness) is assumed to be the contracting of Covid-19. Overall, with all control measures in place, it is felt that the likelihood of contracting the disease is low, but the severity has the potential to be high.

Control measures

Listed below are the steps being taken to protect people.

	Hand washing Good hand washing techniques to be encouraged with additional signage in toilet areas, as the prime means of preventing transmission. Toilets will have sufficient amounts of hand cleaning and drying facilities.
	Sanitising Additional hand sanitiser stations to be put in place in specific communal areas.
	Cleaning Additional cleaning resources have been put in place to continually clean high touch points and in public spaces. Toilets will be cleaned regularly. Any concerns can be raised with any member of staff and additional cleaning will be organised. Exhibitors will be encouraged to clean their stands regularly throughout an event. Waste will be removed more frequently during events.

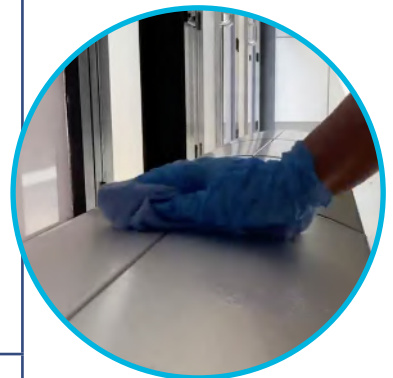
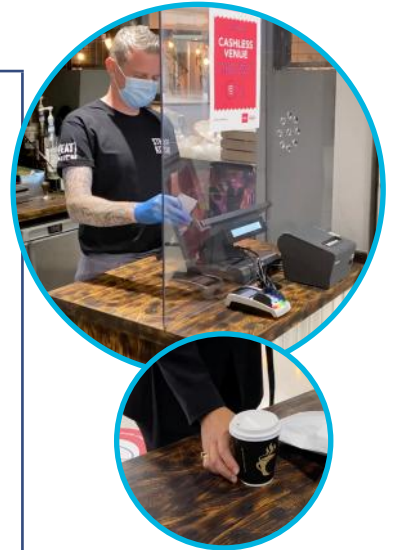


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Control measures *continued.*

	<p>Food Safety</p> <p>We will maintain our usual 5 star high standards of food safety compliance. Additional precautions will be taken, dependent on the arrangements within the specific Operational Plan produced for each venue. Food and beverage will be integrated into one-way lanes with grab and go provision, and social distancing and protective measures will be implemented throughout venue restaurants and facilities. Food is likely to be pre-packaged and not buffet style. Payment will be contactless only. Staff will be wearing PPE in line with their job role and proximity to the public. Seating will be separated and minimised to allow social distancing and discourage congregating in certain areas. Food and drinks will be pre-ordered where possible.</p>
	<p>Seating</p> <p>Communal area seating and event seating will be regularly treated with suitable methods. Some seating will be removed or taken out of action to encourage distancing. It is likely that public area communal seating will not be available. Our food outlets are likely to reduce or remove their seated areas, but where any seating is still in place, it will be cleaned regularly. Conference and event related break out seating may be available, dependent on the Event Organiser's arrangements. This will also be cleaned regularly. Allocated seating for seated events like Arena shows and conferences will be spaced out in line with government guidelines and cleaned between events.</p>
	<p>Venue ingress and egress</p> <p>All venue ingress and egress will maintain a social distancing protocol similar to the measures currently in place for supermarkets. Exhibition floor plans will be devised to create adequate space between exhibitors. Events may choose to operate with timed visitor slots or arrival times (e.g. morning and afternoon sessions) to help manage visitor flow and density. Social distancing measures will be in place in certain areas with circulation paths mapped out for attendees to follow. Capacity figures will be reduced to accommodate social distancing plus other mitigating measures. Monitoring will be in place to ensure capacity numbers are not exceeded in each space. Tickets and pre-show information are likely to indicate the best place to enter the building, and members of the public will be directed to these entrances.</p>



