

East London higher education exhibition 2018

Exhibitor manual

The University of East London (UEL)

SportsDock

Docklands Campus

University Way

London E16 2RD

Tuesday 26 June 2018

09:30 – 14:30

Wednesday 27 June 2018

09:30 – 14.30



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A

Accidents and near misses

Accidents and near misses should be reported to event staff, who will be wearing red UCAS T-shirts.

Accommodation

There are a wide range of hotels available in East London and Central London, which are close to UEL's Docklands Campus, and within easy access of public transport, including:

- Hotel Novotel London Excel
- Premier Inn London Docklands ExCeL
- Hotel ibis London Excel Docklands
- Travelodge
- Aloft London Excel

Arrival

On arrival, please make your way to the SportsDock. Event staff will be able to guide you around the campus throughout the day.

B

Build-up and breakdown

Build-up times:

Monday 25 June 2018	15:00 – 18:00
Tuesday 26 June 2018	08:00 – 09:15
Wednesday 27 June 2018	08:00 – 09:15

Breakdown:

Wednesday 27 June 2018	14:30 – 16:30
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Due to the large number of people attending the exhibition, exhibitors are reminded not to dismantle their stands until after the exhibition has finished at 14:30.

Exhibitors can drop off materials on Monday 25 June at the entrance to sports arena 2.

The postcode for the SportsDock is E16 2RD, and upon arrival you will be directed to the drop off area.

Business centre

If you require printing or faxing, please contact the event organisers at ucasfair@uel.ac.uk.

C

Car parking

There is no parking on-site for exhibitors.

If you require a disabled parking space, please email us at ucasfair@uel.ac.uk in advance.

There are a number of car parks nearby, all within easy walking distance to the campus, or accessible by public transport:

Gallions Reach Shopping Park (Free)
E6 7ER

Asda Beckton Superstore (Free)
E6 5JP

[Excel Centre Car Park](#)
E16 1FR / E16 1AL

Catering

Complimentary tea, coffee, and water will be provided for exhibitors, in the exhibitor lounge, and food will be available to purchase from one of the marked catering points inside the SportsDock. The exhibition will not close for lunch.

D

Deliveries

We will only be accepting deliveries from couriers on Monday 25 June – they should be sent to the University of East London' SportsDock, and be clearly labelled with your organisations full name, your stand number, and venue address.

The postcode for the SportsDock is E16 2RD.

E

Electrical services and stand power

There is limited power and will be provided on a first come first serve basis, please contact ucasfair@uel.ac.uk.

Emergency procedures

Please ensure that you are familiar with the procedures to be followed in the event of an emergency – more information can be found in your exhibitor pack, which will be given to you upon your arrival at your stand.

If you hear the fire alarm, security will be on hand to guide you. For your own personal safety, please follow these instructions:

- Stop working. If undertaking specialist activities, activate the agreed emergency shut-down procedures.
- Leave the building by the **nearest** safe route, closing doors behind you (if you have difficulty walking, or you are accompanying a disabled person who is unable to use the stairs, go to a fire refuge).
- Proceed to the assembly point.

Please remember:

- Do not collect any personal belongings unless they are immediately to hand.
- Do not use the lifts.
- Do not re-enter the building until told it is safe to do so by the fire brigade, or the officer in charge.

Exhibition stands and furniture

Each exhibitor is allocated a 2m x 1m stand area, unless a double or triple stand has been booked. Exhibitors will only be provided with a table and two chairs if booked in advance.

Event staff

There will be event staff on hand throughout the day to help. For any general queries during the event, please ask any of the event staff, who can be identified by their red UCAS T-shirts. Event staff will also be collecting boxes and disposing of any rubbish throughout the event.

F

First aid

If a first aider is required, please alert an event staff, security officer, or main reception.

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.

H

Height restrictions

The height limit of displays is 4m.

I

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

Free WiFi is available across the campus via The Cloud.

L

Lost property

Any items of lost property should be handed in to reception. Lost and found items will be available for reclaim from the security desk in the East Building.

O

Organisers

If you need to speak to the event organisers, please ask an event events, and they will direct you to the right person. Event staff will also be on hand throughout the day, and can help with any questions or queries you may have.

If you wish to contact us before to the event, please contact ucasfair@uel.ac.uk.

P

Passages and gangways

Any means of ingress and egress, passageway, or gangway must remain free from obstruction, and be kept free from obstruction during 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 shall 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 of this with you, and email a copy to the organisers at events@ucas.ac.uk.

