

UCAS higher education exhibitions

## Visitor information pack

Venue address ExCel London  
Royal Victoria Dock  
1 Western Gateway  
London  
E16 1XL

Event date Monday 25 and Tuesday 26 March 2019

## Contents

A .....	3
Accidents and near misses .....	3
Arrivals .....	3
C .....	3
Cars.....	3
Cash machines .....	3
Catering.....	3
Coaches .....	3
D.....	4
Directions.....	4
E.....	4
Emergency procedures .....	4
Event staff .....	4
F.....	5
First aid.....	5
I.....	5
Insurance.....	5
Internet .....	5
L.....	5
Lost property.....	5
O.....	5
Organisers .....	5
P .....	6
Parking .....	6
R .....	6
Risk assessment .....	6
S.....	6
Security .....	6
Seminars.....	6
Smoking.....	6
Social media .....	6

**A****Accidents and near misses**

Research has shown there is a clear link between near misses and accidents. Reporting of near misses or unsafe conditions can help prevent accidents, and promote a safer working environment. Please report any incident or near miss to an event organiser, who can be found in the organiser's office.

**Arrivals**

On arrival please make your way to hall N4. Please have your ticket ready for inspection. If you don't have a ticket on arrival, please report to the registration desk inside the hall entrance.

**C****Cars**

The main car park is the multi-storey car park. The orange car park is pay and display – this car park is allocated on a first-come, first-served basis. There are car park pay machines (which accept card payments) 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](#).

Disabled badge holder visitors 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.

**Cash machines**

There are cash machines available onsite at various locations along the boulevard. Refreshments can also be purchased by card.

**Catering**

There will be refreshments available for visitors to purchase in the boulevard area of the venue, and the teachers' and exhibitors' lounge, which can be found at the back of the hall.

**Coaches**

If you're travelling by coach, there's a designated drop off and pick up area located at the east entrance – please follow the directions of the traffic marshals. **Please note, coach parking is extremely limited at the ExCeL this year, and we recommend that where possible, coaches find alternative offsite parking.** If parking onsite at ExCeL, please note there is a fee of £30 per coach. Once students are dropped off, coaches will be directed by the traffic marshals, if there is availability, to the car park.

If arriving by minibus, parking is available at the east entrance, and the directions of the traffic marshals should be followed at all times. Minibuses will be charged £20 to park, and tickets can be obtained from the orange car park, located close to the minibus parking area.

## D

### Directions

#### **Directions by car and coach:**

It's easy to get to ExCeL London from many of the main routes into London, including the M25 and M11, the North Circular, A406, and the A13. As you get closer, you'll pick up signs for Royal Docks, City Airport, and ExCeL. When using a satnav, use the postcode E16 1XL to get to the car parks.

#### **Directions by rail and tube:**

The Docklands Light Railway (DLR) is part of the London Underground network. Two of the stations, Custom House and Prince Regent, are the closest to the venue, leaving visitors with less than a two-minute walk to the entrance. Alight at Custom House for the west entrance to access the event.

The Jubilee Line and the DLR are the quickest routes to ExCeL London. Alight at Canning Town on the Jubilee Line, and change onto a Beckton-bound DLR train for the quick two-stop journey to ExCeL at Custom House. Tube trains generally run between 05:00 and midnight. Timetables depend on the station and the line, so it's worth checking the [Transport for London website](#).

## E

### Emergency procedures

Please make sure you're familiar with the procedures to be followed in the event of an emergency at the venue. The emergency procedure document is at the back of this information pack.

### Event staff

For general queries during the event (e.g. directions to facilities), ask any of the event staff, who can be identified by their red UCAS t-shirts.

## F

### First aid

The venue has a medical room, staffed by qualified first aiders. Should you require medical assistance, please contact the organisers, or visit the medical room (located on level 0 on the boulevard and down the stairs by N4/S4).

