

West London higher education exhibition 2018

Exhibitor manual

Brunel University London
Indoor Athletics Centre (IAC)
Kingston Lane, Uxbridge
UB8 3PH

Wednesday 14 March 2018

Thursday 15 March 2018

09:30 - 14:30

09:30 - 14:30



Contents

Α		3
	Accidents and near misses	3
	Accommodation	3
	Arrival	3
В		4
	Build-up and breakdown	4
	Business centre	4
С		4
	Car parking	4
	Catering	5
D		6
	Deliveries	6
Ε.		7
	Electrical services and stand power	7
	Emergency procedures	7
	Exhibition stands and furniture	7
	Event staff	7
F.		8
	First aid	8
	Footwear	8
Н		8
	Height restrictions	8
١		8
	Insurance	8
	Internet	8
L.		9
	Lost property	9
0		9
	Organisers	9
Р		0
	Passages and gangways 1	0

R		10
	Risk assessment	10
S		10
	Scanner collection	10
	Security	11
	Smoking	11
Т		11
	Trolleys	11



Accidents and near misses

If you are involved in, or witness, an accident or near miss whilst on site, please report it to the organiser immediately. Members of the team will be located at the 'information desk' near the visitor registration area.

Should injury occur as the result of an accident, a first aid team will be on-hand to assist – also located near the visitor registration area.

Accommodation

There are a range of hotels in the local area, if you're planning an overnight stay.

We have a hotel on-site – The Lancaster Hotel and Spa, which holds a 3 star AA rating. It offers two room types:

- twin double rooms with two double beds
- double room with one double bed

All rooms have private en-suite bathrooms, with some offering both a shower and a bath. Room rates for twin double rooms start at £80 per night, and double rooms at £60. The hotel offers a full English and continental buffet style breakfast, for an additional £8.95.

To make a booking, or for further information please email the hotel at <u>Lancaster-suite@brunel.ac.uk</u> or telephone +44 (0)1895 268 006.

Alternatively, there is a Travelodge in Uxbridge, Premier Inn in Denham, or the Red Lion pub a few minutes' walk from campus.

Arrival

To gain entry to the venue, you must register your details pre-event – the link for this will be sent to the person who made your stand booking. On arrival, you need to sign in and will be issued with an exhibitor lanyard, which needs to be worn at all times.

Exhibitors should use the front entrance to the Indoor Athletics Centre, located on the concourse. There is a campus map located at the back of this manual.



Build-up and breakdown

Build-up times:

Tuesday 13 March 16:00 – 18:00 Wednesday 14 March 08:00 – 09:15 Thursday 15 March 08:00 – 09:15

Breakdown:

Thursday 15 March 14:30 – 18:00

Courier companies should load and unload through the rear entrance of the Indoor Athletics Centre, via the access road. Security will be on hand to deal with any queries.

Business centre

There are no printing/faxing facilities.

C

Car parking

Brunel University London, Kingston Lane, Uxbridge, Middlesex, UB8 3PH*

Event location

When you arrive on campus via the Kingston Lane entrance, you will see a long domed building ahead of you, slightly to your left – this is the Indoor Athletics Centre (IAC), where the event is taking place.

Car parking

Parking for exhibitors will be available on campus, in the Sports Centre car park (turn right at the internal roundabout and then take the third left). You need to print out the exhibitor parking permit, and display this on your dashboard. There will be no charge for parking, however, parking is limited and on a first-come, first-served basis.



If the Sports Centre car park is full, you can park in either any red dot bay or any white bay – these are available throughout the campus. You will still need to print and display the exhibitor parking permit.

Parking stewards will be available to assist with directions.

Directions and satnav

Full instructions for reaching the campus can be found at www.brunel.ac.uk/about/campus/directions.

If travelling by car, **entry to campus is via Kingston Lane only**. If using a satnav, please enter the postcode UB8 3PN (instead of the main university postcode), to ensure you're directed to the main entrance.

Public transport

For public transport details, please refer to the travel information on Brunel University's website at www.brunel.ac.uk/about/campus/directions.

