
ExCeL London: Open for business

A framework for hosting events
in a safe environment

SAFETY first

At ExCeL London, the health and wellbeing of everyone who visits our venue is our number one priority.

The objective of this document is to provide a framework for hosting events safely. This programme of enhanced measures will provide our customers with the assurance and confidence they need to run organised events in a safe environment, post COVID-19.

Social distance management

Assessment

Facilities

Experience

Training

Your responsibilities



Key considerations

We have been working alongside the AEV (Association of Event Venues) to develop the **All Secure Standard**, an industry wide standard for the safe return of organised events.



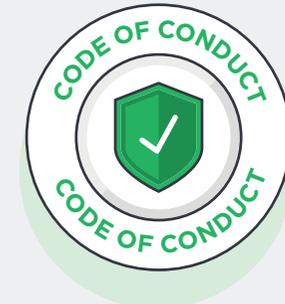
The venue will reopen in line with latest government guidance.



We will ensure that we adhere to the principles outlined in the **All Secure Standard**.



We will work collaboratively with our customers, contractors, partners, and stakeholders, to deliver a safe event, recognising that each one is different.



We have developed a code of conduct, which we will share at event planning meetings, to ensure everyone visiting ExCeL understands their role in keeping themselves and everyone else safe.

Ten guiding principles for hosting events safely at ExCeL

We will work in partnership with every client to meet the needs of each specific event. Outlined here are the key principles to consider during the planning phase of your event.



Risk assessment:

- Produced in partnership with the organiser the risk assessment will be a key document to determine the measures that will need to be put in place for your event.
- This will include planning, build-up, the open period and breakdown, public transport, queue management, event timings, venue access, and use of technology to minimise touch points.
- Floorplans will need to ensure adequate aisle and stand space for any required social distancing and crowd densities, as well as the set-up of conference areas and meeting rooms.
- All measures will be based on the government guidance at the time.



Before your guests arrive:

- To minimise queuing and contact during registration, all delegates, visitors, and exhibitor stand crew are advised to pre-register to attend an event.
- Please ask your delegates, visitors, and exhibitors to download the [NHS COVID-19](#) contact tracing app before coming to the venue.
- Face coverings are a condition of entry - guests will not be allowed to enter the venue unless they are wearing a face covering.
- Guests are advised to limit what they bring in terms of bags and luggage, as cloakroom facilities may be limited.
- Anyone with a high temperature or other symptoms related to COVID-19 must refrain from visiting ExCeL.
- If your guests fall into a higher-risk or vulnerable category, we strongly recommend that you refer to the latest government advice, before they attend an event at ExCeL.



Social distancing:

- Social distancing will be managed in line with the latest government advice during build-up, the open period and breakdown.
- Relevant markers and one-way systems will be installed in public areas, including the central boulevard, circulation and networking spaces outside conference rooms, toilets, lifts, and cloakrooms, to help everyone keep a safe distance.
- We will have defined a new crowd management protocol to ensure all areas of the venue are safe, in line with the latest government guidance.

Build-up & breakdown:

- We expect that anyone working on the build-up or breakdown of an event will be asked to pre-register before arriving onsite to declare they are fit and healthy to work. They must also come with the required PPE (Personal Protective Equipment).

Arrival & registration:

- With multiple, distinct entrances to the venue, we can manage arrivals safely, taking into account the latest government guidance.
- Face coverings are a condition of entry - guests will not be allowed to enter the venue unless they are wearing a face covering.
- Travel advice and guidance will be shared on the ExCeL website.
- ExCeL has over 3,000 parking spaces. Parking is available on the day at a rate of £5 underneath the venue or £20 in the multi-storey and east car parks. Please note the £5 rate is available until 31st December 2020 and parking cannot be booked in advance.



Venue facilities:

- Ventilation will be increased, improving fresh air circulation in line with latest CIBSE (Chartered Institution of Building Services Engineers) guidance and recommendations.
- Public seating will be adequately spaced to ensure social distancing.
- Signage displaying key messages, in line with the latest government advice, will be in place throughout the venue.
- We will provide medical support onsite in the event of someone feeling unwell.
- All service partners including AV, power, rigging, logistics and media placements will follow the ExCeL code of conduct.



Food & beverage:

- Hospitality, stand catering and retail services will be provided in line with latest government guidance, working closely with ExCeL London Hospitality and our boulevard retailers.
- To help maintain social distancing, we will open additional retail units across the venue.
- Guests will be encouraged to buy food outside of the peak times of 12pm - 2pm.
- New processes and procedures will be introduced at service counters to help keep both guests and retail staff safe.
- Menus have been reviewed and no open products will be served.
- All transactions for food and beverage will be cashless. Suitable queuing systems will be in place.
- Food preparation areas will be regularly inspected and a new 'COVID-19 safe to trade audit' has been introduced.



