

Birmingham higher education exhibition 2018

Exhibitor manual

NEC

Birmingham

B40 1NT

Monday 25 June 09:30 – 15:00

Tuesday 26 June 09:30 – 15:00



Contents

A	3	F	10
Accidents and near misses	3	Filming	10
Accommodation	3	Fire regulations	10
Alcohol and drugs policy	3	First aid	10
Animals	3	Footwear	10
Arrival	3	H	11
B	3	Height restrictions	11
Balloons	4	I	11
Build-up and breakdown	4	Insurance	11
Business centre	4	Internet	11
C	4	L	11
Car parking	4	Lost property	11
Carpet	5	O	11
Catering	5	Organisers	11
Children	5	P	12
Cleaning	5	Passages and gangways	12
Contractors	5	R	12
D	6	Risk assessment	12
Deliveries	6	S	12
E	6	Scanner collection	12
Electrical services and stand power	6	Security	12
Emergency procedures	7	Smoking	13
Exhibition stands and furniture	7	Storage	13
Exhibitors' property	9	T	13
Event staff	9	Trolleys	13

A

Accidents and near misses

If you are involved in, or witness an accident or near miss while on-site, please report it to the organiser's office immediately.

Accommodation

Please find below details of hotels in the vicinity of the NEC:

- Genting Hotel, Resorts World: www.gentinghotel.co.uk.
- Crowne Plaza Birmingham NEC: www.cpbirminghamnechotel.co.uk.
- Holiday Inn Express: www.expressbirminghamnec.co.uk.

Please note, these hotels are just a guide for exhibitors, and are not recommended by UCAS.

Alcohol and drugs policy

The consumption of alcohol is not permitted during build-up and breakdown. The venue has a strict drugs and alcohol policy, which allows them to offer to test or eject from site any contractor suspected of being under the influence of drugs or alcohol.

Due to the nature of the event, the sale of alcohol will not be permitted.

Animals

Assistance dogs are permitted entry to the show. However, if you plan to have any other animal(s) on your stand, you must apply for permission through the organisers, as there are licensing implications.

Arrival

To gain entry to the venue, you must register the details of those who will be attending through your e-net account, before the event – find instructions on how to do this [here](#). On arrival, you will need to sign in, and will be issued with an exhibitor lanyard, which is to be worn at all times while at the venue.

B

Balloons

Helium filled balloons are not permitted at this event.

Build-up and breakdown

Exhibitors will be able to set up from 17:00 on Sunday 24 June 2018 until 19:00. You will also have access to set up from 08:00 on Monday 25 June.

Build up times:

Sunday 24 June 17:00 – 19:00

Monday 25 June 08:00 – 09:15

Tuesday 26 June 08:00 – 09:15

When you arrive on-site, electronic signage will direct you to the dedicated lorry park. You will need to visit the lorry park if you have goods to unload, whether you are in a car or a lorry/van. The traffic officer will issue you with a vehicle access pass for delivery/unloading, and will then direct you to the appropriate gate – this is not a parking pass. If the loading bay is busy and at capacity, the traffic team may hold vans and cars back in the lorry park to avoid congestion at the hall. Your patience and cooperation is much appreciated.

Once you have unloaded, you will need to remove your vehicle by the time stated on your pass, and park in an outer area car park. The traffic team will be able to direct you to a suitable car park. Please see the car parking section for more information.

Please note, the NEC is a very busy site during build-up, so these instructions must be followed. If you are using an agency or courier, please ensure they are aware of the above instructions.

Break-down times:

Tuesday 26 June 15:00 – 16:15

Business centre

The business centre is located next to the Martin's Newsagent. A member of staff will be happy to assist exhibitors.

C

Car parking

Exhibitor car parking is in East 1,2,3 and 4. Parking on Sunday 24 June is free of charge for exhibitors. The NEC has allocated a limited number of free car parking passes for Monday and Tuesday. These passes need to be displayed in your car when you leave the car park at the end of each day. Please collect your pass at the exhibitor help desk in the hall.

Carpet

The hall floor will be covered with a charcoal carpet on the aisles, and light grey carpet on the stand. If you have specific flooring requirements, please contact Formula Exhibitions on 01904 608 855.

Catering

There will be a catering outlet where you can exchange your tea and coffee vouchers. The Boulevard has a host of catering outlets for refreshments, and hot and cold food.

Each single stand (irrespective of the number of staff) will be provided with four free tea and coffee vouchers per day, for the duration of the event. If you are on a double stand or larger, we will provide eight vouchers per day, which can be redeemed in the exhibitor's lounge. Each stand will also receive a bottle of water each day.

