

UCAS higher education exhibitions

Visitor information pack

Address

Borders Event Centre
Springwood
Kelso
Scotland
TD5 8LS

Date

Wednesday 4 September 2019, 10:00 – 14:00

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A

Accidents and near misses

If you are involved in or witness an accident or near miss on-site, please report it to a member of the UCAS team at the general information desk.

Arrivals

On arrival, please head to the main entrance of the Event Centre – you will see our UCAS flags. Please have your ticket ready for inspection. If you do not have a ticket, please report to the registration desk, located in a gazebo outside the entrance.

Your exhibition ticket is personal to you, and should not be passed on to other group members, as this could 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 register again for readmittance.

C

Cars

Car parking is free behind the hall – please do not park at the front of the building.

Cash machines

There are no cash machines at the venue. There are several available in Kelso Square, approximately one mile from venue.

Catering

There is a small cafe open throughout the event.

Coaches

If arriving by coach, please approach along the single-track road and drop off pupils close to the venue. You will be met by event staff who will escort you to the building. Parking is available at the end of the car park and is free of charge.

D

Directions

The venue is on the outskirts of the Border town, Kelso, across the old bridge. From the town centre, cross the bridge, and the gates to the show field are opposite the River Tweed. Through the gates, turn right, and follow the road towards the large building which houses the event. Parking is available behind that building. The postcode is TD5 8LS.

E

Emergency procedures

The event is on one level. Please leave by the nearest fire exit and assemble in front of the main entrance.

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

If you sustain any personal injuries or are present when an accident occurs, please report it to a member of the UCAS team at the general information desk.

I

Insurance

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

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

Internet

Internet will not be available.

L

Lost property

If you have lost your own property or found something, please report it to the general information desk.

O

Organisers

If you need to contact the event organiser on the day of the event, please visit the general information desk, where the UCAS Events Team will be on hand to answer any queries. This is located at the entrance to the hall.

P

Parking

Parking is free. At the rear of the building, there will also be space available for coaches.

R

Risk assessment

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

S

Security

Any theft or loss of items should be reported to staff at the general information desk.

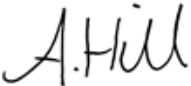

Seminars

Seminars will take place during the event, in silent seminar rooms located in the hall. A seminar programme can be found on the [event web page](#).

Seminars are available to students on a first-come, first-served basis. Tickets are not required, but places are limited by room capacity. They will last no longer than 20 minutes.

Smoking

There is a strict **no smoking** policy in the building. However, smoking is allowed outside the building.

ASSESSOR (LINE MANAGER)	UCAS RISK ASSESSMENT 2019 Borders UCAS Higher Education Exhibition Borders Event Centre, Kelso, TD5 8LS Tuesday 3 – Wednesday 4 September 2019
NAME: ANGIE HILL – EXHIBITION MANAGER	
SIGNATURE: 	
DATE: 01/08/2019	
NAME OF STAFF: Kaylea Blindell	
SIGNATURE: 	
DATE: 31/07/2019	

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.

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 overcrowding. Coach arrival schedule also to be used if appropriate. ▪ Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. All staff to be visibly identifiable. ▪ Organisers to monitor the exhibition area. ▪ Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded. ▪ All to obey instructions given by the organiser, venue staff or sub-contractor used, to help control traffic and pedestrian flows. 	2	2	4
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. 	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. ▪ 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. ▪ If any evacuation announcements cannot be heard over the atmospheric noise, then event staff are to go into the halls to evacuate people. 	2	2	4
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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. ▪ Exhibitors should request that all empty, flat-packed, and broken boxes are removed from their stand by the event staff. ▪ Organisers and exhibitors to ensure empty boxes are cleared from stand, with assistance from event ambassadors. ▪ Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways. ▪ Organisers and exhibitors to ensure personal belongings are stored away appropriately. ▪ Organisers and exhibitors to ensure all other waste is stored and removed safely. ▪ Exhibitors should ensure they do not break down any part of their stand until all visitors have left the exhibition area and the organiser has said breakdown may begin. 	1	2	2
Working at height	Exhibitors, contractors, venue and UCAS staff	3	3	9	<ul style="list-style-type: none"> ▪ Maximum height build of 4m, exhibitors to let organiser know if building higher than 2.5m. ▪ 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. ▪ Organising team to monitor structures with visual checks for the duration of the event. 	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. 	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"> ▪ 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. ▪ 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. 	2	2	4
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. ▪ 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. ▪ All orders for electricity must be placed before the deadline, where applicable. 	2	2	4

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. ▪ Lanyards 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 ▪ Event staff used to control flow of traffic on-site. ▪ Venue contact details to be made available in advance, along with parking permits, if applicable. ▪ Event staff 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'. 	1	2	2
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. ▪ No use of trolleys on the exhibition hall floor to move materials during the open hours of the exhibition. 	2	2	4
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. ▪ 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

<p>Hazard and injury from negative and positive behaviours where staff may not follow rules, and requirements of risk assessments for the above hazards and risks.</p>	<p>Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors</p>	<p>3</p>	<p>3</p>	<p>9</p>	<p>Company policy, procedures and rules apply in all cases.</p> <p>a) PPE training on all types of PPE, and on skin care: risk assessment requirements briefed to staff PPE as identified in risk assessment</p> <p>b) Chemicals - COSHH risk assessment requirements briefed to staff. MSDS and product guidance available staff competence and supervision. waste storage, collection and disposal system in place</p> <p>c) Organising team to be provided a quarterly event season briefing of health and safety including review of risk assessment before going on site.</p> <p>d) Venue specific details of risk and health and safety should be included within each event briefing.</p>	<p>2</p>	<p>2</p>	<p>4</p>
<p>Illness or injury</p>	<p>Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors</p>	<p>3</p>	<p>3</p>	<p>9</p>	<ul style="list-style-type: none"> ▪ A member of the first aid team to be contacted if in need of first aid. A dedicated first aid space to be allocated within the venue. ▪ 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. 	<p>2</p>	<p>3</p>	<p>6</p>

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. ▪ 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 	2	3	6
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 	1	3	3
Onsite registration congestion	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	<p>Onsite registration may cause congestion. Those that arrive with no ticket can register onsite in the allocated registration area.</p> <ul style="list-style-type: none"> ▪ Queues to be managed by event staff. ▪ Time slots to be allocated to spread out arrival of visitors. ▪ Area to be monitored by UCAS staff assigned to registration area. 	2	2	4

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 seminar rooms must not exceed 12 metres. ▪ All cables must be securely fastened away to avoid trip hazards. ▪ Loudspeaker stands must not protrude into gangways. ▪ Noise levels must be kept at a reasonable level. 	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

TO WHOM IT MAY CONCERN

1st August 2019

Dear Sir/Madam

UNIVERSITIES AND COLLEGES ADMISSIONS SERVICE AND ALL ITS SUBSIDIARY COMPANIES

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

EMPLOYERS' LIABILITY

Certificate No.	Y016458QBE0119A/074
Period of Indemnity	1 st August 2019 to 31 st July 2020
Limit of Indemnity	£15,000,000 any one event unlimited in the aggregate
Includes	Indemnity to Principals
Cover provided by	QBE UK Limited and Excess Insurers

PUBLIC AND PRODUCTS LIABILITY

Certificate of Entry No.	UM074/05
Period of Indemnity	1 st August 2019 to 31 st July 2020
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 UK 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