

Create your future London

Exhibitor manual

ExCeL London

One Eastern Gateway

Royal Victoria Dock

London

E16 1FR

15 – 16 October 2018

10:00 – 15:00

(Build-up: 14 October 2018)



your future

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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, which is at the front of the hall.

Accommodation

There are several hotels located near to the venue.

[DoubleTree by Hilton London ExCeL](#)

Tel: 0207 540 4820

[Premier Inn London Docklands ExCeL](#)

Tel: 0871 527 8650

[Travelodge London ExCeL](#)

Tel: 0871 984 6298

This is a general list, provided for information only, and is not to be treated as a recommendation from UCAS. For details on more hotels in the area, please visit the [ExCeL London website](#).

Alcohol and drug 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, and the city vet's approval will be required.

Arrival

To gain entry to the venue, contractor wristbands and exhibitor lanyards must be worn at all

times. The wristbands/lanyards will be available to collect when you arrive on-site from the loading bays and main entrance.

Vehicle passes are required to be displayed in the windscreen for access to the loading areas during build-up and breakdown, and can be found at the back of this manual. Vehicles requiring access to the loading areas will need to make their way to the traffic office. They will be issued with an access document, and should follow the instructions of the venue traffic staff.

B

Balloons

Helium balloons are not permitted at the venue.

Build-up and breakdown

Loading bays N9 – N12 (North entrance)
Boulevard hall entrance N5

Build-up times:

Sunday 14 October	17:00 – 20:00
Monday 15 October	08:00 – 09:45
Tuesday 16 October	08:00 – 09:45

Event open times:

Monday 15 October	10:00 – 15:00
Tuesday 16 October	10:00 – 15:00

Breakdown:

Tuesday 16 October	15:05 – 16:15
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After 16:15, UCAS contractors will have access to dismantle the event. If exhibitors are still breaking down their stand, they must wear a high-vis vest.

On Sunday 14 October, access for exhibitors is from 17:00 – 20:00. To proceed to the loading doors, please make your way to the traffic office, and get an access document to the lorry bay to unload. Please ensure your vehicle displays the vehicle pass at the back of this manual at all times.

On Monday 15 and Tuesday 16 October, access for exhibitors is from 08:00 – 09:45. Please note, the loading bay area will be closed from 09:30 for health and safety purposes – should you arrive after this time, you'll be directed straight to exhibitor parking, a short walk away from the exhibition. We strongly recommend you're set up and parked by 09:30 to avoid this. **Please ensure you have left the loading bay by 09:30.**

If you're employing a contractor to deliver goods, please ensure they have a copy of the vehicle pass for unloading and go to the traffic office to gain their access document. All vehicles must be moved from the loading bay once unloaded, as the venue's Traffic Team operate a strict time limit.

Please note: trolleys are not provided, and will not be allowed on the hall floor once the exhibition has opened.

Exhibitors should remain on their stands, and refrain from dismantling them until the exhibition closes at 15:00 on 16 October. To help facilitate this, and ensure health and safety is maintained, the loading bay doors will not open, and vehicles will not be permitted in the hall until the venue is clear of visitors, which we expect to be by 15:05.

UCAS appreciates that the end of an event day can be quiet, and we are doing our utmost to keep visitor consistency across the day, however, even if you have no visitors around your stand, there are always still visitors in the venue, which is why it is not deemed good practice to start breaking down your stand early.

If exhibitors start to dismantle stands while the event is still open, this poses a health and safety risk to our visitors, and we may have to cordon off your stand, which may affect access to exhibitors near to you, therefore affecting footfall to their stand. UCAS appreciates at times exhibitors may need to leave early, and we would ask that you speak to a member of the Events Team so we can assess the impact of this on the exhibition. We would appreciate your cooperation in this matter.

The same principles will apply for dismantling, as accessing. Please note, the event will not close for lunch on any day.

Business centre

If you require any photocopying or other services, there is a business centre on the boulevard in the venue.

Car parking

The main car park is the multi-storey car park. The orange car park is pay and display, and is allocated on a first-come, first-served basis. There are car park payment machines (which accept card payment) in the orange car park, with a standard fee of £20 per day per vehicle. More information can be found on the [ExCeL London website](#).

Transit vans and vehicles of similar size and larger are not permitted in the orange car park.

You will be able to park these vehicles in the ExCeL London's lorry park. Transit vans up to 3.5T are charged at £20 per day per vehicle, and vehicles over 3.5T and lorries are charged £35 per day per vehicle.