Please be aware that **local buses do not accept cash** and you will need to use contactless payment or an Oyster card. Please refer to the TFL website for more details at <u>tfl.gov.uk/fares-and-payments</u>.

Catering

Complimentary tea and coffee will be available for exhibitors throughout the exhibition in the teachers' and exhibitors' lounge, located near the registration area.

A pre-order lunch form will available in the exhibitor pack on your stand (one for each day). If you would like to take advantage of this, please complete the form, give it to the catering staff in the exhibitors' lounge, and make payment by 10:00. Your lunch will then be available to collect from the exhibitors' lounge from 12:00.

Exhibitors are welcome to use the facilities on campus to buy snacks/lunch/refreshments, available in the following areas:

- **Bite** Eastern Gateway Building, Zone E (located in the left hand white building across from the venue)
 - *Please note that this outlet will be closed on Wednesday 14 March due to an event taking place*
- **The Beldam Restaurant**, Zone E (located in the left hand white building across from the venue)



- Whistlestop 1st Floor Sports Centre, Zone E (opposite the venue)
- Lancaster Hotel Zone E
- The Coffee Room Lecture Centre, Zone C
- The Junction 1st Floor Hamilton Centre, Zone C
- Izzis pizza 1st Floor Hamilton Centre, Zone C
- Broosters 1st Floor Hamilton Centre Zone C
- Locos Hamilton Centre Zone C
- Subway Hamilton Centre, Zone C
- Costcutter Hamilton Centre, Zone C
- 1966 Bannerman Centre, Zone C

D

Deliveries

If you are arranging for deliveries to be made by a courier, please ensure they are aware of the set-up dates and times outlined in the 'Build-up and breakdown' section of this manual.

All deliveries should be marked with the following information and sent to the below address:

- name of organisation
- UCAS institution code (where available)
- stand number (if available at time of sending)

'Indoor Athletics Centre - c/o UCAS exhibition'

Brunel University London, Kingston Lane Uxbridge, Middlesex, UB8 3PH



Electrical services and stand power

Electricity will not be available to stands during this event.

There will be a charging bank provided in the teachers' and exhibitors' lounge. Any items brought on to campus that will be plugged in, need to have been PAT tested prior to using.

Emergency procedures

The UCAS exhibition has been approved by the university's health and safety team, to ensure the safety and welfare of our exhibitors and visitors.

In the unlikely event of a fire evacuation, please carefully follow the instructions of the Brunel University London staff, who will lead you to the designated meeting point.

Should you require additional help or assistance during an evacuation, please ask the nearest member of staff.

Exhibition stands and furniture

All single exhibition stands are 2m x 1m. Furniture will be on your stand ready for your arrival, if you ordered this as part of your booking.

All bulky items of equipment (flight cases etc.) must be stored in the storage area at the rear of the Indoor Athletics Centre, and not behind your stand. Any bulky equipment found behind stands will be moved to the storage area.

Event staff

Event staff will be available across campus and in the venue throughout the event days. They will be easily identifiable by their red UCAS t-shirts or high-vis jackets (if on parking duty).

They will ensure empty boxes are removed from your stand areas, aisles are kept tidy, and will direct exhibitors and visitors as necessary.

They will be happy to assist, so please ask for their help if needed. However, they will not be able to undertake any excessive lifting.



F

First aid

Designated first aid staff will be at the venue for the duration of the event, located near to the visitor registration area. Should medical assistance be required, please alert the first aid team or a member of event staff.

If medical assistance is needed outside the exhibition opening hours, please contact the Brunel security team on 01895 255 786.

Footwear

Suitable footwear must be worn on-site during build-up and breakdown. Open-toed sandals/shoes, flip-flops, and flimsy footwear are not permitted.

н

Height restrictions

For this event, there are no height restrictions to displays.

ī

Insurance

It is essential you take out adequate employee and public liability insurance against personal injury, damage to, or loss of exhibits, etc.

While the organisers take every precaution to protect exhibitors' property during an event, they are not responsible for any loss or damage. You should ensure you have adequate public and employers' liability cover, in line with the booking terms and conditions.