S

Scanner collection

If you have booked to hire scanning device at the exhibition you will be able to collect this between 08:30 – 09:15 on the morning of the Tuesday 26 June and Wednesday 27 June from the general information desk.

Security

At the University of East London there is a dedicated security team present with 24-hour cover, to help maintain a safe and secure environment for students, staff, and visitors. Please contact an event staff if you have any security concerns.

Please note. To ensure safety and security for exhibitors, students, staff, and visitors bag checks will be taking place.

Event organisers will not accept any liability for any items left on-site at any time.

Smoking

UEL has a no-smoking policy, with the exception of designated smoking areas, which are well signposted. Please ask an event staff for directions.

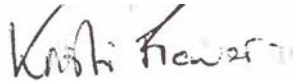
T

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.

UCAS event organiser risk assessment

Date assessed: 13/04/18	Assessor: Laura Parker	Monitored by: Kristi Flower
	Signature: L.Parker	
Event: East London UCAS Exhibition	Title: Events and Experiential Marketing Manager	
	Organisation: University of East London	
Venue: SportsDock	Inclusive dates of site attendance: Tuesday 26 June and Wednesday 27 June	

Key to worst case outcome (A):	<p>4 = High – certain to cause death</p> <p>3 = Medium – probable to cause serious injury</p> <p>2 = Low – possible to cause first aid injury</p> <p>1 = Very low – unlikely to cause injury / damage</p>
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Key to probability rating (B):	<p>4 = Probability</p> <p>3 = Possibility</p> <p>2 = Unlikely</p> <p>1 = Remotely</p>
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Key to risk level:	<p>12 – 16 = high risk</p> <p>6 – 9 = medium – high risk</p> <p>3 – 4 = low – medium risk</p> <p>1 – 2 = low risk</p>
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Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Risk level (AxB)	Control measures
Over-crowding of event hall / stand	Public and exhibitors	4	4	6	<ul style="list-style-type: none"> ▪ The floor plan has been designed to maximise aisle widths (a minimum of 2.5 metres wide) to avoid overcrowding. ▪ Suitable space around the stands and feature areas, which will be monitored, by floor managers and organisers. ▪ Exhibitors to ensure that staff manning the stands keep within their stand to avoid bottle necking in aisles. ▪ Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space. ▪ Organisers to schedule arrivals in line with venue capacities, and monitor arrivals with help from the venue, to prevent overcrowding. Coach arrival schedule also to be used if appropriate ▪ Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. All staff to be visibly identifiable. ▪ Organisers to monitor the exhibition area. ▪ Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded. ▪ All to obey instructions given by the organiser, venue staff or sub-contractor used, to help control traffic and pedestrian flows.
		3	3		
		2	2		
		1	1		
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	8	<ul style="list-style-type: none"> ▪ Fire exits to be kept clear of obstructions. ▪ Fire extinguishers to be available in the venue. ▪ Ensure all waste is collected and stored correctly. ▪ Exhibitors to ensure all waste and flammable waste material is removed from stand area. ▪ Exhibitors will use designated smoking areas.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Risk level (AxB)	Control measures
Evacuation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<ul style="list-style-type: none"> ▪ Venue to ensure fire prevention detection and alarm systems are adequate for the venue and have been checked and maintained in efficient working order. ▪ Organisers and venue to ensure the current number of exits from the venue are adequate. ▪ Floor plan submitted to venue in advance of the event for approval. ▪ Evacuation plan to be known by organisers and communicated to student helpers, exhibitors and contractors. ▪ Organisers to provide contractors, exhibitors and visitors with relevant evacuation procedure documentation, including fire assembly point. ▪ Exhibitors should ensure they are aware of the nearest emergency exit and keep all exits clear of obstructions at all times. ▪ Contractors, exhibitors and visitors to ensure they are aware of evacuation procedures, read all relevant documentation provided, and follow all instructions given if needed to evacuate. ▪ Ensure all gangways and emergency exits are kept clear. ▪ All emergency exits maintained and kept clear for the duration of the event. ▪ Exhibitors should not block aisles or public areas, including during build-up and breakdown periods, and ensure that stand displays are kept within the allocated stand space. ▪ Organisers to ensure PA system can be heard clearly in all public areas, where possible. ▪ If any evacuation announcements cannot be heard over the atmospheric noise, then security staff are to go into the halls to evacuate people.
		3	3		
		2	2		
		1	1		
Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<ul style="list-style-type: none"> ▪ Exhibitors should ensure that all boxes are appropriately stacked within the allocated stand space. ▪ UCAS to remind exhibitors via email of the Exhibitor Terms and Conditions, highlighting that exhibitors should keep their displays within their allocated stand. ▪ Organisers to check all exhibitor stands are appropriate and do not pose a trip hazard, before the event opens. ▪ Exhibitors should request that all empty, flat-packed, and broken boxes are removed from their stand by the event staff. ▪ Organisers and exhibitors to ensure empty boxes are cleared from stand, with assistance from student helpers. ▪ Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways.
		3	3		
		2	2		

