

OPEN FOR BUSINESS



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EXHIBITORS GUIDE

A framework for hosting events securely following the coronavirus pandemic.

- Social distance management
- Assessment
- Facilities
- Experience
- Training
- Your responsibilities

**EXCeL
LONDON**

An ADNEC Group Company

ROAR
B2B

SAFETY FIRST

The following safety measures will be in place at ExCeL London and are developed from the [‘All Secure Standard’](#).

We have been working alongside the **ExCeL London** venue and the **AEO Association of Exhibition Organisers** to ensure a safe return of organised events.

1. EXHIBITOR STAND STAFF

Please ensure all Exhibiting Staff read and adhere to these guidelines.

2. EXHIBITOR EVENT PLANNING STAFF

If you are responsible for planning your presence and stand logistics at the event you will find detailed information on Health and safety measures within the exhibitor portal the Ezone.

Please login to the Ezone and make yourself familiar with your Duties & Responsibilities.

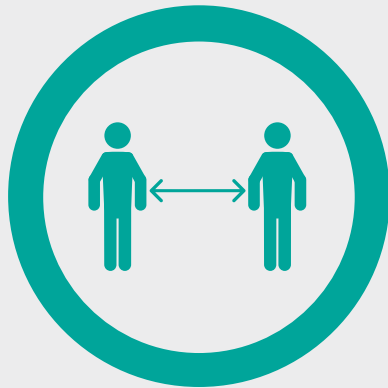


KEY CONSIDERATIONS

The Health and wellbeing of everyone who visits our events is our number one priority.

These enhanced measures based on 4 key cornerstones will provide assurance and confidence that organised events will run in a safe environment.

**SOCIAL
DISTANCING**



**CLEANING
& HYGIENE**



**PROTECT
& DETECT**



COMMUNICATION



TRAVEL

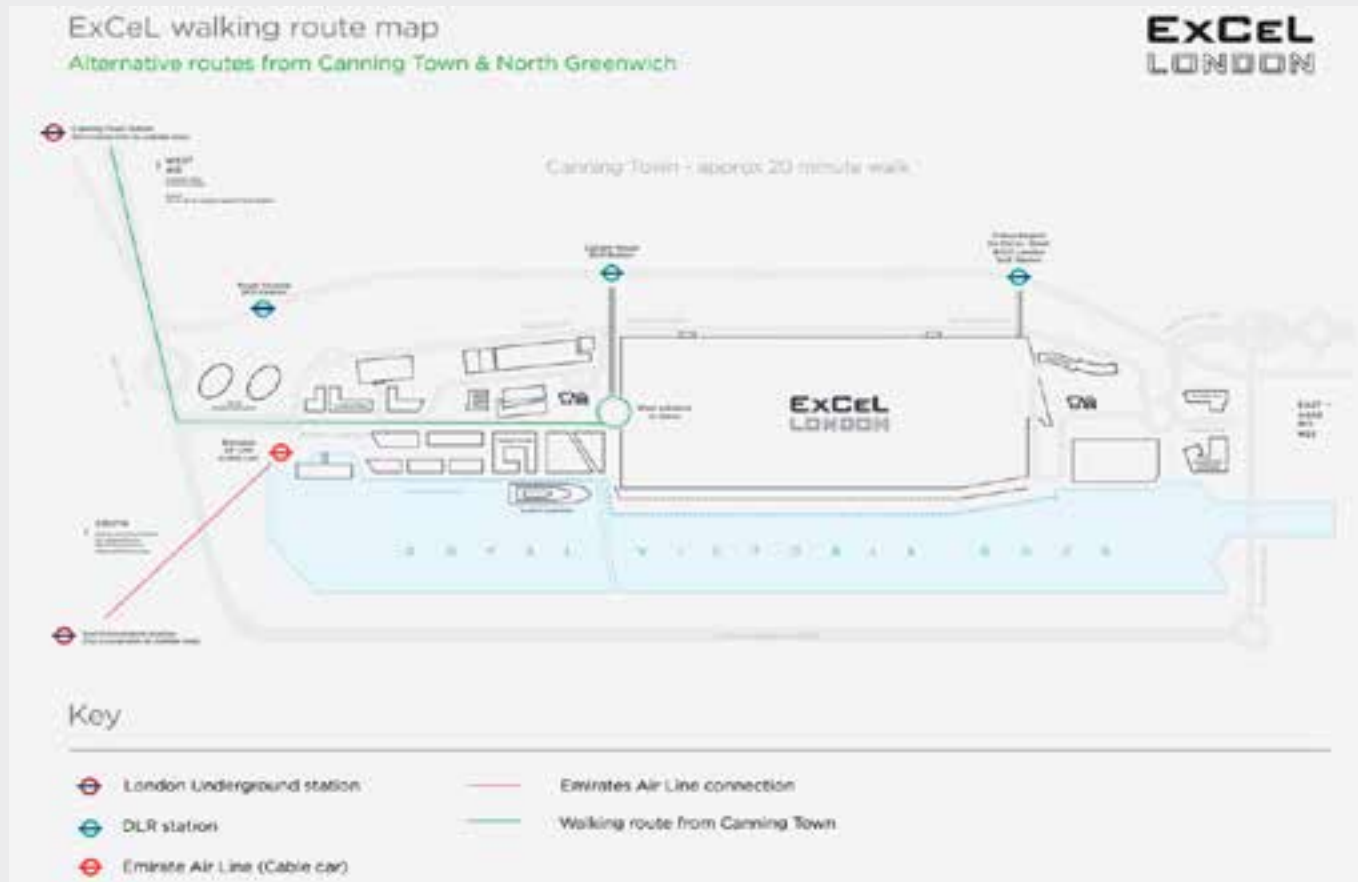
We are in liaison with the ExCeL and TfL to ensure we have adequate travel services which will include:

