

ExCeL LONDON

EXPANSION PROGRAMME

INFORMATION PACK

Everyone here at ExCeL London is very much looking forward to welcoming you and your teams to the venue.

As you might be aware, ExCeL is undergoing a significant 25,000sqm expansion programme to further enhance our world-class venue.

Due to these ongoing works, we wanted to make you aware of some changes to our traffic management system that we have implemented.

In order to ensure the smooth running of your event, we will need to alter the process and venue access used by your contractors. In conjunction with the enclosed map, you will see that we have moved the Traffic Office *Booking-in* and *Holding Area* to a nearby site at Gallions Reach. This is located a short distance away and forms part of our long-term plan to better manage traffic flows and ensure your event runs efficiently.

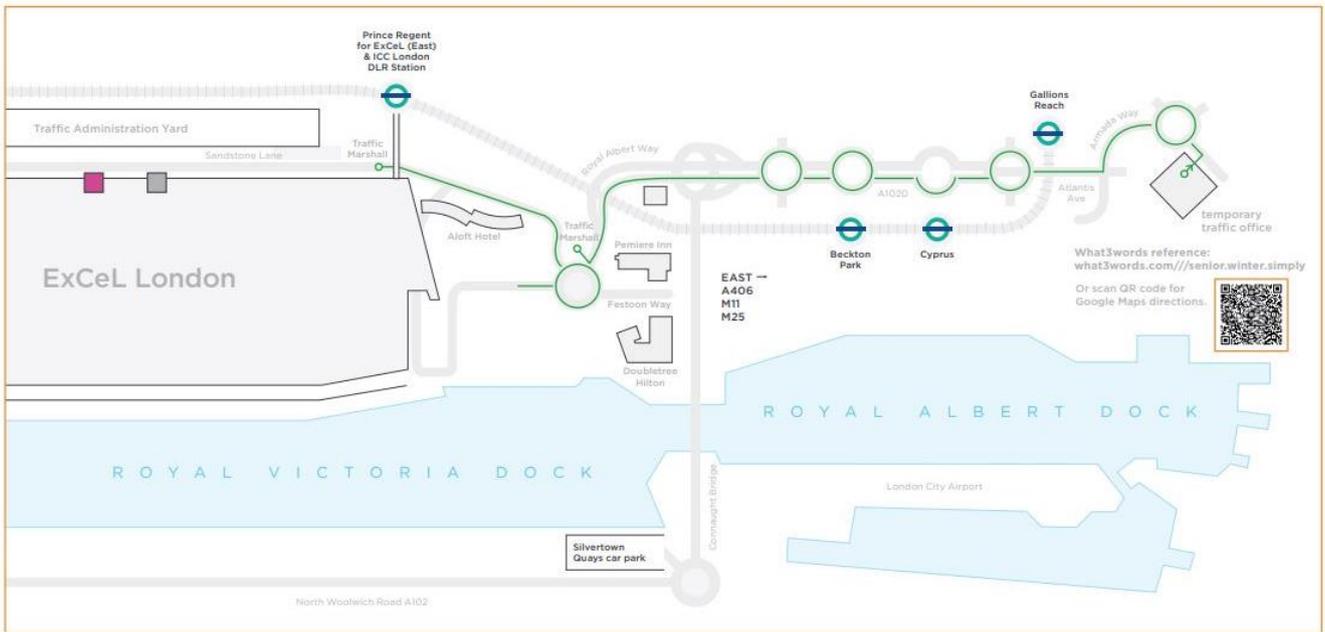
The relocated Traffic Office will be the first point of call for anyone requiring vehicular access to ExCeL for your event. Once there, each driver will be required to complete a Lorry Access Document (LAD) in the usual way. When the driver arrives at the venue, they will need to show the LAD to the Traffic Marshal who will then direct them into the standard traffic system to prepare to unload or load. If a driver arrives on site without a LAD, they will be given directions to the offsite area to complete the above process.

Please can I ask that you make everyone associated with the build and breakdown of your event aware of this process change. Of course, if you have any questions or comments, or require anything further, please do not hesitate to get in touch with either myself or a member of the events team.

I would like to thank you in advance for your patience and understanding on this matter and please be assured that the entire ExCeL team is working tirelessly to minimise any disruption and ensure there is no compromise to your overall event experience.

