



WorldSkills London 2011

Essential Information for Showcase Groups

Welcome

Thank you for being part of the Showcase programme at WorldSkills London 2011. The following essential information provides important details for your Showcase. It is important that you read all of the information. If you have any questions or queries please do not hesitate to contact the WorldSkills London 2011 Support team on +44 (0)845 475 2011. Please pass this information to all staff attending as part of the Showcase as it is vital that they read it too!

You can also find an A to Z guide for Showcase organisations saved on the Showcase webpage which we ask you to read.

Contents

This essential information pack contains the following:

- Important information about WorldSkills London 2011 and ExCeL London;
- Arrival by public transport,
- Arrival by vehicle and how to unload via the lorry way
- Vehicle Access Parking Permit for parking
- Vehicle Access Permit for unloading via the lorry way
- Map showing location of Silvertown Quay Coach Park.

Time of arrival

Arrival and departure timeslots have been carefully scheduled by WorldSkills London 2011 to manage the flow of visitors to/from the event. Showcase organisations are all scheduled to arrive between 8am and 9am (unless otherwise agreed or attending the day before to set up/rehearse). It is important that you arrive as close to 8am as

possible on the day of your Showcase, particularly if you have a large amount of equipment to unload. The venue is large and we want you to have time to familiarise yourself with it and set up your space appropriately. During visitor open hours only box sized items which can be easily carried by hand can be brought in.

Whilst it is understandable that in some instances your journey time may be delayed, we would greatly appreciate prompt arrival to avoid being caught up in the crowds during main visitor arrival. If when travelling to WorldSkills London 2011 you are experiencing significant delays that will impact on your arrival time, please contact us on +44 (0)845 475 2011 in order to keep us informed of your likely arrival time.

On Tuesday 4th October the venue is accessible from 8am to 8pm to Showcase organisations coming to install art work or static displays. There are no visitors on this day unloading is not restricted to certain hours. This also applies after 5pm on Saturday 8th October.

Arrival by Public Transport

Docklands Light Railway (DLR)...

ExCeL London has easy access from public transport using the DLR (Docklands Light Railway). It is serviced by Custom House (West entrance) and Prince Regent (East entrance) stations. We recommend that you arrive at the entrance nearest to your Showcase area, but please note that during arrival periods the DLR will be very busy and DLR staff may advise you to alight from the least busy arrival station.

Prince Regent (East Entrance) is the closest DLR station to the Performance Stage. Custom House (West Entrance) is the closest DLR station to the Hair & Beauty Stage, Cookery Stage, Heritage Stage & STEM Stage. For Art, Display and Media Showcases the nearest entrance depends on where your area is located. Please check the floor plan if you are arriving by public transport and are unsure.

To plan your route to WorldSkills London by rail visit the Transport for London Journey Planner at www.journeyplanner.tfl.gov.uk

By Bus...

Public bus services 147 and 241 depart from bay B of Canning Town station (on the Jubilee line and the DLR) to Custom House DLR station, access to ExCeL London is via the DLR footbridge

Arrival By Car

ExCeL London has pay and display car parking facilities onsite across a number of car parks. Further details of parking at ExCeL London can be found at : <http://www.excel-london.co.uk/visitors/travel/parking>

We are pleased to be able to offer the main contact for each showcase a complimentary car parking space valid for the orange and purple car parks located beneath the venue, and will be issuing this to those who responded to the email were they could request this by the deadline. These tickets will be posted on 27th September by first class post. No requests will be honored after this date as staff will be onsite!

There is a height restriction in the car parks of 1.9m so mini buses, transit vans and similar sized vehicles would not be permitted, there is information below on parking arrangements for these.

Arrival by Coach, mini bus or larger vehicle

Parking for coaches and minibuses is available in the Silvertown Quay coach park for Showcase organisations. We have allocated one coach or mini bus space per Showcase. A Vehicle Access Parking Permit has been included in this information pack to allow entry into and to park in the Silvertown Quay Coach Park.

