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eGUIDE

AEV | ASSOCIATION
OF EVENT
VENUES

Resource Background

What is the eGuide?

The eGuide brings together guidance for achieving common standards of health, safety and operational planning, management and on-site conduct for events at all participating AEV member venues. The scope and development of the eGuide follows extensive consultation with operations professionals within the exhibition and event industry in order to ensure an overall approach that remains broadly acceptable to the community. The status of the eGuide is similar to that of an Approved Code of Practice. It is an industry-specific guide developed by authorised professionals from the UK event venues. It incorporates health, safety and operational practices that represent compliance with Building Regulations and health and safety legislation.

Now recognised as the industry's best practice document, the eGuide is continually reviewed by working industry professionals who represent the best advice currently available, and who themselves have to work within the guidelines in their own professional capacities. Senior representatives from ACC Liverpool, Alexandra Palace, Business Design Centre, EventCity, ExCeL London, Farnborough International Exhibition and Conference Centre, Harrogate Convention Centre, Manchester Central, NAEC Stoneleigh, NEC, Olympia London, QEII Centre, Ricoh Arena, SEC, Stadium MK, Silverstone, The International Centre - Telford, The Brighton Centre, The O2 and Yorkshire Event Centre currently sit on the **eGuide working group**, meeting twice a year to steer the guidance thematically and address any complex or contentious topics. A number of additional venues also participate in this process and are gradually moving towards formal adoption of the document themselves. Additionally, **the eGuide sub-committee** works all year round to maintain the detail of the document, ensure consistency and simplify rules and regulations to the greatest possible extent.

The current eGuide sub-committee comprises:

Tim Byrne – ExCeL London

Matt Constance - ExCeL London

Ian Tynan - ExCeL London

Michelle Baldwin - NEC

Siân Richards - Olympia London (Chair of the eGuide strategic committee)

Paul Brough - Olympia London

Kimberley Cassidy – SEC

Tracy Mitchell-Slater - SEC

Instructions from this group are subsequently collated and actioned in the document by Alden Arnold, Association of Event Venues.

By coming together, and proactively seeking to identify where working conditions and regulations are common (or, due to unique site circumstance, different), contributing venues are, in essence, providing the answers to questions that organisers and supplier companies may have resulting in more efficient on-site activity, a smoother operation for the event organiser, and, therefore, a more polished product for the client, exhibitor and visitor.

In competent hands these guidelines should be an invaluable tool, simplifying health & safety planning and management and other operational issues on the floor.

Application

For the purposes of this document the word 'event' will generally apply to any event held in the participating eGuide venues. It must be noted that in multipurpose venues where exhibitions, conferences and other like events can be run alongside sporting fixtures or musical entertainment in arenas, other guidance or legislation may be more applicable for specific activities.

How to Use and Engage with the eGuide

The eGuide will save hours of painstaking and detailed work for any AEV venue seeking to maintain regulations that are compliant with UK law. Notwithstanding a few points of detail, which can be separately annotated, any AEV member venue that hosts any degree of exhibition business activity should be able to adopt these guidelines wholesale. The guide equally provides the basis for organisers to plan the operational management of their event and for suppliers and clients/exhibitors to understand what is required of them.

It must be stressed, however, that this is a **guidance** document. If meticulously followed, it should ensure that users are compliant with current health and safety law. Nevertheless, the particulars of each exhibition (or similar event) should still be considered on an individual basis and venues, organisers, suppliers and clients/exhibitors must all remember that it is ultimately their responsibility to ensure that they address health & safety, and other operational issues properly, in compliance with the law.

It must also be stressed that all employers have a legal duty to employ staff that are competent to manage health & safety, and other operations that are relevant to their level and range of responsibilities. This guidance alone is not a substitute for proper training and experience.

The committee welcomes any constructive comment on these guidelines. If you feel you can contribute, please email eguide@aev.org.uk, and your point will be considered at the next committee meeting.

If you require additional health & safety support there are a number of specialist companies providing consultancy, training and floor management capabilities within ESSA and AEO Associate membership.

EIA note on legal compliance

The AEV, AEO and ESSA trade associations are managed by the EIA secretariat. EIA advocates that members of all three associations work within or beyond the requirements of UK law. Where a British standard, HSE guidance, approved code of practice, other central or local government guidance or examples of case law suggest that specific working methods or standards are needed to meet the requirements of UK law, the EIA advocates that members adopt these. In instances where groups of members wish to collaborate on finding alternative, but equally as safe, methods of work that they feel are more suited to the operational constraints of the event industry than those described elsewhere, the EIA will facilitate that collaboration and any benchmarking or HAZOP activity that is required, advise members of their specific duties and liabilities and where requested publish their findings, typically within the eGuide. The EIA cannot and does not however officially advocate any standard or working practice other than those produced by HSE, BSI or other government agencies and offices, whether published within the eGuide or not, and reminds all organisations, members and non-members alike, that it is their individual responsibility to assess the risks of their work and to establish practices that comply with the law and that prevent work related injury and ill-health.

