

A photograph of a busy exhibition hall. In the foreground, a young woman with long blonde hair is talking to a young man in a white shirt and tie. To the right, a young woman with curly hair is looking at a red book. In the background, other students and exhibition booths are visible.

UCAS higher education exhibitions

Exhibitor manual

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

Event date Monday 25 – Tuesday 26 March 2019

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A**Accidents and near misses**

If you are involved in, or witness, an accident or near miss while onsite, please report it to the organiser's office immediately, which is located at the front of the hall.

Accommodation

There are several hotels located near to the venue:

Doubletree by Hilton London, ExCeL London	Tel: 0207 540 4820
Travelodge London ExCeL	Tel: 0871 984 6298
Premier Inn London Docklands (ExCeL)	Tel: 0871 527 8650

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 event. However, if you plan to have any other animal(s) on your stand, you must apply for permission from the organisers, as there are licencing implications, and the city vet's approval will be required.

Arrival

To gain entry to the venue, you must register the details of who will be attending before the event through your ENet account. Instructions on how to do this will be sent to the lead booker by email.

B

Balloons

Helium-filled balloons are not permitted in the venue.

Build-up and breakdown

Build-up times:

Sunday 24 March 2019	17:00 – 19:00
Monday 25 March 2019	08:00 – 09:15
Tuesday 26 March 2019	08:00 – 09:15

Break down times:

Tuesday 26 March 2019	15:00 – 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 24 March, access for exhibitors is from 17:00 – 19:00. 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 25 and Tuesday 26 March, access for exhibitors is from 08:00 – 09:15. Please note, the loading bay area will be closed from 09:00 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 09:00 to avoid this. **Please ensure you have left the loading bay by 09:00.**

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 traffic team operates 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 26 March. 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.

If exhibitors start to dismantle stands while the event is still open, there will be no other alternative but to close the exhibition, irrespective of how many students remain in the hall. The same principles will apply for dismantling, as accessing. Please note, the event will not close for lunch.

Business centre

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

C

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 at £35 per day per vehicle.

Disabled badge holder visitors are able to 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 charcoal carpet in the aisles, and light grey carpet on the stands. If you have specific flooring requirements, please contact Formula Exhibitions on 01904 608 855.

Cash machine

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

Catering

The exhibitor and teacher lounge can be found towards the rear of the exhibition hall, next to the seminar rooms. 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 go to the organiser's office to receive your tea and coffee vouchers. Each stand will also receive a bottle of water each day.

Children

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

Cleaning and recycling

Common areas and aisles will be vacuumed each day, and rubbish will be removed. However, exhibits will not be cleaned. Please leave bags of rubbish in the gangway after the show 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. They must also adhere to the venue's rules and regulations, which are contained in the [eGuide](#). Please also ensure you (or your contractor) send the stand's risk assessment, method statement, and stand plans to events@ucas.ac.uk, at least four weeks before the event.

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 will be onsite.

D**Deliveries****Please refer to the build-up and breakdown section.**

Exhibitors must arrange for all deliveries to be made between 08:00 – 19:00 of the build-up day (24 March), 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 London higher education exhibition

Exhibitor company/provider name

Exhibitor contact name

Stand number

ExCeL London

South Entrance N6 – N9

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 your stand:

- 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 onsite storage area.

E**Electrical services and stand power**

All onsite electrical work must be carried out by a qualified, competent person, and inspected by the appointed electrical contractor prior to energising. 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 [electrics order form](#) is available on the [UCAS Media exhibitions 2019 web page](#). 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 25 March, 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.