Internet

WiFi will be accessible on campus through Eduroam – to connect please go to https://connect.brunel.ac.uk/eduroam/ and follow the instructions.



If you do not have access to Eduroam, and require access to Brunel's WiFi, please email recruitmentevents@brunel.ac.uk with your:

- first name
- last name
- email address
- phone number
- company/provider name

Each attendee must submit a separate request.

You will receive an automated email as soon as your temporary two-day WiFi pass has been actioned. Please do not attempt to use this temporary account prior to the first day of the event, to ensure your access does not expire prematurely.

If you are staying overnight in the on-campus Lancaster Hotel & Spa, WiFi access will be included with your booking.

L

Lost property

For the duration of the event, all lost property enquiries should be directed to the information desk, located near the visitor registration area in the venue.

In the event of lost property enquiries outside the exhibition opening hours, please contact the Brunel security team on 01895 255 786.

0

Organisers

The organisers will be on-hand for any enquiries at the information desk, located near the visitor registration area at the venue.



Passages and gangways

Any means of ingress and egress, passageway, or gangway must remain free from obstruction, and be kept free from obstruction for the duration of the exhibition.

- 1. No part of any stand or exhibit is permitted to encroach on a passageway or gangway, and no door, window, or other similar facility may open outwards to project beyond the perimeter of the stand.
- 2. The floor around your stand shall be kept level and even, and not be allowed to become slippery or a source of danger.
- 3. Where an exhibition stand is not provided with a platform, the space shall be clearly defined, and the exhibits shall be arranged to maintain passageways and gangways of uniform width.

R

Risk assessment

All exhibitors, by completing their booking to attend the event, have legally agreed to implement the control measures — as detailed in the generic risk assessment provided at the point of booking — for exhibitors attending an event of this nature. This highlights the significant risks that exist during such an event. A copy of the risk assessment can be found at the back of this exhibitor manual. You are strongly advised to read this document, and encourage all staff attending the event with you to do the same.

You may also have completed an additional risk assessment as part of your booking. Please bring a copy with you, and email a copy to the organisers at events@ucas.ac.uk.

S

Scanner collection

If you have booked to hire a scanning device(s) at the exhibition you will be able to collect this between 08:30 – 09:15 on the morning of the 14 and 15 March, from the front foyer of the Indoor Athletics Centre.



Security

Brunel security is on-hand across campus 24/7. The venue will be locked at night and reopened on the morning of each event day. For safety, it is recommended that any valuable items such as laptops, and iPads, are not left in the venue outside the event running times, or unattended if leaving your stand for a break.

Smoking

The university operates a total ban on smoking (including e-cigarettes) on all premises, including catering outlets. Smoking is permitted only in open spaces well away (a minimum of four metres) from building entrances and windows.

T

Trolleys

Trolleys are not provided at the venue, so please bring your own if you need one to deliver goods to your stand.

Trolleys are only permitted on the exhibition floor outside event opening hours, for the safety of visitors.





West London UCAS HE exhibition 2018 **Exhibitor parking permit**

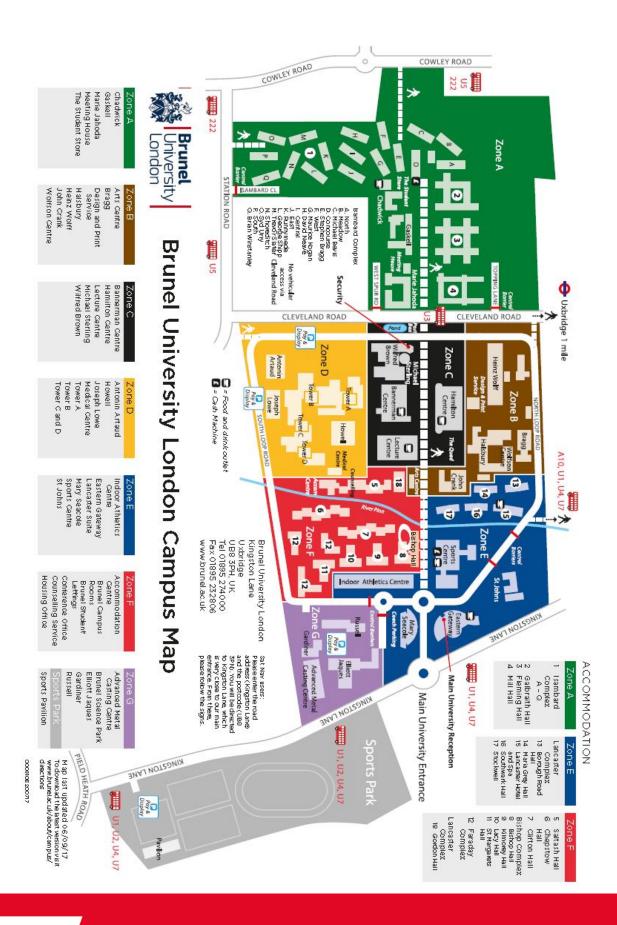
Valid for parking at:

