

Edition
Spring 24

nec
Birmingham

Keeping you **Safe &** **Secure**

**Welcoming exhibitors
to the NEC**

thenec.co.uk





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Birmingham

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**Safe &
Secure**

For more information
please visit our website:

thenec.co.uk



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Making sure you're safe & 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!**



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.



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.



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** (Internal ext. 6666).



Helping you get about safely & 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:

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.



For more information
please visit our website:

thenec.co.uk



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 Resorts World 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.

Keep an eye on things

We're pleased to say that crime levels at the NEC are very low, and we have extensive security measures in place. But as in every busy environment, it's important that you also take some simple measures to look after your property. Follow these guidelines and you'll have peace of mind and security, which means you'll be able to focus fully on what you're with us for – getting on with business!

DO NOT leave your stand unattended during the show

Plan a staff rota organising how you are going to manage your stand at lunch time or any other times when you may need to leave – and have a back-up plan in place should you need to go unexpectedly.

Monitor the visitors to your stand

Keep an eye on who's visiting your stand. Do they look right? Ask if you can help them – or if you are worried, contact Security. Some people may try to distract you to steal using an accomplice, so be aware, and call Security if you have any doubts or worries.

Report all crime or concerns, no matter how small

We're always here to help – but we also need you to keep us up to date with what's been happening.

Think carefully about how and where you are storing any cash

Ensure you safeguard cash at all times including the breakdown. Opportunist thieves will watch what you are doing. Putting a cash box in a vehicle then leaving it unattended, leaves it vulnerable.

Vehicle awareness for exhibitors

Tools are extremely valuable possessions and when stolen, can impact hugely on businesses. That's why we would like to remind all van owners to remove their tools from the vehicle when it is left unattended for long periods of time and overnight.

Intellectual property and copyright

If you don't want stock or stand photos taken, display a sign saying so. If your product design is valuable, protect it against copying or theft by being on the lookout for people taking photos, etc. and reporting any concerns immediately to Security.

Look after your smart phone or tablet

Keep them secure – they're an easy target for opportunist thieves.

Consider hiring a security officer for your stand

Hiring a security officer may not be as costly as you think – and can provide

valuable cover at vulnerable times when you may not be present at your stand or are busy loading up during the breakdown. For more information ask to speak to your Security Event Manager by speaking to any of the security team.



Looking for free security advice?



We're more than happy to help.

Please contact our Site Operations Centre (SOC):
0121 767 2393 / 2595 / 2797
or Email: NEC-Security@thenec.co.uk

Police Office Email:
rural@westmidlands.pnn.police.uk

West Midlands Police, working in partnership at the NEC

Planning for next time?

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.

Think about security when designing your stand

- ✓ Want a store or office on your stand? Make sure you can see the door when working on your stand. If you can't (i.e. it opens into a gangway) ensure it can be securely locked.
- ✓ Check that you can see all your displayed stock, and consider locking it away at night.
- ✓ Secure high value / high risk, easy to remove items to your stand using suitable locking devices.
- ✓ If you are handling cash, think about how you're going to safeguard it – putting it under a counter doesn't mean it is safe! Use suitable tills or cash boxes, secured to your stands.
- ✓ If you'd like some advice about what locks, tills and boxes to use just ask – we're here to help you.
- ✓ It's easier if you prepare properly in advance, so talk to us at the planning stage.

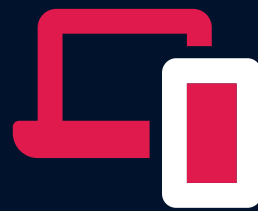
Fit cupboards or lockable units with non-generic locks

In large exhibitions contractors may use cupboards with generic or flimsy locks to keep costs down. Make sure you ask for an upgraded lock which is non-generic – it's well worth paying a little bit extra.

Think about hiring a static guard

Cover for an evening during the later stages of build-up, when others may still be in the Hall, can be as little as £60. Remember to book early though!

Like to know more?



There's loads of useful information for exhibitors on our website:

thenec.co.uk/exhibitors



Capture it on camera with dedicated CCTV for your stand



Why not enhance your stand security, by hiring dedicated CCTV cameras?

We'll install and remove them for you and record all images securely. It's as simple, and safe, as that.

Call us for more information:

0844 338 8338

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Birmingham

+44 (0)121 780 4141

nec-exhibitions@necgroup.co.uk

thenec.co.uk



Useful numbers and information



Fire

0121 767 3333 / Internal 3333



Medical

0121 767 2222 / Internal 2222



Security (Emergency only)

0121 644 6666 / Internal 6666