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

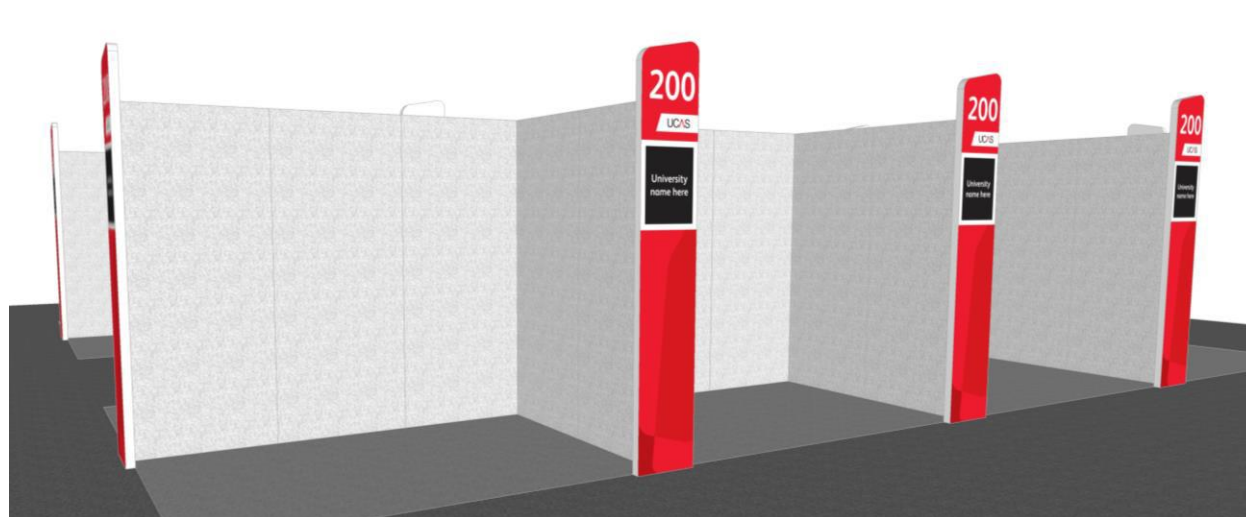
All shell scheme stands will be fitted, as standard, with one fluorescent light. Please note, electrical sockets are **not** provided as standard, as part of the shell scheme exhibition stands.

Emergency procedures

Please make sure you are familiar with the procedures to be followed in the event of an emergency at the venue. The emergency procedures document is attached to this manual, and will be provided on your stand on arrival.

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 that 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, 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 exhibitions web page](#) for additional electrical requirements. This must be returned to Formula Exhibitions no later than 16 days prior to the event (including weekends). Please note, electrical sockets are not provided as standard, as part of the shell scheme exhibition stands.

Space-only stands

Important: Contractors will not be allowed to start 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 when 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 structures include:

- 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 metres 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 the event name and the structure's 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 event organiser with:

- a copy of a scale drawing, including plans and elevations
- a construction timetable
- a method statement
- a 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 for advice.

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

Construction materials

- Artificial flowers and similar decorations 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 underlays, 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 dilapidation 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 decorations 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 will produce test certificates for any materials they intend to use. If the venue is not satisfied that any material meets the standards required, they will 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 spilt 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 in the venue

Event staff

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

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 26 March. Any items left on the premises after the tenancy has expired will be kept by ExCeL London. 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 for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested onsite to ensure they comply. Any decorative materials, drapes, curtains, etc. must be flameproofed. Floor coverings must be secured in place, so as 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. a 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 then radio a medic. The venue also has a medical room on level 0 of the boulevard.

Footwear

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

Furniture hire

Each stand will be supplied with the furniture hired when booking. If you wish to hire any additional furniture, or upgrade your furniture package, please do so through signing in to your ENet account and adding it on, at least two weeks prior to the exhibition date.

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:

- real flame
- flammable materials, including petroleum spirits, paraffin, and diesel
- flammable gases, including liquid petroleum gas
- toxic substances
- boilers, stoves, and furnaces
- moving displays
- laser beams or pyrotechnics

Height restrictions

The height limit of displays is 4m. Anything over 4m is classed as 'complex', and requires independent structural sign off. If you are planning to build a stand which you believe may be 'complex', please contact the organiser at events@ucas.ac.uk.

