

EMERGENCY INFORMATION

For promoters, organisers, exhibitors & contractors of concerts, events & exhibitions.

It is important that you and your team/staff/crew are aware of the following emergency information while at the Arena.

SUSPICIOUS ITEMS/PACKAGES

It is important to make frequent checks around your area to ensure that no unidentifiable packages, cases or bags have been abandoned. If you find anything suspicious, please do not touch the article call the Arena Security Control Room

on internal phone number 3333, or 0121 644 7010 if calling from a mobile. (Please ensure a 25-metre distance from the item/package if using a mobile phone.)

When leaving your area of work (for overnight/multi-date events) or in the event of an evacuation, please ensure that:

- Electrical appliances are switched off
- Any unidentified packages, cases or bags are reported as above

FIRE

Action upon discovering a fire:

- Raise the alarm by breaking the glass in the nearest Fire Alarm Call Point
- Inform the Arena Security Control Room on internal phone number 3333, or 0121 644 7010
- if calling from a mobile, detailing the location and nature of the fire
- Only tackle the fire if safe to do so
- Await further instruction from Arena staff regarding evacuation if necessary

Please note that lifts must not be used during a fire incident.

MEDICAL

In the case of personal injury or other medical emergency/assistance being required:

- Call ext 2222 on internal phone number, or 0121 644 7010 if calling from a mobile, detailing the exact location of the casualty and details of injuries sustained.

EMERGENCY ANNOUNCEMENTS/EVACUATION

Should a situation arise whereby an evacuation may be necessary, the event Duty Manager will liaise with the event Organiser/Promoter to advise them that a situation is being investigated and to await further information.

STAFF CALL 100 (EXHIBITIONS ONLY)

In the event of an emergency relating to suspicious items/packages, the following message will be broadcast and repeated over the venues house PA:

'Attention please, attention please. Staff Call 100'

On hearing this message your team and your exhibitors should immediately inspect their areas for suspicious items and follow the 'suspicious items/packages' procedure above should anything be discovered.

The 'Staff Call 100' announcement is a warning that it may be necessary to evacuate the venue.

If there is no danger, the following message will be broadcast:

'Attention please, attention please. Cancel Staff Call 100'

You must ensure that your team/exhibitors are properly aware of the protocol and do not reveal the meaning of the Staff Call message to the public as this might cause unnecessary panic.

EVACUATION (ALL EVENTS)

If it becomes necessary to evacuate the venue, the following message will be broadcast and repeated:

'Attention please, attention please. This is an emergency. Please leave the building by the nearest available exit'

If the above message is broadcast, everyone must leave the venue for their own safety. Please make your way to the nearest emergency exit and follow instructions from the Arena Security Stewards who will direct people to the Arena evacuation point at the Civic Centre Estate (as detailed on the site map – attached).

SHOW STOP (CONCERT ONLY)

If it becomes necessary for the concert to be halted, please refer to the NEC Group Show Stop Procedure.

OFFICIAL PASSES

During build-up, open and breakdown of your event, admittance to the venue may be refused to anyone who cannot produce an official event identification pass. Please ensure that you and your team/staff/crew carry passes at all times.

SECURITY

It is necessary to be vigilant for theft of property. If items cannot be watched, it is important that they are properly secured.

TRAFFIC NOTICE

Accessibility and traffic flow must be maintained at all times. Vehicles should not be parked on hatch markings especially outside vehicle entry doors around the venue. Any Arena parking passes provided must be displayed in vehicle windscreens at all times. Workplace transport rules (as displayed around the venue) must be obeyed at all times.

ASSEMBLY POINT

The primary fire assembly location is the Civic Centre Estate, opposite King Alfred Place, as show by the red circle below:



Accessible via Cambridge Street