- **DLR** - TfL has approved additional services to ensure increased capacity and social distancing when traveling to ExCeL London.
- **Cycling** - ExCeL has 60 cycle racks which are free to use. 6 cycle racks are located near the west entrance and 54 cycle racks near to the east entrance. You can take your bike on the Emirates Air Line cable car at all times at no extra cost
- **FREE Parking** - ExCeL London are kindly offering free visitor parking. Advanced booking is essential and details will be shared in due course.
- **Walking** - ExCeL is a short 20 min walk from Canning Town tube station and also accessible via the Emirate Air Line (Cable car) from North Greenwich tube station.

For travel details visit the website or plan your journey using the [TfL Journey Planner](#).



TRAVEL - WALKING ROUTE MAP



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ARRIVAL & REGISTRATION

- **Minimise Queuing** - All visitors, exhibitor stand crew and contractors will need to pre-registered to attend an event, including build day.
- **Badges** - Where possible please print your badge at home
- **Declaration** - All attendees will make a self declaration to follow safety measures we are implementing and refrain from attending if they have a high temperature or other symptoms related to COVID-19.
- **Face Masks** - Face coverings are compulsory and a condition of entry - guests will not be allowed to enter the venue unless they are wearing a face covering.
- **Multiple Entrances** - With multiple, distinct entrances to the venue, we can manage arrivals safely, taking into account the latest government guidance.
- **Service Hall** - An additional hall will be used for visitor processing and induction to avoid queues and aisles in the boulevard.



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SOCIAL DISTANCING

- **Queuing** - Any areas where queuing is required will be managed with signage and floor markings.
- **One-Way System** - Relevant markers and one-way systems will be installed in public areas, incl. the central boulevard, circulation and networking spaces outside conference rooms, toilets, lifts, and cloakrooms, to keep everyone a safe distance.
- **Movement** - Try to remain within the confines of your stand space as much as possible and try to reduce the number of non-essential trips. When off your stand, to visit toilet or catering facilities, please follow guidelines displayed in those areas.
- **Seating** - Public seating will be adequately spaced to ensure social distancing.
- **Aisles** - We will create wider aisles to ensure visitors maintain social distancing.



CLEANING & HYGIENE

- **Ventilation** - Increased and improved fresh air circulation in line with latest CIBSE (Chartered Institution of Building Services Engineers) guidance and recommendations.
- **Enhanced Cleaning** - The ExCeL Cleaning Team have been trained to deliver new cleaning procedures ensuring all touch points and seating areas are regularly wiped with chlorine-based cleaning fluid.
- **Bathrooms** - All bathrooms will be checked and maintained by a dedicated team of cleaners and will manage queuing to use the facilities.
- **Hand Sanitiser** - Dispensors will be provided throughout the venue concourses, hall entrances and other high traffic areas.
- **Hand Washing** - Reminders to regularly wash hands, not exchange business cards and refrain from personal greetings (a handshake or a hug) will be in place.
- **Food & Beverage** - Food preparation areas will be regularly inspected and menus have been reviewed so no open products will be served.



COMMUNICATIONS

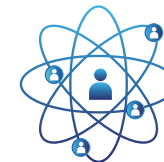
- **Signage** - Current guidance and key messages, in line with the latest government advice, will be in place throughout the venue such as Social Distancing and Hygiene Routines.
- **Training** - Our employees will participate in a 'Working Safely' training program instructing them on all of the measures we have in place.
- **Ezone** - The Ezone provides further details on planning your presence at the event and expect you to brief your staff to ensure they understand our code of conduct.



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KEY CONSIDERATIONS

This framework has been designed to provide our exhibitors and visitors with confidence that we will run organised events safely.

These are unprecedented times and whilst every effort is being taken to protect the wellbeing of our guests, everyone should inform themselves of their own responsibilities before they visit.

For further information please visit: www.gov.uk

We look forward to welcoming you to ExCeL London.

For further information please contact us. You'll find all relevant contact names, numbers and emails addresses located in the Ezone.

Alternatively contact marketing@callandcontactcentreexpo.co.uk

