

Emergency announcements

If you hear the following message followed by continuous chimes broadcast at half-minute intervals:

“Attention please. Staff call 100”

- Your team should immediately inspect your exhibitor area for suspicious items, or anything out of place or untoward. If anything is discovered please don't touch it - inform the Venue Operations Centre on 0121 644 6666 (internal ext. 6666).
- The “Staff call 100” announcement also means that it MAY be necessary to clear the building.
- Please make your team aware, and stand by for further announcements.

If the issue has been dealt with the following message will be broadcast:

“Attention please. Cancel staff call 100”

Please ensure that your team is fully aware of these protocols - but don't tell the public what ‘staff calls’ mean as this may cause unnecessary concern and disrupt your business.

Evacuation procedures

If it becomes necessary to evacuate the building, the following message will be broadcast:

“Attention please, attention please. This is an important announcement. Circumstances make it necessary for everyone to leave the building. Please make your way to the nearest exit. Please note, your nearest exit may not be the one you came in”.

Everyone must then leave the building by the nearest exit and, once outside, follow the instructions of venue staff who will direct you to the nearest assembly area.

Medical emergencies

In a medical emergency, call the Venue Operations Centre on 0121 767 2222 (internal ext. 2222) giving the exact location of the casualty and details of any injuries sustained. Our team will arrange for all necessary assistance.

Fire procedures

The NEC and the Genting Arena are protected by a sprinkler system and portable fire extinguishers. In the event of a fire emergency:

- Break the glass on the nearest fire alarm point – they're located at each vehicle entry door, in the organisers' offices, at key points within the hall and around the main Piazza and Atrium.
- Telephone the Venue Operations Centre on 0121 767 3333 (internal ext. 3333) giving the location and nature of the incident.
- Calmly notify adjoining exhibitors of the situation and, if safe to do so, tackle the fire with an appropriate extinguisher. Remember, keep calm, follow these procedures and help will arrive as soon as possible.
- Leave by the nearest exit.