## I

### Insurance

The organiser has adequate public and employee liability cover. A copy of the certificate can be found at the back of this pack.

While the organisers take every precaution to protect visitors' property during an event, they are not responsible for any loss or damage. All group leaders should make sure they have adequate public and employer's liability cover, in line with the booking terms and conditions.

### Internet

An open WiFi network, '\_ExCeL FREE WiFi', is available at this event, however, a reliable connection can't be guaranteed.

## 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 forwards. 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.

## O

### Organisers

The organiser's office is located at the front of the hall. This is signposted with a large flag.

## P

### Parking

Please see the 'Cars' and 'Coaches' sections for details.

## R

### Risk assessment

The organiser has completed a risk assessment for the event, and a copy is at the back of this pack.

## S

### Security

Security is provided for the event at all times. If you are a victim of theft, please report it to the organiser's office immediately.

### Seminars



Seminars will be running throughout the event. These are in the seminar pods at the rear of the exhibition hall. They will be signposted, but please ask a member of the team for directions. You can [view the full seminar programme](#) on the [event web page](#).

### Smoking

ExCeL London operates a strict no smoking policy in the venue, and asks for your full cooperation in ensuring this is complied with. This includes e-cigarettes.

### Social media

We will be tweeting about the event using our Twitter account, with the hashtag #ucasexhibition – please feel free to use this.

<b>ASSESSOR (LINE MANAGER)</b>	<b>UCAS RISK ASSESSMENT 2019</b>	<b>ORIGINATOR &amp; MONITORED BY THE H&amp;SE ADVISER (Jovita Milanes)</b>
<b>NAME:</b> David Hale		
<b>SIGNATURE:</b> 		
<b>DATE:</b> 28/01/2019		
<b>NAME OF STAFF:</b> Becky Jones		
<b>SIGNATURE:</b> 		
<b>DATE:</b> 28/01/2019		

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial	RISK CONTROL MEASURES	Likelihood	Impact	Residual
				Risk				Risk
Over-crowding of event hall / stand	Public and exhibitors	2	3	6	<ul style="list-style-type: none"> <li>▪ The floor plan has been designed to maximise aisle widths to avoid overcrowding.</li> <li>▪ Suitable space around the stands and feature areas, which will be monitored, by floor managers and organisers.</li> <li>▪ 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.</li> <li>▪ Organisers to schedule arrivals in line with venue capacities, and monitor arrivals with help from the venue, to prevent</li> </ul>	2	2	4

					<p>overcrowding. Coach arrival schedule also to be used if appropriate.</p> <ul style="list-style-type: none"> <li>▪ Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. All staff to be visibly identifiable.</li> <li>▪ Organisers to monitor the exhibition area.</li> <li>▪ Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded.</li> <li>• All to obey instructions given by the organiser, venue staff or sub-contractor used, to help control traffic and pedestrian flows.</li> </ul>			
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	4	12	<ul style="list-style-type: none"> <li>▪ Fire exits to be kept clear of obstructions.</li> <li>▪ Fire extinguishers to be available in the venue.</li> <li>▪ Ensure all waste is collected and stored correctly.</li> <li>▪ Exhibitors to ensure all waste and flammable waste material is removed from stand area.</li> <li>▪ Exhibitors, contractors, visitors, venue staff, organisers and event ambassadors will use designated smoking areas.</li> </ul> <p>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)</p>	2	2	4
Evacuation	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	<ul style="list-style-type: none"> <li>▪ Venue to ensure fire prevention detection and alarm systems are adequate for the venue, and have been checked and maintained in efficient working order.</li> <li>▪ Organisers and venue to ensure the current number of exits from the venue are adequate.</li> <li>▪ Floor plan submitted to venue in advance of the event for approval.</li> <li>▪ Evacuation plan to be known by organisers and communicated to event ambassadors, exhibitors and contractors.</li> </ul>	2	2	4