Silvertown Quay Coach Park address:
Silvertown Quay Coach Park
Connaught Bridge
London E16 2BU

It is important that you print a copy of the relevant Vehicle Access Pass in colour and clearly write the name of your group in the space provided. All coaches/mini bus/transit

vans must display (on the left hand side of the vehicle windscreen on arrival and at all times) a valid Vehicle Access Parking Permit, without this the vehicle will not be able to access or park in the Silvertown Quay Coach Park.

If you need to park for more than one day, including attending the night before for rehearsals, you should print and display a Vehicle Access Pass for each day you need to park the vehicle for, displaying multiple passes in the windscreen if necessary.

Additional vehicles will not be permitted to park (simply due to strict capacities). Please do not assume that additional coaches or vehicles will be able to be accommodated – as they will not!

Groups from your organisation who have registered a group to visit will have received separate information and vehicle passes, for their booked timeslot.

Upon arrival at the Silvertown Quay Coach Park you will be directed to your allocated numbered parking space by a Parking Marshall. You will be issued with a numbered card for you to show on your return to the coach park in order that you can be directed to your vehicle.

Drivers may stay with the vehicle in the coach park. Facilities available in the coach park include a food and beverage outlet and toilets. Silvertown Quay Coach Park gate closes in the evening. If you need to park your vehicle after this time or encounter a problem contact us on 0845 475 2011 or ask a traffic marshal whether they can assist with access to the car park.

Transfer from the coach park to the venue

For arrivals at Silvertown Quay coach park, all visitors will walk across the [specially constructed] pontoon bridge to arrive at the East door of ExCeL London. There is also a footpath which you can follow in case of the pontoon bridge being out of action for any reason. We anticipate the total journey time from Silvertown Quay to ExCeL London to take up to ten minutes. Therefore the driver may wish to drop off the group at the East Entrance first.

Given that it will be necessary to walk across the pontoon bridge, please ensure that your group have appropriate outerwear and shoes –

just in case it is raining!

Marshalls will be available to escort/assist you with your transfer to the venue. In addition, members of Crew 2011 (WorldSkills London 2011's volunteers) will be on hand to assist and are easily identifiable in their yellow uniform.

Transfer from the venue to the coach park

Please ensure that your group exits ExCeL London through the East door. The return journey is the exact reverse of the inbound journey – walk across the pontoon bridge to Silvertown Quay coach park, where you should make the Parking Marshall aware of your numbered parking space using the card you were given when you parked. You will then be shown to your coach which can be boarded and then depart.

If you require your coach driver to collect the group from the East Entrance please contact the driver 30 minutes prior to needing to be collected, to allow time for them to reach the pickup point.

Once you have left the building please remove the vehicle from the Silvertown Quay coach park straight away – do not leave it until later in the day to collect the vehicle as the gates may be locked in the evening.

Unloading of minibus, transit vans and lorries

If you need to unload items direct to the halls you can do this via the lorryway. In order to access the lorry way you should report first to the Traffic Administration Office when you arrive on site. The Traffic Administration Office is located on the north side of the venue and well sign posted, a useful map is saved here on the venue website <http://www.excel-london.co.uk/visitors/travel/parking/onsiteparkingmappdf> . From there you will be directed to the appropriate loading bay on the lorry way, and be given a time slot to keep in. Please print and display the *first* pass (at the end of this document) so that traffic staff know you are key to the event.

During visitor open hours the lorry way will not be accessible. Therefore all unloading and loading must be undertaken before 9am and after 5.30pm on the dates the event is open to visitors.

After unloading you can park the vehicle as per the instructions earlier in this document.

Please also remember to have a printed copy of your registration confirmation email with you, you may need to show it at several stages. We recommend that whilst you are unloading you delegate one person in the groups to go to the nearest registration area and print registration passes for everyone. This applies even if you are unloading in the evening before your Showcase. This will save you a considerable amount of time later, and mean that security will not stop you from walking round the venue. Until you have your passes you will have extremely restricted access!

Cars do not need to be unloaded in the lorry way, as items can be brought up in the lift from the underground car park.

Trolleys and lifting equipment

Trolleys and manual handling equipment will not be available for general use at the venue, please ensure that you make your own arrangements and ensure that you have enough manpower to transfer goods to your area. Please be advised that some Showcase areas are a fair distance from the boulevard and/or entrance points.