Brunel University London Kingston Lane Uxbridge, UB8 3PH

Date valid: Wednesday 14 and Thursday 15 March 2018

Please ensure this pass is displayed in the windscreen of your vehicle to avoid parking charges during your stay.









Cartificate of Employers' Liability Insurance(a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 2008 (the Regulations), a copy of this certificate must be displayed at all places where you employ persons covered by the policy or an electronic copy of the certificate must be retained and be reasonably accessible to each employee to whom it relates).

Palicy Na.

NHE-01CA29-0013

1. Name of policyholder

Brunel University and Subsidiary Companies

2. Date of commencement of insurance policy 01 August 2017

3. Date of expiry of insurance policy

Zurich Municipal
Zurich Municipal is a
trading name of Zurich
Insurance plc.
A public limited company

incorporated in Ireland. Registration No 13460. Registered Office: Zurich House, Ballsbridge Park,

Dublin 4, Ireland. UK Branch registered in

England and Wales

Parkway, Whiteley,

Registration No. 887985.

Faeham, Hampshire PO15

uk Branch Head Office: The Zurich Centre, 3000 31 July 2018

We hereby certify that subject to paragraph 2:

- The policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney (b)
- (a) the minimum amount of cover provided by this policy is no less than £5 million (c)

For Zurich Insurance plc. Authorised Insurers

Signature

Head of UKGI, Zurich Insurance plc (UK Branch)

Notes

- (a) Where the eroployer is a coropany to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding coropany and all its subsidiaries, or that the policy covers the holding coropany and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding coropany and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.



FCA Firm Reference Number is 203093.







UCAS Events Exhibitor Code of Conduct

Introduction

UCAS organise a network of Events across the UK for prospective students to receive information, advice and guidance regarding their future education and career opportunities from a wider range of institutions and organisations. In order to ensure that students' needs are at the heart of the Events, and that all exhibitors are able to effectively engage with students, it is necessary to require all exhibitors to adhere to the following code of conduct. The code of conduct has been agreed jointly between UCAS and HELOA.

Staffing

- All members of staff who will be attending or working on the Events should see a copy of the Code of Conduct and be able to comply fully. They should display a high standard of professionalism in their work and offer information, advice and guidance effectively and with integrity.
- Exhibitors should provide appropriate personnel to staff the stand, adequately trained with sufficient knowledge to offer quality representation of their institution or organisation. Pre-event information should be passed on to those attending the Event.
- Please carefully consider the number of staff working at each Event. All staff should be able to
 comfortably work within the allocated space provision. UCAS recommends no more than two staff
 for a 2m x 1m stand, three people for a 3m x 2m stand and six people for 6m x 2m stand. Any
 additional staff may be asked to leave if the health, safety or comfort of visitors or other exhibitors is
 compromised.
- Seminars are delivered on an impartial basis. To uphold the Events' impartiality, those asked to
 deliver a seminar at the Event ensure their presentation delivers general advice and guidance, and
 not be perceived to deliver an unfair bias towards a particular HE provider, organisation or company.
 Any presenter who does not support impartiality will prohibited from delivering seminars at future
 Events.
- Exhibitors should inform UCAS and the Local Event Organiser if they are unable to attend an Event.
 Many Events are at capacity with a waiting list of exhibitors. Non-attendance at Events, without prior notice, may jeopardise participation at future Events.

