

Making sure you're safe and secure

Naturally, you want to be sure that you and your staff are working in a safe and secure environment. And with so many people involved in every exhibition, it's important that everyone adheres to a few simple guidelines and rules - so they can all get on with enjoying the NEC experience.

Thank you for your co-operation!



1. Keep an eye open for unattended bags and packages



Please make the time to look in and around your exhibitor area regularly for unattended packages, cases or bags. Please check your stand each morning before the show opens. If you spot anything you don't recognise, don't touch it, call the Site Operations Centre on **0121 644 6666 (internal ext. 6666)** and we'll check it out for you.

When you leave your area each night, or if there's an evacuation, please ensure electrical appliances are switched off.

2. Please carry your pass at all times

To save time, avoid delays on entry and make your life easier, please keep your official identification pass with you throughout build up, open and breakdown.



3. Helping you get about safely and efficiently – our simple traffic rules



The last thing you'll want is to be held up in site traffic, or endangered during those busy build up, open and breakdown

times. So please follow these few simple rules. They've been developed by our experienced NEC Traffic and Security team to ensure that all exhibitors can get about as safely and efficiently as possible.

- Please follow the instructions of NEC Traffic or Security staff.
- Look out at all times for fork lift truck movement.
- Don't park on red lines or yellow hatched areas unless given permission by NEC Traffic or Security staff for loading and unloading.
- Never park on red hatched areas.
- Wear a high visibility bib or jacket when loading or unloading. Be seen and be safe.

Please note: Failure to display a valid vehicle pass or to adhere to our traffic rules may result in vehicles being removed. Sorry, but our procedures are here to help you and all the other exhibitors have a great show. That's a lot easier when we all work together.

4. Security is Everyone's Business

We all have a part to play when it comes to security and we all need to play our part. Please remain vigilant at all times and report any suspicious activity to security immediately. If it looks out of place or the behaviour seems unusual, it probably is. Please go with that gut feeling and contact security. Our team would rather deal with hundreds of false alarms than miss a single real security issue. Please report a security emergency on **0121 644 6666**.



Emergency announcements and procedures

Okay, so emergency procedures may seem a bore - but it's essential that you and your team know what to do if anything untoward should happen, so we can all react efficiently and safely.



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 Site 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 Site 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 Site 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.

Useful numbers / information



Fire

0121 767 3333
Internal 3333



Medical

0121 767 2222
Internal 2222



Security (Emergency only)

0121 644 6666
Internal 6666



NEC switchboard
0121 780 4141



Taxi
0121 427 8888 or
0800 0142 729
(freephone)



Lost property
0121 767 3883



Security (general)
0121 767 2393/2595/2797



Products & Services
For all exhibitor enquiries,
orders & support, contact
our Sales & Customer
Support team on:
0844 338 8338



Traffic
0121 767 2612



Ticket Factory
Why not see a show
whilst you're here:
0844 338 8000

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social
with the **NEC!**



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thenec.co.uk