					<ul style="list-style-type: none"> <li>▪ Organisers to provide contractors, exhibitors and visitors with relevant evacuation procedure documentation, including fire assembly point.</li> <li>▪ Exhibitors should ensure they are aware of the nearest emergency exit and keep all exits clear of obstructions at all times.</li> <li>▪ 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.</li> <li>▪ Ensure all gangways and emergency exits are kept clear.</li> <li>▪ All emergency exits maintained and kept clear for the duration of the event.</li> <li>▪ 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.</li> <li>▪ Organisers to ensure PA system can be heard clearly in all public areas, where possible.</li> <li>▪ If any evacuation announcements cannot be heard over the atmospheric noise, then security staff are to go into the halls to evacuate people.</li> </ul> <p>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)</p>			
Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	<ul style="list-style-type: none"> <li>▪ Exhibitors should ensure that all boxes and equipment are appropriately stacked/stored within the allocated stand space.</li> <li>▪ UCAS to remind exhibitors via email of the Exhibitor Terms and Conditions, highlighting that exhibitors should keep their displays within their allocated stand.</li> <li>▪ Organisers to check all exhibitor stands are appropriate and do not pose a trip hazard, before the event opens.</li> </ul>	1	2	2

					<ul style="list-style-type: none"> <li>▪ Exhibitors should request that all empty, flat-packed, and broken boxes are removed from their stand by the event staff.</li> <li>▪ Organisers and exhibitors to ensure empty boxes are cleared from stand, with assistance from event ambassadors.</li> <li>▪ Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways.</li> <li>▪ Organisers and exhibitors to ensure personal belongings are stored away appropriately.</li> <li>▪ Organisers and exhibitors to ensure all other waste is stored and removed safely.</li> </ul> <p>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.</p>			
Working at height	Exhibitors, contractors, venue and UCAS staff	3	3	9	<ul style="list-style-type: none"> <li>▪ Maximum height build of 4m.</li> <li>▪ 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.</li> <li>▪ Exhibitors to ensure all staff required to work at height are suitably trained.</li> <li>▪ Suitable personal protective equipment (PPE) clothing and footwear to be worn.</li> </ul>	2	3	6
Stands falling over	Public and exhibitors	3	2	6	<ul style="list-style-type: none"> <li>▪ All exhibitors to ensure their stands are safe and secure, and report any problems to the organiser.</li> <li>▪ Any exhibitors with complex stands to submit their own risk assessment to UCAS Events.</li> <li>▪ Organisers will ask any stand deemed unsafe to be removed, or will work with the exhibitor to secure the stand.</li> <li>▪ Stand contractor to sign off stand build on completion once satisfied that all stands are safe as per their risk assessment.</li> </ul>	2	2	4

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial	RISK CONTROL MEASURES	Likelihood	Impact	Residual
				Risk				Risk
					<ul style="list-style-type: none"> <li>Organising team to monitor structures with visual checks for the duration of the event.</li> </ul>			
Special structure: platforms/marquees etc.	Exhibitors and venue staff	3	3	9	<ul style="list-style-type: none"> <li>Special structure plans submitted and checked by the venue six weeks in advance of the event.</li> <li>Maximum height build of 4m.</li> </ul>	2	3	6
Lifting equipment (FLT's, cranes etc.) Power tools and heat sources	Contractors	3	3	9	<ul style="list-style-type: none"> <li>Only the appointed qualified contractor supplied by venue or organiser to use lifting equipment.</li> <li>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.</li> <li>Appropriate signage and warning lights used, where necessary.</li> </ul>	2	3	6
Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	2	6	<ul style="list-style-type: none"> <li>All catering facilities and staffing provided by venue, and therefore at the control of venue.</li> <li>Reputable and known concessions units only.</li> <li>Hygiene regulations to be followed rigidly.</li> <li>Catering company to employ suitable and trained staff.</li> <li>Catering staff to ensure all spills are cleaned immediately.</li> </ul>	1	2	2
Variety of contractors and exhibitors on-site	Contractors and exhibitors	2	3	6	<ul style="list-style-type: none"> <li>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.</li> <li>Only experienced, reliable and approved contractors used.</li> <li>Organiser to be informed of any particular hazards arising prior to, and during the exhibition.</li> </ul>	2	2	4

