



## Great Exhibition Road Festival 2025: Briefing pack

### Exhibitors and presenters

The Great Exhibition Road Festival will be returning to South Kensington from the 7<sup>th</sup> to 8<sup>th</sup> of June 2025 with a weekend celebrating the arts and sciences. Museums, research and culture organisations are coming together with a packed schedule of interactive exhibits, creative workshops, inspirational talks and dynamic live performances.

Further details about the Festival can be found on [its website](#), whilst screen grabs of the Festival map and printed programme, which will be displayed on giant signs around the Festival site, can be found below.

### **Festival timings**

The festival is open 12:00-18:00 across all zones and locations. There are two special opening times for certain visitors:

- Early Saturday opening of Eureka Zone (College Main Entrance): Imperial Alumni preview - 11-12noon
- Early Sunday opening: Neurodiverse Families (Prince's Gardens) 11-12noon, ticketed

### **Festival contacts**

Before the Festival weekend your zone managers will introduce you over email to your weekend supervisor who will be looking after your area / zone / talks series / part of the festival programme over the weekend itself (if indeed it is a different person).

The weekend supervisors will have a sheet with contact details for each Festival team under their supervision, and you will have their contact details should you need to contact them for any reason. If you are the lead on your stand, please make sure to introduce yourself to your zone supervisor upon arrival each day. Similarly, after each day, please let your supervisor know when you have packed up and are leaving site.

Below are the timings for set up pre-festival, and public openings over the Festival weekend for each of our zones / area / programmes of festival content, along with the name of the person supervising each component, at that time. In terms of pack down, this will take place for all areas of the festival site on the Sunday afternoon / evening. In general, the entire Festival site needs to return to normal operation by 09:00 on Monday morning

### Set up times by zone

Zone	Locations / venues	Set up slot
Exhibition Road	Exhibition Road	Sat - 9-11am
Natural World	Imperial College Road	Fri - 11-5pm*
Eureka	College Main Entrance	Fri - 2:30-4:30pm
Space workshops	City and Guilds Building Foyer	Fri - 2-4pm
Future medicine	Business School lower ground	Fri - 4-6pm
Green	Sir Alexander Fleming building	Fri - 10-12am
Tech	Queens Tower Rooms	Fri - 10-1pm
Family	Prince's Gardens	Fri - 2-5pm Sat - 9-11am
Design Innovation	Dyson School	Fri - 2-4pm
Next Gen	The Smith Centre (Science Museum)	Fri - 6-8pm Sat - 9-11am
Adult	Beit Quad	Fri - 9.00am-3pm*
Be a scientist	Flowers building	Fri - 1:30 -3:30pm

\*times may vary within this time range depending on the room / space. Check with your zone manager

To minimize the pressure on the Saturday morning, and to give you sufficient time to address set up problems as they arise, we are asking teams that have access to their locations on Friday to use that time to set up their activities as much as possible.

If you are bringing portable or high value items or equipment as part of your stand, it might make sense to leave these in a nearby office or lab and only bring them down on the morning of each Festival day. However, we would still ask that you have set up the rest of your area and tested these additional items in-situ prior to the festival weekend to avoid any late drama on the Saturday morning.

Please arrive in plenty of time to set up your stand. Your Zone manager will have checked the layout of your zone, but if anything is missing, please alert them ASAP – arriving early will give us more time to rectify any issues, if there are any. Zone Managers have already asked exhibiting teams if they need to drop equipment off on the day with a vehicle, and these requests have been collated in advance. However, if circumstances have changed, please get in touch with your Zone Manager ASAP if you now need this.

## **FESTIVAL WEEKEND ITSELF**

### *Arrival and greeting your Zone Supervisor*

On the Saturday and Sunday morning please head straight to your Zone. Introduce yourself to your Zone Supervisor who can mark your arrival on their checklist. The supervisors will be your first point of call for any requests and questions. Make sure to ask them (if you don't know already) the location of nearby bins, toilets, food etc. They will also be provided with a box of useful equipment such as cable ties, tape, scissors if you need any last-minute things. Please note that these are back up items – please bring everything you need for your activity and do not rely on this.

<b>Zone</b>	<b>Sat Supervisor</b>	<b>Sun Supervisor</b>
<b>Exhibition Road (including Goethe Institut)</b>	James Romero	James Romero
<b>Natural World</b>	Jessica Leung	Jessica Leung
<b>Eureka</b>	Mandy James	Mandy James
<b>Future medicine</b>	Faye Watson	Faye Watson
<b>Green</b>	Ali Lyons	Louise McDermott
<b>Tech</b>	Emma Watson	Emma Watson
<b>Family</b>	Cathy Rose	Cathy Rose
<b>Design Innovation</b>	Stephen Green	Stephen Green
<b>Next Gen</b>	Cristina Torrente	Cristina Torrente
<b>Adult</b>	Mimmi Martensson	Mimmi Martensson
<b>Be a scientist</b>	Tom Morton	Tom Morton
<b>Spotlight talks</b>	Grace Bissett	Grace Bissett
<b>Art of Science talks</b>	James Romero	James Romero

## H&S Inspections

Approximately 30 minutes before your zone opens on the Saturday morning your zone supervisor will be carrying out a walk around (10:30 for the College Main Entrances, from 11:00 for everybody else) to check spaces are suitable for the public audiences that will shortly arrive. Please ensure your team is in place and ready to discuss your Festival activities and move your equipment around if necessary. During these inspections your supervisor will be looking out for the following:

- there are no trip hazards
- teams haven't crept outside their designated floorspace
- that no fire doors have been obstructed inside and out
- fire extinguishers are still in position and haven't been moved e.g. to prop doors open
- walkways are clear of debris, waste, cables
- emergency exits and escape routes are kept clear
- any key risk assessment controls for researchers are maintained

If these controls are not in place, please be as helpful as you can to work with your supervisor to remedy this problem. We cannot let you take part in the Festival if your supervisor or security has any concerns about any of the above.

## Health and Safety responsibilities

It is everyone's responsibility at the event to:

- be responsible for your own H&S and as far as reasonably possible, of the health and safety of other employees and members of the public/guests. It is exhibitors' responsibility to ensure that the controls and mitigations outlined in their Risk Assessments for their stands are maintained throughout the Festival – this includes:
  - electrical kit being PAT tested with stickers to show it
  - any fabrics used to be fire retardant and certificates of fabric provided
- familiarise yourself with the festival emergency procedures (see below)
- turn up on time and be ready for the H&S walk arounds
- never leave your stand unattended
- stay vigilant about capacity and crowd control. If you have concerns, please alert the Zone Supervisor
- oversee the set up and pack down of your activity – no equipment should be left in your zone overnight on the Sunday unless special arrangements have been made with your one manager
- keep your area clean & tidy throughout the weekend and ensure you are not blocking fire exits or access to firefighting equipment at any point
- Make yourself aware of the emergency exits and be clear about the emergency procedures – found later in this brief
- raise the alarm if the public have raised an issue re: First Aid/Lost Child or Vulnerable person/Fire/Other emergency - see Emergency Procedures below
- Bring a copy of your risk assessment with you and ensure that you and your team have read it and know the H&S risks and controls of your exhibit or activity. Everyone on your exhibit has responsibility to ensure that all the controls outlined in your RA are followed as well as

that the risks the H&S will be looking for during their start of the day inspection (see above) continue to be monitored and mitigated.