Group registration process

In order to enter WorldSkills London 2011, the group leader should be in possession of a copy of the covering email that you were sent when registering as a Showcase group online (we recommend you give all staff accompanying the group a copy). This covering email is key to the registration process as it contains the barcode that enables us to recognise your registration.

You should follow signage for the VIP (fast track) registration lanes which will lead through to the security check area (further details in section below). There will be a member of Crew 2011 on hand to assist you.

The group can wait whilst the group leader registers by scanning the barcode on the covering email and printing passes for each member of the group at the registration terminal.

Each member of the group will receive a printed pass, a WorldSkills London 2011 lanyard and a visitor map/guide. Passes and lanyards must be worn at all times, those without will be challenged by a member of the event's security team and may be escorted back to a registration area.

On completion of the registration process, you will be directed to your Showcase area by a member of Crew 2011 or you will be able to walk there in your group if you know where it is situated.

Re-entry process

If, for any reason, one of you leaves the venue, a valid pass must be displayed to gain re-entry to the event. To re-enter the venue the fast-track lane may be used, this will negate the need to re-enter the registration area. You will however need to pass through the security check area.

Onsite Access

Your Showcase pass will permit you the same venue access as visitors and exhibitors. So you will be able to walk around all public and visitor areas.

You will be able to watch the competitions but there is strictly no access to the internal part of the competition areas for anyone other than competitors or accredited members. This is stipulated by WorldSkills international and in the interests of keeping the competition fair.

Security

The safety of our visitors is of utmost importance and as such, all visitors to WorldSkills London 2011 will be subject to a security check/search. If an individual member of your Showcase group leaves and then re-enters during visitor hours, they will be subject to bag searches and could have certain items confiscated, including items such as; compasses, scissors, weapons, aerosols and substances. Therefore please bring in all items related to your Showcase before the event opens to visitors (i.e. before 9am) and only take items out with you when you are ready to leave. We suggest personal items are kept to a minimum and only brought in if necessary.

A professional security team helps us to ensure the event is a safe environment for all concerned. Security will be taken very seriously and we ask all group leaders supervise their students within the event.

If you require the support of the security team during your visit to WorldSkills London 2011, please call +44 (0)845 475 2011 or speak to a member of the security team onsite.

Safety and Emergency Procedures

The health, safety and welfare of all visitors to WorldSkills London 2011 are of vital importance. WorldSkills London 2011 ensures that plans are in place to deal with emergency situations at the event, should any such situation arise.

First Aid/Emergency Services...

If you are in need of First Aid please call +44 (0)845 475 2011 or dial 4444 from any internal telephone at ExCeL London (or externally +44 (0)20 7069 4445). First Aid can be located on Level Zero (lower Boulevard). A Recovery Room for minor incidents is located adjacent to N9. In the case of ANY emergency please call +44 (0)845 475 2011 where assistance will be offered.

Fire and Evacuation Plan...

The evacuation plan is part of ExCeL London's Safety Policies and Procedures. Once an evacuation order has been initiated, ExCeL London will co-ordinate the evacuation. Once evacuated there are two assembly points located at the East and West doors of ExCeL London, as follows:

- the Eastern assembly point is located in the East car park; and
- the Western assembly point is located at Royal Victoria Square.

If an evacuation is necessary you will hear an announcement broadcast over the venue Public Address system, use the nearest available Emergency Exit route to the appropriate assembly point.

Risk Assessments...

WorldSkills London 2011 produces a risk assessment for the entire event. Each

Showcase group is responsible for producing a tailored risk assessment for your activity which should have been submitted to the Showcase Manager. Risk assessment documentation is available from the WorldSkills London 2011 website at... www.worldskillslondon2011.com/education

Facilities at ExCeL London

Catering...

Food and beverages can be purchased from the catering outlets at ExCeL London. Full details can be found at... www.excel-london.co.uk/visitors/foodanddrink

Showcase groups are also welcome to bring their own lunch/refreshments.

Cloakroom...

Bags and coat storage is available at ExCeL London. There is a charge of £1 per item. The location of cloakrooms will be clearly marked on the visitor map/guide that will be provided at registration.