If you have purchased a shell scheme only stand, 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.

High vis policy

During the hazardous parts of build-up and breakdown (when shell scheme is being built and forklift trucks are moving around the venue), anyone in the hall must wear a high vis vest. UCAS aims to have all hazardous work completed by the time exhibitors have access, but sometimes it may be necessary for this policy to be put into action.

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 employer's liability cover, in line with the booking terms and conditions.

Internet

Free WiFi is available. Users can access the WiFi by signing in to '_ExCeL free WiFi' using the venue's standard login details, or via LinkedIn, Facebook, or Twitter.

UCAS

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

If you would like to order any additional WiFi packages, please complete the form at the end of this pack, and send it directly to the venue.

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, and is signposted by a large flag. Before the exhibition, please contact Becky Jones on 01242 544 951, or at r.jones1@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.

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

R

Risk assessment

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

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

S

Scanner collection

If you have booked to hire a scanning device at the exhibition, you will be able to collect this between 08:30 – 09:15 on 25 March, at the front of the hall.

The scanners must be returned at the end of day two of the exhibition.

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 24 March. Please ensure you are wearing your exhibitor lanyard at all times. Entry to the hall will not be permitted without a pass.

Please consider the following security advice:

- Contact the exhibition security company for advice on how to secure the items on your stand. There may be an overnight secure store for valuable items.
- Take home any valuable items each night if there are no secure storage facilities onsite.
- Do not leave your stand unattended at any time during build-up, the event, or breakdown.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Ensure you have enough staff, so the stand is not vulnerable to thieves, and do not ask a neighbouring exhibitor to watch your stand while you go for a break. They may become busy and not be able to keep an eye on your stand.
- Remove all portable or valuable items from the stand on the evening the show closes. Do not leave them until the following day for collection.
- Arrive in time for the show. Ensure your stand is staffed at least 15 minutes before show open time each day, but remember, the hall is open from 08:00.
- Hire an alarm for your stand if you are exhibiting valuable or portable items. These should be available from the show's security company.
- If you are a victim of theft, please report it immediately to the show's security company.

Smoking

Please note, throughout both the build-up and the duration of the exhibition, there is a strict policy of **no smoking** inside the venue. This include e-cigarettes and vaping.

Social media

We will be tweeting about the event using our Twitter account, with the hashtag #ucasexhibition. Please feel free to use this, and help us share details of the event.

Storage

There are unsecured facilities for the storage of exhibition material, cases, and located at the back of the hall. No storage is allowed in areas behind stands, in gangways, in the loading bay area, under stairs, obstructing fire exits, etc. Please contact an organiser onsite for more details.

T

Trolleys

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

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



UCAS Events Exhibitor Code of Conduct

Introduction

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

Staffing

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

Marketing materials

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

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

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

During Events

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



Upholding the Code of Conduct

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

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

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

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

ASSESSOR (LINE MANAGER)	UCAS RISK ASSESSMENT 2019	ORIGINATOR & MONITORED BY THE H&SE ADVISER (Jovita Milanes)
NAME: David Hale		
SIGNATURE: 		
DATE: 28/01/2019		
NAME OF STAFF: Becky Jones		
SIGNATURE: 		
DATE: 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"> ▪ 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 	2	2	4

					<p>overcrowding. Coach arrival schedule also to be used if appropriate.</p> <ul style="list-style-type: none"> ▪ 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. 			
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	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. <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"> ▪ 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. 	2	2	4

					<ul style="list-style-type: none"> ▪ 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. <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"> ▪ 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. 	1	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. <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"> ▪ 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. 	2	3	6
Stands falling over	Public and exhibitors	3	2	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. 	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"> Organising team to monitor structures with visual checks for the duration of the event. 			
Special structure: platforms/marquees etc.	Exhibitors and venue staff	3	3	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. 	2	3	6
Lifting equipment (FLT's, cranes etc.) Power tools and heat sources	Contractors	3	3	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. 	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"> 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. 	1	2	2
Variety of contractors and exhibitors on-site	Contractors and exhibitors	2	3	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. 	2	2	4