If safety breaches are identified, zone supervisors will work with researchers to put mitigations in place. Advice can also be sought from the Festival Director, Festival Producer, H&S advisor or fire safety officer accordingly.

### General responsibilities

It is also everyone's responsibility at the event to:

- Familiarise yourself with the Festival programme and the Festival site map so you can help guide visitors
- Learn what other exhibits you have in your zone so you can guide the public
- Ensure that everyone is conducting themselves in a safe and responsible way
- assist visitors with general questions or queries
- ensure Festival signage is not obstructed in any way

### Role of your zone supervisor

They are responsible for all festival activity and the public in your zone. In practice this means:

- Ensuring the zone is set up and staffed
- Ensuring it remains tidy
- Overseeing the H&S activities
- Supporting security
- Supervising volunteers
- Welcoming visitors and support wayfinding
- Managing queues and crowds
- Being the first point of contact for you
- Assisting with set up and pack down

### Staffing your stand

Please ensure that you have enough staff and volunteers to staff your stand throughout the weekend, and so people can have adequate breaks. Perhaps identify all the specific roles, confirm your team's availability and create a rota? This should help identify any gaps that need to be filled. A rota also means you can plan how to move people around to make their festival weekend more interesting and will allow you to cover lunch breaks so your team can enjoy the festival too.

Your stand must be ready and staffed on both days of the festival from 11.30am (10:30 for the College Main entrance on Saturday and Princes' Gardens on the Sunday) and throughout the opening hours of the festival. You must not leave or close your stand early and, activity-leads should sign in and out all team members, so they know who is working within the zone at any moment in case of an evacuation. If, for any urgent reason, you need to step away from your stand for a short time, and there is no one there to staff your stand, please:

- ensure you have packed anything away which could cause harm to the public or is valuable
- let the zone supervisor know and let your neighbours know
- let people know when you will be back

### Materials and estimating number of public visitors

Err on the side of caution regarding amount of disposable materials you will need if you are using them. It looks really bad if activities run out of material and have to close down, which has happened in the past. We must avoid that so either over-order, make a backup plan to get hold of more materials on the Sunday morning if needs be, or make a plan to review things after the first three hours and adjust how much material you give out accordingly (e.g. one set of materials per family /group, rather than individually)

### Lunch

Lunch will be served from the EEE café, adjacent to Dolby Court, only to individuals who have submitted their lunch orders through their zone managers. Pick up is between 12:00 and 15:00

Your activity leads will be given an envelope with their team's requested vouchers as soon as they arrive in their zones each morning of the weekend. The vouchers are colored coded for each day so you can't use a Saturday voucher on a Sunday, or vice versa.

### Photography

Photography is encouraged by individual exhibiting teams to complement the official photography and videography being captured by the Imperial communications department. Signs will be placed up around campus saying that photography will be taking place and if members of the public or festival volunteers DO NOT want to be photographed or filmed they should collect a large red sticker from one of the information tents and stick it somewhere near to their face, e.g. on their shoulder.

If you are capturing photographs of the public interacting with your stand, please observe this rule and look out for the sticker to ensure these individuals are not included in any photography or filming. Even if no sticker can be seen, we would still advise out of courtesy you ask people's permissions before you take pictures of them. For child visitors you could ask both the parent / guardian and the child themselves.

### Wet Weather Plan

In the event of wet weather, alternative locations will be used for various activities, where possible. The Festival Team will make a decision with fire and security on the morning of the Festival, and arrangements will be put in place and communicated via your zone supervisor.

### Post Festival Feedback

1. There will be data collectors walking around during both days of the Festival, recording visitor's feedback on tablets
2. There will be an evaluation QR code that will appear on the programmes, posters, signage, postcards, and at the end of talks in lecture theatres
3. An evaluation survey will be going out after the Festival for specific feedback from you – the people that make this Festival happen, because your feedback is as important as the visitor feedback.

### Event Breakdown at The End of The Festival

- Exhibitors will be allowed to pack up their stands once the Festival is officially closed at 6pm on Sunday
- You cannot leave anything for collection on another day so please take all your belongings and equipment with you
- All rubbish should be collected into bin bags and placed near the bins in the zone – we cannot dispose of anything oversized so please remove these items and dispose of them in your office or lab
- Anything left behind will be thrown away

### Is there access to drinking water?

Yes. Please bring a refillable water bottle which can be filled at:

- ICL Business School - lower ground floor foyer
- ICL Sir Alexander Fleming Building – towards the rear of the foyer (turn right)
- ICL Electrical and Electronic and Engineering Building – by the registration hub
- ICL Dangoor Plaza (Standpipe outside the QTR)
- Imperial College Road (outside Skempton building next to the Queen's Tower)
- Prince's Gardens – Outside East Side Bar
- Outside the ICL Queen's Tower Room, Sherfield Building

### What should I wear and bring on the day?

- Dress in comfortable clothes with layers for all weather.
- Wear closed toe shoes for safety reasons.
- Bring what you need for the day and do not bring valuables. Remember, unattended items are left at your own risk.
  - Help us be a sustainable Festival by bringing your own reusable water bottle or cup.
  - Bring plenty of snacks as there may be a delay in getting lunch if your zone is busy.
- Bring your mobile phone and make sure it is fully charged. We will not have chargers so please bring one if you think you may need it. Ensure you have the Imperial Security Control number saved in your contacts.

### Where can visitors collect a programme?

Programmes are available from Information Tents – see locations on map.

Note that the printed programme will not contain the full programme. Please direct visitors to the website - <https://www.greatexhibitionroadfestival.co.uk/whats-on/>

### Is there a cash machine on site?

The nearest machine is NoteMachine in the Essentials Supermarket on East side (Prince's Gardens).

### What does pre-bookable mean?

- A pre-booked ticket guarantees visitors a place at an activity or talk **if they arrive ten minutes before the start**. After that time, we reserve the right to give their seat away on a first come first served basis.
- Booking will close at 12:00hrs the day before the activity. Some events will close earlier, so visitors should check the website.