Toilets...

Toilets are accessible throughout ExCeL London via lift or at floor level. The location of toilets will be clearly marked on the visitor map/guide that will be provided at registration.

Valuables and lost property...

Visitors should avoid bringing valuables such as iPods, laptops and mobile telephones into the event. If you lose or find property, please ask a member of Crew 2011 for assistance, report it to an ExCeL London Information Desk (one located at the East door and one at the West door) or call +44 (0)845 475 2011.

Talent release

As detailed in the terms and conditions of entry, all visitors to WorldSkills London 2011 are subject to the following talent release statements:

In order to follow correct procedures to ensure that the interests of the following are protected: Competitors and delegates; visitors and guests; WorldSkills London 2011; UK Skills; media outlets; and the video/photography crew(s) during filming/shooting of the event, WorldSkills London 2011 needs to obtain consents under

Part II of the Copyright, Designs and Patents Act 1988 (and any equivalent enactments or provisions elsewhere in the world).

By registering to attend WorldSkills London 2011, the registrant confirms that for all those that data is being entered for, or those who will be attending as part of a group (where a total group size is entered rather than individual names), the appropriate consent has been obtained and in particular it is confirmed that:

– In respect of any recording for inclusion in any WorldSkills London 2011 and/or WorldSkills International evaluation/commemorative video and/or photographs for WorldSkills London 2011, UK Skills and/or WorldSkills International that the individuals for whom data is being entered for, or those who will be attending as part of a group (where a total group size is entered rather than individual names), have agreed to waive their personal rights in relation to such products.

– Permission is given for WorldSkills London 2011, UK Skills, WorldSkills International, WorldSkills International Member organisation's [and/or all of the aforementioned licensees' and/or assignees'], to use any videos and/or stills from the videos or stills taken during the Competition and preparation events in which any individual appears. These will be used for the promotion, publicity, and/or editorial purposes pertaining to vocational education and training and the promotion of WorldSkills and the Member organisation's missions and objectives for worldwide distribution in perpetuity.

It is important that group leaders ensure that parents/carers of those in the group are made aware of the above and give appropriate consent, proof of which may be requested at WorldSkills London 2011.

Should an individual visitor expressly opt out of the above, the group leader should make WorldSkills London 2011 aware of this by contacting us by email at visit@worldskillslondon2011.com in advance of the visit. Should there be any issues with this onsite they should be referred to the member Support desk located in the lower level of the Platinum Suite (in the Boulevard towards the WorldSkills London 2011 West entrance).

VEHICLE ACCESS PASS

Exhibitor / Have a Go Provider / Showcase Organisation

THIS PASS WILL NEED TO BE SHOWN TO THE TRAFFIC OFFICE WHEN OBTAINING YOUR LORRYWAY ACCESS DOCUMENT FOR BUILD UP, RE-STOCKING AND/OR BREAKDOWN. **only showcase organisations using the lorryway to unload a vehicle need to print this pass.*

PLEASE READ THE TRAFFIC GUIDE FOR FULL INSTRUCTIONS.

COMPANY NAME	
MOBILE NUMBER	
STAND NUMBER	

Please display this pass on the dashboard of your vehicle.

Please note this is not a parking permit, all vehicles must be removed after loading/unloading.