Marketing materials

- All promotional material should be relevant and provide a balanced view of the organisation it represents.
- Unless a specific stand size has been booked the standard provision of space is:
 - Shell scheme: 3m x 2m. Furniture will not automatically be provided you can select during the booking whether you would like the standard furniture.
 - Campus Events: 2m x 1m. One table and two chairs will be provided to fit within this space allocation.

Display stands and all materials must be of the appropriate dimensions to fit within this space allocation without obstructing the aisles or neighbouring stands. Storage space at Campus Events is minimal therefore all banner stands/prospectus storage must be kept within the stand area and



must not obstruct neighbouring stands/ aisle space or cause trip hazards. If the stand size exceeds the provided space allocation exhibitors will be asked to dismantle/adjust their display materials to fit within the allocated space.

During Events

- Exhibitors should arrive and set up in sufficient time before the opening of the Event and not to
 depart until the Event has officially closed. Exhibitors are required to remain at the Event for the
 duration of the opening times so to ensure that all visitors have fair access to information and advice.
- · Stands must not be dismantled whilst visitors remain in the hall for health and safety reasons.
- Exhibitors must remain on their stand throughout the Event and do not carry out any promotional
 based activity in the gangways or between stands. This is for the purpose of both health and safety
 and to ensure students are able to access a range of information, advice and guidance.
- · Exhibitors should wait for students to approach, rather than 'touting'.
- Information, advice and guidance must not be to the detriment of other Exhibitors.
- Trolleys/cases cannot be brought onto the Event floor during Event opening hours.

Upholding the Code of Conduct

UCAS and HELOA recognise that exhibitors work hard to ensure that they are able to comply with the code of conduct and in the unlikely Event that issues arise, any concerns will be addressed quickly.

Any exhibitor, local Event organiser or visitor with concerns should initially raise these with the UCAS Representative present at the Event. The UCAS Representative will liaise with the relevant exhibitor(s) in order to seek a resolution. All issues raised will be logged and reviewed regularly by UCAS and HELOA. If issues arise repeatedly, the individual with overall responsibility for UCAS Events at the institution/organisation will be notified and appropriate resolution sought. Attendance at future Event will be jeopardised if the code of conduct is not upheld.

If concerns relate to serious health and safety issues, the UCAS Representative (or Local Organiser) will take any immediate steps required to ensure the health and safety of staff, exhibitors and visitors.

Outside of Events, UCAS can be contacted via events@ucas.ac.uk



BRUNEL UNIVERSITY LONDON 2017/18

RISK ASSESSMENT

UCAS EXHIBITION

AGED 14-18 YEARS

Signed by: Kristi Flower

Full day visits held on 14 & 15 March 2018. The majority of students with school teacher/parent/guardian/representative present. Assessed by: Amanda Hall, Student Recruitment Manager (UK)