Disabled badge holders can pre-book online and park in a disabled bay, subject to availability. If a disabled bay isn't available, the venue's Traffic Team will find a space as near as possible to the venue entrance.

Carpet

The hall floor will be covered with a light grey carpet on the stands, and a dark grey carpet on the aisles. If you have specific flooring requirements, please contact Formula Exhibitions on 01904 608 855, or [use the order form](#).

Cash machine

There are cash machines located along the boulevard within the venue.

Catering

The exhibitor and teacher lounge can be found towards the rear of the exhibition hall, behind stand 121. The lounge will be open while the exhibition is open to the public, serving snacks and sandwiches – cash and card payments are accepted. There are also several outlets along the boulevard.

UCAS Media will provide exhibitors with four tea and coffee vouchers a day. Unfortunately, if you have a high number of staff, this may not be enough to provide everyone on your stand with a

free drink during the event. Please come to the organiser's office to receive your tea and coffee vouchers.

Children

Children under the age of 18 are not allowed in the venue during build-up and breakdown to comply with health and safety legislation.

Cleaning

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

Cloakroom

The main cloakroom is located centrally in the boulevard on level 0 (below the level of the boulevard). All items are charged at £1 each. There is a lift adjacent to entrance N4 to access level 0. Normal operating hours are 30 minutes before the event opens, and 30 minutes after it closes. Please be aware, the cloakroom cannot store cameras, laptop equipment, or any other electronic devices.

Contractors

If you're employing a contractor to build or design the interior of your stand, please ensure they receive a copy of this manual. Please let us know your contractor's company name so our Security Team is aware. Contractors must also adhere to the venue's rules and regulations, which are contained in the [eGuide](#).

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

Please ensure that you, or your contractor sends the stand's risk assessment, method statement, and stand plans to events@ucas.ac.uk at least one month before the event.

D

Deliveries

Please refer to the build-up and breakdown section in addition to the below information.

Exhibitors must arrange for all deliveries to be made between 08:00 – 20:00 on the build-up day (14 October), or in the morning prior to the exhibition opening to the public. Deliveries made outside of these times will not be accepted by the venue, and may be returned to the sender. Neither UCAS Media nor the venue will be held responsible for the transportation of deliveries to individual stands, nor are they permitted to sign for any exhibitor deliveries. All deliveries should be clearly marked with the following information:

UCAS Create your future London exhibition

Exhibitor company/provider name

Exhibitor contact name

Stand number

ExCeL London

North entrance N9 – N12

1 Western Gateway

London

E16 1XL

Any deliveries not clearly addressed or that arrive prior to build-up are likely to be lost or returned to sender.

Please make sure you inform the staff manning the stand of:

- who your courier is
- what the contact details for your courier are
- what the delivery consists of

Please note: if using a delivery company, they are responsible for ensuring your prospectuses and any other items are delivered safely to your stand, and that surplus materials are placed in the on-site storage area.

E

Electrical services and stand power

Our stand contractor, Formula Exhibitions, has a comprehensive range of electrical services for

hire and installation, and offers an extensive range of light fittings and flexible power supplies, including three phase. An electrical order form is available on the [UCAS Media Create your future webpage](#). Please complete and return the form to Formula Exhibitions, whose contact details are on the form.

Orders for additional electrical services must be completed at least 16 working days before the 14 October, to ensure the mains can be laid before stand building begins. Exhibitors bringing portable appliances should ensure the items have been recently PAT tested (Portable Appliance Tested) and bear the PAT test pass certificate.