					<ul style="list-style-type: none"> ▪ 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. 			
Electricity: connections, and power to stands etc.	Exhibitors	3	3	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. 	2	2	4

					<ul style="list-style-type: none"> ▪ 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. 			
Build-up and Breakdown	Exhibitors, contractors, venue and UCAS staff	3	3	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. 	2	3	6
Traffic management	Visitors and exhibitors	2	2	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. 	1	2	2

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial	RISK CONTROL MEASURES	Likelihood	Impact	Residual
				Risk				Risk
					<ul style="list-style-type: none"> Observe speed limits and good driving practice: 'no mobiles when mobile' and 'switch off before you drive off'. 			
Manual handling	Exhibitors and event ambassadors	3	3	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. 	2	3	6
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	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. 	2	2	4

					<ul style="list-style-type: none"> ▪ 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. 			
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	2	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. 	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"> a) PPE training on all types of PPE, and on skin care: <ul style="list-style-type: none"> risk assessment requirements briefed to staff PPE as identified in risk assessment b) Chemicals - COSHH risk assessment requirements briefed to staff. <ul style="list-style-type: none"> 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. 	2	2	4
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser	3	3	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. 	2	3	6

	staff, event ambassadors				<ul style="list-style-type: none"> ▪ 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. 			
Hanging Banners	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	3	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. 	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"> ▪ Staff, event ambassadors and exhibitors to be provided with a copy of the venues emergency procedures/Evacuation procedures. 	2	3	6

					<ul style="list-style-type: none"> ▪ 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 organiser's office or venue security. ▪ If bomb threat, venue and UCAS to follow venue's emergency procedures 			
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"> ▪ Separate "additional" risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected 	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 & AV electrics to be installed and uninstalled by trained Havills staff only</p> <ul style="list-style-type: none"> ▪ Separate risk assessment and method statement – Completed and sent to venue by Formula/Havills prior to event. 	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"> ▪ 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 	2	3	6

					<ul style="list-style-type: none"> ▪ 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 <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	2	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 	2	2	4
Inflatable pods (Assemble stationary & disassemble) and Seminar rooms	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	3	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 ▪ 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 	2	2	4
Wireless Headphones	Visitors, organiser staff, event ambassadors	2	2	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. 	1	2	2