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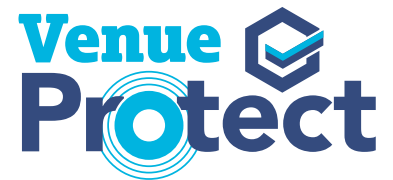


Control measures *continued.*



	<p>Venue operation</p> <p>All staff and visitors will be advised to maintain the physical distancing measures put in place by the UK Government, which will be communicated prominently around the venue. By following these measures, this will have an impact on the capacity of each space but still allows for the safe circulation of people.</p>
	<p>Pre-registration</p> <p>All events and conferences, whether trade, consumer or public, will have a strict pre-registration or ticketing process to ensure that audiences are known. Compliance with this will be mandatory to gain entry to events. Individuals' registration for events will also confirm acceptance that, if required, their details can be supplied by the NEC Group to the government for tracing purposes (in accordance with GDPR). Where customers refuse to allow their information to be retained for this purpose, this will need to be discussed with the organiser. Touch points will be minimised throughout the customer journey. Tickets are likely to be primarily e-tickets, to avoid points of contact, or print at home tickets/badges.</p>
	<p>Crowd density</p> <p>We will review the capacities for each venue and event, together with organisers and promoters, in line with industry and government guidance.</p>
	<p>First Aid provision</p> <p>First Aiders will be available on every site. These staff are aware of government and industry bodies guidance on emergency life safety protocols. Any person reporting symptoms will be held in place if possible, unless this is likely to cause concern amongst other members of the public. Privacy screens will be used to segregate the area. If this is not practically possible, they will be moved to a pre-designated, area. First aiders will be provided with appropriate PPE. People who are well enough will be encouraged to go home immediately and make contact with their GP or the 111 service. Additional cleaning will take place in the area of any first aid treatment.</p>



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Control measures continued.





	<p>Car Parking</p> <p>It will be encouraged that car parking will be pre-pay or paid for online when at the venue, to reduce the need to touch machines. No cash will be taken for NEC parking. Designated walking routes will be signposted from car park to venue. For the Arenas, the Vox and the NEC, you are likely to be directed to a specific car park on approach to the venue, which will be as close as possible to your entry point to the venue. For the ICC, follow normal wayfinding signage to access the public mall. Payment machines will be cleaned regularly throughout the day.</p>
	<p>Personal Protective Equipment (PPE)</p> <p>Appropriate Personal Protective Equipment will be worn by relevant employees based on their role and responsibilities and in adherence with health and government guidance. Training on how to properly use and dispose of all PPE will be mandatory. Gloves will be provided to employees whose responsibilities include front of house staff, first aid and security. All employees will complete training before they return to work and daily/pre shift briefings will reinforce key messaging. Best practice briefing documents outlining the latest expert advice will be made available via the staff intranet platforms.</p> <p>Face coverings - The evidence suggests that wearing a face covering does not protect you, but it may protect others if you are infected but have not developed symptoms. A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. It is likely that any members of the public attending an event within an NEC Group site will be expected to wear a face covering whilst in attendance at the event (except whilst not in the venue and whilst eating or drinking etc.). This decision may rest with the organiser of the specific event, and may vary through different environments within that event. The requirements will be clearly communicated before attendance at the event. This may also change following government guidance. Face masks will be required in enclosed public spaces such as shops and communal concourses, and on internal shuttle buses, in line with legislation.</p> <p>Front line staff have been trained to be aware of the impact that a face covering may have on their ability to communicate. If they recognise that a person may have difficulty understanding their advice or responses, they will remove their face covering whilst maintaining social distancing recommendations, to continue the conversation. Additional digital and physical signage will also be present to assist our visitors. Some staff will be wearing visors, or will have them available, so these staff could also be approached.</p>



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Control measures *continued.*