Almost all Festival activities are drop-in. Pre-bookable talks and activities will try to accommodate walk ups in case of 'no shows' – so do send visitors to these if they are interested as they may get in.

### What does drop in mean?

Spaces at drop-in activities are allocated on a first come, first served basis. Visitors will likely need to queue.

#### Will rain affect the activities?

- Indoor activities – these will still go ahead.
- Outdoor activities – alternatives for some will be found. Visitors should check in with the information tent for updates, or look for signage showing relocated activities.
- For outdoor activities, alternatives may be found for some of them. Visitors should check in with the Information Tent for any updates – alternatively signage by the activities will explain where they have been relocated. Most activities are in marquees.
- Festival activity will only be altered or cease if the weather is extreme.
- Wet weather may affect the following activities:
  - Performance spaces
  - Activities in small gazebos
  - Paint Lab

#### What happens to lost property?

- Lost property across the whole site will be collected by Security.
- **Imperial College Campus and Princes Gardens** - will be logged by Imperial College Security. The public can collect it from the security office, Level 1 Sherfield Building, Imperial College London
- **Exhibition Road** - will be logged and the public can collect it from the Production Office, behind the stage. After that it will be handed over to Imperial College security – collection procedure as above.

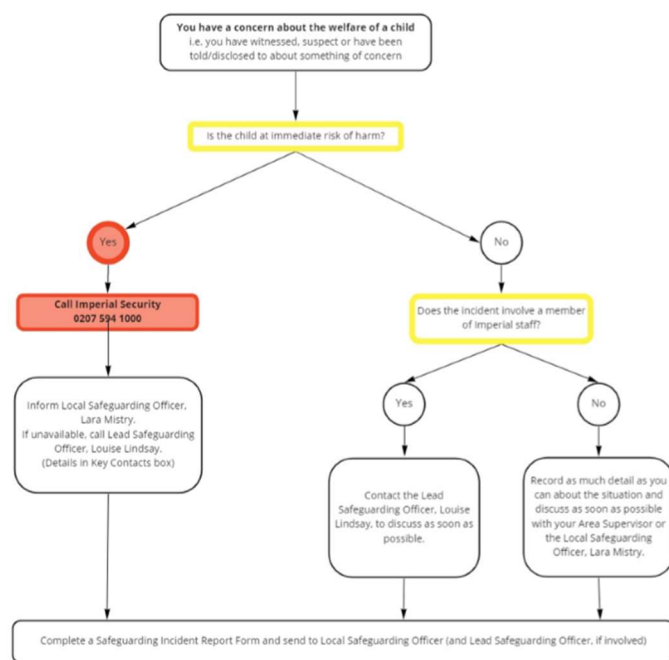
#### What do I do if I have a safeguarding issue?

Please ensure you have read and understood Imperial's [Safeguarding Policy and Code of Conduct](#) which sets out how we look after the welfare of children (under 18 years) and protect them from harm. Report all safeguarding incidents witnessed to your zone supervisor, no matter how small. If you cannot find them, please report directly to security.

Any incidents witnessed, regardless of the scale should be reported by your zone supervisor to Security Control. All incidents will then be logged and if further action is required the relevant persons will be contacted. The Festival Manager, Lara Mistry ([l.mistry@imperial.ac.uk](mailto:l.mistry@imperial.ac.uk)) is the Local Safeguarding Officer. Any concerns around the safeguarding of children or adults should be escalated to the Festival Manager for support and advice.



## FESTIVAL SAFEGUARDING REPORTING FLOW CHART



### Key Contacts

**Imperial Security**  
0207 594 1000

**Local Safeguarding Officer**  
Lara Mistry  
[l.mistry@imperial.ac.uk](mailto:l.mistry@imperial.ac.uk)  
07773383080

**Lead Safeguarding Officer**  
Louise Lindsay  
[l.lindsay@imperial.ac.uk](mailto:l.lindsay@imperial.ac.uk)  
020 7594 5540, (Out of hours - 07872 850 291)

If you would like to take some (anonymous) guidance before approaching the local or lead Safeguarding contact, you can take some anonymous guidance from:

**MASH (Multi Agency Safeguarding Hubs)**  
- For children resident in Westminster:  
[AccessToChildrensServices@westminster.gov.uk](mailto:AccessToChildrensServices@westminster.gov.uk)  
020 7641 4000 (Out of hours - 020 7641 6000)

- For children resident in Royal Borough of Kensington & Chelsea:  
020 7361 3013 (Out of hours - 020 7361 3013)

- For children resident in the London Borough of Hammersmith & Fulham:  
[familyservices@lbhf.gov.uk](mailto:familyservices@lbhf.gov.uk)  
020 8753 6600 (Out of hours - 020 8748 8588)

**NSPCC Safeguarding Helpline**  
[help@nspcc.org.uk](mailto:help@nspcc.org.uk)  
0800 800 5000  
Monday to Friday: 8am - 10pm  
Weekend: 9am - 6pm

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### How do I deal with difficult situations?

- Don't panic. Most visitors are happy about the event and all interactions are naturally positive.
- Remember, people are not frustrated with you personally.
- Treat everything seriously, something trivial to you may not seem trivial to others.
- Keep your body language open and friendly, use it to help people feel at ease.
- Do not get drawn into an argument, or a discussion on anything controversial.
- Staff are always there to support you. If you feel you cannot deal with a situation, alert your zone manager. You should never feel uncomfortable.

### Is there public WiFi on site?

Yes. Users should connect via the "\_The Cloud". This is a 3rd party commercial WiFi guest service (provided by Sky) that we run over our infrastructure. Visitors can connect by:

- Ensuring WiFi is enabled on the device.
- Selecting \_The Cloud from the available network list.
- Opening the internet browser - Sky WiFi landing page will appear. If connecting for the first time, follow the simple one-time registration process or log in.
- Once registered, connection is automatic without the need to enter the username and password.
- If visitors have problems getting online, they can visit [skywifi.cloud/support](https://skywifi.cloud/support).

### Are dogs permitted?

- Dogs on leads are permitted within the outdoor spaces of Campus.
- Only assistance dogs on a lead are permitted inside buildings.
- Partners will have their own rules. Therefore, you should signpost visitors to Partner venues.

## EMERGENCY PROCEDURES

## Emergency and Safety Procedures



### Emergency Contacts

From any location call **Security Control** on **+44 (0)20 7589 1000** Save this number to mobile NOW

All Campuses: **4444** (020 7589 1000) - note that 4444 works from all phones, even those in Trust areas, with the exception of: Northwick Park: **3999** (0208 869 3999) Silwood Park: **42444** (020 759 42444)

Or students/staff use Safezone – the College emergency response mobile phone app.

