

Open for business

**Safely hosting large-scale
conferences and events**

OVERVIEW

Working together to protect us all.

As we open for business and welcome the return of events to the ICC, the safety of our customers and staff continues to be at the heart of our planning. With that in mind, we have updated our Venue Protect 3-part framework for you and your customers' safety.

This demonstrates the key measures we have in place to create a safe and controlled environment for events to take place at the ICC. It is intended to show the measures that can be put in place to ensure the safety of everyone. All measures fully comply with government and industry guidance on managing the risk of COVID-19.

For more information visit: 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

Implementing COVID-19 status checks at agreed entry points to keep visitors, delegates and staff safe. Delegates may be asked to show a form of accepted proof of COVID-19 status ahead of the event entrance.



Collaborative pre-registration

Working collaboratively with all event organisers to promote pre-registration



Contact tracing

Supporting contact 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 venue, so visitors and delegates can use this facility on arrival.



Free from symptoms

Asking individuals to take personal accountability for their health and those around them by adhering to COVID-19 safety measures in place and not attending our venue if they have any symptoms.



Risk assessments

Event organisers will undertake health and safety risk assessments for every event we host. This includes but is not limited to, the consideration of international travel and audience demographics.



Communication

Providing clear and helpful information via our website or social media channels or whilst on site via our venue signage or our 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

Advising visitors and delegates to wear face coverings across the venue. ICC venue and event staff will also be wearing face coverings.



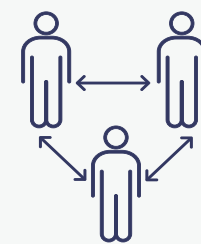
Air quality and ventilation

Providing the optimum amount of fresh air to all spaces to minimise the risk of COVID-19 transmission. This includes the recent upgrade of our filtration to ensure clean and safe air is circulated throughout the venue and all areas are supplemented with natural ventilation through the opening of doors and windows as necessary.



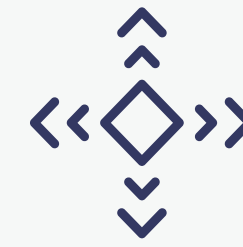
Outside space

Encouraging visitors to take advantage of our space inside the mall or outside around Centenary Square or by the canal to re-energise and benefit from fresh air during their visit.



Social distancing

Utilising our vast spaces to implement measures that support the safe movement of visitors and delegates around the venue and encourage everyone to be considerate of others during their visit.



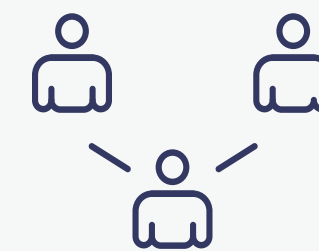
Room and foyer space layouts

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



Touch-free customer journeys

Creating an increased touch-free experience across the venue including cashless payments and pre-ordering of food and drink via an app within our public spaces.



Dedicated events team

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



Confident signage

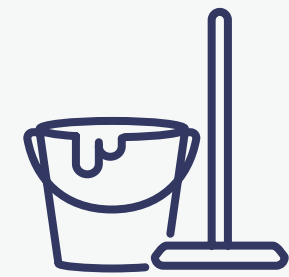
Clear visible signage will be live across venue digital screens to inform visitors and delegates of measures.



Clean

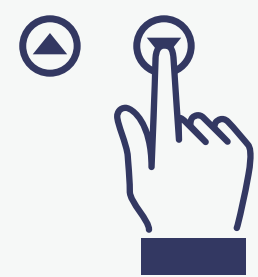
Increased cleaning procedures in place around the venue.

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.



Extensive event space cleaning

Each event space will be cleaned extensively before and after each event.



High touch point area focus

During events there will be a detailed focus on the sanitisation of high touch point areas such as door handles, escalator handrails, stair railings and lifts.



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**.

ICC Venue Protect measures are aligned with the All Secure Standard and MIA guidance and will be adapted to ensure they reflect the latest Government guidelines. The information in this document is correct as at 04/08/2021 and is subject to change in line with Government and Industry Guidelines.