

UCAS higher education exhibitions

Visitor information pack

Venue address Rowley Mile Conference Centre
Rowley Mile Racecourse
Newmarket
Suffolk
CB8 0TF

Event date Monday 17 June 2019

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A

Accidents and near misses

If you are involved in an accident or near miss, please report it to the organisers, who will be available at the information desk in Hall 1. This will ensure appropriate medical attention is obtained, and will allow us to put measures in place to help prevent reoccurrences. Alternatively, you can contact the staff looking after your exhibition area.

Arrivals

Please follow the directions of on-site marshals who will assist you. All visitors should head towards the main car park and enter via the **Premier Enclosure Entrance**.

Your exhibition ticket is personal to you and should not be passed on to other group members, as this would compromise the security of your data.

To comply with data protection regulations, it's essential that individuals at our exhibitions use their own ticket – both on entering, and when visiting exhibitors stands. Anyone found to be in breach of this will be asked to leave the event and re-register to gain re-admittance.

C

Cars

Please follow signs for the main car park and allow on-site marshals to direct you. Car parking is free.

Cash machines

There are no cash machines on-site. The nearest is located at the garage at the top of the drive to the racecourse, approximately one mile from the site.

Catering

The Devil's Dyke restaurant, on the ground floor, will be open from 08:00 – 14:00. The restaurant serves sandwiches starting from £3.60, as well as hot food.

Coaches

There is plenty of free coach parking – coach drivers may leave and return later or stay if they wish.

D

Directions

There are two racecourses at Newmarket: the Rowley Mile Course, and the July Course. This event will take place at the Conference Centre, at the Rowley Mile Racecourse.

Full directions, location maps and accommodation information can be found and downloaded from the conference pages of the [Newmarket Racecourses website](#).

E

Emergency procedures

Fire Alarm Procedure

- In the event of discovering a fire please break the glass in your nearest fire alarm call point.
- The fire alarm is a continuous siren combined with ceiling-mounted flashing beacons in certain areas.
- On hearing the fire alarm please vacate the building by the nearest available exit (as indicated by the green running man signs) and proceed immediately to the assembly point in the Conference Centre car park, situated back through the courtyard.
- All lifts will go to and stay on the ground floor with the doors open once the fire alarm has been activated.
- Disabled delegates are advised to wait in the refuge areas on each level of the building in the nearest fire exit staircase (located at each end of the building on every floor). Evac-Chairs are available to be used as a method of vacating the building but can only be operated by trained members of Racecourse staff.
- The only balcony that serves as a fire escape is that on level one of the Millennium Grandstand.
- Do not in any circumstances re-enter the building until you are advised to do so by the Racecourse Duty Manager.
- Under **no** circumstances should fire exits be blocked or propped open.

Event staff

For any 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

First aiders will be located in the Owners and Trainers Bar. Should you need their assistance, please contact a member of staff wearing a radio or an ambassador wearing a red t-shirt.

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 visitor's property during an event, they are not responsible for any loss or damage. All group leaders should ensure they have adequate public and employers' liability cover, in line with the booking terms and conditions.

Internet

Free WiFi is available. The network is called **Free Jockey Club WIFI**. No password is necessary. However, users will need to register to gain access.

L

Lost property

Lost property will be taken to the **Hong Kong Suite**. At the end of the event, items will be left with the venue team who will log it and then store it.

O

Organisers

The organiser can be contacted by any member of staff wearing a radio. Alternatively, please go to the general information stand or the Hong Kong Suite to ask for assistance.

P

Parking

See 'Cars' and 'Coaches' above.

R

Risk assessment

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

S

Security

Security will be present on-site.

Seminars

A wide range of seminars are offered and will be detailed in the programme handed out on the day. Events staff will direct you to the seminar rooms.

Smoking

Dedicated smoking areas are signposted at the venue.



CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

1. Name of policy holder Policy No Y016458QBE0118A / 007
Anglia Ruskin University Higher Education Corporation

2. Date of commencement of insurance policy 1st August 2018

3. Date of expiry of insurance policy 31st July 2019

We hereby certify that subject to paragraph 2:

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, Isle of Man, Island of Jersey, Island of Guernsey, Island of Alderney; or any offshore installations in territorial waters around Great Britain and its Continental Shelf **(b)**; and;
2. (a) the minimum amount of cover provided by this policy is no less than £5 million **(c)**; or
~~(b) the cover provided under this policy relates to claims in excess of [£] but not exceeding [£].~~
3. the policy covers the holding company and all its subsidiaries

Signed on behalf of QBE Insurance (Europe) Limited (Authorised Insurer)

Notes

- (a)** *Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.*
- (b)** *Specify applicable law as provided for in regulation 4(6) of the Regulations.*
- (c)** *See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.*

Important

Display will be satisfied if the certificate is made available in electronic form and each relevant employee to whom it relates has reasonable access to it in that form.

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Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority—
Registration Number 202842

ASSESSOR (LINE MANAGER)	UCAS RISK ASSESSMENT 2019	Cambridge UCAS HE Exhibition	EVENT DETAILS		
NAME: Jenny Webster, Events Manager at Anglia Ruskin University			Venue: Rowley Mile Conference Centre, Newmarket Racecourse, Newmarket Suffolk, CB8 0TF Date: 16 & 17 June 2019		
SIGNATURE: J. Webster					
DATE: 30 April 2019					
Monitored by: Holly Golden					
SIGNATURE: <i>H. Golden</i>					
DATE: 24/05/19					

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Impact	Likelihood	Initial Risk	RISK CONTROL MEASURES	Impact	Likelihood	Residual Risk
Over-crowding of event hall / stand	Public and exhibitors	3	2	6	<ul style="list-style-type: none"> The floor plan has been designed to maximise aisle widths (a minimum of 2 metres wide) to avoid overcrowding. Suitable space around the stands and feature areas, which will be monitored, by floor managers and organisers. Exhibitors to ensure that staff manning the stands keep within their stand to avoid bottle necking in aisles. Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space. Organisers to schedule arrivals in line with venue capacities, and monitor arrivals with help from the venue, to prevent overcrowding. Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. All staff to be visibly identifiable by a UCAS T shirt. Organisers to monitor the exhibition areas – Hall 1, 2 and 3. 	3	1	3

					<ul style="list-style-type: none"> Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded. All to obey instructions given by the organiser, or venue staff, to help control traffic and pedestrian flows. Organisers have chosen venue (Jockey Club) highly experienced in hosting large scale events. Organisers to assign members of staff to key areas with the responsibility to look after their area. All in radio contact. 			
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	3	12	<ul style="list-style-type: none"> Fire exits to be kept clear of obstructions. Fire extinguishers to be available in the venue where required and on recommendations of the venue. All to ensure all waste is collected and stored correctly. Student Ambassadors assigned to regular monitor exhibition hall and collect waste. Exhibitors to ensure all waste and flammable waste material is removed from stand area. A dedicated skip will be provided for the event, adjacent to the main exhibitor hall. Exhibitors staff and visitors will use designated smoking areas. 	4	2	8
Evacuation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	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 student helpers, exhibitors and contractors (Venue briefing with the clear instructions attached to this risk assessment) <ul style="list-style-type: none"> The below will be shared will all exhibitors/visitors and staff ahead of the event: There are no scheduled fire alarm tests for today In the event of discovering a fire please break glass in your nearest fire alarm call point The fire alarm is a continuous siren combined with ceiling-mounted flashing beacons in certain areas 	3	2	6

					<ul style="list-style-type: none"> ○ Upon hearing the fire alarm please vacate the building by the nearest available exit (as indicated by the green running man signs) and proceed immediately to the Assembly Point in the Conference Centre Car Park situated back through the courtyard ○ All lifts will go to and stay on the ground floor with the doors open once the fire alarm has been sounded ○ Disabled delegates are advised to wait in the Refuge holding areas on each level in the nearest fire exit stair case (located at each end of the building on every floor) ○ The only balcony that serves as a fire escape is that on level 1 of the Grandstand ○ Do not re-enter the buildings until advised to do so by the Racecourse Duty Manager ○ <u>Under NO circumstances should fire exits be blocked or propped open</u> ● Exhibitors are asked to ensure they are aware of the nearest emergency exit and keep all exits and aisles 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. Venue emergency procedures have been included in the exhibitor and visitor manual. ● 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 venue staff are to go into the halls to evacuate people. 			
Slips / trips and falls	Exhibitors, contractors, visitors,	3	3	9	<ul style="list-style-type: none"> ● Exhibitors should ensure that all boxes are appropriately stacked within the allocated stand space. 	3	2	6