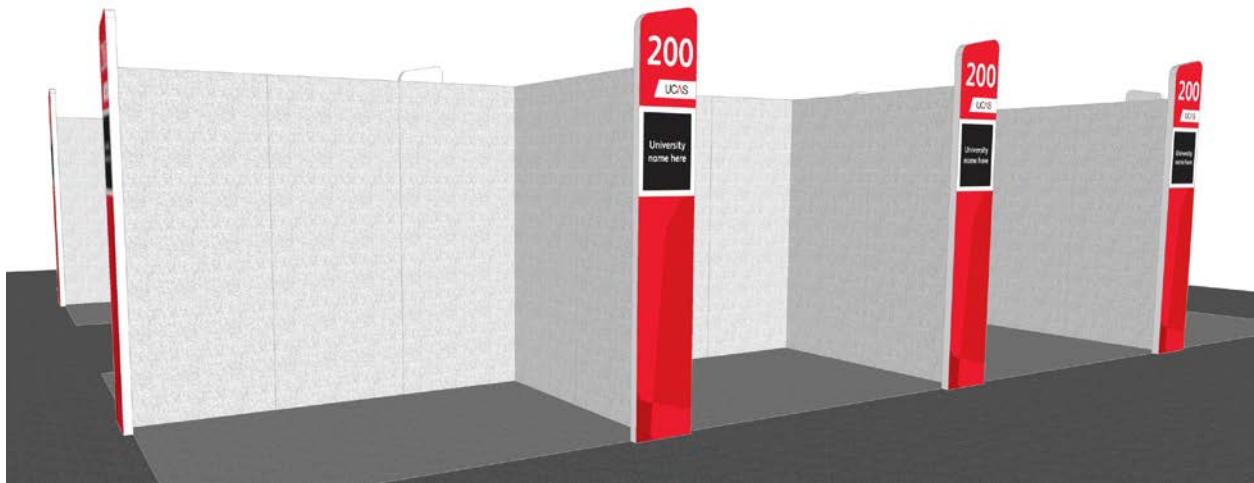
The stand mains supply will be switched on half an hour before and after the event.

Emergency procedures

Please ensure you're familiar with the procedures to be followed in the event of an emergency at the venue. The emergency procedure document will be provided on your stand on arrival and can also be found at the back of this manual.

Exhibition stands and furniture

An example of what the exhibition stands look like is below:



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 – 50mm 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 at events@ucas.ac.uk 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 Media immediately if there are any amendments to be made at 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 webpage](#) 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 stands

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

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, must confirm the design is safe for its purpose, and 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 the stand will not fit in the allotted space. All partition surfaces built above the standard 2.44 metre shell scheme height must be decorated. If in doubt, please email events@ucas.ac.uk, and UCAS will be able to advise you.

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

Construction materials

- Artificial flowers and similar decoration are combustible and give off toxic fumes. They must not be used for decorations. Silk type flowers are acceptable providing they have been fireproofed to BS 5438, and are marked as such. Cellulose plants are flammable, and must not be used as stand dressing.
- Carpets, flooring, and other flexible floor covering and under-lays, when tested appropriately in accordance with BS 4790, should either not ignite, or have the effects of ignition limited to a radius of 35mm on both upper and under surface. For fixing of floor coverings, all contractors and suppliers will be required to use Stikatak Eurocel, code B7 38 x 50. Many of our contractors already use this, but from now on, it will be mandatory for all contractors to use this, to ensure they do not incur any unnecessary dilapidations charges. The tape is readily available from the

- manufacturer Stikatak. Other forms of fixing, such as cable clips, nails, or bolts are strictly prohibited.
- Drapes, curtains, hangings, and temporary decoration shall be flame-retardant, and comply with BS EN 4790. They should hang 75mm clear of the ground, be parted in the centre, and not conceal any exit signs. Curtains, hanging decorations, and upholstery shall be secured a minimum of 75mm above the floor level by a 75mm deep skirting, fixed taut, and/or in tight pleats to a solid backing. The organiser shall produce test certificates for any materials they intend to use. If the venue is not satisfied that any material meets the standards required, they shall be removed from the venue.
 - Glazing must comply with the current UK Building Regulations and relevant British Standards, including BS 6206 and BS 6262. Any uninterrupted large areas of clear glazing, especially glazed doors, shall be indicated, so as to be readily apparent (for example by warning stripes, dots, or logos) to ensure people do not injure themselves by inadvertently walking into the glass. Any overhead glazing shall be of wired glass or be otherwise adequately protected from shattering.
 - Paint spraying: A notice of 28 days in writing of any proposed use of a paint sprayer must be provided, as the sprayer shall not be used without the consent of the venue. Paint spraying will be permitted provided:
 - only water-based paints are used
 - protective measures are undertaken to ensure no paint is split on floors, or sprayed or splashed on the walls, or other parts of the building, structures or equipment
 - no nuisance is caused to other persons within the venue

Event ambassadors

Event ambassadors will be available throughout the set-up time and open times – they are 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 and are not allowed onto the lorry way.

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. While ExCeL London and UCAS Media Events take every precaution to protect exhibitors' property during any event, they are not responsible for any loss or damage.