### 3. Fire



**Alarms:** In the event of **discovering a fire**, gas leak, security incident or any other serious issue you must raise the alarm. This can be done by either:

- Activating the nearest call point (in the case of a fire), or
- Alerting Security Control for all other incidents (see *Emergency Contacts* above)

When you **hear a fire alarm**, you must leave the building immediately by the nearest safe exit and go to the designated assembly point.

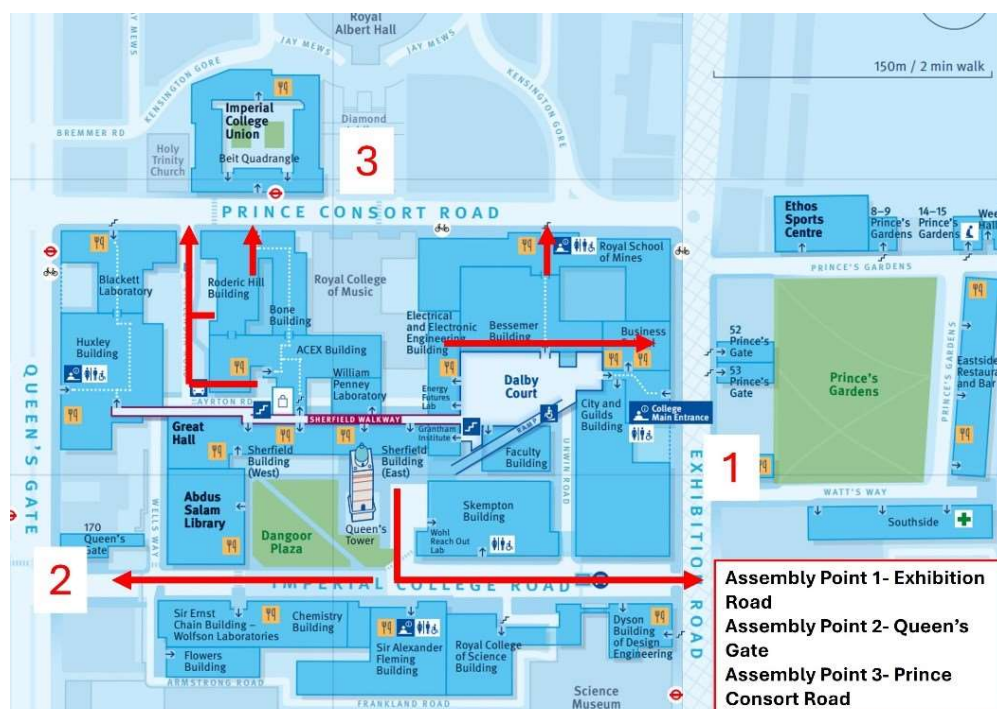
You must follow all instructions given by the incident controller or security staff.

**Evacuation Routes:** Ensure you are **aware of all escape routes** and not just your normal entry routes. Always check to ensure your emergency exits are not blocked.

**Emergency assembly points:** Ensure you know where your assembly points are. Make sure you go to a designated assembly point and wait there. Do not return to the building until you are told that it is safe.

## Emergency Evacuation Routes and Assembly

Please ensure you are aware of your evacuation routes and assembly points. Security will coordinate the evacuation, but we ask that you assist as requested. The plan below shows assembly points on Imperial College Road, Exhibition Road and Prince Consort Road.



**Remember** when evacuating ...  
**DO ...**

**Close doors** as you leave.  
**Proceed** to your **assembly point** as directed.  
**Remain** at the assembly point until instructed to leave.  
**Account** for your **teams and volunteers**.

#### **DO NOT ...**

Re-enter the building until told to do so by Security.  
Use **lifts**.  
Stop to **collect** personal **belongings**.  
Put yourself or others **at risk**.

#### **ALSO REMEMBER ...**

Fire Extinguishers **should not be moved** – they should never be used to **hold doors open**.  
**Candles** or other **naked flames** are **not permitted** at any time unless agreed in advance with the festival team and approved via the hot works permit process. Requests on the day will be denied.

### **First Aid Procedure**

All requests for first aid should be made through your zone supervisor, who in collaboration with the security team, will coordinate the response.

Non-serious – persons should be directed to the first aid tent on Imperial College Road (outside Dyson building) where first aid can be given. Imperial security staff are also first aid trained and can assist where required.

Serious incident - Do not attempt to move the person or assist unless you are first aid trained. You should check for danger and call for assistance from your zone supervisor immediately. Raise the alarm with security by phone or radio. You can also raise the alarm via the Imperial Safe Zone app (Imperial staff/students only). Stay with the person until security and/or a medical first responder arrives.

If an ambulance is required, security control will make the call and coordinate access. If this is not possible or will cause a delay in getting assistance, you should make the call giving as much information as possible. Security control should then be informed.

### **Lost Children/Vulnerable Adults**

#### **Lost Child/Adult (reported by parent/guardian)**

- Alert security or Zone Supervisor immediately (high priority)
- Stay with the parent or guardian if you can until security or your Zone Supervisor arrives
- Reassure them that help is on the way
- Hand over the incident to security or your Zone Supervisor.

#### **Found Children/Vulnerable Adult (found by staff, volunteer or the public)**

- Keep the person with you if you can and alert our Zone Supervisor or security
- Ensure you are with another adult. Ask a colleague or volunteer to stay with you.
- Hand over the incident to your Zone Supervisor or Security when they arrive
- Report any safeguarding concerns to your Zone Supervisor or security

Hand over the incident to your zone supervisor / security when they arrive.

**All Security staff are DBS checked to an enhanced level.**

## Fire

### ***Prevention is key***

- Keep fire exit routes and exit doors clear of obstruction.
- Prevent trip hazards such as trailing cables (Get them taped down)
- Prevent the build-up of excessive fuel such as overloaded rubbish bins.
- Ensuring ignition sources are kept away from fuels such as combustible materials.

### ***Discover a fire - raise the alarm***

- Raise the alarm by pressing the nearest fire alarm, then raise the alarm with your zone supervisor and / or security – whichever is closer / easiest to contact
- Do not put yourself or others in danger.
- Follow instructions from Security if you end up in direct contact with them
- If you can, support security to evacuate visitors from the building signposting them to the nearest assembly point as directed by security. It is unlikely that the public will remain at assembly points, but you and members of your team should until told otherwise.
- **ENSURE YOU ARE AWARE OF EVACUATION ROUTES AND ASSEMBLY POINTS**

Remember, when evacuating:

- Close doors and windows as you leave
- Do not use lifts
- Do not stop to collect personal belongings
- Proceed to your primary assembly point
- Remain at the assembly point
- Do not re-enter the building until told to do so by Security

### **Please also note that:**

- Fire Extinguishers are not to be moved from set locations
- Fire Extinguishers must not be used to hold doors
- The use of candles or naked flames is not permitted at any time unless agreed in advance with the festival team and outlined in the activity's risk assessments with control measures in place. Requests on the day will be denied.