Cleaning standards:

- The ExCeL Cleaning Team have been trained to deliver new cleaning procedures. This includes ensuring all touch points, as well as seating in conference and meeting areas are regularly wiped with chlorine-based cleaning fluid.
- All bathrooms will be allocated to a specific event and checked and maintained by a dedicated team of cleaners. Part of their role will be to manage queuing to use the bathroom facilities.
- Specialist cleaning, including enhanced cleans and fogging, will be routinely carried out.
- Specific waste management procedures, in line with guidance from Public Health England, will be in place to manage the safe disposal of PPE.



Personal hygiene:

- Hand sanitisers will be provided throughout the public areas of the venue. There is an expectation that all organisers and exhibitors will provide their own sanitiser for their offices, in-hall aisles and stands.
- Protocols for sanitising sound equipment and ensuring speakers and members of the audience do not share microphones will be in place.
- Reminders to regularly wash hands, not exchange business cards and refrain from personal greetings (a handshake or a hug) will be in place throughout the venue.



Training & communications:

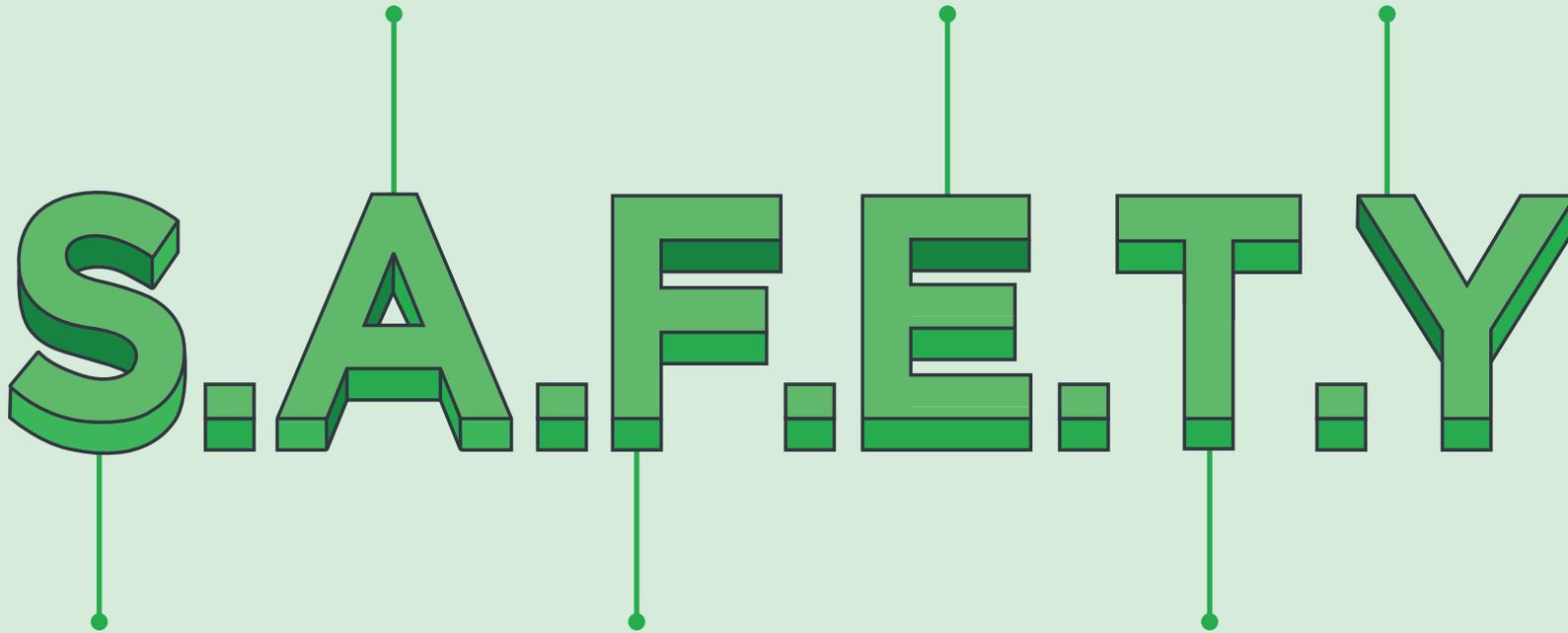
- Our employees will participate in a COVID-19 training programme instructing them how to keep themselves and others safe.
- Anyone working onsite will be provided with a briefing to ensure they understand our code of conduct. This code of conduct will be shared as part of the event planning process, as well as hosted on the ExCeL website. We would expect this to form part of your communications plan to all audiences.