Activity	Hazard	People affected	Severity	Likelihood	Risk (severity x likelihood)	Existing control measures	Additional actions
Registration and Exhibition	Slip/Trip/Falls & falls from height	S, P, ST, SA	Minor	Possible	2x2=4 Low	- AV/ Computer equipment/cables set-up to reduce trip hazards H&S rep to check on Tuesday before event Ensure personal belongings are stored away appropriately Surplus cardboard/rubbish to be broken down and disposed of appropriately Cable covers to be used to avoid trips Provision of dedicated first aid staff to respond to medical emergencies in the IAC - Contact Security on ext 66943 (01895 266943) for First Aider if required outside of IAC	Vigilance by staff and Student Ambassadors
	Possibility of a confrontational visitor	S, P, ST, SA	Insignificant	Unlikely	1x1=1 Insignificant	Customer service skills and contact Security on ext 66943 (01895 266943) if necessary.	Vigilance by staff and Student Ambassadors
	Illness/injury to visitors or staff	S, P, ST, SA	Minor	Unlikely	2x1=2 Insignificant	- Provision of dedicated first aid staff to respond to medical emergencies in the IAC - Contact Security on ext 66943 (01895 266943) for First Aider if required outside of IAC	Vigilance by staff and Student Ambassadors
	Fire/Emergency evacuation & evacuation of disabled visitors	S, P, ST, SA	Major	Unlikely	4x1=4 Low	See attached document from the Health and Safety team.	Vigilance by staff and Student Ambassadors
	Stability of stands & banners (stands falling over, positions of stands etc)	S, P, ST, SA	Minor	Possible	2x2=4 Low	Stands to be assembled correctly and positioned in suitable locations, not to obstruct access and egress to the building or fire exit routes.	Vigilance by UCAS staff, Brunel staff and Student Ambassadors
	Manual handling issues – stands, prospectuses, flooring etc	S, P, ST, SA	Minor	Possible	2x2=4 Low	Staff and Student Ambassadors receive Manual Handling Training.	Vigilance by staff and Student Ambassadors
	Numbers of visitors	S, P, ST, SA	Insignificant	Unlikely	1x1=1 Insignificant	Flow control plan in and out of the IAC to minimise overcrowding. Staggered registration timings. Ample signage to help movement around campus.	Vigilance by staff and Student Ambassadors

Activity	Hazard	People affected	Severity	Likelihood	Risk (severity x likelihood)	Existing control measures	Additional actions
Campus Tour	Accident while walking, interference by others	S, P, SA	Minor	Unlikely	2x1= 2 Insignificant	- Student Ambassadors briefed in advance and information in clipboards, H&S guidelines in place, tour route to keep to main pathways Student Ambassadors and school pupils not to be left in one-on-one situation (Child Protection Policy) Provision of dedicated first aid staff to respond to medical emergencies in the IAC - Contact Security on ext 66943 (01895 266943) for First Aider if required outside of IAC	Vigilance by supervisory staff covering route.
Refreshments and Lunch	Hot liquid spills, Student, teacher or parent allergic to food	S, P	Minor	Unlikely	2x1= 2 Insignificant	- Tea and coffee kept separate from cold drinks Teacher/parent/representative to hold information on pupil food allergies and medication Foods labelled in Refectory and where lunch is served Provision of dedicated first aid staff to respond to medical emergencies in the IAC - Contact Security on ext 66943 (01895 266943) for First Aider if required outside of IAC	Vigilance by staff and Student Ambassadors
Seminars by University staff	Listening activity	S, P	Insignificant	Unlikely	1x1=1 Insignificant	General lecture provisions re H&S, evacuation in case of fire, building site warning, code of behaviour, programme.	Vigilance by staff and Student Ambassadors
Throughout the day	Child protection issues & student lost or unsupervised. Awareness of Consumer Law for HE.	S, P	Insignificant	Unlikely	1x1=1 Insignificant	Registration AND Information Stand as main meeting points. Student Ambassadors training includes disclosure procedure. Send 60-second summary Higher Education Providers: Consumer Law March 2015 in staff briefing.	Vigilance by staff and Student Ambassadors

KEY

Staff = ST Students = S Public = P (Parents/teachers) Contractors = C Student Ambassadors = SA

Severity

Likelihood

- 1 = Insignificant e.g. a trivial cut or bruise.
- 1 = Unlikely e.g. no more than an extremely remote possibility
- 2 = Minor e.g. a cut or other injury requiring first aid.
- 2 = Possible e.g. could occur at some time or other
- 3 = Serious e.g. a burn or other injury requiring hospital treatme 3 = Probable e.g. likely to occur and re-occur at intervals
- 4 = Major e.g. severe burn, fracture requiring hospital admissior 4 = Likely e.g. likely to occur in the near future and at frequent intervals

Risk Evaluation Matrix

	Insignificant	Minor	Serious	Major
Likely	4 Low	8 Medium	12 High	16 High
Probable	3 Low	6 Medium	9 High	12 High
Possible	2 Insignificant	4 Low	6 Medium	8 Medium
Unlikely	1 Insignificant	2 Insignificant	3 Low	4 Low