Vehicle Access Parking Permit



Date

Tuesday 5th October 2011

Group

**Silvertown Quay Coach Park
Connaught Bridge, London E16 2BU**



Vehicle Access Parking Permit



Date

Wednesday 5th October 2011

Group

**Silvertown Quay Coach Park
Connaught Bridge, London E16 2BU**



Vehicle Access Parking Permit



Date

Thursday 6th October 2011

Group

**Silvertown Quay Coach Park
Connaught Bridge, London E16 2BU**



Vehicle Access Parking Permit



Date

Friday 7th October 2011

Group

**Silvertown Quay Coach Park
Connaught Bridge, London E16 2BU**



Vehicle Access Parking Permit



Date

Saturday 8th October 2011

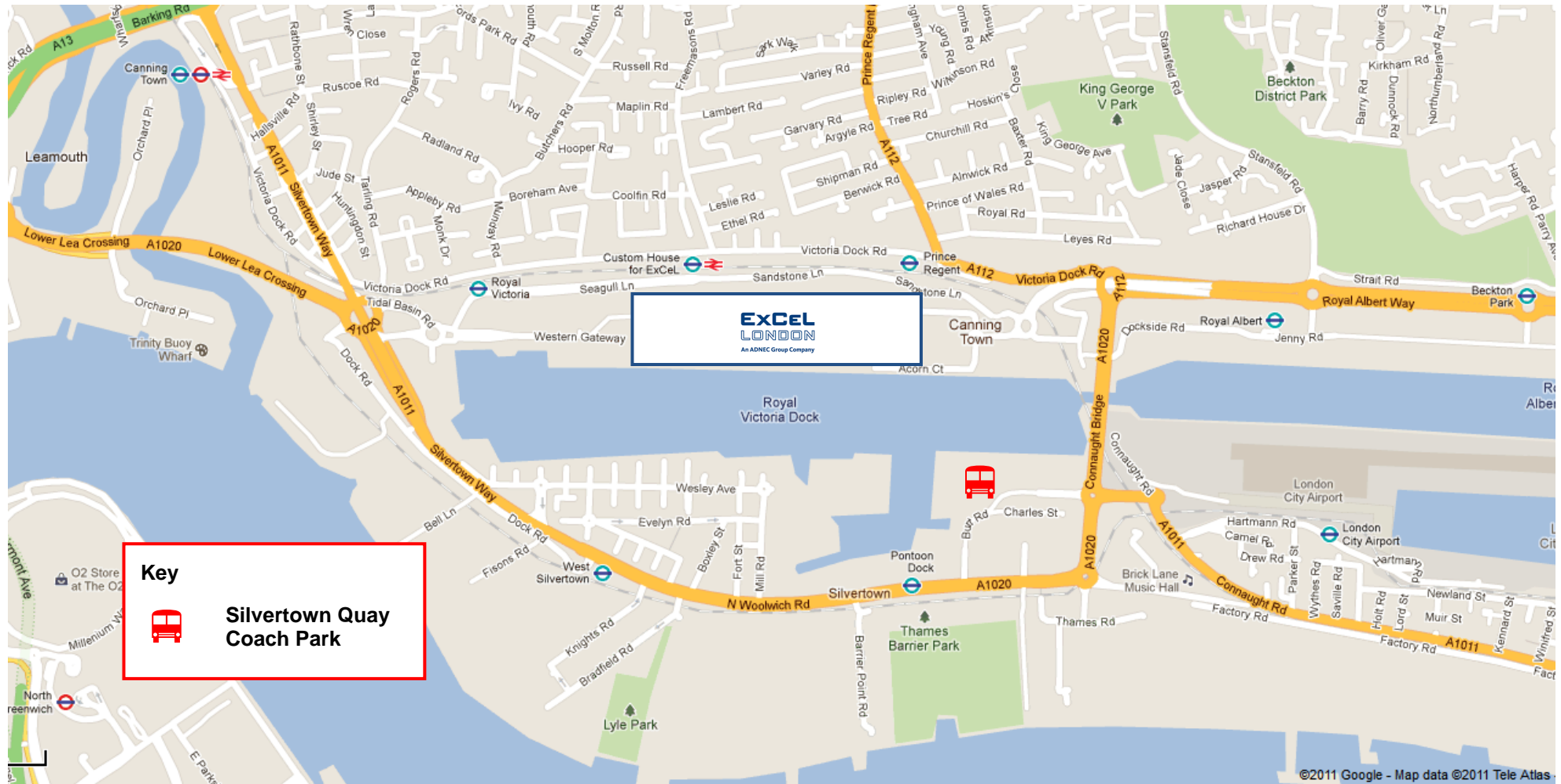
Group

**Silvertown Quay Coach Park
Connaught Bridge, London E16 2BU**

Silvertown Quay Coach Park

Connaught Bridge, London E16 2BU

WorldSkills London 2011 +44 (0)845 475 2011



Approaching Silvertown Quay

WorldSkills London 2011 +44 (0)845 475 2011