In short,
we believe
in **SAFETY**
first...

Assessment: Every event is different. Working in partnership with our clients we will assess the safety practices to meet the needs of their event.

Experience: Our aim is to minimise the impact on the guest experience, ensuring that expectations are set with everyone delivering the event.

Your responsibilities: There is a code of conduct for everyone visiting ExCeL to ensure they understand their role in keeping themselves and everyone else safe.



Social Distance Management: Social distancing will be managed taking into account the latest government advice. Relevant markers will be installed in public areas to help everyone keep a safe distance.

Facilities: We have adapted the venue to ensure that events can run safely including a new cleaning regime, improved air circulation, hand sanitiser stations and one-way systems.

Training: Members of the ExCeL team will be trained to deliver our new policy and procedures, to ensure they uphold the highest possible standards.

ExCeL London Hospitality

ExCeL London Hospitality (ELH) is operated by Compass Group, the largest caterer in the world. ELH has developed specific working practices to meet the Health Protection (Coronavirus, Restrictions) (England) (Scotland) (Wales) Regulations 2020.

Everyone at ELH is focused on protecting colleagues and customers from the spread of Coronavirus (COVID-19). This hierarchy of measures helps us to communicate how we do that internally.



Here are the specific measures we are implementing to keep our teams and customers safe.



1. Food Preparation

- The kitchens will be divided in to work zones.
- We'll be introducing simpler menus, pre-chopped ingredients and pre-prepared or slow cooked food.
- Screens will be placed between workstations and smart shift rotations will be in place.



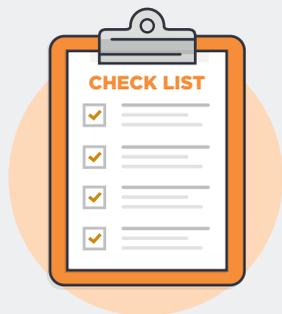
2. Cleaning, Hygiene, and Personal Protective Equipment

- At the end of each service all hard surfaces such as tables and chairs and the service area itself will be cleaned by ELH team members wearing appropriate PPE.
- The self-service coffee machines and water coolers and will be cleaned regularly and there will be a cleaning register next to each machine.
- We'll be working together with our clients to make sure that we have the optimum level of cleaning for their event.



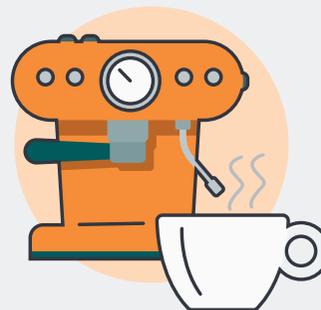
3. Communication

- Clear signage will help ELH colleagues and guests to maintain a safe distance.



4. Service

- They'll be space allocated to enable safe distanced queuing.
- Staggered lunch service and breaks will be introduced to help reduce queuing.
- All crockery and glassware is washed at a minimum of 60 degrees.
- ELH colleagues will wash their hands every 30 minutes before and during service.
- Food will be boxed in the kitchen and put at each service point for guests to collect. Each menu choice will be on display so guests can see the food.
- All biscuits and break snacks will be pre-wrapped and only 'peelable' fruit will be on offer.
- For drinks receptions the glasses will be upside down until a drink is poured and guests will be asked to leave their glass at designated 'drop' stations.
- Cutlery will be pre-wrapped.



5. Coffee machines and water coolers

- Coffee will be served in crockery or disposable cups. An ELH team member will pour milk, if required, and guests will be able to help themselves to sugar sachets.
- Signage encouraging customers to clean the coffee machine before and after each use, will be in place along with the relevant cleaning materials.
- There will be recycling bins for the disposable cups.

Hotels

There are 20 hotels within a three minute drive of ExCeL, including those on our campus, which are signed up to Staysafe™.

StaySafe™ is a validation of hotels' plans to reduce the risks associated with coronavirus.

The new StaySafe™ accreditation identifies the hotels that are actioning cleaning and social distancing measures, along with additional steps such as mobile check-in, contactless keys, destination only lifts, and specially sealed doors.