		1	1		<ul style="list-style-type: none">▪ Organisers and exhibitors to ensure personal belongings are stored away appropriately.▪ Organisers and exhibitors to ensure all other waste is stored and removed safely.▪ Exhibitors should ensure they do not break down any part of their stand until all visitors have left the exhibition area and the organiser has said breakdown may begin.
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Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Person(s) at risk
Working at height	Exhibitors, contractors, venue and UCAS staff	4	4	9	<ul style="list-style-type: none"> Maximum height build of 4m. All work to be carried out from a stable support – either ladder or scaffold – with suitable warning signs and barriers as necessary. Exhibitors to ensure all staff required to work at height are suitably trained. Suitable personal protective equipment (PPE) clothing and footwear to be worn.
		3	3		
		2	2		
		1	1		
Stands falling over	Public and exhibitors	4	4	6	<ul style="list-style-type: none"> All exhibitors to ensure their stands are safe and secure, and report any problems to the organiser. Any exhibitors with complex stands to submit their own risk assessment to UCAS Events. Organisers will ask any stand deemed unsafe to be removed, or will work with the exhibitor to secure the stand.
		3	3		
		2	2		
		1	1		
Special structure: platforms/ marquees etc.	Exhibitors and venue staff	4	4	9	<ul style="list-style-type: none"> Special structure plans submitted and checked by the venue six weeks in advance of the event. Maximum height build of 4m.
		3	3		
		2	2		
		1	1		
Lifting equipment (FLT's, cranes etc.) Power tools and heat sources	Contractors	4	4	9	<ul style="list-style-type: none"> Only the appointed qualified contractor supplied by venue or organiser to use lifting equipment. Power tools used by contractors have the minimum length of trailing leads and protection mechanically and visually from any damage. Such equipment is never to be left unattended with the power supply switched on. Appropriate signage and warning lights used, where necessary.
		3	3		
		2	2		
		1	1		
Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	6	<ul style="list-style-type: none"> All catering facilities and staffing provided by venue, and therefore at the control of venue. Reputable and known concessions units only. Hygiene regulations to be followed rigidly. Catering company to employ suitable and trained staff. Catering staff to ensure all spills are cleaned immediately.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Person(s) at risk
Variety of contractors and exhibitors on-site	Contractors and exhibitors	4	4	6	<ul style="list-style-type: none"> ▪ Exhibitors to agree to a risk assessment as part of their booking, and supply additional information where appropriate. ▪ Only experienced, reliable and approved contractors used. ▪ Organiser to be informed of any particular hazards arising prior to, and during the exhibition. ▪ Basic checks made on contractor and exhibitor risk assessments. ▪ Contractors are the specific responsibility of the hiring company, i.e. the exhibitor. ▪ Exhibitors are responsible to ensure that their contractors use appropriate equipment, and are competent to do so. ▪ Estimated staffing number of contractors is two. ▪ All exhibitors and contractors wishing to work late must request permission from the organiser prior to the event, to enable security, first aid, electricity and lighting to be arranged for the halls or particular stands. ▪ Each contracting firm must have a qualified first aider on their staff, covering crew staying late. The contractor must also supply the name of the person in charge and a contact number. ▪ No helium balloons allowed in the venue.
		3	3		
		2	2		
		1	1		
Electricity: connections , and power to stands etc.	Exhibitors	4	4	9	<ul style="list-style-type: none"> ▪ Exhibitors to only use electrical supplies/sockets supplied by the event organisers, or those that have been supplied by sub-contractors appointed by the organiser. ▪ The organiser's appointed contractor will install power supplies on all stands, where needed. Exhibitors are not allowed to do their own wiring, due to potential sub-standard and dangerous installations being energised. ▪ Exhibitors to ensure equipment is used safely and for the purpose for which it was designed. ▪ Exhibitors should ensure no sockets or connections are overloaded in their stand area, and, if in doubt, should seek approval from the event organiser. ▪ All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate. ▪ Ensure all electrical risks are controlled, and a member of staff from the electrical contractor is onsite at all times. ▪ Only experienced, reliable and approved contractors used. <p>All orders for electricity must be placed before the deadline, where applicable.</p>
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Person(s) at risk
Build-up and Breakdown	Exhibitors, contractors, venue and UCAS staff	4	4	9	<ul style="list-style-type: none"> ▪ At least two hours set-up period for exhibitors, and full day access for contractors. ▪ Only authorised persons are permitted in the venue for build-up and breakdown. Children under 18 are not allowed on-site for the entire duration of build-up and breakdown. ▪ No vehicles allowed in exhibition area during open hours. Vehicles can be permitted on-site during build-up and breakdown with permission from the organiser. ▪ All to be aware of the potential hazards of contractors moving around site, including the use of forklift trucks and delivery vehicles. ▪ Wristbands to be worn by exhibitors to allow them access before the event opens to the public. All contractors to be monitored on-site, with regard to the tasks undertaken, and suitable PPE to be worn when necessary. ▪ Organisers to control access into areas where major lifting and construction is taking place. ▪ Security to wear PPE only if indicated by the organiser, and assist floor managers in PPE policy if required.
