



# BUSINESS DESIGN CENTRE: WELCOMING BACK EVENTS

OUR GUIDELINES TO RUNNING EVENTS SAFELY.

# WELCOME BACK

Business Design Centre (BDC) regards the health and safety of clients, staff and partners of paramount importance. As we begin to welcome you back to the BDC, we would like to advise you of the measures that are now in place to ensure the safety and comfort of all those onsite.

The BDC is open from December 2nd for events to take place. We continue to follow advice from the UK Government and Public Health England and update our communications to all concerned accordingly.



The following guidance has been developed alongside the Events Industry Alliance's All Secure Standard and observes the measures expected in accordance with Hire Space's Safer Events Accreditation. We ask all event professionals to work in partnership with our team to ensure that events are run in a safe and enjoyable manner.

Further information as well as our video can be found at [bdc.london/advice](https://www.bdc.london/advice)

## OUR GUIDELINES

Our guidelines follow the key principles outlined in the All Secure Standard:

- Social Distancing
- Cleaning & Hygiene
- Protect & Detect
- Communication



SAFER EVENTS  
BY HIRE SPACE  
Accredited Venue





# SOCIAL DISTANCING



## STAGGERED ARRIVAL

We request that events with large numbers of attendees stagger their arrival times in order to mitigate large queues on entry to the building. It is also recommended to do the same with refreshment and lunch breaks to give people time to move around with comfort.



## QUEUING MARKERS

Markers have been put in places where queues might form, such as outside the venue or in the on-site restaurant.



## CLOSE PERSONAL CONTACT & BUSINESS CARDS

We ask all those on site to avoid making contact such as shaking hands and where possible to remain at least 2 metres from others. We also ask that connecting with other attendees is done via a mobile device, avoiding the use of business cards and other items passed from person to person.



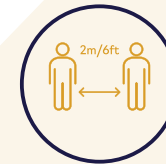
## ONE-WAY SYSTEM

Entry and Exit doors have been designated to ensure that the flow of traffic promotes natural social distancing measures. We have introduced a one-way system on each floor, including reminder chevrons in order for distance to be observed correctly. We ask that you follow the guidelines, maintaining a 2 metre distance from others where possible. If you are unable to do this, we ask that you take measures to mitigate the risk to yourself and others whilst always remaining at least 1 metre from those around you, such as wearing a mask.



## RISK ASSESSMENTS

Our event management teams will be on hand to review risk assessments for events, which organisers must now include elements specifically addressing areas such as queue management, access times and other related approaches to the reduction of the spread of germs. We expect that exhibitor and supplier risk assessments will have considered the way in which they will ensure the safety of stand users and the public in relation to this.



## FLOOR PLANNING

We ask that organisers work with our event management teams to ensure that floor plans have enough space to accommodate social distancing. It may be that the one-way system already in place continues onto the event space.





## CONFERENCE ROOMS

All conference rooms are set with seats facing in the same direction with capacities shown on the outside of the rooms. No standing room will be permitted once all the seats are filled. Streaming options for the events taking place are available through our partners at Aztec Event Services and high speed wired connections are available at all locations within the building.



## LOADING BAY

Arriving into the loading bay, thermal imaging technology will be in operation. Visitors will be asked to park their vehicle keeping their window closed.

Depending on the event, there may be a one-way system in place when using the loading bay and lifts. Loading bay lifts will have advice on where to stand, and we ask that you follow the guidance from our loading bay team.



## TOILETS

Where possible, any manual touch points such as sinks and toilet flushes are being changed to automatic, reducing the need to make contact with surfaces. Some sinks and urinals have been marked as unavailable in order to maintain distance in these areas.





# CLEANING & HYGIENE



## ENHANCED CLEANING

The facilities team have continued to work onsite with a robust cleaning schedule in place throughout the last few months, a schedule which will be continued in welcoming people back to the building. All high volume touch points such as door handles, push plates, handrails and lift call points are being sanitised on a regular basis. You may find that your nearest toilet is locked now and again, this is just so we can carry out deep cleaning throughout the day.



## FOGGING

We have purchased new equipment to increase the level of cleaning possible with advanced training given to our team. This sanitisation method uses a Fogging Machine suitable for the EN14476 chemical as approved by Public Health England for treatment of the COVID19 virus. These machines can sanitise large areas quickly and efficiently including toilets and other facilities.