Hotels

① DoubleTree by Hilton	⑩ Sunborn Yacht Hotel
② Premier Inn	⑪ Good Hotel London
③ Aloft London ExCeL	⑫ Hampton by Hilton - London Docklands
④ Novotel London ExCeL	⑬ Moxy London ExCeL
⑤ ibis London ExCeL	⑭ Holiday Inn Express - ExCeL
⑥ ibis STYLES London ExCeL	
⑦ Crowne Plaza London Docklands	



Q&A

Here are answers to questions you or your delegates, visitors or exhibitors may have. If you have any other questions, please do not hesitate to get in touch.

Are face coverings mandatory?

Face coverings are a condition of entry. Guests will not be allowed to enter the venue unless they are wearing a suitable face covering. Socially distanced seated areas will be available for the consumption of food and drink – face coverings are not mandatory in these areas. In line with government guidance, children under the age of 11 or guests with certain medical conditions will be exempt from wearing face coverings.

What's the process for managing the central boulevard?

There will be a one way system in place with crossover points at key intersections. Clear directional signage will be in place to support this.

How do I manage my floorplan and aisles?

You ExCeL Event Manager will work with you to review both your floorplan and RAMS to ensure that the latest guidance is adhered to.

How will ExCeL manage ventilation?

Ventilation will be increased, improving fresh air circulation in line with latest CIBSE (Chartered Institution of Building Services Engineers) guidance and recommendations. We have altered our AHU to draw in fresh air, as opposed to recirculating air.

Will ExCeL use fogging?

Fogging machines will be placed in the air handling units within all of the Event Halls. They are switched on via the Building Management System at an agreed time. The machines spray a dry mist of didecyldimethylammonium chloride (along with other ingredients) which kills 99.9% of bacteria, fungi, and viruses, including norovirus, influenza, and E. coli. The substance is non-toxic and leaves a pleasant odour. We plan to operate this service every evening when an event is in tenancy.

What is ExCeL cleaning regime?

The ExCeL Cleaning Team have been trained to deliver new cleaning procedures. This includes ensuring all touch points, as well as seating in conference and meeting areas are regularly wiped with chlorine-based cleaning fluid. All bathrooms will be allocated to a specific event and checked and maintained by a dedicated team of cleaners. Part of their role will be to manage queuing to use the bathroom facilities. Specific waste management procedures, in line with guidance from Public Health England, will be in place to manage the safe disposal of PPE.

How will in-hall and stand cleaning be managed?

ExCeL will continue to have responsibility for cleaning organiser offices and gangways. Cleaning in these areas will be conducted using a chlorine-based cleaning fluid. Any other cleaning services can be quoted for, including the option to have a dedicated cleaner. Exhibitors are responsible for stand cleaning. If an exhibitor requires a dedicated cleaner this can be arranged via your Event Manager, at cost.

How will catering operate?

Hospitality, stand catering and retail services will be provided in line with latest government guidance, working closely with ExCeL London Hospitality and our boulevard retailers. To help maintain social distancing, we will open additional retail units across the venue. Suitable queuing systems will also be in place. Menus have been reviewed and no open products will be served. All transactions for food and beverage will be cashless. Food preparation areas will be regularly inspected and a new 'COVID-19 safe to trade audit' has been introduced.

What signage will be in place?

Signage displaying key messages, in line with the latest government advice, will be in place throughout the venue. Reminders to regularly wash hands, not exchange business cards and refrain from personal greetings (a handshake or a hug) will be in place throughout the venue. Relevant markers and one-way systems will be installed in public areas, including the central boulevard, networking spaces outside conference rooms, toilets, lifts, and cloakrooms, to help everyone keep a safe distance.

Will ExCeL provide sanitiser stations?

Hand sanitisers will be provided throughout the public areas of the venue, including the lorryway. There is an expectation that all organisers and exhibitors will provide their own sanitiser for their offices, in-hall aisles and stands.

Will ExCeL be using temperature checking?

At this time, we do not intend to introduce temperature checking. If you would like to use temperature checking, please discuss this with your Event Manager.

Who should I discuss additional tenancy requirements with?

Please discuss tenancy requirements with your Event Manager. Additional tenancy space is subject to availability.

Will ExCeL have additional stewards?

We will have additional stewards on the boulevard to offer assistance and help with any questions and wayfinding.

What cloakroom facilities will be available?

We are currently reviewing cloakroom operations. Guests are advised to limit what they bring in terms of bags and luggage, as cloakroom facilities may be restricted.

This framework has been designed to provide our customers and guests 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/coronavirus

We look forward to welcoming you to ExCeL London.





Proud to be part of the ADNEC
Group one of the world's
leading venue providers.

For further information please contact:

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