

HOST
OLYMPIA LONDON

New Measures

Here are some of the
measures we are putting
in place to *look after* our
customers and teams in our
venues



Working Together to Stay Apart

Whilst we are all currently working hard to manage the challenges and impacts of **COVID-19**, we think organisations have an opportunity to set a positive course for their next **new normal**. Embracing new ways to live, work, play and care, we can re-imagine what is possible.

Our goal is to help limit exposure of guests and employees to infection risk. In our approach to keeping people safe we have implemented new measures and tangible actions across all of our retail areas.



PRE
RE-OPENING

PREPARE &
PROTECT

RE-OPENING

ENABLE &
SUPPORT

THE NEW
NORMAL

OPTIMISE

A New Kind of Service

How we deliver our food services will be very different from before. But with **careful planning and preparation**, this won't be a problem.

From introducing new queuing systems and limiting numbers within seating areas, cashless payment solutions and serving individually packaged food options, we'll ensure to meet best practices at every stage of the guest journey.

Host Olympia London will facilitate the success of protection and prevention efforts with clear signage and thoughtful training and promotional materials.



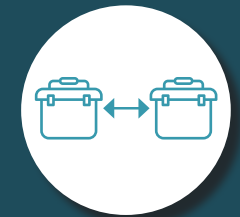
All of our people will be fully trained on revised **health and safety** measures.



Physical distancing will be in place in the kitchens & service areas. Masks will be worn where social distancing is not possible.



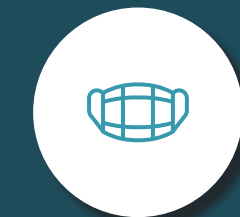
We've introduced **heightened cleaning procedures** including hand washing after every interaction & sanitizing stations.



All unit capacities and furniture set ups will be in line with **physical distancing** guidelines health and safety.



We're **staggering shifts** to reduce team interaction and minimise contact points.

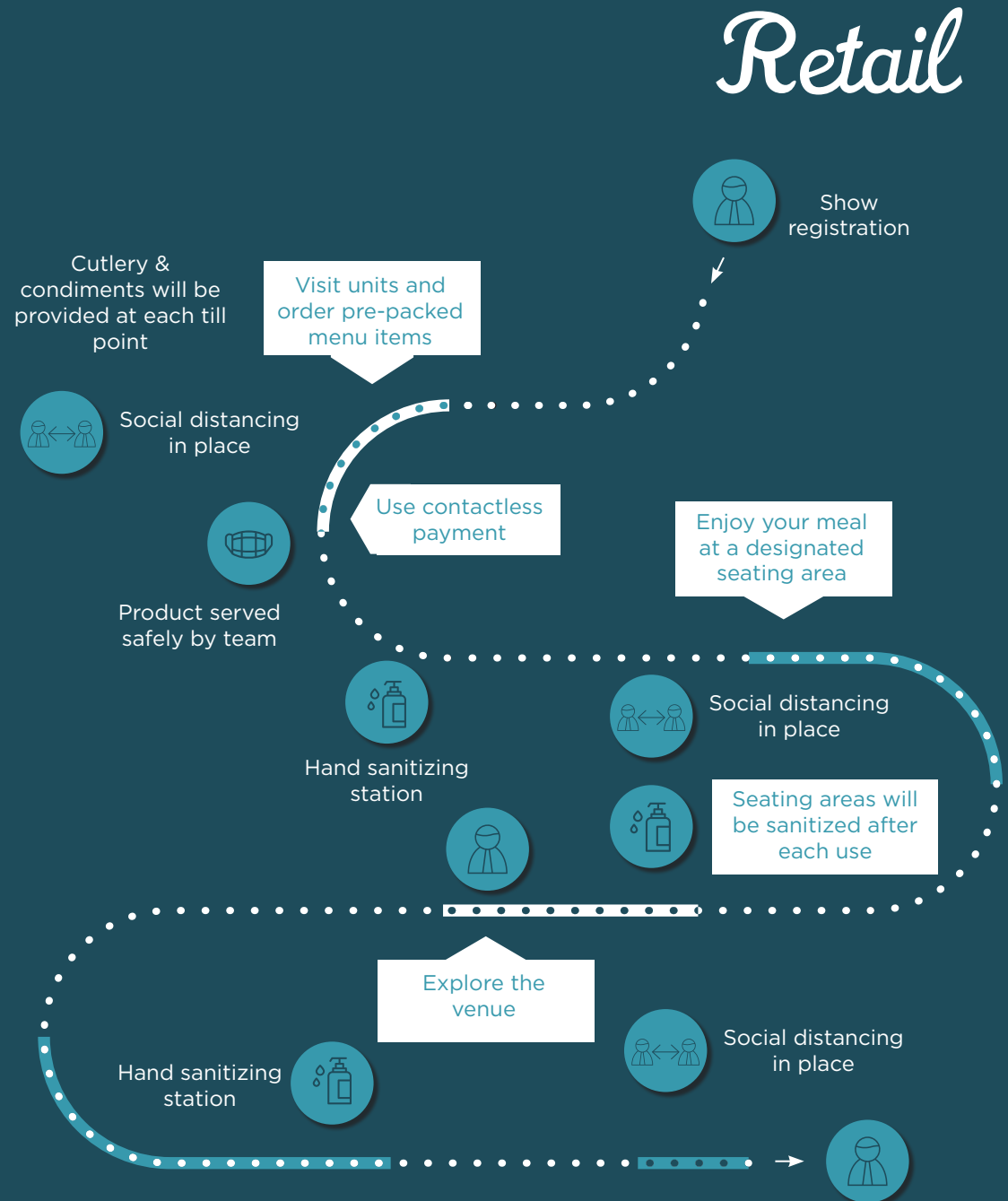


We've ensured our teams **have access** to PPE and will wear a face covering. We will continually observe the Venue requirement to wear face coverings and will do so accordingly.

Customer Journey

Ensure visitor experience confidence

Host Olympia London is committed to making a positive impact. Our approach to keeping people safe starts with understanding their journey through Olympia London and to ensure it is a pleasurable and secure experience.



We've got it covered

- ✓ We have developed **new pre packaged menus**, including salads, sandwiches, hot meals and savoury and sweet snacks available throughout the day.
- ✓ Sustainability remains at the forefront through use of **biodegradable disposables** where possible.
- ✓ All **cutlery and condiments** will be **individually wrapped** and provided with each meal.
- ✓ Our **hot drinks** will be served **within physical distancing guidelines**.



And...

- ✓ We have **cashless payment** solutions to **limit exposure** of guests and employees to infection risk.
- ✓ Our teams will **serve our customers** wearing **PPE** where physical distancing **is not** possible.
- ✓ Our front and back of house space in the venue has been **optimised** to meet the **social distancing guidelines**.
- ✓ We will **continually monitor** the number of customers allowed at any one time within the units.
- ✓ We will be **on hand to reassure and answer our visitors questions**.



The New Normal...

Your Host Olympia London team will work with you to define critical activities that will deliver a safe and enjoyable show to all visitors.

Putting *confidence* back on the menu.



HOST
OLYMPIA LONDON

*We look forward to
seeing you soon!*