



**SAFE EVENTS,
GREAT EVENTS AT
NAEC STONELEIGH**



SAFETY FIRST



NAEC Stoneleigh is proud to be a member of the AEV (Association of Event Venues) and, along with the other members, we were excited to launch the Industry 'All Secure Standard' Document in July 2020.

The 'All Secure Standard' has been produced to provide everyone with the assurance and confidence that our industries, shows and events have health and safety as our number one priority.

It outlines what measures exhibition organisers, venues and the supply chain are taking to ensure the health and safety of all visitors, exhibitors, and event personnel in response to COVID-19; how these measures are being implemented, and why it's an important component of the industry's All Secure Standard.

We are currently working with key industry organisations to secure additional accreditation on our safe and secure standards, e.g. Visit Britain, Meeting Industries Association etc.

SAFETY FIRST

We have looked carefully at how we operate and put together the following information to communicate what we have done, and will do, to ensure that the COVID-19 secure measures we have in place are practical, effective and in line with best practice for the industry.

These measures should provide you, our customers, with the assurance and confidence you need to run your event here in a safe environment, both during and post COVID-19.

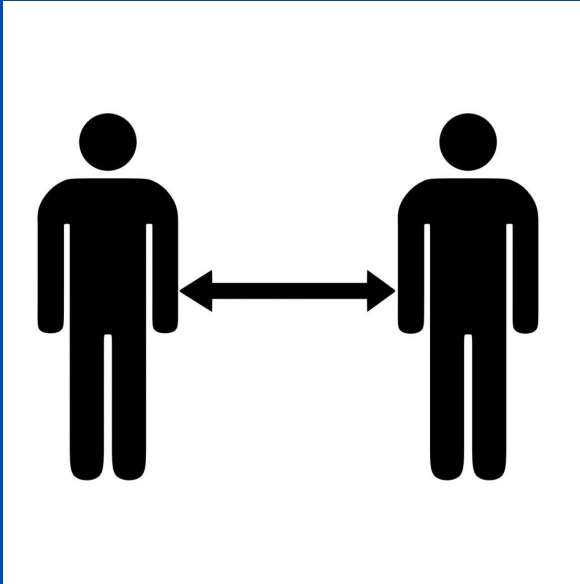
For simplicity they have been grouped into 5 categories – **Social Distancing, Food & Beverage, Cleaning & Hygiene, Protect & Detect and Communication** - inline with the All Secure Standard.

By working collaboratively with all of our customers, contractors, partners, and stakeholders, we know that we can get back to delivering what everybody wants – great events – that are also safe events whilst recognizing that each one is different and presents its' own, unique challenges.

This document and the 'All Secure Standard' should be read in conjunction with advice from PHE/Local Director of Public Health/Local Authorities and the Visitor Economy Guidance (www.gov.uk/guidance/working-safely-duringcoronavirus-covid-19/the-visitor-economy).

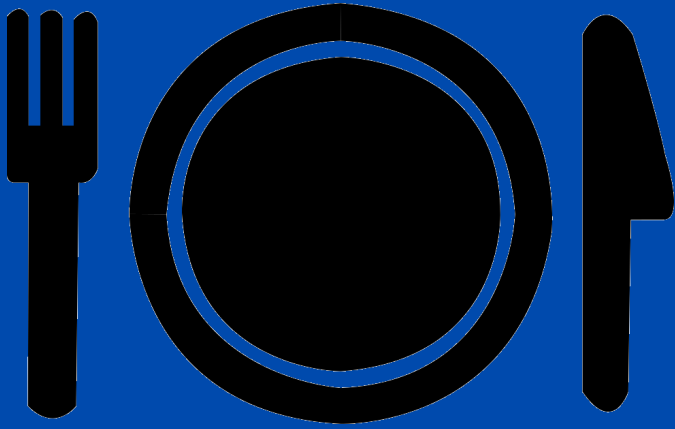


SOCIAL DISTANCING



- We have installed clear markers and, where required, one-way systems in all public areas of the venue (including toilets, stairways, lifts etc.) to help everyone keep a safe distance.
- When multiple events are taking place within the venue, we will produce an overall visitor management plan to ensure that we can safely manage the arrivals and departures of visitors to each event. We will ensure that we only take bookings for multiple events at the same time if it is safe to operate them together.
- Public seating and seating in our catering areas will be adequately spaced to ensure social distancing.
- We have reviewed and adapted our Emergency & Evacuation procedures to take social distancing guidelines into account.
- We have reviewed and adapted our toilet facilities to ensure that visitors will be socially distanced when using them.
- We have updated all our room capacities and layouts to reflect the latest social distancing guidelines.
- We will ensure that any breakout areas to be used for a meeting/conference will be large enough to enable your delegates to enjoy their refreshments and remain socially distanced.