Security

Subsections:

- General Guidance
- Bag Searches/Profiling
- Official Passes
- Advice for Exhibitors and other Event Participants
- Emergency Procedures

General Guidance

1 Event organisers are reminded that it is ultimately their responsibility to ensure that sufficient security and stewarding staff are appointed to their event and to liaise closely with the venue at all times, from the earliest opportunity. Some venues insist on the use of their in-house teams; others have approved lists of suppliers. The venue will work with the organiser and their supplier to develop a staffing schedule for security, stewarding, front-of-house and visitor management staff. This may need to meet minimum requirements.

2 Manning levels should be determined by suitable and sufficient risk assessments to cover all eventualities and event requirements such as evacuation, access control, perimeter control, incident management, security of products and health and safety.

3 Organisers should also consider:

- Overnight cover
- Which/how many doors will need to be open during build-up and breakdown
- Exhibitor access during the show including re-stocking
- How valuables will be secured
- Informing/educating exhibitors and other event participants about security risks

4 It is important that the organiser is aware of the different roles and functions of security and stewarding personnel. The venue's Security Manager can advise on these. Compliance with SIA (Security Industry Authority, the regulatory body of the security industry) guidelines is a legal requirement for venues and organisers.

5 During an event, Event Security Officers will be in contact with the venue's Control Room at all times and should be the first point of contact for all security issues. If a major security concern should arise, then the venue's Event or Duty Manager should also be notified. Security Officers will all be fully briefed on the venue's emergency procedures and will assist in these circumstances.

6 It may be possible for the organiser to use their own security staff at some venues. This should be discussed with the venue security team.

7 Organisers are reminded not to leave their event offices unstaffed and unlocked at any point during the event.

Bag Searches/Profiling

8 Bag search requirements should be discussed with the venue; they may be compulsory, depending on the prevailing security alert status. Organisers are advised to discuss 'profiling' with the event security team in order to reduce the number of bag searches required.

Official Passes

9 Organisers should always use a pass system for contractors, exhibitors and their own personnel from the start of tenancy. Pass holders should be issued, so that passes can be worn. During build-

up, open period and breakdown of an event, admittance may be refused to anyone who cannot produce an official identification pass. All doors in use must be staffed and access should be restricted to staffed doors only. This is both for security and health and safety reasons.

Advice for Exhibitors and other Event Participants

10 Organisers should implement an effective method of communicating the following information to their exhibitors and other relevant parties:

11 There are many different contractors and exhibitors working within an event; products are on open display and can therefore be vulnerable. Exhibitors are responsible for the security of their goods and for taking out insurance. Please take a few moments to consider how you can secure your products and belongings while on-site. The following tips should assist you:

- Ensure you have adequate insurance to cover all items taken to the event
- Make contact with the event security company or venue security team for advice on how to secure the items. There may be an overnight secure store for valuable items
- Consider a lockable area or cabinet on your stand; ensure you have unique locks and keys (Request non-generic locks from the stand builder or furniture hire company)
- Lock away your personal possessions during the event
- Do not leave your items unattended at any time during build-up, the open period or the breakdown of the event
- Do not leave the venue until all visitors have gone each evening
- Think about how you design the stand and position desirable items, especially where you may not be able to keep an eye on them. Seek advice, particularly if you intend to display jewellery
- Always secure desirable and vulnerable items. Typically these are: plasma screens, laptop computers, mobile phones and handbags
- Ensure you have enough staff, so that your area is not vulnerable to thieves and do not ask anyone else to watch over your property while you go for a break. They may become busy and not be able to keep an eye on it
- Remove all portable or valuable items each evening, especially on the evening the show closes. Do not leave them until the following day for collection
- Arrive in time for the event. Ensure your area is staffed at least 15 minutes before show open time each day, but remember that the hall is normally open from 0800 hours
- Ensure cash boxes are secured; use a money belt or 'bum bag'
- Use a night sheet, if available
- Hire an alarm for your area if you have valuable or portable items
- Consider a dedicated static guard
- Speak to the venue or stand builder about dedicated CCTV. Some venues offer stand CCTV for hire
- If you are a victim of theft please report it immediately
- Make frequent checks around your area to ensure that no unidentifiable packages, cases or bags have been left on or near your stand
- Remain vigilant at all times; be aware of suspicious people, incidents and packages
- Don't look after items belonging to other people; never touch or move unattended items
- Consider 'intellectual property theft' – can photographs be taken of sensitive information, machinery parts etc?
- When leaving your area each night you must ensure that:
 - Machinery and appliances are switched off
 - Doors and windows are secured
 - Areas are clear of staff and visitors
- In the case of a security emergency or if you see anything suspicious, call the venue emergency number. Co-operate fully with any instructions you may be given

Emergency Procedures

12 Organisers must ensure that they, their team members, contractors and exhibitors are made aware of the venue's emergency procedures. These will differ by venue so it is important that the procedures are communicated effectively.