## A word on counter terrorism

It is incumbent on all of us to be vigilant and aware of our surroundings to keep everyone safe at the Festival. Please familiarise yourself with the information below. Raise the alarm immediately if you see or hear something suspicious.

### **Suspect Package**

If you find a suspicious package:

<b>DO NOT</b>	<b>DO</b>
<ul style="list-style-type: none"><li>• Touch it.</li><li>• Ignore it.</li><li>• Use your <b>radio or mobile phone</b> within at least 15m (find your nearest desk phone OR move at</li></ul>	<ul style="list-style-type: none"><li>• <b>Raise the alarm</b> with security immediately. If you cannot see them, call security control on <b>020 7589 1000</b> (remember to move away or use a desk phone). Security will attend to manage the incident.</li></ul>

least 15m away from the suspect package and place yourself out of line of sight of the item).	<ul style="list-style-type: none"> <li>Be on standby to support security with evacuation if required.</li> </ul>
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- Please discourage teams from leaving visible personal belongings on stands and in public areas.

### HOT Principles

To help you assess if a package is suspicious or not, follow the HOT principles. Staff should understand the difference between an abandoned/left item and a suspicious package.

- H** - Has the item been **Hidden**? Has it been deliberately concealed?
- O** - Is it **Obviously** suspicious? Is it out of place? Are there wires, liquids or batteries sticking out?
- T** - Is it **Typical** for the location? Is the item what you would expect to see at the Festival?

### Suspicious Person(s)

Be aware of suspicious looking people doing things that appear odd or out of place. Report anything you think is suspicious to security.

SEE	CHECK	NOTIFY
<p>Understand what suspicious behaviour may look like and how to spot it. See examples:</p> <ul style="list-style-type: none"> <li>People trying to stay hidden.</li> <li>Individuals covertly taking photos of security information.</li> <li>People trying to gain access to restricted areas.</li> <li>Someone deliberately trying to conceal objects on themselves, like a knife.</li> <li>People asking unusual questions about security arrangements.</li> <li>Someone behaving strange (e.g. nervous, sweating, wearing overly warm clothes especially if on a hot day, concealing their face).</li> <li>People bringing unusual packages into the event.</li> <li>Vehicles parked in suspicious circumstances.</li> </ul>	<p>Use your customer service skills to <u>say hello</u> and '<b>check</b>' if the person is ok (if you feel comfortable doing so). Once a suspicious person is questioned, they are likely to worry that their 'lie' may be uncovered. The power of 'hello' could deter them altogether.</p>	<p>Report all suspicious behaviour to security immediately. You should tell them:</p> <ul style="list-style-type: none"> <li>Location – Where you have seen the suspect(s), building, road, landmark?</li> <li>Direction – What direction they are heading to?</li> <li>Description – Describe the person(s). Confirm the number of people if more than one, any particular features, clothing – colour/style, visible weapons or equipment.</li> <li>Provide any other information for example casualties (if applicable) and type of injury, hostages.</li> </ul> <p>If you cannot speak or make a noise, text on the <a href="#">Safe Zone App</a>.</p>

## Active Attack

In the event of an active attack, follow the **RUN, HIDE and TELL** principle, which are simple actions you can take to keep yourself and others safe.

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<b>RUN</b>	<b>HIDE</b>	<b>TELL</b>
<ul style="list-style-type: none"><li>• <b>RUN</b> if you can.</li><li>• Consider the safest options. Is there a safe route out?</li><li>• Can you get there without exposing yourself to greater danger?</li><li>• Insist others leave with you.</li><li>• Leave belongings behind.</li></ul>	<ul style="list-style-type: none"><li>• If you cannot RUN, <b>HIDE</b></li><li>• Find cover from gunfire or other weapon.</li><li>• If you can see the attacker, they may be able to see you.</li><li>• Cover from view does not mean you are safe. Bullets go through glass, brick, wood and metal.</li><li>• Find cover e.g. substantial brickwork / heavy reinforced walls.</li><li>• Be aware of your exits.</li><li>• Try not to get trapped.</li><li>• Be quiet, silence your phone and turn off vibrate.</li><li>• Lock / barricade yourself in.</li><li>• Move away from the door.</li></ul>	<p><b>TELL</b> as soon as you can. Call 999. Think about what the police need to know. If you cannot speak or make a noise listen to the instructions given to you by the call taker. Try to give the following information:</p> <ul style="list-style-type: none"><li>• Location – Where are the suspects?</li><li>• Direction – Where did you last see them?</li><li>• Description – Describe the attacker, numbers, features, clothing, weapons etc.</li><li>• Further information – Casualties, type of injury, entrances, exits, hostages etc.</li><li>• Stop other people entering the building if it is safe to do so.</li></ul>

Remember you can also call for help via the Imperial [Safe Zone App](#) if downloaded.

## **Armed Police Response**

If you encounter armed officers responding to an incident:

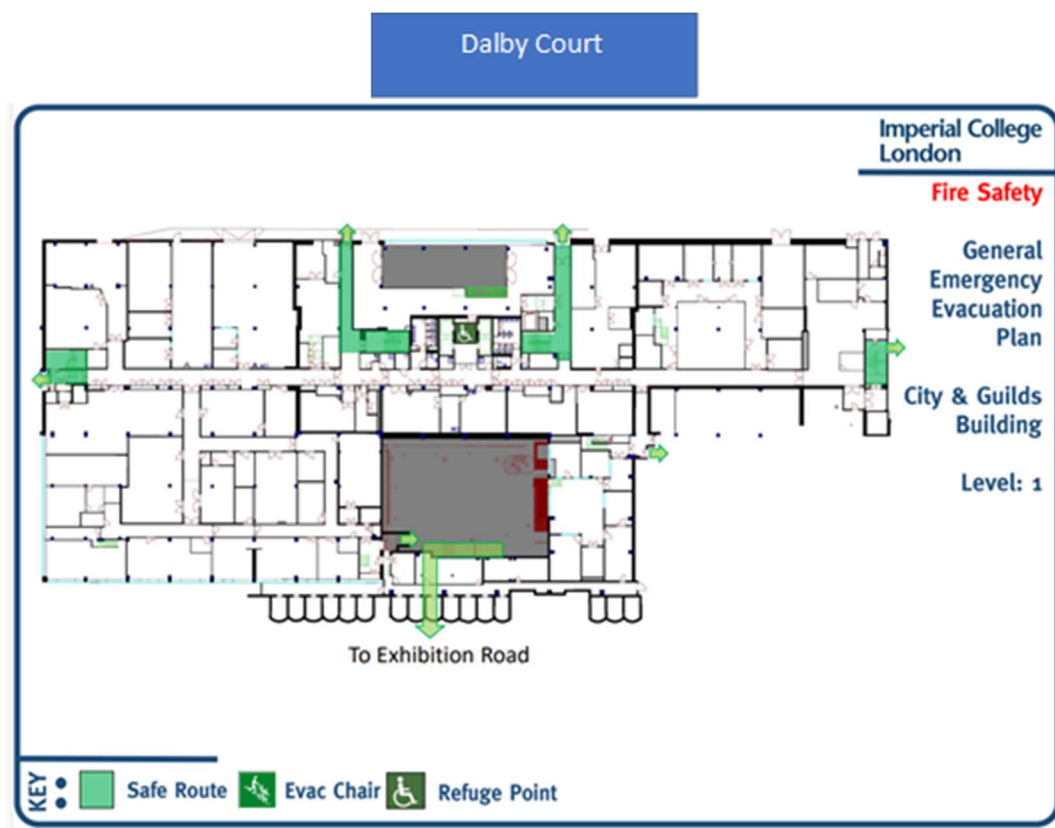
- Follow instructions and remain calm.
- Can you move to a safer area?
- Avoid sudden movements that may be considered a threat.
- Keep your hands in view.
- Armed officers may:
  - Point guns at you.
  - Treat you firmly.
  - Question you.
- Be unable to distinguish you from the attacker.
- Officers will evacuate you when it is safe to do so.