FOOD & BEVERAGE



- Our Catering Team have reviewed our hospitality offering, stand catering and retail services and will ensure that these are all provided in line with the latest government guidance.
- All our menus have been updated to provide a range of tasty grab and go options and to ensure that no open products will be served.
- If necessary, we will provide additional catering facilities around the venue to help maintain social distancing.
- We have identified areas where we need to physically separate visitors from our staff and installed new hygiene screens where required.
- Where possible all transactions for food and beverage will be cashless. Queuing and one-way systems will be in place.
- All our food preparation areas will be regularly inspected to ensure that safety measures are in place and being adhered to.

CLEANING & HYGIENE



- Where possible ventilation will be increased, improving fresh air circulation in line with latest CIBSE (Chartered Institution of Building Services Engineers) guidance and recommendations.
- We have delivered additional training for our Cleaning Team to deliver robust and enhanced cleaning procedures.
- Public areas will be cleaned frequently throughout the day with a particular focus on frequent contact surfaces and high touch point areas.
- Each event will be allocated with specific toilets which will be checked and maintained by a dedicated team of cleaners. Part of their role will be to manage queuing to use the facilities.
- Specialist cleaning, including deep and enhanced cleans, will be routinely carried out. Each event space will be cleaned extensively before and after the event.
- We have put in place specific waste management procedures, in line with guidance from Public Health England, to manage the safe disposal of PPE.
- Hand sanitisers have been installed throughout the public areas of the venue.

PROTECT & DETECT



- Medical support and advice will be provided onsite in the event of someone feeling unwell.
- Any first aid incidents will be managed with appropriate PPE.
- Every event will have a sterile space available to manage anyone displaying symptoms of Covid-19.
- The NAEC Stoneleigh Team will wear PPE in line with the latest government guidance to protect themselves and you.
- We can also assist you to source PPE for you event and will have a stock in place for purchase should it be required.
- We have removed any stationery items (e.g. pads, pens, flip charts) from our meeting areas and will only supply these on request.
- We have a high-speed Wi-Fi network in place across our Exhibition Halls and Conference Areas to give you confidence in operating a contactless ticketing/registration system or to support video conferencing. We can also help by supplying additional IT requirements if you need them.

COMMUNICATION



- As before, you will be assigned a dedicated Event Manager for your event. They will be your main point of contact for the show and will advise and assist you with your event planning including build-up, open period, breakdown, transport, queue management, event timings, venue access routes, parking and potential use of technology to minimize any touch points.
- Your Event Manager will work in partnership with you to produce your event Risk Assessment. This will help you determine the measures that will need to be put in place for your event based on the most up-to date Government Guidance.
- They will also check that any floorplans you have produced have adequate aisle and stand space for any required social distancing measures as well as assist on the set-up and layout of any conference areas and meeting rooms.
- Signage displaying key messages, in line with the latest government advice, will be in place throughout the venue. This includes reminders to regularly wash hands, not exchange business cards and refrain from personal greetings (a handshake or a hug).
- We will also provide advice on what signage is necessary around the site to ensure that visitors can easily find their way to the correct parking areas and to your event.

COMMUNICATION



- Your Account Manager will work with you to discuss additional tenancy time and/or additional event space if this is required to comply with government guidelines.
- We are working with all our suppliers to ensure that they can deliver their services safely.
- Our Marketing Team will work with you to provide any support you require with your attendees communications; ensuring that you have all of the information you need to communicate venue operational measures to those attending your events. We can support with content for your exhibitor manuals, supplier communications, events programmes, websites and social channels.
- We will also make our own communication channels available to you as needed, including all information made available via our websites and social channels.
- We are in communication on a regular basis with our Local Authority and Public Health England to ensure that we are kept up to date with the local Covid-19 situation and will keep you updated of any changes.



**For further
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