					<ul style="list-style-type: none"> <li>▪ Basic checks made on contractor and exhibitor risk assessments.</li> <li>▪ Contractors are the specific responsibility of the hiring company, i.e. the exhibitor.</li> <li>▪ 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.</li> <li>▪ Estimated staffing number of contractors is two.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ No helium balloons allowed in the venue unless prior written consent is obtained, and safe systems of work are put in place.</li> </ul>			
Electricity: connections, and power to stands etc.	Exhibitors	<b>3</b>	<b>3</b>	<b>9</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Exhibitors to ensure equipment is used safely and for the purpose for which it was designed.</li> <li>▪ Exhibitors should ensure no sockets or connections are overloaded in their stand area, and, if in doubt, should seek approval from the event organiser.</li> <li>▪ All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate.</li> </ul>	<b>2</b>	<b>2</b>	<b>4</b>

					<ul style="list-style-type: none"> <li>▪ Ensure all electrical risks are controlled, and a member of staff from the electrical contractor is onsite at all times.</li> <li>▪ Only experienced, reliable and approved contractors used.</li> <li>▪ All orders for electricity must be placed before the deadline, where applicable.</li> </ul>			
Build-up and Breakdown	Exhibitors, contractors, venue and UCAS staff	<b>3</b>	<b>3</b>	<b>9</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ All to be aware of the potential hazards of contractors moving around site, including the use of forklift trucks and delivery vehicles.</li> <li>▪ 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.</li> <li>▪ Organisers to control access into areas where major lifting and construction is taking place.</li> <li>▪ Security to wear PPE only if indicated by the organiser and assist floor managers in PPE policy if required.</li> </ul>	<b>2</b>	<b>3</b>	<b>6</b>
Traffic management	Visitors and exhibitors	<b>2</b>	<b>2</b>	<b>4</b>	<ul style="list-style-type: none"> <li>▪ Parking arrangements for exhibitors and visitors and loading bay information to be communicated in advance within the exhibitor manual on <a href="http://www.ucas.com/exhibitions">www.ucas.com/exhibitions</a></li> <li>▪ Traffic marshals used to control flow of traffic on-site</li> <li>▪ Venue contact details to be made available in advance, along with parking permits, if applicable.</li> <li>▪ Traffic marshals in place in car park / unloading areas.</li> <li>▪ Care to be taken when driving to and from the venue.</li> </ul>	<b>1</b>	<b>2</b>	<b>2</b>

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial	RISK CONTROL MEASURES	Likelihood	Impact	Residual
				Risk				Risk
					<ul style="list-style-type: none"> <li>Observe speed limits and good driving practice: 'no mobiles when mobile' and 'switch off before you drive off'.</li> <li></li> </ul>			
Manual handling	Exhibitors and event ambassadors	3	3	9	<ul style="list-style-type: none"> <li>Exhibitors to ensure all stand staff are trained in the correct manual handling procedures.</li> <li>Manual handling document to be provided in exhibitor and event ambassadors packs.</li> <li>All to wear appropriate footwear.</li> <li>Liquid spills to be monitored by cleaners and cleared up. Any wet floors to be marked with hazard signs immediately.</li> </ul>	2	3	6
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	<ul style="list-style-type: none"> <li>Visitors to access venue through front main entrance during event.</li> <li>All relevant information will be put on the floor plan – including first aid, catering, etc.</li> <li>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.</li> <li>All stands are advised to have access for the disabled, via the exhibitor manual and stand inspection.</li> <li>Organisers and stewards to monitor disabled guests for ease of movement around the venue.</li> <li>Organisers to ensure there is disabled access/egress to the venue.</li> <li>All height limits will be strictly enforced to enable clear view of signs and banners.</li> <li>Organisers to ensure appropriate staffing in place to provide a managed and safe environment for exhibitors, staff and visitors.</li> </ul>	2	2	4

