

# Open for business

Safely hosting large-scale  
conferences and events

## OVERVIEW

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### Working together to protect us all.

The ICC 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 ICC fully complies with government guidance on managing the risk of COVID-19 and have additional measures in place that we are encouraging visitors to follow to keep everyone's experience safe.

For more information visit: [theicc.co.uk/protect](https://theicc.co.uk/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 in addition to the implementation of COVID-19 status checks.



## COVID-19 status checks

The health and safety of everyone who visits the ICC remains our top priority. As with other large UK venues, we are implementing COVID-status checks at agreed entry points to keep visitors and staff safe.

Visitors should come prepared to show proof of their COVID-19 status. The accepted methods of showing COVID-status are as follows:

- NHS COVID-19 Pass via the NHS App or a paper copy. (It is advised individuals apply no later than 48 hours before attending their event to allow for the application to be processed in time.)
- Proof of immunity shown by a positive PCR test result for COVID-19, lasting for 180 days from the date of the positive test and following completion of the self-isolation period.
- Lateral flow or PCR negative test results text or e-mail, received within 72 hours prior to attending the event. However, we would encourage visitors to complete their test within 48 hours as some organisers/promoters may request the shorter timeframe.

- If visitors would prefer not to use the NHS App or do not have a smartphone they can obtain a NHS COVID-19 Pass letter (proving vaccination status only) by calling 119 or visiting the NHS website.
- EU Digital or paper COVID Certificate. International visitors can show their equivalent Covid Pass, from their country of origin.

Children under 18 do not have to demonstrate their COVID-19 status for entry to domestic events or venues in England. Children aged 16 or over can get an NHS COVID Pass for travel but should follow the entry requirements of the country they are travelling to.

We ask visitors to please bear with us as these checks take place, as there may be a slight delay in accessing our venues. If possible, please have a downloaded copy of this information in your photos, email or wallet, or a printed hard copy, to make it quicker and easier to access and check on arrival at the venue.

ICC staff are also completing twice weekly tests to ensure that they are free of infection. Our partners will be expected to implement the same testing regime.

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 in addition to the implementation of COVID-19 status checks.



## 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 ICC 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.



# Safe

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

Optimising our spaces to ensure visitors and delegates feel safe and comfortable during their visit. From implementing event measures with organisers to encouraging the wearing of face coverings, everything from social distancing and being considerate of others is fully supported across the venue.



## Face coverings

For everyone's safety, we encourage visitors to wear face coverings through the Mall and in our venue. All venue and event staff are also encouraged to wear face coverings in line with guidance.



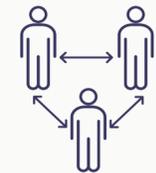
## Air quality and ventilation

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 recommissioning 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 Mall, around Centenary Square or by the canal, 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.



## Room and foyer space layouts

Working with our organisers to adapt and enhance room & foyer space layouts to manage social distancing and ensure the comfort and safety of delegates.



## Dedicated events team

Team ICC have received specific training on these new measures to help customers safely manage their events.



## Confident signage

Clear visible signage will be live across venue digital screens to inform visitors and delegates 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.



## Sanitised AV equipment

All AV equipment supplied by ICC will be sanitised.

## Helping you plan for a safe and successful return.

We can't wait to welcome you all back and host your exceptional 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 **ICC contact**.

The NEC Group Venue Protect Framework was updated on 09.09.21. 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.