		3	3		
		2	2		
		1	1		
Car parking during exhibition	Visitors and exhibitors	4	4	4	<ul style="list-style-type: none"> ▪ Parking arrangements for exhibitors and visitors and loading bay information to be communicated in advance. ▪ Traffic marshals used to control flow of traffic on-site ▪ Venue contact details to be made available in advance, along with parking permits, if applicable. ▪ Traffic marshals in place in car park / unloading areas. ▪ Care to be taken when driving to and from the venue. ▪ Observe speed limits and good driving practice: 'no mobiles when mobile' and 'switch off before you drive off'.
		3	3		
		2	2		
		1	1		
Manual handling	Exhibitors and student helpers	4	4	9	<ul style="list-style-type: none"> ▪ Exhibitors to ensure all stand staff are trained in the correct manual handling procedures. ▪ Manual handling document to be provided in exhibitor and student helper packs. ▪ All to wear appropriate footwear. ▪ Liquid spills to be monitored by cleaners and cleared up. Any wet floors to be marked with hazard signs immediately.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Person(s) at risk
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<ul style="list-style-type: none"> ▪ Visitors to access venue through front main entrance during event. ▪ All relevant information will be put in the exhibition guide – including first aid, catering, etc. ▪ Use the floor plan to highlight key areas of interest to aid movement around the venue, such as exhibitor stand locations, entrance and exit points, first aid point, organiser’s office, seminar rooms, refreshments areas. ▪ All stands are advised to have access for the disabled, via the exhibitor manual and stand inspection. ▪ Organisers and stewards to monitor disabled guests for ease of movement around the venue. ▪ Organisers to ensure there is disabled access/egress to the venue. ▪ All height limits will be strictly enforced to enable clear view of signs and banners. ▪ Organisers to ensure appropriate staffing in place to provide a managed and safe environment for exhibitors, staff and visitors. ▪ No use of trolleys on the exhibition hall floor to move materials during the open hours of the exhibition. ▪ Security marshals in place to monitor flows of traffic and pedestrians in the venue.
		3	3		
		2	2		
		1	1		
Seminar rooms	Visitors and speakers	4	4	1	<ul style="list-style-type: none"> ▪ Maximum distance to any emergency exit in the seminar rooms must not exceed 12 metres. ▪ All emergency exits are to have illuminated emergency exit signs above the door. ▪ All cables must be securely fastened away to avoid trip hazards. ▪ Loud speaker stands must not protrude into gangways. ▪ Noise levels must be kept at a reasonable level. ▪ Seating runs must be clipped together, or benches used. ▪ Seminar seating guide has been produced to help organisers and technical staff arrange the layout in a safe way, including safe aisle widths etc.
		3	3		
		2	2		
		1	1		
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	1	<ul style="list-style-type: none"> ▪ No alcohol/substances permitted in the venue. Venues with bar facilities are clearly notified of this before event. ▪ Venue will be responsible for relevant checks, if necessary. ▪ If anyone is found to be in possession of controlled drugs (Class A, B or C), or under the influence, the police will be notified. ▪ Any offenders will be asked to leave the event.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
		Hazard identified	Worst case outcome (A)	Probability rating (B)	Person(s) at risk
<p>Hazard and injury from negative and positive behaviours where staff may not follow rules, and requirements of risk assessments for the above hazards and risks.</p> <p>The significant ones are:</p> <p>a) PPE b) manual handling c) work equipment and electricity d) chemicals e) slips, trips and falls f) work at height g) emergency procedures</p>	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<p>Company policy, procedures and rules apply in all cases.</p> <p>a) PPE training on all types of PPE, and on skin care: risk assessment requirements briefed to staff PPE as identified in risk assessment</p> <p>b) Manual handling training provided: mechanical handling equipment training provided risk assessment requirements briefed to staff staff competence and supervision risk assessments requirements briefed to staff staff competence and supervision</p> <p>c) Work equipment and electricity: staff work equipment training. pre-shift and statutory checks in place, and checked for implementation</p> <p>d) Chemicals - COSHH risk assessment requirements briefed to staff. MSDS and product guidance available staff competence & supervision. waste storage, collection and disposal system in place</p> <p>e) Slips, trips and falls: risk assessment requirements briefed to staff cables and tripping hazards controlled. staff competence and supervision.</p> <p>f) Work at height: training and competence.</p> <p>g) Emergency procedures: staff training in health & safety and emergency procedures. Audible and visible alarms and warnings suitable for danger and regularly tested.</p>
		3	3		
		2	2		
		1	1		
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff,	4	4	9	<ul style="list-style-type: none"> ▪ A member of the venue event staff to be contacted if in need of first aid. A member of event staff and/or security staff to be positioned in the venue at all times. ▪ Ensure that the first aid point is known to exhibitors and student helpers, and featured on the floor plan in the Exhibition Guide. ▪ Organisers to ensure first aid post is staffed by qualified persons and UCAS organiser to be first aid trained.
		3	3		
		2	2		