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

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

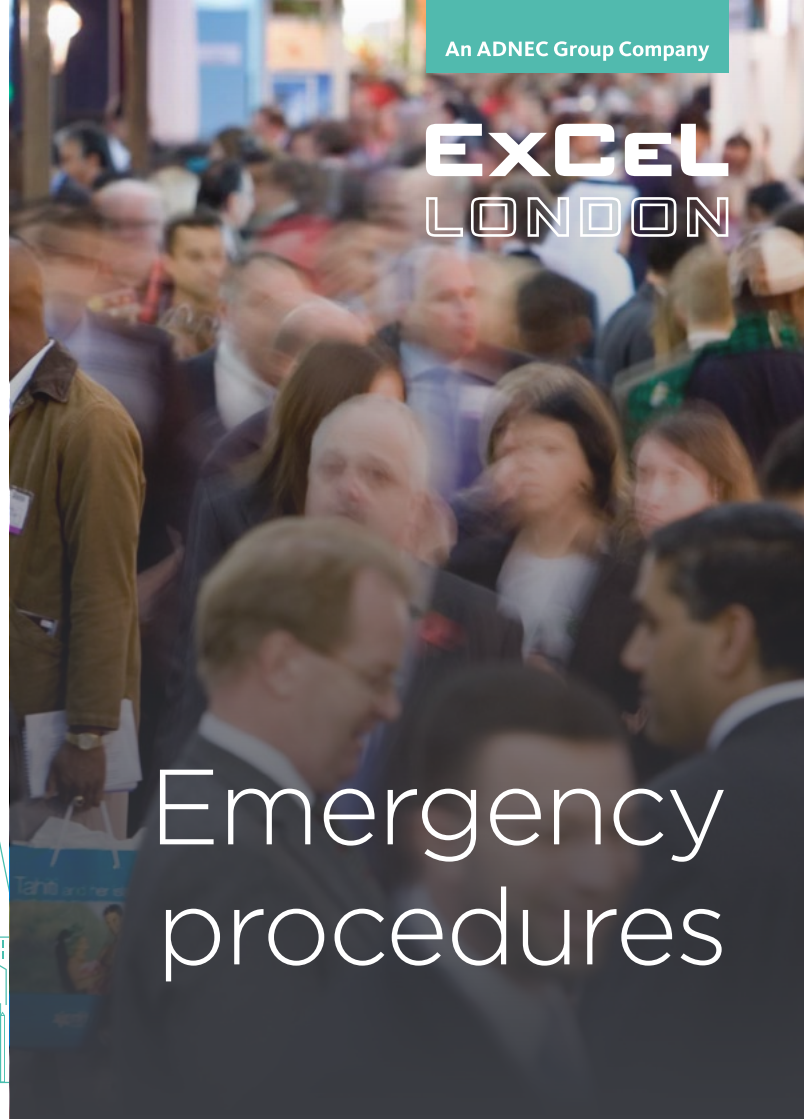
EXCEL
LONDON

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

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

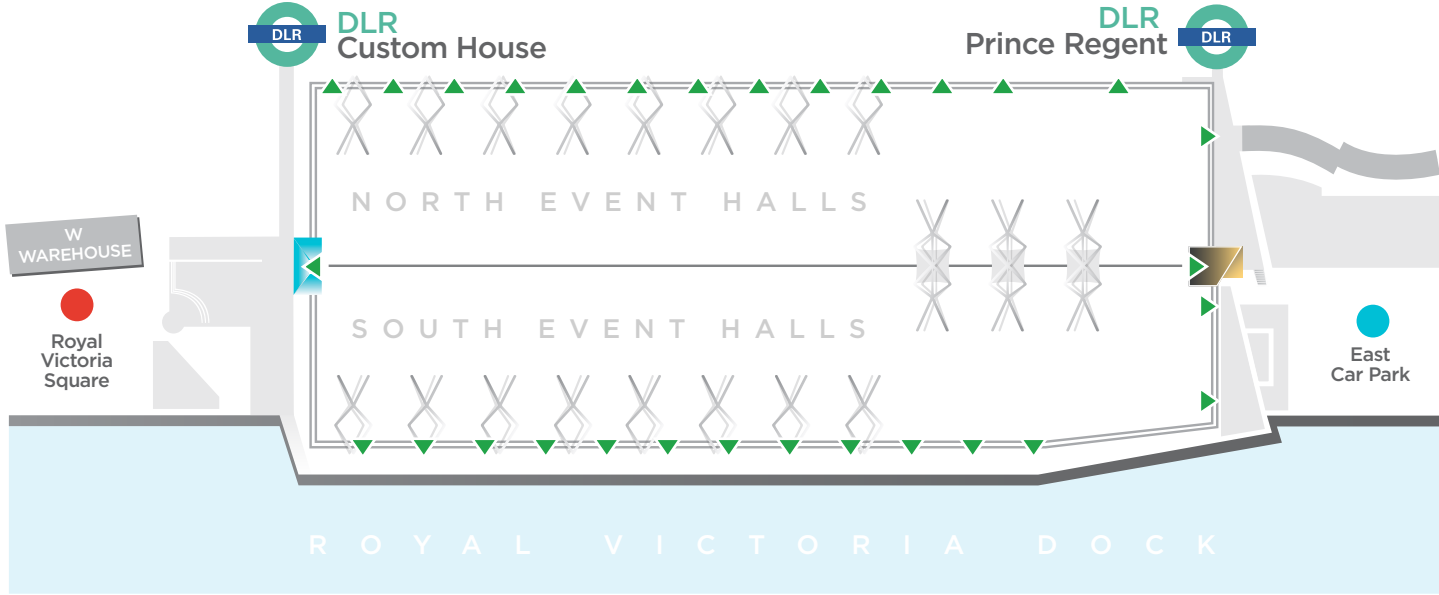


● West assembly point

● East assembly point

▲ Venue exits

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



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?