## STAND CLEANING

Our shell scheme stands will be fogged to ensure they are safe to use and exhibition stand touch points should be kept to a minimum. Exhibitors will be required to incorporate wiping down throughout their day and as part of their own risk assessment.



## HAND SANITISER & HOT WATER HAND WASHING STATIONS

We ask that you wash your hands as soon as arriving at the BDC. Hand Sanitiser will be available at the entrance and around the building, and hot water hand washing stations with anti-bacterial hand wash are positioned inside. The soap used at the stations and within the toilet facilities is anti-bacterial, killing 99.9% of germs.



## FRESH AIR SYSTEM & AIR CONDITIONING

There is a fresh air system in place to ensure that the rooms in the building are well ventilated at all times. Within the main hall, air vents are used to provide a fresh supply of air from outside. All air conditioning and heating units are fitted with HEPA filters.



## HAZARDOUS WASTE DISPOSAL

Bins are available in reception for the disposal of masks and gloves. We ask all guests to dispose of these appropriately in the specific bins provided.





# PROTECT & DETECT



## WHEN NOT TO VISIT

It's vital that we all follow the guidance outlined in order to ensure the safety of ourselves and those around us. We ask you to therefore follow the government advice in relation to symptoms and isolation and do not come to the BDC if you feel at all unwell. Do not leave home if you or someone you live with has any of the following symptoms:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

Anyone in a high-risk category should refer to the Government guidance before deciding to travel.



## PPE & FACEMASKS

Guidance now requires the wearing of face coverings within conference and exhibition venues. We ask that you ensure you are wearing a mask or face covering when moving around the BDC, however these can be removed when you are eating or drinking at onsite facilities.



## PROTECTIVE SCREENS

Screens are fitted throughout the venue at registration desks and counters where you may need to speak face to face with a member of the team, such as at the bag-searching desk or in the restaurant.



## THERMAL IMAGING SCREENING

Temperature checking technology has been installed at both entrances to the venue, in reception and in the loading bay. Anyone showing a temperature of 38.0 C and above will be given the opportunity to wait outside in an appropriate area for 10 minutes to be re-tested. Our thermal imaging technology accommodates a large number of people at once in order to reduce queuing times.



## CONTACTLESS REGISTRATION

We advise those running events to adopt a contactless method of registration. We have more charging facilities around the venue, regularly sanitised so that attendees can use their mobile devices for such activities.



## ATTENDEE DATA

We request that all attendee data should be kept for a minimum of 21 days in line with official guidance, in order to assist the NHS with test and trace should this be required.





## CATERING

Our exclusive caterers, The Good Eating Company are a Covid secure operator as approved by Navitas. The onsite restaurant Jack's has now reopened with seating available for those who wish to eat and drink in. At the moment we ask visitors not to bring refillable cups and we will only accept contactless methods of payment. The catering available at events will be packaged in sealed containers, all of which will be compostable in line with our sustainability policy.



## CLOAKROOM FACILITIES

For the time being cloakroom facilities will be limited, so we ask anyone coming to the venue only to bring what they need for their visit.



## FEELING UNWELL

If guests feel unwell at all, they should speak with the concierge team at the front desk or head to the First Aid room on the second floor.





# COMMUNICATION



## TRAINING OF STAFF

We will ensure that staff are kept up to date with all relevant information regarding the running of events in safe manner. Training through the Hire Space accreditation will be rolled out widely across the team, in particular all of the Event Management team will have undertaken this with a member of this team present onsite during any event tenancy.



## VENUE SIGNAGE

There is signage in place around the venue, from reminder chevrons on the floors in the walkways and stairwells. You can find out exactly what 2 metres looks like and you will find that all signage has been tastefully installed to provide timely and gentle reminders as to how to move around safely with comfort in mind.

Depending on the size of event, organisers may need to provide signage within their own event spaces however our team are on hand to support these discussions and ensure that safety levels are met.

Our website has all key information available as well as the most up to date video on what you can expect at [bdc.london/advice](https://www.bdc.london/advice)



## SECURITY

Our security team have been trained in the use of thermal imaging software, and have been working hard as a team to ensure that anyone presenting with an elevated temperature of over 38 degrees, is taken to a safe area in a courteous manner.







Our website has all the key information as well as the most up to date video on what you can expect, at [bdc.london/advice](http://bdc.london/advice)

Business Design Centre  
52 Upper Street  
London N1 0QH  
Tel: 020 7288 6475  
[bdc.london](http://bdc.london)