## [General Emergency Evacuation Plan for Building](#)

The sections highlighted in green on the plan below show protected routes. Protected routes are stairwells where you can safely evacuate non-mobile people with the aid of an evacuation chair.



Refuge points are locations that people call for help. People with good mobility can evacuate via any exit. There is step free access from the Imperial College London Main Entrance into Exhibition Road and out to Imperial's Dalby Court at the back.



**Imperial College London**  
**Fire Safety**  
**General Emergency Evacuation Plan**  
**Fire Safety Information**

**Fire Action**

**IF YOU DISCOVER A FIRE:**

1. Immediately sound the alarm (the alarm will sound in the building).
2. Raise the fire alarm call point (the alarm will sound in the building).
3. Do not use the lift.
4. Do not use the stairs.
5. Do not use the fire alarm call point.
6. Do not use the fire alarm call point.
7. Do not use the fire alarm call point.
8. Do not use the fire alarm call point.
9. Do not use the fire alarm call point.
10. Do not use the fire alarm call point.

**IF YOU HEAR THE FIRE ALARM:**

1. Do not use the lift.
2. Do not use the stairs.
3. Do not use the fire alarm call point.
4. Do not use the fire alarm call point.
5. Do not use the fire alarm call point.
6. Do not use the fire alarm call point.
7. Do not use the fire alarm call point.
8. Do not use the fire alarm call point.
9. Do not use the fire alarm call point.
10. Do not use the fire alarm call point.

Fire Action Notices can be found in any area within the College and stipulate action in the event of discovering a fire or in the event of the fire alarm sounding in the building.

Please familiarise yourself with the instructions stated in the notice and comply in the event of a fire or fire alarm.

In the event of fire, do not call 999. Call Security on 0207 589 1000 and allow them to manage the incident.

**Fire door keep shut**

Fire Doors are designed to protect escape routes within buildings and limit the growth of a fire. Any door labelled with one of the above signs will resist a fire for a minimum of 30 minutes.

Please ensure that you do not prevent any door with this label from shutting and if you find a door that does not shut then please report it to a member of staff.

**In case of fire break glass**

To maintain security and safety on site, many doors are secured with magnetic locks that only release when the correct key card is used or when the fire alarm activates.

Should you come to a fire escape route door that appears to be locked (or has not released correctly) there will be a green break glass unit nearby which will release the door.

Push the plastic window in to operate the lock override.

**Fire alarm call point**

The fire alarm systems in all of our buildings rely on smoke and heat detectors in much the same way as any system that you might have at home.

Our buildings are far more complex than domestic premises therefore we include the additional measure of Fire Alarm Call Points which will trigger the fire alarm system in a building.

If you see fire, ensure your own safety first and if possible activate a call point by pushing the plastic window.

## Festival FAQ's

### Where can I collect lunch?

Lunch can be collected from the **EEE Building between 12:00 and 15:00hrs**. You **must** have your lunch voucher to exchange for your chosen lunch (which you selected in advance). You are welcome to collect multiple lunches (if you can carry them) for your team – please hand in a voucher for **each meal** you are collecting.

Snacks will also be available to pick up throughout the day (no voucher required).

### Is there access to drinking water?

Yes. Please bring a refillable water bottle which can be filled at:

- EEE – by the registration hub
- Business School - lower ground floor in the foyer
- SAF – towards the back of the foyer
- Dangoor Plaza (outside the QTR)
- Imperial College Road (by the Queen's Tower)
- Prince's Gardens – East Side
- There are Vendors onsite where a variety of beverages can be bought.
- Visitors can also access drinking water at partner venues: V&A, NHM, Science Museum have water fountains and water at their cafes.

### What should I wear and bring on the day?

- Dress in comfortable clothes with layers for all weathers.
- Wear closed toe shoes for safety reasons.
- Bring what you need and do not bring valuables. Remember, unattended items are left at your own risk. You can leave bags and coats room 403 a/b in the EEE building.
- Bring your own reusable water bottle or cup.
- Bring plenty of snacks as there may be a delay in getting lunch if your zone is busy.
- Bring your College ID card and lanyard as you need it to access room 403 a/b. The radio channels list will also be attached to your lanyard.
- Bring your mobile phone and make sure it is fully charged. We will not have chargers so please bring one if you think you may need it. Ensure you have the Imperial Security Control number saved in your contacts. 020 7589 1000.

### Where can visitors collect a Festival programme?

- Programmes are available from Information Tents – see locations on the Festival map.
- The printed programme will not contain the full Festival programme. Please direct visitors to the website: [www.greatexhibitionroadfestival.co.uk](http://www.greatexhibitionroadfestival.co.uk)

### Is there an ATM on site?

No. The nearest ATM machine is outside the Essentials convenience store north of Prince's Gardens.

### What does pre-bookable mean?

- A pre-booked ticket guarantees visitors a place at an activity or talk **if they arrive ten minutes before the start**. After that time, we reserve the right to release their seat on a first come first served basis.
- Bookings will be open right up until the event time.



Almost all Festival activities are drop-in. Pre-bookable talks and activities will try to accommodate walk ups in case of 'no shows' – so do send visitors to these if they are interested as they may get in.