ExCeL London and UCAS Media 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 16 October. Any items left on the premises after the tenancy has expired will be kept by ExCeL London for a limited amount of time. They will endeavour to contact exhibitors prior to disposal, but cannot guarantee contact.

F

Filming and photography

If you are planning on undertaking any filming or taking any photographs at the event, you must inform the organiser, preferably seven working days prior to the exhibition, at events@ucas.ac.uk.

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, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed 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. Suitable samples of materials may be submitted to the venue for approval. 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 not to cause a hazard.

It is understood 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

If you require any first aid during the build-up, event, or breakdown, please come to the organiser's office. If you have a medical emergency, please use any of the internal phones to alert security on 4444, who will radio a medic. The venue also has a medical room on level 0 of the boulevard.

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.

Furniture hire

Each stand will be supplied with the furniture you have hired when booking. If you wish to hire any additional furniture or upgrade your furniture package, please contact events@ucas.ac.uk prior to the event.

H

Hazardous exhibits

No hazardous substance, object, or process is to be used, exhibited or stored within the immediate confines of the exhibition complex. Examples of prohibited items are given below:

- Real flame.
- Flammable materials, including petroleum spirits, paraffin, diesel.
- Flammable gases including liquid petroleum gas.
- Toxic substances.
- Boilers, stoves, and furnaces.
- Moving displays.
- Laser beams or pyrotechnics.

Height restrictions

Please note, the height limit of displays is 4m. If you've 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 organiser at events@ucas.ac.uk.

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

Internet

Free WiFi is available. Users can access the WiFi by signing into 'ExCeL free Wi-Fi', using the venue's standard sign in, or through LinkedIn, Facebook, or Twitter.

Users requiring a LAN connection should contact the organiser at events@ucas.ac.uk at least 20 working days before the event.

UCAS Media

We can offer a TV AV hire package – for more information, and to book, please sign in to your E-Net account. The items will be on your stand during set-up day, and on-site technical support will be available. If you require further information, please call the Events Team on 01242 544 645.

L

Lost property

All property found should be handed to the venue or the organiser's office, where it will be retained during the event, or until the owner comes forward. If no owner is found for the duration of the event, the property will be left with the venue. If after one to two months, no claim in respect of that property has been made, the licensor shall consider the property to have been abandoned and shall receive the rights to offer that property for sale.

M

Marketing opportunities

We can offer a number of additional marketing opportunities that can assist in increasing your impact. These include: performances, buskers' area, floor tiles, hanging banners, interactive workshops, 360° dome video, adverts, email content, and website content. For more information about these opportunities, please see the [UCAS Media website](#).

If you would like to discuss these opportunities further, or are interested in sponsorship of the event, please contact the Events Team at events@ucas.ac.uk, or on 01242 544 645.

Music

Exhibitors requiring music to be broadcast, whether live or from devices on stands or other areas, are advised they will require a licence for the performance of music from the Performing Rights Society Limited, which has rights under The Copyright Act 1988.

Any person wishing to have music broadcast in the hall must inform the Event Organiser, who will in turn inform ExCeL London in writing. Exhibitors will be required to pay all fees due to the Performing Rights Society Limited upon request. More information can be found at www.prsformusic.com.

Please note, all licences must be served ahead of the event. UCAS and ExCeL London reserves the right to restrict sound levels emanating from any stand or feature which they consider to be disturbing or disrupting the business of other occupiers within the building.

O

Organisers

The organiser's office is located at the front of the hall, and is signposted by a large flag. The main organiser contact is Holly Golden. During the exhibition, Holly can be contacted on 07741 313 319. Prior to the exhibition, please contact Holly on 01242 544 725, or at h.golden@ucas.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 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 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 a scanning device at the exhibition, you will be able to collect this between 08:30 – 09:45 on 15 October at the front of the hall.

Security

Security is provided for the show at all times. Please do not arrange for goods to be delivered to the hall before 08:00 on Sunday 14 October. Please ensure you are wearing your exhibitor lanyard at all times. Entry to the hall will not be permitted without a pass.

If you are a victim of theft, please report it immediately to the event security company and the organisers. Exhibitors' stands and exhibits are not accepted into the custody or control of the venue, nor UCAS Media, and exhibitors should make their own insurance arrangements.

Smoking

Please note, throughout the build-up, duration of the exhibition, and the breakdown, there is a strict policy of **no smoking** inside the venue or on the lorry way. This includes e-cigarettes and vaping.