Children

Children under the age of 16 are not allowed in the venue during build-up and breakdown, in order to comply with health and safety legislation.

Cleaning

Common areas and aisles will be vacuumed each day, and rubbish will be removed, but exhibits will not be cleaned. Please leave bags of rubbish in the gangway after the show has closed each day for collection.

Contractors

If you are employing a contractor to build or design the interior of your stand, please ensure they receive a copy of this manual. They must also adhere to the venue's rules and regulations, which are contained in the [eGuide](#). The venue also has its own rules that contractors should be aware of. These are attached to the back of this manual. We would also appreciate it if you could let us know the company name, so our security team are aware.

Under the new CDM regulations, all contractors working on-site must be inducted at the NEC during build-up and breakdown. If you have a space-only stand, please email events@ucas.ac.uk, so we can arrange the induction.

For security reasons, all contract staff must wear a wristband to gain entry to the venue. This will be provided on arrival at the NEC, provided we are aware they will be on-site.

D

Deliveries

Please refer to the build-up and breakdown section.

Any deliveries to your stand on show open days must be completed, and your vehicle removed from the loading areas, by the time stipulated on your vehicle pass. The venue will not allow the show to open if vehicles are blocking fire exit routes, and trolleys are not permitted on the exhibition floor during open hours in consideration of public safety.

If you are expecting goods to be delivered by courier, please ensure they are aware of the dates of the show and hall opening times. Deliveries made before 08:00 on Sunday 24 June will not be accepted, as UCAS tenancy with the NEC does not begin until this time.

The venue address for couriers is:

Name and number of stand
UCAS exhibition
Hall 3a
NEC
Birmingham
B40 1NT

E

Electrical services and stand power

All on-site electrical work must be carried out by a qualified, competent person, and inspected by the appointed electrical contractor prior to energising.

According to the venue's policies, every stand will have an electrical fuse box for safety. These can be lifted, so graphic panels can be slid underneath them. All mains boxes will be housed within a void area.

Use of the venue's electrical sockets is not permitted, and cables must not cross gangways. Once power has been energised during build-up, it will be switched off each night, including the pre-open night. Power to your stand will be switched off 30 minutes after the show closes, and will not be switched back on under any circumstances, due to the hazards presented during the breakdown of stands.

All shell scheme stands will be fitted as standard, with one fluorescent light. Electrical sockets are **not** provided as standard as part of the shell scheme exhibition stands. If you require a power socket to your stand, please order this separately using the [UCAS Media web page](#). This must be returned to Formula Exhibitions no later than 16 days prior to the event (including weekends).

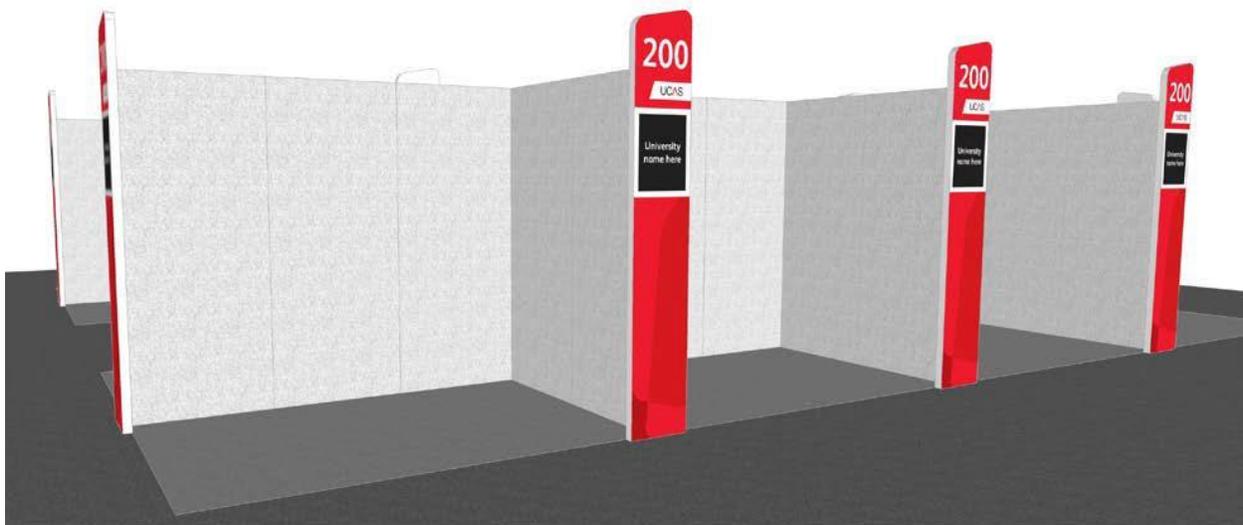
Emergency procedures

Please ensure you are familiar with the procedures to be followed in the event of an emergency at the venue.