					<ul style="list-style-type: none"> <li>▪ No use of trolleys on the exhibition hall floor to move materials during the open hours of the exhibition.</li> <li>▪ Security marshals in place to monitor flows of traffic and pedestrians in the venue.</li> </ul>			
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	2	4	<ul style="list-style-type: none"> <li>▪ No alcohol/substances permitted in the venue. Venues with bar facilities are clearly notified of this before event.</li> <li>▪ Venue will be responsible for relevant checks, if necessary.</li> <li>▪ 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.</li> <li>▪ Any offenders will be asked to leave the event.</li> <li>▪ First aid staff to manage any injury as a result of alcohol/substance abuse.</li> </ul>	2	1	2
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	3	3	9	<p>Company policy, procedures and rules apply in all cases.</p> <ul style="list-style-type: none"> <li>a) PPE training on all types of PPE, and on skin care: <ul style="list-style-type: none"> <li>risk assessment requirements briefed to staff</li> <li>PPE as identified in risk assessment</li> </ul> </li> <li>b) Chemicals - COSHH risk assessment requirements briefed to staff. <ul style="list-style-type: none"> <li>MSDS and product guidance available</li> <li>staff competence and supervision.</li> <li>waste storage, collection and disposal system in place</li> </ul> </li> <li>c) Organising team to be provided a quarterly event season briefing of health and safety including review of risk assessment before going on site.</li> <li>d) Venue specific details of risk and health and safety should be included within each event briefing.</li> </ul>	2	2	4
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser	3	3	9	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>	2	3	6

	staff, event ambassadors				<ul style="list-style-type: none"> <li>▪ Ensure that the first aid point is known to exhibitors and event ambassadors and featured on the floor plan in the Exhibition Guide.</li> <li>▪ Organisers to ensure first aid post is staffed by qualified persons.</li> <li>▪ UCAS organising staff to be first aid trained.</li> <li>▪ 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.</li> <li>▪ Room temperature to be monitored throughout the event to maintain appropriate levels.</li> </ul>			
Hanging Banners	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	3	6	<ul style="list-style-type: none"> <li>▪ To be erected by qualified and competent riggers and signed off by qualified person.</li> <li>▪ "Working at height" control measures implemented as per above</li> <li>▪ Separate risk assessment and method statement.</li> <li>▪ Pockets on banners are to be stitched or vinyl welded only.</li> </ul>	2	2	4
Emergency situation to include fire, medical and bomb threat	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	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"> <li>▪ Staff, event ambassadors and exhibitors to be provided with a copy of the venues emergency procedures/Evacuation procedures.</li> </ul>	2	3	6



					<ul style="list-style-type: none"> <li>▪ UCAS event organiser to alert UCAS Incident management team</li> <li>▪ Staff, event ambassadors, exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organiser's office or venue security.</li> <li>▪ If bomb threat, venue and UCAS to follow venue's emergency procedures</li> </ul>			
Non-conventional stand equipment or activity	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	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"> <li>▪ Separate "additional" risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected</li> </ul>	2	3	6
Standard Shell Scheme	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	2	3	6	<p>Shell Scheme to be built and dismantled by trained Formula Exhibitions staff only and signed off by appointed trained Formula Exhibitions employee</p> <p>Separate risk assessment and method statement – Completed and sent to venue by Formula prior to event.</p>	2	2	4
Stand Electrics	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	4	8	<p>Stand &amp; AV electrics to be installed and uninstalled by trained Havills staff only</p> <ul style="list-style-type: none"> <li>▪ Separate risk assessment and method statement – Completed and sent to venue by Formula/Havills prior to event.</li> </ul>	2	2	4
Complex structures	Exhibitors, contractors, visitors, venue staff, organiser	2	3	6	<p>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.</p>	2	2	4