Social media

We will be tweeting about the event using our Twitter account, and we'll be using the hashtag #CreateLondon. Please feel free to use the hashtag and help us share details of the event. There are also additional resources for your social media use on the [UCAS Media webpage](#).

Stages

There will be one stage at the London Create your future exhibition. If you are interested in holding a performance on the stage, please contact the Events Team either at events@ucas.ac.uk, or on 01242 544 645.

The stage dimensions and other information will be confirmed later. For further information in the meantime, please contact events@ucas.ac.uk.

Storage

There are limited, unsecured facilities for the storage of exhibition material, cases, and catalogues. No storage is allowed in areas behind stands, in gangways, in the loading bay area, fire exits, etc. Please contact an organiser or event ambassador on-site for more details.

For health and safety reasons, neither the organisers nor event staff are permitted to deliver/replenish stock to your stand. Therefore, exhibitors are asked to ensure they make the necessary arrangements to have sufficient supply of handouts available at the start of each day.

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.

W

Workshops and performances

As part of their experience to the exhibition, visitors will be offered the chance to attend performances, busker's corner, seminars, and interactive workshops related to creative subjects within further and higher education. If you're interested in presenting one of these, please get in touch with the Events Team at events@ucas.ac.uk, or on 01242 544 645.

Performances

Your performance will be allocated a 20-minute time slot (with ten minutes beforehand to set-up, and five minutes after to breakdown). Music may be played as per your requirements, and video or PowerPoint may be projected onto the screen at the back of the set.

This acoustic stage will have a choice of Di's, Sm57's, condenser mic, mic stands, basic amplification, and one engineer. Please note, no drum kits are allowed, but basic percussion (e.g. duende, etc.) is.

You will need to submit a risk assessment as part of your booking. UCAS Media reserves the right to refuse the performance if you do not adhere to the above specification.

Seminars

Seminars are an opportunity for visitors to find out more information on a specific subject in a lecture-based environment. Seminars last no longer than 30 minutes.

Interactive workshops

The interactive workshop allows visitors to participate physically in a performance and try

something new. They are an opportunity for you to run a demonstration of a class you may offer, for example, a costume construction workshop, or a dance workshop.

It should involve physical participation, and should last no longer than 30 minutes. You will need to submit a risk assessment as part of your booking, and liaise with UCAS regarding the set-up of the room.

Buskers corner

Your performance will be allocated a 20-minute slot (with 10 minutes beforehand to set-up, and 5 minutes after to breakdown). UCAS will supply lighting and sound.

Please note, this is an acoustic area.



Exhibitor parking permit

Create your future London UCAS exhibition 2018

Valid only for loading/unloading at:
North Entrance N9 – N12, London ExCeL,
1 Western Gateway, London, E16 1XL

Date valid: 14 – 16 October 2018

Please ensure this pass is displayed in the windscreen of your vehicle. To gain access to the loading doors, you must go to the traffic office and get an access document to the lorry bay to unload. This pass does not allow free parking at the venue.



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 order furniture options when booking
 - Campus Events: 2m x 1m. Tables and chairs are available; however, these will only be provided if requested. To request furniture, please indicate your requirements on your UCAS ENet account.

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 not come off their stand when trying to get visitor attention or to have a discussion with the visitor. Please ensure you are stood on your stand so that the aisles are clear.
- Information, advice and guidance must not be to the detriment of other exhibitors.
- Trolleys/cases cannot be brought onto the exhibition 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 Events will be jeopardised if the code of conduct is not upheld.

UCAS shell scheme event organiser risk assessment

Date assessed: 04/07/18	Assessor: Holly Golden	Monitored by: David Hale 
	Signature: <i>H. Golden</i>	
Event: Create your future London HE Exhibition 2018	Title: Events Organiser	
	Organisation: UCAS	
Venue: ExCeL London		Inclusive dates of site attendance: 14 – 16 October 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 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, event ambassadors	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, contractors, visitors, venue staff, organisers and event ambassadors will use designated smoking areas. ▪ Collate evidence that fire drills are undertaken annually at the venue (Under the Regulatory Reform (Fire Safety) Order 2005, venues have to record the results of a fire drill as part of fire safety and evacuation planning)
		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, event ambassadors	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 event ambassadors, 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. ▪ Collate evidence that fire drills are undertaken annually at the venue (Under the Regulatory Reform (Fire Safety) Order 2005, venues have to record the results of a fire drill as part of fire safety and evacuation planning)
		3	3		
		2	2		
		1	1		
Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	9	<ul style="list-style-type: none"> ▪ Exhibitors should ensure that all boxes and equipment are appropriately stacked/stored 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.
		3	3		