The emergency procedures document can be found at the back of this manual.

Exhibition stands and furniture

Below is how our shell scheme stands will look once built; the name board is located to the side of the stand, with an arrow pointing into the stand:



The shell scheme panels are finished in high quality, fire retardant, nylon loop material, and are manufactured to comply with class 1 fire regulations. They allow for the easy fixing of display items using Velcro tapes and tabs. The walls are butt jointed panelling, 2.44m high and 50mm thick, and are pre-finished in nylon loop material. Please note, 25 – 50 mm may be lost from the width of your exhibition stand if you are situated in a block, or as part of a row. If you are having graphics printed to fit the shell scheme walls, we would recommend contacting the organiser to double check the measurements.

The name of your organisation and stand number will be displayed on the name board of your stand, and will be based on the details provided during your online booking. Please inform UCAS immediately if there are any amendments to be made: events@ucas.ac.uk. Any name boards altered within ten working days prior to the exhibition will incur a charge.

What's included with your exhibition stand?

An LED strip light will be included on the stands. An order form is included on the [UCAS Media web page](#) for additional electrical requirements. This must be returned to Formula Exhibitions

no later than 16 days prior to the event (including weekends). Please note, electrical sockets are not provided as standard as part of the shell scheme exhibition stands.

Space-only stand

Important note: Contractors will not be allowed to commence their build-up until they have complied with all the requirements of the Health & Safety at Work Regulations 1992.

Exhibitors building a space-only stand are advised to make a site visit where ever necessary. All structures, materials, special designs, unusual constructions, and all signs must conform to British Safety Standards and Codes of Practice, and comply with Local Council regulations, or those of any other Statutory Authority (see Fire Regulations).

Complex structures

Definition: A complex structure is any form of construction of any height which would normally be designed by an engineer and has, through a risk assessment, been found to provide a significant risk.

Examples of complex structure includes:

- structures over 4m in height
- multi-storey stands
- viewing and service platforms
- suspended items, e.g. signs and lighting rigs
- raised walkways
- ramps
- sound and lighting towers
- temporary tier seating
- platforms and stages over 0.6 meters high
- structures with a roof

The following details are required for complex structures:

- Detailed, scaled, structural drawings (including staircases, plan views, and elevations).
- Calculations, specifications, and method statement, each showing event name and structures name or number.
- For each complex structure, the organiser will be required to send two complete sets of the above in English, items should not be sent piecemeal.
- A suitably qualified and experienced person, generally a chartered engineer, with adequate professional indemnity cover, to confirm that the design is safe for its purpose, must certify all complex structures.

Space-only

Any space-only stand exhibitor must provide the organiser of the event with the following:

- A copy of a scale drawing, including plans and elevations.
- Construction timetable.
- Method statement.
- Risk assessment.

- Full details of fabrics and materials being used.
- Third party insurance certificate showing minimum cover of £5 million.

The organiser reserves the right to submit any plans to a structural engineer, who will charge a fee which is not pre-determinable, and must be paid by the exhibitor or their contractor prior to commencement of the works.

Space-only sites are not permitted to attach any material to the shell scheme walls without prior permission. Space-only sites booked between shell scheme sites must take into consideration the size of the allocated space. Failure to take care over internal measurements could mean that the stand will not fit in the allotted space. All partition surfaces built above the standard 2.44 meter shell scheme height must be decorated.

In addition, all stands must be finished, both front and back.

Exhibitors' property

Exhibitors' stands and exhibits on stands are not accepted into the custody or control of the licensor, and exhibitors shall make their own insurance arrangements. 24-hour security is provided during the event. However, while NEC/UCAS Events take every precaution to protect exhibitors' property during any event, they are not responsible for any loss or damage.

NEC/UCAS Events also accept no responsibility for anything left on the premises, and exhibitors must make arrangements for all material to be removed from the exhibition by 20:00 on Tuesday 26 June.

We would recommend insurance cover to include, as a minimum, legal liability for personal injury and damage to third party property, based on a limit of indemnity of £2 million. It is also prudent to extend cover to include abandonment, and cancellation or curtailment of the event due to circumstances beyond your control.