### What does drop in mean?

Spaces for drop-in activities are allocated on a first come, first served basis. Visitors may need to queue.

### What if performers have a query?

- Main stage: Direct them to the Stage Manager for the main stage on Exhibition Road.
- Dangoor Plaza bandstand: Direct them to the Stage Manager for the bandstand.
- Family Stage: Direct them to the Stage Manager for the Family Stage in Prince's Gardens.

### What if I get approached by Press?

- The Comms team know which journalists are coming and when.
- If a journalist arrives unannounced asking for information, please contact the Festival team in the first instance, or Duty Comms Manager.

### Will rain affect the activities?

- Indoor activities will still go ahead although they will get busy very quickly if it's raining.
- Outdoor activities – alternatives for some will be found. Visitors should check in with the information tent for updates or look for signage showing relocated activities. Most activities are in marquees.
- Festival activity will only be altered or cease if the weather is extreme.
- Wet weather may affect the following activities:
  - Performance spaces,
  - Activities in small gazebos
  - Paint Lab

### What happens to lost property?

- Lost property across the site will be collected by Security.
- **Imperial College Campus and Princes Gardens** – items found on campus be logged by Imperial Security. The public can collect items from the security office which is in the Chemistry Building, Level 1, Room 171A
- **Exhibition Road** – items found on Exhibition Road will be logged and the public can collect it from the Production Office, behind the stage. Items will be handed over to Imperial security after the Festival weekend. The collection procedure is as above.

If someone loses an item, take their name, phone number and a description of the item. Add it to your issues log. If it is found, security will contact them after the weekend.

### What should I do if I have a safeguarding concern?

Please ensure you have read the College's [Safeguarding Policy and Code of Conduct](#) which sets out how we look after the welfare of children (under 18 years) and protect them from harm.

- (1) Report all safeguarding concerns to security, no matter how small. Use the flow chart above to help you decide if you need to escalate the issue.
- (2) Follow up with a report to Lara Mistry, Festival Manager for support and advice.
- (3) Log the incident on your issues log.

### How do I deal with difficult situations?

- Don't panic. Most visitors are happy about the Festival and all interactions are naturally positive.

- Remember, people are not frustrated with you personally.
- Treat everything seriously. Something trivial to you may not seem trivial to others.
- Keep your body language open and friendly. Use it to help people feel at ease.
- Do not get drawn into an argument, or a discussion around anything controversial.
- Staff are always there to support you. If you feel you cannot deal with a situation, call security, or the Festival Manager for assistance.
- Tell security if there is a recurring problem. You should never feel uncomfortable.

### **How can visitors find out about Imperial College Summer Schools?**

Direct them to this link: <https://www.imperial.ac.uk/study/visit/summer-schools/>

### **How can visitors find out more about events at Imperial?**

Direct them to sign up for the events e-bulletin: <https://www.imperial.ac.uk/whats-on/events-signup/>

### **Is there public WiFi on site?**

Yes. Free Wi-Fi is available throughout the college via Sky Wi-Fi via The Cloud. Connect to The Cloud by searching for Wi-Fi networks on your device, connecting to the '\_The Cloud' network and following the instructions that show on screen.

### **Are dogs permitted?**

Dogs on leads are permitted within the outdoor spaces of Campus. Only assistance dogs on a lead are permitted inside buildings. Please note that Partners will have their own rules for their venues.

### **Wear your Imperial lanyard**

Please ensure you wear your Imperial Staff lanyard and ID. The diversity of our staff and students is an important part of life at Imperial. We encourage you to wear your 'specialist' lanyard and/or badges with pride, e.g. Imperial 600.

### **See helpful answers to questions you may be asked by visitors.**

#### **What is the Great Exhibition Road Festival?**

The Great Exhibition Road Festival is an annual celebration of science and the arts each summer in South Kensington. The Festival is on Saturday 7 and Sunday 8 June, 12:00 – 18:00hrs each day. It includes hands-on workshops, fascinating talks, performances and installations from iconic museums, research, and culture organisations, including Imperial, the Natural History Museum, Science Museum, V&A and more.

#### **How can I find out what's happening?**

Visit one of the information tents on:

- Exhibition Road
- Imperial College Road
- Prince's Gardens

You can also signpost them to visit the Festival website ([www.greatexhibitionroadfestival.co.uk](http://www.greatexhibitionroadfestival.co.uk)).

#### **Is the Festival free?**

Yes - all activities are free although some activities require pre-booking.

#### **Who organises the Festival?**

The Festival is delivered by a partnership, led by Imperial College London and supported by the Royal Borough of Kensington and Chelsea, and Westminster City Council. See Partners below.

Imperial College London	Royal Commission for the Exhibition of 1851	Discover South Kensington	Natural History Museum
Royal College of Music	Science Museum	V&A	Royal Albert Hall
Ismaili Centre	The Royal Parks	Goethe-Institut	Institut Francais
Royal College of Art			

### Where are the Festival zones?

<b>Senses</b>	Exhibition Road
<a href="#"><u>Family Fun Zone</u></a>	Princes Gardens
<a href="#"><u>Natural World Zone</u></a>	Imperial College Road
<a href="#"><u>Eureka Zone</u></a>	College Main Entrance
<a href="#"><u>Science Show &amp; Space workshops</u></a>	City and Guilds Foyer & LT200
<a href="#"><u>Future Medicine Zone</u></a>	Business School
<a href="#"><u>Tech Zone</u></a>	Queen's Tower Rooms
<a href="#"><u>Be A Scientist Zone</u></a>	Flowers Building
<a href="#"><u>NextGen Zone</u></a>	Smith Centre, Science Museum
<a href="#"><u>Design Innovation Zone</u></a>	Dyson School
<a href="#"><u>Green Zone</u></a>	Sir Alexander Fleming Building

### Will there be security at the Festival?

Yes. Security is on site and are easily identifiable. There is also overnight security.

### How many talks programmes are there?

- Spotlight Talks ... (Imperial's Sir Alexander Fleming Building, Lecture theatre G16)
- Art of Science (The Lydia and Manfred Gorvy Lecture Theatre, V&A)
- Science Cabaret (Metric Bar, Beit Quadrangle)

### What workshops are there?

There are various workshops at the Festival:

Molecule Detectives	PG1 (Gazebo in Family Zone, Prince's Gardens)
Make a Butterfly Feeder	PG6a (Discovery Tent, Family Zone, Prince's Gardens)
Threads of Connection	PG9.10 (Discovery Tent, Family Zone, Prince's Gardens)
Cell Painting	QTR Marquee / Dangoor Plaza
Grantham Art Prize workshop	Imperial College Road tent IC2
Rocky Worlds: Beauty in Planetary Science	Shields Space and Dalby Court City and Guilds Building
Butterfly wing workshop	Natural World Zone, Imperial College Road

Beads & Biomes	Adults only zone, Beit Quadrangle
Earthbeat Underground Ceilidh	Sir Alexander Fleming Building
The Quantum Disco	Goethe Institut
AuroArt	Eureka Zone, Imperial College Main Entrance

### Where are the toilets and baby change units?

Toilets are marked on the Festival programme. The toilet in SAF has a baby change station. Visitors can access toilets in each building. There are additional portaloos at Prince's Gardens and Imperial College Road (including accessible toilets with baby change units).

