

A photograph of a busy exhibition booth. 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 booklet. Other students are visible in the background, some wearing purple lanyards. The booth has blue and white branding.

UCAS higher education exhibitions

Exhibitor manual

Address The Nicolson Institute
Sandwick Road
Stornoway
HS1 2PN

Date Wednesday 11 September 2019
10:00 – 13:00

Contents

A	3	Footwear	7
Accidents and near misses	3	H	7
Accommodation	3	Height restrictions	7
Arrival	3	I	7
B	4	Insurance	7
Build-up and breakdown	4	Internet	7
Business centre	4	L	7
C	5	Lost property	7
Car parking	5	O	8
Catering	5	Organisers	8
D	5	P	8
Deliveries	5	Passages and gangways	8
E	6	R	8
Electrical services and stand power	6	Risk assessment	8
Emergency procedures	6	S	9
Exhibition stands and furniture	6	Scanner collection	9
Event ambassadors	6	Security	9
F	6	Smoking	9
First aid	6	T	9
		Trolleys	9

Accidents and near misses

If you are involved in an accident or near miss, please report it to a member of staff at the general information desk, where the event organiser will be situated.

Accommodation

Caladh Inn

11 James Street

Stornoway

Tel: 01851 702 740

www.caladhinn.co.uk

Diagonally opposite venue.

Crown Inn

13 Castle Street

Stornoway

Tel: 01851 703 734

www.crownhotelstornoway.com

In town centre, five minutes from venue.

Cuanna Guest House

29 Francis Street

Stornoway

Tel: 01851 703 482

Less than two minutes from venue.

Hal O' The Wynd Guest House

2 Newton Street

Stornoway

Tel: 01851 706 073

www.halothewynd.com

Close to ferry terminal.

Please note, these are not recommendations, and are not officially endorsed.

Arrival

Tuesday 10 September 2019

When you arrive, please sign in at reception. A member of staff will then direct you to the exhibition hall to set up your stand.

Wednesday 11 September 2019

When you arrive, please sign in at reception. A member of staff will then direct you to the general information desk to collect your exhibitor lanyard, which must be worn at all times while in the venue.

Note: Exhibitors **must** register details of who will be attending in your ENet account, before the event.

B

Build-up and breakdown

Tuesday 10 September 2019

On the day before the event, exhibitors can access the exhibition hall from 15:00 until 17:00.

Wednesday 11 September 2019

On the day of the event, exhibitors can gain access from 08:45 until 10:00. Please ensure all stands are set up before visitors arrive at 10:00. Exhibitors must vacate the building by 16:00.

Please note: The event finishes at 13:00, so please do not begin breaking down your stands until then.

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

Business centre

If printing is required, please contact a member of event staff on the general information desk, who will try and accommodate any requests.

C

Car parking

General parking

There is a car park for exhibitors at the rear of the building, which can be accessed from Smith Avenue. Enter the building and follow the signage through the central atrium, towards the exhibition hall at the front.

Disabled parking

There is disabled parking at the front of the building, accessed from Sandwick Road.

Catering

Tea/coffee, and bottled water will be provided for exhibitors. If you would like to purchase additional items in advance of the event, there is a Tesco store less than a 10-minute walk from the venue, on Ferry Road (HS1 2QY).

D

Deliveries

Deliveries can be made during the school week, from 09:00 until 16:00. Please mark your deliveries as follows:

UCAS higher education exhibition

Company name

11 September 2019

The Nicolson Institute

Assembly Hall

Sandwick Road

Stornoway

HS1 2PN

Please notify Kathleen.Moran@uhi.ac.uk if you are sending materials before the event.

E

Electrical services and stand power

Electricity may be available to your stand – please contact Holly at H.Golden@ucas.ac.uk for more information.

Emergency procedures

Please see the fire procedures at the back of this pack.

Exhibition stands and furniture

Exhibitors are allocated a 2m x 1m stand area, unless a double or triple stand has been booked. Tables and chairs are available but will only be provided if requested.

Requests for furniture must be booked through your ENet account.