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial	RISK CONTROL MEASURES	Likelihood	Impact	Residual
				Risk				Risk
Onsite registration congestion	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	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. Queues to be managed with temporary barriers which can be easily removed in the event of a first aid incident or fire evacuation.	2	2	4

Venue/Exhibitor Specific Risks at London								
ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial	RISK CONTROL MEASURES	Likelihood	Impact	Residual
				Risk				Risk
Intelligence of security threat prior to the event	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	4	8	<p>The following points will be actioned in a security alert:</p> <ul style="list-style-type: none"> <li>▪ 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</li> <li>▪ Provision for SIA trained security to be implementing bag searches</li> <li>▪ 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</li> </ul>	2	3	6

					<ul style="list-style-type: none"> <li>▪ A direct means of communication will be established with the head of security and venue to the organiser by radio for regular updates.</li> <li>▪ Information of situation will remain between only necessary members of staff to reduce panic</li> </ul> <p>Event stopped if the threat is at a critical point</p>			
UCAS Dome (Assemble stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	<b>2</b>	<b>4</b>	<b>8</b>	<p>Structure to be assembled, disassembled &amp; signed off by trained staff only</p> <ul style="list-style-type: none"> <li>• Separate risk assessment and method statement – completed and sent to venue by organiser</li> </ul>	<b>2</b>	<b>2</b>	<b>4</b>
Inflatable pods (Assemble stationary & disassemble) and Seminar rooms	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	<b>2</b>	<b>3</b>	<b>6</b>	<ul style="list-style-type: none"> <li>▪ Maximum distance to any emergency exit in the inflatable seminar rooms must not exceed 12 metres.</li> <li>▪ All emergency exits are to have illuminated emergency exit signs above the door.</li> <li>▪ All cables must be securely fastened away to avoid trip hazards.</li> <li>▪ Loud speaker stands must not protrude into gangways</li> <li>▪ Noise levels must be kept at a reasonable level.</li> <li>▪ Seating runs must be clipped together, or benches used (refer to seminar seating guide)</li> <li>▪ Inflatable pods – Structures to be assembled, disassembled and signed off by trained staff only</li> <li>▪ Separate risk assessment and method statement – completed and sent to venue by organiser</li> </ul>	<b>2</b>	<b>2</b>	<b>4</b>
Wireless Headphones	Visitors, organiser staff, event ambassadors	<b>2</b>	<b>2</b>	<b>4</b>	<ul style="list-style-type: none"> <li>▪ Visitors to be briefed on the use of “silent seminar” headphones and how to control volume</li> <li>▪ Headphones tested and charged before each event season and monitored for the duration.</li> </ul>	<b>1</b>	<b>2</b>	<b>2</b>

LED Wall (Assemble stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	4	8	<ul style="list-style-type: none"> <li>▪ LED wall – to be constructed and rigged. Structure to be assembled, disassembled and signed off by trained staff only.</li> <li>▪ Separate risk assessment and method statement.</li> </ul>	2	2	4
--	--	---	---	---	--	---	---	---

**KEY TO RISKS: Likelihood x Impact = Initial Risk; and Risk Control Measures = Residual Risk**

**Likelihood**

**Impact**

Level	Descriptor	Guidance	Level	Descriptor	Guidance
1	Remote	Less than 10% chance	1	Minor	Minor injury or medical issue; little threat to safety; personal inconvenience.
2	Possible	10-50% chance	2	Moderate	Injury or medical issue requiring local support; feeling unsafe; personally disruptive.
3	Likely	Greater than 50% chance	3	Significant	Injury requiring hospitalisation; loss/theft of possessions; safety threatened.
4	Almost certain	Greater than 90% chance	4	Severe	Trauma, life-threatening injury or loss of life.