### Where can I buy food and drink or where can I eat my own food/drink?

Food traders are located on Imperial College Road and in Princes Garden's. There is a bar on Dangoor plaza where visitors can enjoy a drink and entertainment on the bandstand. Seating and tables are marked on the map. If the weather is nice, encourage families to picnic in Prince's Gardens.

Cafes in Partner venues on Exhibition Road will be open, along with Imperial's Dyson Café on Imperial College Road. Eastside bar next to Prince's Garden is open

### Is there a prayer room available during the Festival?

Yes. A multi faith space is available for staff and visitors on the lower ground floor of the business school. Signpost visitors to the Future Medicine zone in the Business School where further assistance can be given. Toilets and a water fountain are located nearby.

### Is there a Calm Space available during the Festival?

The Calm Space can be used by visitors who need a private area away from the public, whether to escape the hustle and bustle of the festival or to avoid any sounds, triggers or experiences that are making them feel anxious or overwhelmed. It will be fully staffed at all times with mental health first aiders. Staff can also use this space too.

The Calm Space is located on Watts Way, near the Family Fun Zone. It includes seating and a carpeted area and has a capacity of 6 people at any one time. There are also toilets, and a water fountain located nearby. This service is provided by EventWell. <https://eventwell.org/>

### Is there a quiet space available during the festival for staff?

Yes. There are 1 space available for staff. Staff can use spaces 403 A and B in EEE Building.

### Is photography of the public permitted?

Photography and filming will take place throughout the festival. People wishing to opt out of being photographed or filmed should wear a red sticker. Stickers are available from any information tent. Zone boxes also have some red stickers in them

***Information for Festival Visitors – helpful answers to questions you may be asked by visitors.***

### What is the Great Exhibition Road Festival

The Great Exhibition Road Festival is a free annual celebration of science and the arts each summer in South Kensington on **Saturday 07 and Sunday 08 June 2025, 12:00 – 18:00hrs**. The Festival includes hands-on workshops, fascinating talks, performances and installations from iconic museums, research, and culture organisations, including Imperial College London, the Natural History Museum, Science Museum, V&A and many more. Alongside food from all over the world and eclectic performances programmed by the Royal College of Music and Royal Albert Hall.

### How can I find out what's happening?

Visit one of the information tents on:

- Exhibition Road
- Imperial College Road
- Prince's Gardens

Encourage visitors to visit the Festival website at [www.greatexhibitionroadfestival.co.uk](http://www.greatexhibitionroadfestival.co.uk) or speak to someone in a pink high vis vest.

### Is the Festival free?

Yes - all activities are free although some activities require pre-booking.

### Where are the Festival zones?

Zone	Location
N/A	Exhibition Road
Natural world	Imperial College Road
Eureka zone	ICL Main Entrance
Space workshops	ICL City and Guilds Building Foyer
Future medicine zone	ICL Business School lower ground
Green zone	ICL Sir Alexander Fleming building Foyer
Tech Zone	ICL Queens Tower Rooms / Great Hall
Family Fun Zone	Prince's Gardens
Adult zone	Beit quad
Be a scientist zone	Flowers building
Design Innovation Zone	ICL Dyson School
Next Gen Zone	Smith Centre (Science Museum)
Earthbeat: underground ceilidh	SAF mezzanine
Art of Science talks	ICL G16, Sir Alexander Fleming building
Flourishing Futures Talks	Lydia Manfred Gorvy lecture theatre, V&A

### Will there be security at the festival?

Yes. Security will patrol the Festival site and are visible and easily identifiable. There is also overnight security.

### How many talks programmes are there?

There are three talks programmes:

- Art of Science – Lydia Manfred Gorvy lecture theatre, V&A
- Spotlight on science talks, G16, Sir Alexander Fleming building
- Science Cabaret stage, Metric bar, Beit quad, Adult only zone

### Where are the toilets / baby change / disabled toilets?

- Toilets are marked on the programme, large maps at the information points, and on the website. Visitors can access toilets in each building.
- There are additional portaloos at Prince's Gardens and Imperial College Road – including disabled toilets.

#### Where can I buy food/drink or where can I eat my own food/drink?

- Food and drink stalls are available on Imperial College Road, Dangoor Plaza and in Princes Garden's. There is a Festival bar on Dangoor Plaza where visitors can enjoy a drink whilst participating in various maths activities or enjoying entertainment on the bandstand. Seating and tables are marked on the map. If the weather is nice, encourage families to picnic in Prince's Gardens.
- Cafes in Partner venues on Exhibition Road will be open, along with Imperial's Dyson Café on Imperial College Road, and Imperial's College Cafe

#### Is there a prayer room available during the Festival?

Yes. The multi faith space is available for anyone to use in the Imperial Business School should they need a private place to spend time in contemplation or prayer. The multi faith space is in Seminar Rooms 1, 2 and 3 on the lower ground, Business School, Imperial College. Two of these rooms are split across male and female use, with another room that can be used freely. There are also toilets and a water fountain located nearby.

#### Is there a quiet space available during the Festival for visitors?

Yes. There are 2 spaces available for exhibitors. Exhibitors can use spaces 403 A and B in Imperial's EEE Building. Please direct any visitors needing a quiet space to the Quiet Space Marquee located on the other side of the Family Zone on Watt's Way.

#### Wear your lanyard and badges

The diversity of our exhibitors is an important part of the Festival. We encourage you to wear your 'specialist' lanyards and/or identity badges with pride

### ADDITIONAL INFORMATION

#### Important Note: PHOTOGRAPHY OF RESEARCHERS

Exhibiting teams are photographed throughout the day as part of the festival. These images are used in future campaigns, reports and marketing. If you do not want to be photographed, you must wear a big red sticker somewhere close to your face. Your shoulder is a good location. It must be visible at all times so that the photographer can see it to ensure you are not included in shots. You can collect a sticker from your Zone Supervisor

#### Customer Service and Complaints

If a member of the public wishes to make a comment, recommendation, formal complaint or any other type of communication with the festival team, you can give them the festival email address which is [festival@imperial.ac.uk](mailto:festival@imperial.ac.uk).