		2	2		<ul style="list-style-type: none"> ▪ 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 event ambassadors. ▪ 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.
		1	1		
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 to section off the work area 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		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Risk Level (AxB)	Person(s) at risk
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. Stand contractor to sign off stand build on completion once satisfied that all stands are safe as per their risk assessment. Organising team to monitor structures with visual checks for the duration of the event.
		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, event ambassadors	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)	Risk Level (AxB)	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 for tasks which are not covered by the standard Exhibitor Risk Assessment. ▪ 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 and be able to show proof of training if requested. ▪ 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 unless prior written consent is obtained, and safe systems of work are put in place.
		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. ▪ All orders for electricity must be placed before the deadline, where applicable.
		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)	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, with any additional access time to be allowed only with pre-approval from the organiser before the build-up day. ▪ 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. ▪ Badges/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		
Traffic management	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 within the exhibitor manual on www.ucas.com/exhibitions ▪ 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 event ambassadors	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 event ambassadors 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)	Risk Level (AxB)	Person(s) at risk
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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 on the floor plan – 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		
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	4	<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. ▪ First aid staff to manage any injury as a result of alcohol/substance abuse.
		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)	Person(s) at risk
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.	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	9	Company policy, procedures and rules apply in all cases. a) PPE training on all types of PPE, and on skin care: risk assessment requirements briefed to staff PPE as identified in risk assessment b) Chemicals - COSHH risk assessment requirements briefed to staff. MSDS and product guidance available staff competence and supervision. waste storage, collection and disposal system in place c) Organising team to be provided a quarterly event season briefing of health and safety including review of risk assessment before going on site. d) Venue specific details of risk and health and safety should be included within each event briefing.
		3	3		
		2	2		
		1	1		
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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 event ambassadors, and featured on the floor plan in the Exhibition Guide. ▪ Organisers to ensure first aid post is staffed by qualified persons. ▪ UCAS organising staff to be first aid trained. ▪ 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.
		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)	Person(s) at risk
Hanging Banners	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	<ul style="list-style-type: none"> ▪ To be erected by qualified and competent riggers, and signed off by qualified person. ▪ “Working at height” control measures implemented as per above ▪ Separate risk assessment and method statement. • Pockets on banners are to be stitched or vinyl welded only.
		3	3		
		2	2		
		1	1		
Emergency situation to include fire, medical and bomb threat	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	12	<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, event ambassadors 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, event ambassadors, exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organisers office or venue security. ▪ If bomb threat, venue and UCAS to follow venue’s emergency procedures
		3	3		
		2	2		
		1	1		
Non-conventional stand equipment or activity	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>General exhibitor risk assessment provided during booking, any equipment or activity not covered by this general document is considered a ‘non-conventional stand’</p> <ul style="list-style-type: none"> ▪ Separate “additional” risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected
		3	3		
		2	2		
		1	1		

Standard Shell Scheme	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	6	Shell Scheme to be built and dismantled by trained Formula Exhibitions staff only and signed off by appointed trained Formula Exhibitions employee <ul style="list-style-type: none"> Separate risk assessment and method statement – Completed and sent to venue by Formula prior to event.
		3	3		
		2	2		
		1	1		
Stand Electrics	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	Stand & AV electrics to be installed and uninstalled by trained Havills staff only <ul style="list-style-type: none"> Separate risk assessment and method statement – Completed and sent to venue by Formula/Havills prior to event.
		3	3		
		2	2		
		1	1		
Complex structures	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	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 structural engineer or appropriate professional.
		3	3		
		2	2		
		1	1		
Onsite registration congestion	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	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 barriers which can be easily removed in the event of a first aid incident or fire evacuation.
		3	3		
		2	2		
		1	1		