All exhibits of jewellery should have a block insurance policy.

Event staff

Event staff will be available throughout the set-up and open times, and will be easily identifiable by their red UCAS branded t-shirts. They will ensure empty boxes are cleared away, aisles are kept tidy, and will direct students and exhibitors as necessary. Please do not hesitate to ask for their assistance. However, they will not undertake any excessive lifting.

The prospectus delivery companies are responsible for ensuring prospectuses are delivered to your stand. For health and safety reasons, exhibition assistants will not, as matter of course, be able to either deliver or replenish your stock of prospectuses. Exhibitors are asked, therefore, to ensure they make the necessary arrangements to have sufficient quantities available at their stands at the start of each day.

F

Filming

If you are planning on having any filming at the show, you must inform the organiser, as there are regulations which will need to be followed.

Fire regulations

The following regulations are included in the [eGuide](#), and must be complied with by all contractors and exhibitors.

All materials used in the construction of stands, features, and displays, including signs and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order to adequately perform the functions for which they were designed
- non-combustible, inherently non-flammable, or durably flameproof in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable standards for construction materials. Materials may be tested on-site to ensure they comply.

Any decorative materials, drapes, curtains, etc., must be flame proofed. Floor coverings must be secured in place, so as not to cause a hazard.

It is understood that exhibitors will use paper-based products as part of their stand materials, (which is a combustible material). A direct 'no smoking' control measure will be in place across all venues to reduce the associated risks of fire. If any display includes a flammable product or substance, this should be considered, and controlled by a separate risk assessment, subject to the approval of the event organisers, e.g. cooking display.

First aid

There will be first aiders available during the event. Should you require medical assistance, please contact the organisers in the organiser's office, or the nearest NEC security officer. For medical emergencies, please dial 0121 767 2222 or ext. 2222 from any internal phone.

Footwear

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

H

Height restrictions

The height limit of displays is 6m. If you have purchased a shell scheme only, the stand panels are 1m wide and 2.44m high. Exhibitors wishing to build above 2.44m should contact the event organisers.

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

NEC offers a free blanket WiFi network in the hall: '_NEC Free WiFi'. If the internet is crucial to your stand activity, we recommend purchasing a dedicated connection.

Exhibitors requiring internet access, PCs, and network services on their stand should contact the products team at the NEC on 0844 338 8338, or at eventorders@thenec.co.uk.

L

Lost property

Need help finding your dearly departed belongings? Head straight to our main lost property area in the Security Office in the Piazza between Subway and Hall 1. There's also a smaller Security Office in the Atrium near Hall 6. Once the show's over, all lost property is moved to the Piazza Security Office, so give them a call on **0121 767 3883** and they'll do their best to help.

O

Organisers

The organiser's office will be situated at the entrance to the exhibition.

P

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.

- a) 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.
- b) The floor around your stand shall be kept level and even and shall not be allowed to become slippery or a source of danger.
- c) 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 ensure you bring a copy of this with you to the event, and also email a copy to the organisers at events@ucas.ac.uk.

S

Scanner collection

If you have booked scanners to be used at the exhibition, you will be able to collect them between 08:30 – 09:15, at the front of the exhibition hall.

Security

Security will be in place throughout set-up, and during the event. Please do not arrange for goods to be delivered to the hall before this time. Please assist us by wearing your exhibitor pass at all times. Entry to the hall will not be permitted without a pass.

Please take account of the following security advice from the venue:

- Take home any valuable items each night if there are no secure storage facilities on-site.
- Do not leave your stand unattended at any time during build-up, the open period, or the breakdown of the event. Do not leave the hall until all visitors have gone each evening.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so the stand is not vulnerable to thieves, and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy and be unable to keep an eye on your stand.
- Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection.
- Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before show open time each day.
- If you are a victim of theft, please report it immediately to the organiser's office.

Smoking

NEC operates a strict no smoking policy in the venue, and would ask for your full cooperation in ensuring this is complied with.

Storage

There are limited, unsecured facilities for the storage of exhibition material, cases, and catalogues at the back of the hall. No storage is allowed in areas behind stands, in gangways, in the loading bay area, under stairs, obstructing fire exits, etc. Please ensure you store your items in an orderly fashion.