	venue staff, organiser staff, student helpers				<ul style="list-style-type: none"> • 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. Organisers to assign a Lead staff to every exhibition hall to regular watch out for any hazards. • Exhibitors should request that all empty, flat-packed, and broken boxes are removed from their stand by the Student Ambassadors/ event staff. • Organisers and exhibitors to ensure empty boxes are cleared from stand, with assistance from student helpers. • Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways. • Organisers and exhibitors to ensure personal belongings are stored away appropriately. • Organisers and exhibitors to ensure all other waste is stored and removed safely. • Exhibitors should ensure they do not break down any part of their stand until all visitors have left the exhibition area and the organiser has announced that breakdown may begin. 			
Working at height	Exhibitors, contractors, venue and UCAS staff	3	3	9	<ul style="list-style-type: none"> • All work to be carried out from a stable support – either ladder or scaffold – with suitable warning signs and barriers as necessary. • Exhibitors to ensure all staff required to work at height are suitably trained. • Suitable personal protective equipment (PPE) clothing and footwear to be worn where relevant. 	3	2	6
Stands falling over	Public and exhibitors	2	3	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. 	2	2	4

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. 	3	2	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 to use lifting equipment. Power tools used by contractors have the minimum length of trailing leads and protection mechanically and visually from any damage. Such equipment is never to be left unattended with the power supply switched on. Appropriate signage and warning lights used, where necessary. 	3	2	6
Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	2	3	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. 	2	1	2
Variety of contractors and exhibitors on-site	Contractors and exhibitors	3	2	6	<ul style="list-style-type: none"> Exhibitors to agree to a risk assessment as part of their booking, and supply additional information where appropriate. Only experienced, reliable and approved contractors used. Organiser to be informed of any particular hazards arising prior to, and during the exhibition. Basic checks made on contractor and exhibitor risk assessments. Contractors are the specific responsibility of the hiring company, i.e. the exhibitor. Exhibitors are responsible to ensure that their contractors use appropriate equipment, and are competent to do so. Estimated staffing number of contractors is two. All exhibitors and contractors wishing to work late must request permission from the organiser prior to the event, to enable security, first aid, electricity and lighting to be arranged for the halls or particular stands. 	3	1	3

					<ul style="list-style-type: none"> 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. 			
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 venue. Exhibitors are not allowed to do their own wiring, due to potential sub-standard and dangerous installations being energised. Exhibitors to ensure equipment is used safely and for the purpose for which it was designed. Exhibitors should ensure no sockets or connections are overloaded in their stand area, and, if in doubt, should seek approval from the event organiser. All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate. Ensure all electrical risks are controlled, and a member of staff from the electrical contractor is onsite at all times. Only experienced, reliable and approved contractors used. All orders for electricity must be placed before the deadline, where applicable. 	3	2	6
Build-up and Breakdown	Exhibitors, contractors, venue and UCAS staff	3	3	9	<ul style="list-style-type: none"> At least 1-hour set-up period for exhibitors on the event day (between 8am – 9.15am), and half day access for contractors on the set-up day the day before. 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. Lanyards to be worn by exhibitors to allow them access before the event opens to the public on the event day. All contractors to be monitored on-site, with regard to the tasks undertaken, and suitable PPE to be worn when necessary. 	3	1	3

					<ul style="list-style-type: none"> 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. 			
Car parking during exhibition	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. Traffic marshals used to control flow of traffic on-site Venue contact details and directions to the venue to be made available in advance. Traffic marshals in place in car park / unloading areas. Care to be taken when driving to and from the venue. Observe speed limits and good driving practice: 'no mobiles when mobile' and 'switch off before you drive off'. 	2	1	2
Manual handling	Exhibitors and student helpers	3	3	9	<ul style="list-style-type: none"> Exhibitors to ensure all stand staff are trained in the correct manual handling procedures. All to wear appropriate footwear. Liquid spills to be monitored by cleaners and cleared up. Any wet floors to be marked with hazard signs immediately. 	3	2	6
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	3	3	9	<ul style="list-style-type: none"> Visitors to access venue through the Premier Enclosure Entrance during the event. All relevant information will be put in the exhibition guide – including first aid, catering, etc. Use the floor plan to highlight key areas of interest to aid movement around the venue, such as exhibitor stand locations, entrance and exit points, first aid point, organiser's office, seminar rooms, refreshments areas. All stands are advised to have access for the disabled, via the exhibitor manual and stand inspection. Organisers and stewards to monitor disabled guests for ease of movement around the venue. Organisers to ensure there is disabled access/egress to the venue. All height limits will be strictly enforced to enable clear view of signs and banners. 	3	1	3