	<p>Signage</p> <p>NEC Group venues have highly visible digital screens situated in key locations across sites. These devices offer great exposure to audiences and will carry clear and impactful social distancing messages as a constant reminder to all on site. Communications will be issued to visitors prior to arriving and advising them of the new protocols; this content will also be displayed on all NEC Group websites.</p>
	<p>Cloak rooms/luggage rooms</p> <p>Restrictions will be introduced on luggage allowed into venues. Arena events will only allow an A4 sized transparent bag to be brought in. Cloak rooms may not be in operation, so please check before leaving for your event. Where they are in operation, coats will be deposited into a bag, prior to being held. During Covid-19, a no bag storing policy will be in place.</p>
	<p>Staff precautions</p> <p>A team specific Risk Assessment will be completed by each manager (or next senior manager if the team manager is on furlough) before staff return to work, including consideration of all control measures relevant to the work of that team. All staff will have to complete Covid19 return to work training.</p>
	<p>Contractors</p> <p>NEC direct contractors will be asked to provide risk assessments for their work, which includes reference to how they will control Covid-19 risks. Where contractors are engaged by event organisers or promoters, we expect that this will also take place. They will maintain social distancing from members of the public as much as possible. Work will be planned for times when the least people will be in that area. Contractor inductions will include reminders about social distancing and hygiene measures. Organisers of events should hold sufficient details of contractors and sub-contractors involved in their event to support tracing processes if required.</p>



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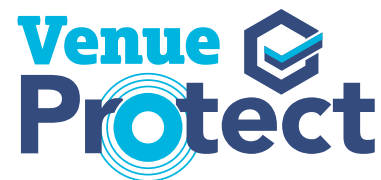


Control measures *continued.*




	<p>Air conditioning</p> <p>HEPA filters are already fitted to our air conditioning systems. The Heating, Ventilation and Air Conditioning (HVAC) system has been supplemented to increase air turnovers. Air Handling Units (AHUs) are being upgraded throughout NEC main building to similar standard as NHS requirements. This is being investigated for other venues.</p>
	<p>Emergency procedures</p> <p>We will be following our expected emergency protocols if required. If a fire alarm does occur, we will encourage staff to maintain social distancing throughout, if possible, without impacting on speed of egress.</p>
	<p>Conference Rooms</p> <p>Conference rooms will be set up to facilitate social distancing. Chairs should not be moved from their locations. Rooms will be cleaned each day. Lay out will aid communication but minimise likelihood of transmission. Items will be removed from conference and meeting rooms, such as stationary and hand held microphones. All technical equipment will be sanitised after each session, as well as at the end of each day.</p>
	<p>Set up and break down of events</p> <p>Contractors will be expected to have included Covid-19 in their risk assessments and to adhere to industry standards at all times, to include wearing PPE if social distancing cannot be maintained. Expectations will be reviewed through meetings between organisers/promoters, contractors and venue staff. This may result in additional time requirements, or staffing or other precautions to enable a build or break down to take place. Organisers will also be expected to have included their Covid controls within their own risk assessments.</p>
	<p>Shuttle Buses</p> <p>Shuttle buses may be in operation for the NEC venue. There will be a limited capacity on the bus. Masks will need to be worn, in line with legal requirements. As always, a walking route will also be available.</p>



NEC Group COVID-19 Risk Assessment



Control measures *continued.*

	<p>Contact Tracing</p> <p>Through the use of organiser’s data, ticket sale information, registration, mobile apps and other sources, we may provide assistance to the proper authorities in the event of a need to trace attendants at one of our events, in line with data privacy agreements. Relevant data will only be kept for 21 days, in line with government advice. This will also apply to contractors who may have been engaged by us. Where they are under the control of an organiser or a production team, a relevant contact will be passed on if required.</p>
	<p>Alert Levels</p> <p>The current guidance from government and industry sources will be monitored to ensure that this document and other NEC procedures and advice are up to date.</p>
	<p>Review</p> <p>The information is correct as per 19th August 2020. It will be updated when government advice or legislation changes.</p>