Exhibitor parking permit

London UCAS HE exhibition 2019

Valid only for loading/unloading at:
South Entrance N2 – N4, London ExCeL,
1 Western Gateway, London, E16 1XL

Date valid: 24 – 26 March 2019

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.

2019 Organiser order form

ExCeL Venue Services:

Sales: +44 (0)20 7069 4400

Sales email: itc@excel.london

IT helpdesk: +44 (0)20 7069 4342

EXCeL
LONDON
Valid from 1st January - 31st December 2019

Internet Connection (LAN)

Quantity

Cost

Internet Access (up to 1 Mbps) for 1 device via the ExCeL London LAN

We provide: 1 x 10/100/1000 Ethernet Connection (RJ45 male termination; 1 x Private IP Address behind the ExCeL firewall)

You require: Device with working Ethernet/LAN network interface

Internet Specification: By default internet bandwidth between 1 Mbps and 10 Mbps is behind our firewall and IP addresses are provided automatically.

1 Mbps @ £345
 2 Mbps @ £692
 4 Mbps @ £1,223
 5 Mbps @ £1,490
 6 Mbps @ £1,756
 8 Mbps @ £2,287
 10 Mbps @ £2,818

Internet Specification with Public IP address

Please note our Public IP Addresses are outside the firewall with no connection restrictions

2 Mbps @ £772
 4 Mbps @ £1,303
 6 Mbps @ £1,836
 8 Mbps @ £2,366
 10 Mbps @ £2,898

All connections have automatic IP assignment. If you require a Static IP, please tick here

Internet connections above 10 Mbps will be outside our firewall with no connection restrictions

12 Mbps @ £3,351
 15 Mbps @ £4,148
 20 Mbps @ £5,477
 25 Mbps @ £6,806
 30 Mbps @ £8,134
 40 Mbps @ £10,792
 50 Mbps @ £13,451

All connections have automatic IP assignment. If you require a Static IP, please tick here

Additional IP Address (IP)

£79

Additional IP Address for use with the ExCeL London Internet Connection (LAN)

NOTE: An additional IP address allows you to use more than one device on your cabled connection. When using a switch, you will require 1 IP address for each additional device that will be connected via a single cable.

We provide: 1 x IP Address (specification based upon selection above)

You require: 1 x Internet Connection; suitable switch & associated cables

Network Switch *Additional cables will be required*

10/100 Ethernet Hub for networking multiple PC devices

We provide: 1 x 10/100 Switch (NOTE: 1 x port is required for Internet uplink)

You require: Suitable UK Power supply. Please note that by default an internet connection provides 1 x IP Address for 1 device. For more devices, additional IP addresses will need to be purchased for use with this switch.

8 Port Switch @ £79
 16 Port Switch @ £114
 24 Port Switch @ £150

Ethernet Cables

5m Ethernet Cable @ £6
 10m Ethernet Cable @ £11
 20m Ethernet Cable @ £21

Network Router

£231

10/100/1000 Ethernet Router for networking multiple PC devices

We provide: 1 x 10/100/1000 Router (NOTE: This is NOT a wireless router)

You require: Suitable UK Power supply.

