

# Reopening for business

## OVERVIEW

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### **Working together to protect us all.**

As the UK's event industry gears up to help kickstart the economy, the safety of our customers and staff is at the heart of our planning so we have developed our Venue Protect 4-step approach, designed with you and your customers' safety and wellbeing in mind.

This document provides an overview of the key steps that we're taking to create a safe and controlled environment for events to take place at the ICC. This is intended to clearly demonstrate the measures that are being put in place, some of which will be very visible to anyone visiting the venue, whilst others are happening in the background, to ensure the safety to everyone.



# Venue protect principles

## Supporting Testing and Tracing

Using data and technology to help ensure audiences are known where possible and free from symptoms

## Enhanced Venue Sanitisation

Enhanced cleaning across the venue with increased sanitisation of identified high contact areas

## Social Distancing Measures

Utilising our space to implement measures for the safe movement of people around the venue

## Communication

Clear and helpful guidelines and updates to ensure safe compliance of Venue Protect principles



# Supporting testing and tracing



**Preparation to safely attend an event in our safe, controlled environment.**

As the hosts of organised events with ticketing and registration already in place in most cases, our audiences are 'known' meaning that contact tracing is usually possible if needed.



## **Collaborative pre-registration**

Working collaboratively with all event organisers to promote pre-registration



## **Temperature screening**

Visitors may be asked to undergo temperature screening



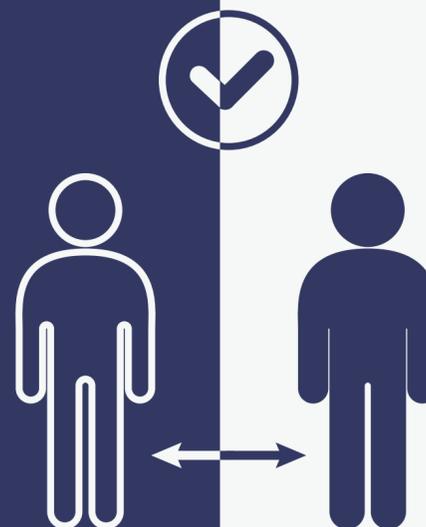
## **Contact tracing**

Supporting contact tracing through promoting use of the Government app

# Social distancing measures

## Ensuring a warm and safe welcome into our controlled environment.

Advice on social distancing will be on prominent display in all areas of the venue, asking that visitors maintain a safe distance from others and providing signposts where we have put measures in place to ensure social distancing can be adhered to.



## Room & foyer space layouts

Room & foyer space layout will be adapted to meet current social distancing



## One-way systems across venue

Controlled in venue circulation with a one-way systems being implemented both entrances and exits



## PPE

For everyone's safety, visitors are required to wear face coverings to enter the ICC, in line with current Government guidelines on indoor settings



## Barriers and floor markings

These will be in use across the venue to support the new social distancing measures



## Confident and compliant signage

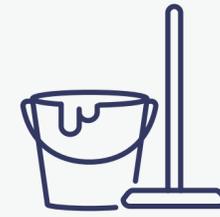
Clear visible signage is in place to guide

# Enhanced venue sanitisation



## Increased cleaning procedures in place around the venue

Public areas will be cleaned frequently throughout the day with particular focus on frequent contact surfaces and reminders to visitors to regularly wash or sanitise their hands.



## Extensive event space cleaning

Each event space is cleaned extensively before and after each event



## High touch point area focus

During events there is a detailed focus on the sanitisation of high touch point areas such as door handles, escalator handrails, stair railings and lifts



## Washroom attendants

Attendants will maintain hygiene standards in our washrooms



## Sanitised AV equipment

All AV equipment supplied by ICC will be sanitised



## Hand sanitiser stations

Hand sanitising stations will be placed throughout the venue for customer and staff use

# Communication

## Providing clear and helpful information

The safety and wellbeing of our staff and our customers is our number one priority and our communications will reflect this. Whether it's providing details to you before your event via our website or social media channels or whilst you're on site via our venue signage or our staff.



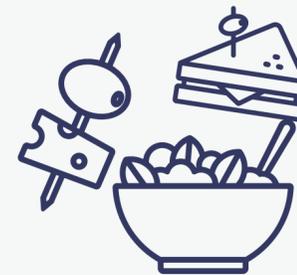
### Touch-free customer journeys

Clear and simple detailing of the changes we've made at every step to minimise contact and keep you safe



### PPE measures in place

Our ICC staff may be wearing PPE to protect themselves and to protect you



### Food & Beverage offering

Our menus have been updated to provide a range of tasty grab & go options and reduce touch points



### Delegate expectations

We've provided details of venue changes to help delegates understand what to expect at the ICC and safely plan attending their event



### Dedicated events team

The team has received specific training on these new measures to help customers safely plan their events

# Venue Protect

## further information

We hope you've found this Overview useful. Detailed Guidelines and Checklist documents will be available soon to provide more information. In the meantime, if you have questions regarding your upcoming event, please continue to speak to your usual ICC contact.

ICC measures are aligned with the All Secure Standard document and will be adapted to ensure they reflect the latest Government guidelines.



For more information visit:

[theicc.co.uk/protect](https://theicc.co.uk/protect)