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 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

UCAS event organiser risk assessment

Date assessed:	Assessor: Rebecca Jones	Monitored by: David Hale
	Signature: <i>R. Jones</i>	
Event:	Title: Senior Event Organiser	
	Organisation: UCAS	
Venue: NEC, Birmingham		Inclusive dates of site attendance: 24 – 26 June 2018

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	12	<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. ▪ 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.
		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	Control measures
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, 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	Control measures
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	Control measures
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	Control measures
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	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Control measures
<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>	<p>Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers</p>	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		
<p>Illness or injury</p>	<p>Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers</p>	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. ▪ UCAS organiser to be first aid trained. ▪ Room temperature to be monitored throughout the event to maintain appropriate levels.
		3	3		
		2	2		
		1	1		

Venue/Exhibitor Specific Risks at Birmingham Exhibition

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Control measures
Non conventional stand equipment or activity	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers (Approx 3000+)	1	1	8	General exhibitor risk assessment provided during booking, any equipment or activity not covered by this general document is considered an 'Non conventional stand' <ul style="list-style-type: none"> Separate risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected
		2	2		
		3	3		
		4	4		
Hanging Banners	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers (Approx 3000+)	1	1	6	Put up by contractors/ riggers and signed off by trained person – approved by venue <ul style="list-style-type: none"> Separate risk assessment & Method statement.
		2	2		
		3	3		
		4	4		
Stand Shell Scheme	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers (Approx 3000+)	1	1	6	Shell Scheme to be built and dismantled by training Formula Exhibitions staff only and signed off by appointed trained Formula Exhibitions employee (Chris/Iain Plant) <ul style="list-style-type: none"> Separate risk assessment & Method statement – Completed and sent to venue by Formula prior to event.
		2	2		
		3	3		
		4	4		

Stand Electrics	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers (Approx 3000+)	1	1	8	Stand & AV electrics to be installed and uninstalled by trained Havills staff only <ul style="list-style-type: none"> Separate risk assessment & Method statement – Completed and sent to venue by Formula/Havills prior to event.
		2	2		
		3	3		
		4	4		
Complex Structures	Exhibitors, Contractors , Visitors, Venue Staff, Organiser Staff, Student Helpers (Approx 3000+)	1	1	6	All Complex Structures to be put through approvals staging. All plans must be submitted to UCAS then to venue for approval before building can be approved – external sign off to be enforced if required by trained professional: No Complex stand structures to date
		2	2		
		3	3		
		4	4		
Onsite registration congestion	Exhibitors, Contractors , Visitors, Venue Staff, Organiser Staff, Student Helpers (Approx 6000+)	1	1	9	Onsite registration may cause congestion. Those that arrive with no ticket can register onsite in the allocated registration area. Area to be monitored by UCAS staff assigned to registration area <ul style="list-style-type: none"> Queues to be managed with temporary post-and-rope barriers which can be easily removed in the event of a first aid incident or fire evacuation.
		2	2		
		3	3		
		4	4		

Hasilwood House
60 Bishopsgate
London EC2N 4AW
Tel: 020 7847 8670
Fax: 020 7847 8689



TO WHOM IT MAY CONCERN

15th July 2017

Dear Sir/Madam

**UNIVERSITIES AND COLLEGES ADMISSIONS SERVICE
AND ALL ITS SUBSIDIARY COMPANIES**

We confirm that the above Institution is a Member of U.M. Association Limited, and that the following covers are currently in place:-

EMPLOYERS' LIABILITY

Certificate No.	Y016458QBE0117A/074
Period of Cover	1 August 2017 to 31 July 2018
Limit of Indemnity	£15,000,000 any one event unlimited in the aggregate.
Includes	Indemnity to Principals
Cover provided by	QBE Insurance (Europe) Limited and Excess Insurers.

PUBLIC AND PRODUCTS LIABILITY

Certificate of Entry No.	UM074/05
Period of Cover	1 August 2017 to 31 July 2018
Includes	Indemnity to Principals
Limit Of Indemnity	£10,000,000 any one event and in the aggregate in respect of Products Liability and unlimited in the aggregate in respect of Public Liability.
Cover provided by	U.M. Association Limited and Excess Cover Providers led by QBE Insurance (Europe) Limited

If you have any queries in respect of the above details, please do not hesitate to contact us.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Susan Wilkinson'.

Susan Wilkinson
For U.M. Association Limited



Making sure you're safe and secure

Naturally, you want to be sure that you and your staff are working in a safe and secure environment. And with so many people involved in every exhibition, it's important that everyone adheres to a few simple guidelines and rules - so they can all get on with enjoying the NEC experience.

Thank you for your co-operation!