Exchange Line (ANALOGUE)*

£191

A standard Analogue Exchange Line for connecting your, PDQ or Fax Machine

We provide: 1 x UK BT Socket; 1 x RJ45/RJ11 Socket

You require: PDQ or Fax Machine

Digital Telephone Service (VoIP)*

Digital Telephone Service. NOT compatible with PC modems, PDQs or Fax Machines

We provide: 1 x Digital Telephone Connection; 1 x Digital Telephone Handset

VoIP @ £124
 Conference Phone @ £231

* These services may incur call charges which will be invoiced post-event

Stand Cabling

ExCeL London can cable your stand

You provide: A detailed stand plan on where you would like each connection to be run

Stand Cabling @ £80 per cable

If you have a question about any of our services, require something that you can't see here or simply need some advice about IT at your event please contact us +44 (0)20 7069 4400

Service Position

We do not accept American Express or Diners Card

Please indicate the floor-duct you wish your service(s) to be installed to on a ducted floor plan, so that ExCeL London IT can ensure your service(s) are installed prior your arrival.

Failure to indicate a floor duct will result in a £55 moving charge (per cable).

PLEASE NOTE: It is YOUR responsibility to ensure that your stand builder correctly routes your cable to the final location. ExCeL London IT will pull to the nearest floor duct within your stand and provide approximately 7m of additional cable for your stand builder to route.

Stand Plan Enclosed Shell Scheme Platform / Raised Floor

Please contact us if you have not received confirmation of your order within 7 days

VAT number

20% Late Order Surcharge (if applicable)

SUB TOTAL (excluding VAT)

20% VAT

TOTAL (including VAT)

Summary of Terms

This order is accepted on the understanding that full IT & Communication Terms and Conditions apply (available upon request)

- Orders accepted after the cut-off date (14 days before first day of tenancy) attract a 20% surcharge per service.
- Orders received without a marked stand plan will incur a £50 per cable charge if needed to be moved.
- ExCeL London - ExCeL Venue Services will not be liable for any consequential or other direct or indirect loss suffered by the Customer howsoever caused.
- Refunds will only ONLY be given if written cancellation is received not less than 14 days prior to tenancy (Subject to an administration charge).
- Power and power distribution are not included, nor provided by ExCeL Venue Services.
- Connection to the ExCeL London network (LAN) will only be allowed if the customer is in accordance with the IT & Communications Connection Policy.

Event / Exhibitor Details

Event Name:

Event dates:

Stand Number / Room Name:

Exhibitor Stand Name:

NOTE: It is your responsibility to advise us of changes to stand numbers or locations. Any associated remedial work will attract additional charges.

Invoice Details

These are the details as they will appear on your invoice (this cannot be changed at a later date)

Title: First Name:

Last Name:

Email:

Company:

Address:

Country: Postal/zip code:

Order Contact Details

We require contact details so we can contact you about your order

Title: First Name:

Last Name:

Job Title:

Company:

Telephone:

Fax:

Email: *Important service information will be sent to this address*

Payment Details

Orders will be invoiced, full payment must be received before the first build day of the event.

Card Number: <input type="text"/>	Start Date: <input type="text"/>	Expiry Date: <input type="text"/>
<input type="checkbox"/> VISA <input type="checkbox"/> Mastercard <input type="checkbox"/> Other	Issue: <input type="text"/>	
<i>(Please tick as appropriate - We do not accept American Express or Diners Card)</i>		<i>(if applicable)</i>
Cardholders Name:	Cardholders Signature: <input type="text"/>	
<i>(as shown on card)</i>		
Address:		
.....		
Country:	Postal/zip code:	
Payment Method: <input type="checkbox"/> Bank Transfer <i>(Confirmation enclosed)</i>		
<input type="checkbox"/> Card payment		
ExCeL London - IT & Communications Bank Details		
Barclays Bank PLC		
London Corporate Banking, PO Box 15161 50 Pall Mall London, SW1A 1QA		
VAT number: GB 268 7473 52 Sort Code: 20-65-82 Account Number: 20971189 <i>International Customers may require the following:</i> IBAN: GB95BARC20658220971189 BIC/SWIFT Code: BARCGB22		