					<ul style="list-style-type: none"> Organisers to ensure appropriate staffing in place to provide a managed and safe environment for exhibitors, staff and visitors, and to provide directions where required. No use of trolleys on the exhibition hall floor to move materials during the open hours of the exhibition. Car parking marshals in place to monitor flows of traffic and pedestrians in the venue. 			
Seminar rooms	Visitors and speakers	1	1	1	<ul style="list-style-type: none"> Maximum distance to any emergency exits in the seminar rooms must not exceed 12 metres. All emergency exits are to have illuminated emergency exit signs above the door. All cables must be securely fastened away to avoid trip hazards. A member of IT staff will be assigned to the talks. Loud speaker stands must not protrude into gangways. Noise levels must be kept at a reasonable level. Organisers to assign a Talks Manager and student ambassadors to assist with crowd flow and directions. 	1	1	1
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	1	1	1	<ul style="list-style-type: none"> No alcohol/substances permitted in the venue. Venues with bar facilities are clearly notified of this before event. Venue will be responsible for relevant checks, if necessary. If anyone is found to be in possession of controlled drugs (Class A, B or C), or under the influence, the police will be notified. Any offenders will be asked to leave the event. 	1	1	1
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, student helpers	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"> o risk assessment requirements briefed to staff o PPE as identified in risk assessment b) Manual handling training provided: <ul style="list-style-type: none"> o mechanical handling equipment training provided where required o risk assessment requirements briefed to staff o staff competence and supervision c) Work equipment and electricity: 	3	2	6

<p>The significant ones are:</p> <p>a) PPE</p> <p>b) manual handling</p> <p>c) work equipment and electricity</p> <p>d) chemicals</p> <p>e) slips, trips and falls</p> <p>f) work at height emergency procedures</p>					<ul style="list-style-type: none"> ○ staff work equipment training where relevant ○ pre-shift and statutory checks in place, and checked for implementation if relevant <p>d) Chemicals - COSHH risk assessment requirements briefed to staff.</p> <ul style="list-style-type: none"> ○ MSDS and product guidance available where relevant ○ staff competence & supervision. ○ waste storage, collection and disposal system in place where relevant <p>e) Slips, trips and falls: risk assessment requirements briefed to staff</p> <ul style="list-style-type: none"> ○ cables and tripping hazards controlled. ○ staff competence and supervision. <p>f) Work at height: training and competence.</p> <p>g) Emergency procedures: staff training in health & safety and emergency procedures.</p> <p>h) Audible and visible alarms and warnings suitable for danger and regularly tested.</p>			
<p>Illness or injury</p>	<p>Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers</p>	<p>3</p>	<p>3</p>	<p>9</p>	<ul style="list-style-type: none"> • A member of the venue event staff or St John's to be contacted if in need of first aid. A member of event staff to be positioned in the venue at all times. • Ensure that the first aid point is known to exhibitors and student helpers, and featured on the floor plan in the Exhibition Guide. • Organisers to ensure first aid post is staffed by qualified persons and UCAS organiser to be first aid trained. • 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. 	<p>3</p>	<p>2</p>	<p>6</p>
<p>Emergency situation</p>	<p>Exhibitors, Contractors, Visitors, Venue Staff,</p>	<p>4</p>	<p>4</p>	<p>16</p>	<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>4</p>	<p>3</p>	<p>12</p>

	Organiser Staff, Student Helpers (Approx. 3000+)				<p>Event organiser to follow venue emergency procedures at all times and take action to ensure safety of all visitors and exhibitors, lock down or evacuate if needed. Event organiser to document all details where possible on an occurrence register.</p> <ul style="list-style-type: none"> • Staff, Student helpers and exhibitors to be provided with a copy of the venue's emergency procedures/Evacuation procedures (see attached) • UCAS event organiser to alert UCAS incident management team • Staff, Student helpers, Exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organiser's office or venue security. 			
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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.