1. Keep an eye open for unattended bags and packages



Please make the time to look in and around your exhibitor area regularly for unattended packages, cases or bags. Please check your stand each morning before the show opens. If you spot anything you don't recognise, don't touch it, call the Site Operations Centre on **0121 644 6666 (internal ext. 6666)** and we'll check it out for you.

When you leave your area each night, or if there's an evacuation, please ensure electrical appliances are switched off.

2. Please carry your pass at all times

To save time, avoid delays on entry and make your life easier, please keep your official identification pass with you throughout build up, open and breakdown.



3. Helping you get about safely and efficiently – our simple traffic rules



The last thing you'll want is to be held up in site traffic, or endangered during those busy build up, open and breakdown times. So please follow these few simple rules. They've been developed by our experienced NEC Traffic and Security team to ensure that all exhibitors can get about as safely and efficiently as possible.

- Please follow the instructions of NEC Traffic or Security staff.
- Look out at all times for fork lift truck movement.
- Don't park on red lines or yellow hatched areas unless given permission by NEC Traffic or Security staff for loading and unloading.
- Never park on red hatched areas.
- Wear a high visibility bib or jacket when loading or unloading. Be seen and be safe.

Please note: Failure to display a valid vehicle pass or to adhere to our traffic rules may result in vehicles being removed. Sorry, but our procedures are here to help you and all the other exhibitors have a great show. That's a lot easier when we all work together.

4. Security is Everyone's Business

We all have a part to play when it comes to security and we all need to play our part. Please remain vigilant at all times and report any suspicious activity to security immediately. If it looks out of place or the behaviour seems unusual, it probably is. Please go with that gut feeling and contact security. Our team would rather deal with hundreds of false alarms than miss a single real security issue. Please report a security emergency on **0121 644 6666**.



Emergency announcements and procedures

Okay, so emergency procedures may seem a bore - but it's essential that you and your team know what to do if anything untoward should happen, so we can all react efficiently and safely.



Emergency announcements

If you hear the following message followed by continuous chimes broadcast at half-minute intervals:

“Attention please. Staff call 100”

- Your team should immediately inspect your exhibitor area for suspicious items, or anything out of place or untoward. If anything is discovered please don't touch it - inform the Site Operations Centre on 0121 644 6666 (internal ext. 6666).
- The “Staff call 100” announcement also means that it MAY be necessary to clear the building.
- Please make your team aware, and stand by for further announcements.

If the issue has been dealt with the following message will be broadcast:

“Attention please. Cancel staff call 100”

Please ensure that your team is fully aware of these protocols - but don't tell the public what ‘staff calls’ mean as this may cause unnecessary concern and disrupt your business.

Evacuation procedures

If it becomes necessary to evacuate the building, the following message will be broadcast:

“Attention please, attention please. This is an important announcement. Circumstances make it necessary for everyone to leave the building. Please make your way to the nearest exit. Please note, your nearest exit may not be the one you came in.”

Everyone must then leave the building by the nearest exit and, once outside, follow the instructions of venue staff who will direct you to the nearest assembly area.

Medical emergencies

In a medical emergency, call the Site Operations Centre on 0121 767 2222 (internal ext. 2222) giving the exact location of the casualty and details of any injuries sustained. Our team will arrange for all necessary assistance.

Fire procedures

The NEC and the Genting Arena are protected by a sprinkler system and portable fire extinguishers. In the event of a fire emergency:

- Break the glass on the nearest fire alarm point – they're located at each vehicle entry door, in the organisers' offices, at key points within the hall and around the main Piazza and Atrium.
- Telephone the Site Operations Centre on 0121 767 3333 (internal ext. 3333) giving the location and nature of the incident.
- Calmly notify adjoining exhibitors of the situation and, if safe to do so, tackle the fire with an appropriate extinguisher. Remember, keep calm, follow these procedures and help will arrive as soon as possible.
- Leave by the nearest exit.

Useful numbers / information



Fire

0121 767 3333
Internal 3333



Medical

0121 767 2222
Internal 2222



Security (Emergency only)

0121 644 6666
Internal 6666



NEC switchboard
0121 780 4141



Taxi
0121 427 8888 or
0800 0142 729
(freephone)



Lost property
0121 767 3883



Security (general)
0121 767 2393/2595/2797



Products & Services
For all exhibitor enquiries,
orders & support, contact
our Sales & Customer
Support team on:
0844 338 8338



Traffic
0121 767 2612



Ticket Factory
Why not see a show
whilst you're here:
0844 338 8000

Get
social
with the **NEC!**



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For more information
please visit our website:
thenec.co.uk