	student helpers	1	1		<ul style="list-style-type: none"> ▪ If UCAS first aider is involved or assists in an accident/incident, this must be documented in the organiser's first aid book and a copy provided for UCAS. ▪ Room temperature to be monitored throughout the event to maintain appropriate levels.
Emergency situation	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers (Approx 3000+)	1	1	16	<p>Event organiser to have full event briefing with venue pre-event to be aware of emergency procedures and any security measures which have been put in place for the event. Event organiser to communicate details with onsite team and notify if any changes occur.</p> <p>Event organiser to follow venue emergency procedures at all times and take action to ensure safety of all visitors and exhibitors, lock down or evacuate if needed. Event organiser to document all details where possible on an occurrence register.</p> <ul style="list-style-type: none"> • Staff, Student helpers and exhibitors to be provided with a copy of the venues emergency procedures/Evacuation procedures. • UCAS event organiser to alert UCAS incident management team • Staff, Student helpers, Exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organisers office or venue security.
		2	2		
		3	3		
		4	4		

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 be 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



To Whom It May Concern

Our ref: TB/IND

13 July, 2017

Zurich Municipal Customer: **University of East London and Subsidiary Companies**

This is to confirm that University of East London and Subsidiary Companies has in force with this Company until the policy expiry on 31 July 2018 Insurance incorporating the following essential features:

Zurich Municipal
Zurich House
1 Gladiator Way
Farnborough
Hampshire
GU14 6GB

Telephone: 0800 335500
E-mail: claire.cripps@uk.zurich.com

Zurich Municipal is a trading name
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 Registration No. BR7985.
UK Branch Head Office: The Zurich
Centre, 3000 Parkway, Whiteley,
Fareham, Hampshire PO15 7JZ.

Zurich Insurance plc is authorised by
the Central Bank of Ireland and
authorised and subject to limited
regulation by the Financial Conduct
Authority. Details about the extent
of our authorisation by the Financial
Conduct Authority are available
from us on request. Our FCA Firm
Reference Number is 203093.

Policy Number: **NHE-01CA02-0033**

Limit of Indemnity:

Public Liability: £ 50,000,000

Products Liability: £ 50,000,000

Pollution:

any one event
for all claims in the
aggregate during
period of
insurance

Employers' Liability: £ 50,000,000

any one event
inclusive of costs

Excess:

Public Liability/Products Liability/Pollution:

£ 250 any one event

Employers' Liability:

Nil any one claim

Indemnity to Principals:

Covers include a standard Indemnity to Principals Clause in respect of contractual obligations.

Full Policy:

The policy documents should be referred to for details of full cover.

Yours faithfully

Underwriting Services
Zurich Municipal
Farnborough

MSTDNA01