TO WHOM IT MAY CONCERN

16<sup>th</sup> 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 <sup>st</sup> August 2018 to 31 <sup>st</sup> 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 <sup>st</sup> August 2018 to 31 <sup>st</sup> 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

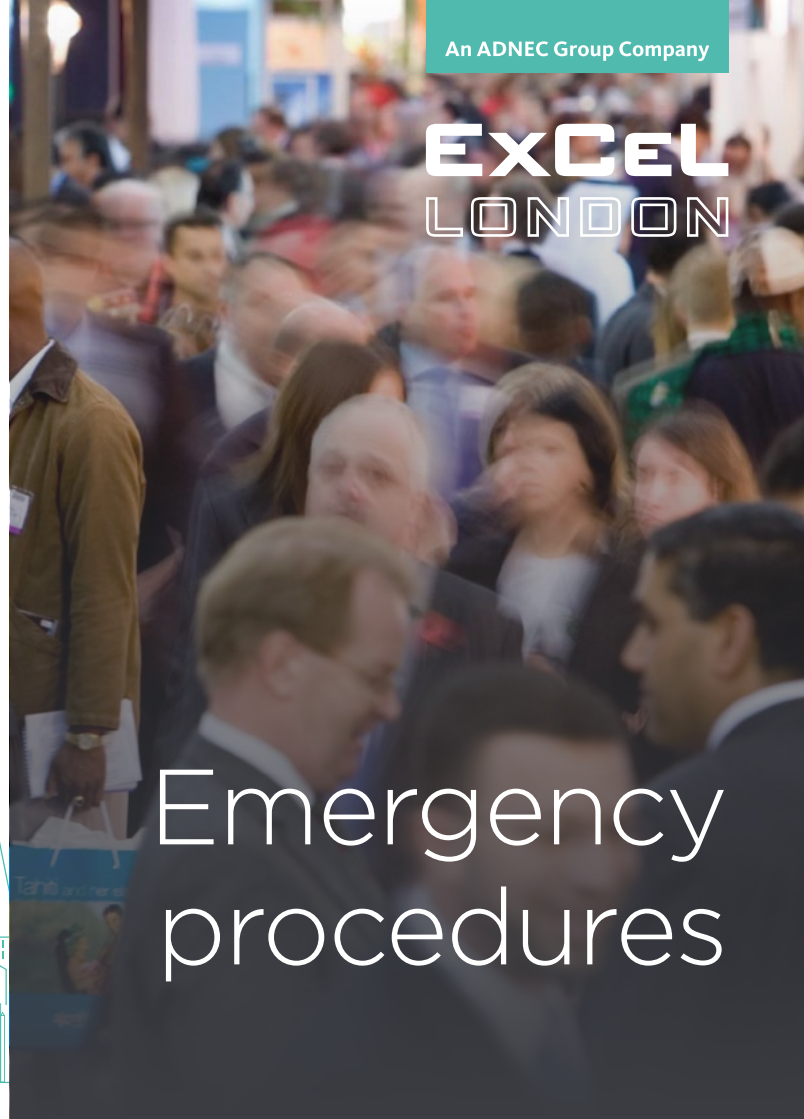
**EXCEL**  
LONDON

If you have any  
questions, please  
feel free to call us  
on 020 7069 4000

[www.excel.london](http://www.excel.london)



Emergency  
procedures



# Contents



Emergency numbers



Fire



Evacuation



Assembly points



Security information



Medical information

# Emergency numbers



To call from an external line, add the prefix

**020 7069**

followed by the extension numbers listed below

In any emergency i.e.

Medical, fire, security,  
unattended packages

**4444**

Security enquiries

**4445**

Medical enquiries

**5556**

Telephones are located  
at all entrances & exits  
from the halls.

# 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 is safe to do so, tackle the fire with the nearest suitable fire extinguisher. Always ensure that 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:

**“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.”**

Use the nearest available emergency exit route to the appropriate assembly point.