Emergencies

Subsections:

- General Guidance
- Dealing with an Emergency
- Responsibilities
- Emergency Announcements
- Evacuation Procedures
- Telephoned Bomb/Device Threat
- Medical Emergencies
- Fire Procedures
- Traffic Notice

General Guidance

1 Organisers must ensure that their staff, exhibitors and contractors are fully conversant with the venue's emergency procedures, including action to be taken on discovery of a fire or unattended package and on hearing evacuation broadcasts and the locations of assembly points. These procedures will be issued to you by the venue (translation into various languages is available on request at some venues).

2 Dealing with emergencies is very important to the safety of an event and all the information provided to you should be read carefully.

Dealing with an Emergency

3 In any emergency situation, it is important that you contact the venue emergency number and not the emergency services directly. That way the services can be correctly directed to the incident to ensure it is dealt with promptly and safely.

Responsibilities

4 It is important that you and your team are aware of the venue security, emergency and fire procedures that they are designed to protect you and the safety of others.

Emergency Announcements

5 Your team must be properly aware of specific venue protocols and codes used in emergency announcements. The meaning of these should not be relayed to the public as this might cause unnecessary panic.

6 In the event of a reported emergency, a coded message will be broadcast. Don't leave the building; this announcement is a warning that it may be necessary to clear the building.

7 In the case of a suspect package warning:

- Your team should immediately inspect the area for suspicious items or anything out of place
- If anything is discovered don't touch or move the article but inform the venue security and clear people from the area
- If there is no danger a cancellation message will be broadcast

Evacuation Procedures

8 If circumstances make it necessary to leave the building an evacuation message will be broadcast.

9 For their own safety everyone must leave the building by the nearest exit and gather at one of the assembly areas.

10 Information will also be given regarding arrangements for returning into the building.

Telephoned Bomb/ Device Threat

11 In the unlikely event that you should receive a telephoned bomb/device threat, remain calm and listen carefully. Write down everything that's said.

Try to discover:

- Where the device is located
- When it is going to explode
- What it looks like
- What type of device it is
- What will cause it to explode
- Whether the caller planted the device
- Why they planted the device
- Any other useful information

12 Write down the exact time of the call. Contact the venue emergency number immediately.

Medical Emergencies

13 In cases of medical emergency call the venue emergency number giving the following details:

- Location of the casualty (it is very important to be precise as many venues will have multiple events on at the same time)
- Brief but as accurate as possible description of the casualty and symptoms
- What the medical problem is, if known
- Is the person conscious?
- Are they breathing?
- Approximate age
- Is there a chest pain?
- Is there severe bleeding?

14 Most venues have a 24 hour control room and all calls for assistance should be passed through control. Where this is not the case the venue will provide an emergency contact number to summon on-site first aid assistance directly. The organiser must ensure that they are aware of the emergency contact details and pass these on to the floor managers, security contractor, contractors and exhibitors.

Accidents

15 If the injury is a result of an accident, further information will be required:

- What type of accident was it – e.g. trip, fall, collision?
- How did the accident happen?
- What injury has occurred?
- Are there any witnesses?

16 The venue emergency number will arrange for all necessary assistance.

Fire Procedures

- 17** Most venues' public areas are protected by sprinkler systems but it is important to check fire protection for each event.
- 18** Portable fire extinguishers are also provided in designated areas to meet legislative requirements.
- 19** Exhibitors should ensure that they are conversant with their use as well as acquainting themselves with the location of their nearest fire exit and alarm point in the building.
- 20** Exhibitors who, because of the nature of their exhibits, require special extinguishers, should make their own arrangements. Other types of extinguishers may be available to hire and further details can be obtained from the venue.
- 21** In the event of a fire emergency:
- Break the glass on the nearest manual fire alarm call point (coloured red). These are located at strategic points around the venue
 - Telephone the venue emergency number giving the location and nature of the incident
 - Notify persons in the vicinity of the situation and, if safe to do so, tackle the fire with an extinguisher
 - Keep calm, follow these procedures and assistance will arrive as soon as possible
 - NEVER put yourself in danger

Traffic Notice

- 22** Accessibility and traffic flow must be maintained at all times. It is important to follow the instructions of staff at each venue and comply with any specific traffic related rules that have been put into operation there. Illegally parked vehicles will be removed.
- 23** Always report traffic accidents or incidents so they can be properly investigated and reported.

The full eGuide can be downloaded via: www.aev.org.uk/e-guide