Thank you,

Journey between ExCeL London and the temporary traffic office



ExCeL LONDON EXPANSION PROGRAMME - FAQs

Q: What is ExCeL London's Expansion Programme?

A: Due to growing demand, we are further enhancing our world class facilities by expanding the venue by 25,000sqm. This will create additional ICC convention facilities, exhibition halls and conference rooms, together with a boulevard and foyer area as well as outdoor spaces. Built to some of the highest sustainability standards, the development is taking place on the east side of the venue and has received the full consent of Newham Planning Committee and the Mayor of London.

Q: Will this expansion project cause any disruption?

A: All our construction works have been meticulous planned to run alongside the existing 2022-2024 events calendar, and our team works tirelessly to minimise any potential disruption. During construction works, there will be regular planning meetings to ensure any changes to the event calendar are notified to the developer (Sir Robert McAlpine) and the programme adjusted as required. With the planned mitigation, we do not expect our events to be directly affected by the building works – just as we saw during our first expansion programme a decade ago.

Q: What effect could the works have on the build-up or breakdown of an event?

A: For some events, vehicles arriving during the build-up or breakdown will be required to check into our new Traffic Office/Vehicle holding area at Gallions Reach – details of which will be provided in advance via the Event Manager. Loading to the majority of our north and south halls will be unaffected; and the south lorry way will be extended to allow vehicles along a new roadway around the construction site, leaving via the east roundabout that leads onto Royal Albert Way/Sandstone Lane.

Q: What effect could there be for the build-up/breakdown in the Auditorium?

A: Until August 2022, the existing loading doors will be used as normal. From September, a new loading door in the south-east corner of the Auditorium will be used. This new door will be semi-permanent and will be removed at the end of the building works and that corner of the Auditorium will be reinstated.

Q: Are there any effects to the Auditorium in the long-term?

A: The maximum capacity will be reduced slightly.

Q: Will there be any hoarding erected and what will be the impact?

A: For safety and security reasons, from mid-April 2022 we will be erecting secure hoardings (approx. 2.4m in height) around the development site (please ask if you require a detailed map). We will be closing access to the east entrance on level 0, but access via level 1 will remain, as will access to the Prince Regent DLR. Any changes to this will be communicated in advance.

Q: Will the venue's capacity increase?

A: There will be no increase to the overall capacity of the whole venue, which remains at 72,000. Level 3 of the expanded ICC facilities will have a maximum capacity of 7,000 people.

Q: What effect will there be on the walking routes to and from the venue?

A: It will be necessary to make minor changes to these routes - also referred to as Path-Protection Routing (PPR). Details of this, including maps, will be provided and communicated around the venue campus. At both the East and West, all necessary wayfinding will be installed to direct guests, organisers, contractors and exhibitors.

Q: Will there be changes to any of the taxi, coach or disabled access areas at the east of the venue?

A: Yes, there will be changes implemented but these will be clearly communicated via the Event Manager depending on the time of year/construction phase.

Q: What are the usual hours of work?

A: These will be Monday to Saturday, 8-6pm but these may need to be altered from time to time. Any major changes will be communicated in advance.

Q: Will both DLR stations be open as usual?

A: Yes they will.

Q: What will happen if there is an issue with noise?

A: We have already factored this in and have a process in place to halt works if for any reason these are having a material effect to the staging of any event. Noise disruption is currently only envisaged in the Auditorium during certain times in the construction programme and so noisy works are being planned for quiet periods in the ExCeL event calendar.

Q: Why are you only now telling us about these build-up/breakdown arrangements?

A: It has taken us longer than expected to finalise the highly-complex construction programme, largely due to the effect of the omicron variant in late 2021 which resulted in us having to reschedule most events from Q1 2022 until later in the year. We have now completed the works programme which is requiring some early enabling works from March – August with major works from September onwards. We have been working for many months to secure the best possible holding area for vehicles during build-up and breakdown – this has now been secured at Gallions Reach and will begin operating from April 2022.

Q: Who do I contact if I wish to find out more or wish to make a complaint?

A: In the first instance, you should contact your Account Manager and/or Event Manager assigned to your event.