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.”**



# Assembly points

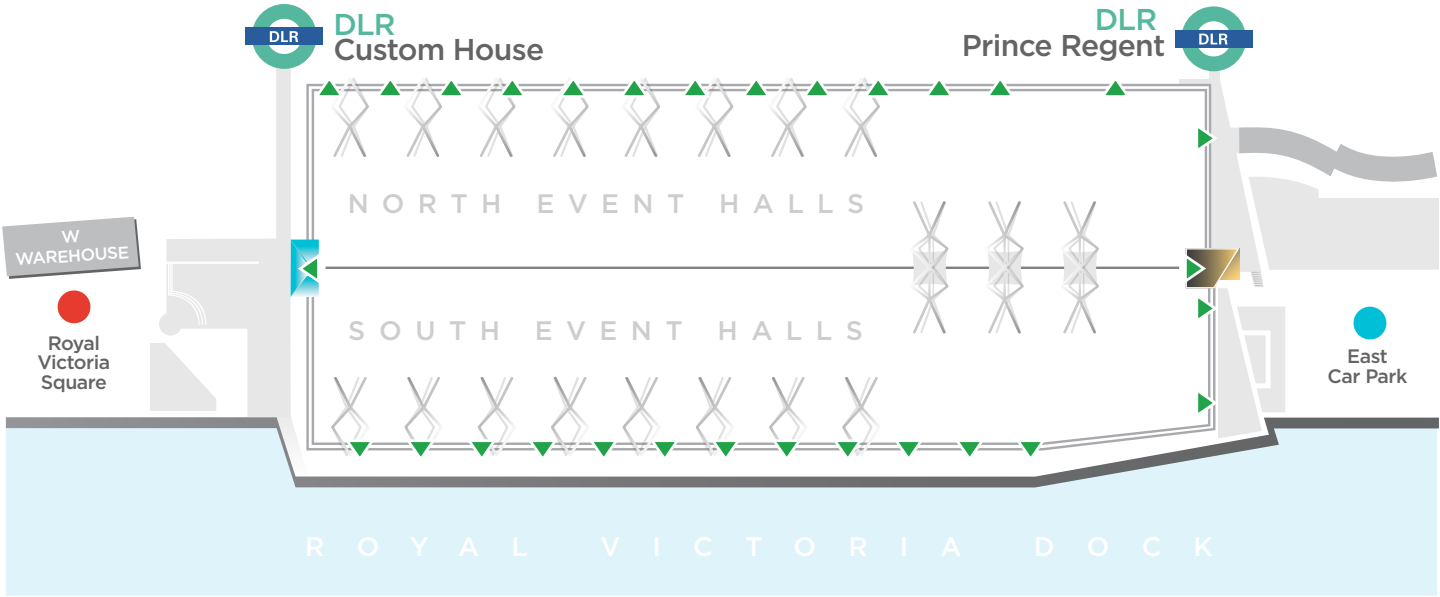


In case of an emergency leave by the nearest exit and please make your way to your closest assembly point.

● West assembly point

● East assembly point

▲ Venue exits



# Security information



## Unattended items

- Do not touch or move any suspicious item.
- Remain vigilant at all times, Vigilant behaviour by staff and members of the public can disrupt potential attack planning.
- Be aware of suspicious people, incidents and packages.
- Please refrain from using two way radios or mobile phones near any suspect packages as they are not intrinsically safe and could set off any potential explosive device.
- 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 and 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.”**

## 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?
  - 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.
- Please note down any background noises that can be heard or any accent the caller may have. This could all be valuable information when passing details over to the emergency services.
- Inform the Security Suite, by dialling **4444** on an internal telephone immediately.

# Medical emergencies



The Medical First Aid room is located on level 0 between N4 and S4 boulevard shutters down the stairs.

- For medical enquires dial **5556** from any internal telephone.
- In the event of a medical emergency dial **4444** from any internal telephone.
- 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?