Venue/Exhibitor Specific Risks at London					
Activity	Who is affected	Controlled Risk Evaluation			Exhibitor's & Contractor's Controls / Standards
Hazard Identified	Person(s) at Risk	Worst Case Outcome (A)	Probability Rating (B)	Risk Level (AxB)	Control Measures
Intelligence of security threat prior to the event	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>The following points will be actioned in a security alert:</p> <ul style="list-style-type: none"> Review of the security and stewarding costing if intelligence of a threat is shared. Extra security may be employed if possible; if not a member of the security team will be moved to the main entrance to monitor all entry to the vicinity Provision for SIA trained security to be implementing bag searches Point of contact with the venue event manager for further information. Local police service to liaise directly with venue and in the event of a threat, the police's recommendations would be followed A direct means of communication will be established with the head of security and venue to the organiser by radio for regular updates. Information of situation will remain between only necessary members of staff to reduce panic Event stopped if the threat is at a critical point
		3	3		
		2	2		
		1	1		
UCAS Dome (Assemble stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>Structure to be assembled, disassembled & signed off by trained staff only</p> <ul style="list-style-type: none"> Separate risk assessment and method statement – completed and sent to venue by organiser
		3	3		
		2	2		
		1	1		
Inflatable pods (Assemble stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser	4	4	6	<ul style="list-style-type: none"> Maximum distance to any emergency exit in the inflatable 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.
		3	3		

and Seminar rooms	staff, event ambassadors	2	2		<ul style="list-style-type: none"> Noise levels must be kept at a reasonable level. Seating runs must be clipped together, or benches used (refer to seminar seating guide) Inflatable pods – Structures to be assembled, disassembled and signed off by trained staff only Separate risk assessment and method statement – completed and sent to venue by organiser
		1	1		
Wireless Headphones	Visitors, organiser staff, event ambassadors	4	4	4	<ul style="list-style-type: none"> Visitors to be briefed on the use of “silent seminar” headphones and how to control volume Headphones tested and charged before each event season and monitored for the duration.
		3	3		
		2	2		
		1	1		
LED Wall (Assemble stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>LED wall – to be constructed on its legs. Structure to be assembled, disassembled and signed off by trained staff only.</p> <ul style="list-style-type: none"> Separate risk assessment and method statement
		3	3		
		2	2		
		1	1		
Stage and Trussing Construction	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	<ul style="list-style-type: none"> Area to be sectioned off with ropes and poles when build is in progress and monitored. Risk assessment, method statement and structural information provided by Contractor Structural Engineer to sign off stage construction
		3	3		
		2	2		
		1	1		
Crowd Control within Stage Viewing Area	Visitors, organiser staff, event ambassadors	4	4	4	<ul style="list-style-type: none"> Two exits from stage viewing area UCAS staff to be on hand to escort people out of the building if a fire (or warning) alarm sounds Limited to 400 people in viewing area at any one time
		3	3		
		2	2		
		1	1		
Buskers Corner (Acoustic area)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	<ul style="list-style-type: none"> UCAS staff and event ambassador assigned to the area to monitor visitor flow and ask visitors to move if needed A limitation (of 85 decibels) on the volume produced from the performers amps will be enforced All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate. Performers encouraged to perform acoustic sets rather than using amps
		3	3		
		2	2		
		1	1		

Onsite notes:

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 exhibitions@ucas.ac.uk

Assembly points

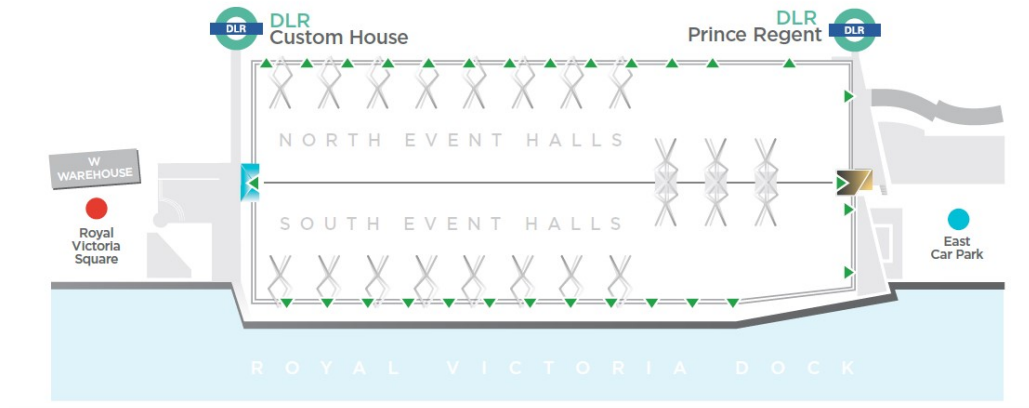


In case of an emergency leave by the nearest exit and please make your way to your closest assembly point.

● West assembly point

● East assembly point

▲ Venue exits



SECURITY INFORMATION

Unattended items:

- Do not touch or move suspicious item.
- Remain vigilant at all times.
- Be aware of suspicious people, incidents and packages.
- Report them to the Security Suite, by dialling **4444** on an internal telephone or 020 7069 4444 immediately.
- Follow the instructions that you are given.

REMEMBER ALWAYS BE ALERT NEVER LOOK AFTER ITEMS BELONGING TO OTHER PEOPLE.

Bomb Threat:

In the event of a bomb threat, you will hear the following announcement:

"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100"

- Do not leave the building.
- Inform your colleagues, and then assist in searching for suspicious objects in your work area.
- If nothing is found, tell your Fire Warden, who should report "Area Clear" to the Security Suite immediately after the search on internal **4444** or in person if necessary.

If you find a suspicious object, do **NOT** touch or move it. Calmly clear the area of people and report to the Security Suite immediately on internal **4444** or in person if necessary.

- The Emergency is cancelled by the announcement:

"ATTENTION PLEASE. ATTENTION PLEASE. STAFF CALL 100 IS CANCELLED."

SECURITY INFORMATION

Telephoned Bomb Threat;

- Remain calm and listen carefully.
- Write down all that is said.
- Try to discover:

Where is the bomb located?

When is it going to explode?

What does it look like?

ExCel Emergency Procedures

CONTENTS

- FIRE
- EVACUATION
- ASSEMBLY POINTS
- SECURITY INFORMATION
- MEDICAL INFORMATION

INTERNAL TELEPHONE NUMBERS:

In any emergency i.e. Medical, Fire, Security, Unattended packages 4444

Security enquiries 4445

Medical enquiries 5556

Telephones have been installed at key locations throughout the centre i.e. Hall Entrances, Exits and Stairwells.

Telephones are located at all entrance and exits from the halls. To call from an external line add the prefix 020 7069 XXXX.

FIRE

On discovering a fire

- Break the glass on the nearest Manual Call Point (coloured red), which are located adjacent to all exits. Or contact the Security Suite by dialling **4444** on an internal telephone or 020 7069 4444 immediately.
- Only if you have been trained and it is a very minor fire and it is safe to do so, tackle the fire with the nearest suitable fire extinguisher. Always ensure there is a safe exit route before attempting to extinguish any fire.

In the event of a fire report

You will hear the following instructions broadcast over the public address system.

"ATTENTION PLEASE, ATTENTION PLEASE, MR GOODFELLOW REPORT TO THE SECURITY SUITE" TAKE NO IMMEDIATE ACTION STAND-BY AND WAIT FOR FURTHER INSTRUCTIONS, AND PREPARE TO EVACUATE. REMEMBER DO NOT PUT YOURSELF AT RISK.

EVACUATION

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

"ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. IT IS NECESSARY TO ASK EVERYONE TO LEAVE THE BUILDING. PLEASE MAKE YOUR WAY CALMLY TO THE NEAREST EXIT. DO NOT RETURN TO YOUR VEHICLES. EVERYONE WILL BE RE-ADMITTED AS SOON AS POSSIBLE".

In the unlikely event that an evacuation is necessary please remember to take your visitors with you.

CANCELLATION

The fire procedure is cancelled by the following instructions broadcast over the public address system.

"ATTENTION PLEASE. ATTENTION PLEASE. MR GOODFELLOW IS NO LONGER REQUIRED".

What type of bomb is it?

What will cause it to explode?

Did the caller plant the bomb?

Why?

Any other useful information?

- Write down the exact time of call.
- Inform the Security Suite, by dialling **4444** on an internal telephone immediately

MEDICAL EMERGENCIES

The Medical First Aid room is located on level 0.

- Medical enquires **5556**.
- In the event of a medical emergency dial internal telephone number **4444**.
- If possible give the following information:
 - The location
 - The problem
 - Is the patient conscious?
 - Is the patient breathing?
 - Their approximate age
 - Do they have chest pains?
 - Are they bleeding?

TO WHOM IT MAY CONCERN

16th July 2018

Dear Sir/Madam

UNIVERSITIES AND COLLEGES ADMISSION 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.	Y016458QBE0118A/074
Period of Indemnity	1 st August 2018 to 31 st July 2019
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 Indemnity	1 st August 2018 to 31 st July 2019
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



Paul Cusition
For U.M. Association Limited