Event staff

Event staff will be available throughout the day to assist exhibitors – they are easily identified by their red UCAS 'Event staff' t-shirts. They can help with the breakdown of boxes, how to locate toilets, tea and coffee, and any other queries that you may have.

The event organiser will also be wearing a UCAS branded red polo shirt, and the UCAS team can be identified by their UCAS branded black polo shirts. Please do not hesitate to ask for assistance from the exhibition team.

F

First aid

If you sustain any personal injuries, or are present when an accident happens, please report it to the school office, main reception – adjacent to the exhibition hall.

Footwear

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

H

Height restrictions

There are no height restrictions at the venue.

I

Insurance

It is essential that you take out adequate employee and public liability insurance against personal injury, damage to, or loss of exhibits, etc.

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

Internet

Unfortunately, internet access is not provided, as the school runs on a secure network. If you think this will cause any issues, please contact Holly at H.Golden@ucas.ac.uk to discuss.

L

Lost property

If any property is lost or found, please report it to the school office, main reception – which is adjacent to the exhibition hall.

O

Organisers

On the day of the event, if you want to speak to the event organiser, please visit the general information desk, at the entrance to the exhibition hall.

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 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 bring a copy of this with you to the event, and email a copy to the organisers at events@ucas.ac.uk.

S

Scanner collection

Scanners can be collected from the scanner collection point, in the main exhibition hall.

Security

As it is a one-day event, please take care of any personal possessions.

Smoking

Smoking is not permitted in the school or on council property grounds, including car parks.

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.



Exhibitor code of conduct

Who does this apply to?

This code of conduct forms part of the exhibitor terms and conditions and applies to exhibitors or organisations/sole traders of any background booking marketing opportunities or stand space at an exhibition or conference.

Introduction

UCAS organises a network of events across the UK, for prospective students to gather information, advice and guidance about education and career opportunities, from a wide range of course providers and organisations. To ensure students' needs are at the heart of the events, and all exhibitors are able to engage effectively with them, all exhibitors must adhere to this code of conduct. The code of conduct has been agreed jointly between UCAS and HELOA.

Staffing

- **Exhibitors should arrive and set up in sufficient time before opening of the event, and not depart until it has officially closed. Exhibitors are required to remain at the event for the duration of the opening times, to ensure that all visitors have fair access to information and advice.**
- All members of staff attending or working at events should be given a copy of the code of conduct, and fully comply with it. They should display a high standard of professionalism in their work, and offer information, advice and guidance effectively, and with integrity. Any member of staff, including contractors and couriers, who are rude, disregard instructions from the organisers, or behave in any way that is deemed inappropriate for a UCAS exhibition, will be asked to leave the event. All incidents of this nature will be followed up and reported to the provider/organisation the member of staff represents.
- Exhibitors should provide appropriate personnel to staff the stand, adequately trained with sufficient knowledge to offer quality representation of their provider 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 on a 2m x 1m stand, three people on a 3m x 2m/3m x 3m stand, four people on a 4m x 3m and 5m x 3m stand, six people on a 6m x 2m/6m x 3m stand, and eight people on a 6m x 6m stand. Any additional staff may be asked to leave if the health, safety, or comfort of visitors or other exhibitors is compromised.
- Student talks are delivered on an impartial basis. To uphold the event's impartiality, those asked to deliver a student talk at an event must ensure their presentation delivers general advice and guidance, and not be perceived to deliver an unfair bias towards a particular higher education

provider, organisation, or company. Any presenter who does not support impartiality will be prohibited from delivering student talks 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 future participation.

Marketing materials

All promotional material should be relevant, and provide a balanced view of the organisation it represents.

Unless a specific stand size has been booked, the standard provision of space is:

- Shell scheme – 3m x 2m. Furniture will not automatically be provided – you can order furniture options when booking.
- Campus events – 2m x 1m. Furniture will not automatically be provided – you can order furniture options when booking.
- Specific stand sizes and locations are selected when booking stands at the Create your future exhibitions. Furniture will not automatically be provided – you can order furniture options when booking.

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

- Stands must not be dismantled while visitors remain in the hall, for health and safety reasons.
- Exhibitors must remain on their stand throughout the event, and must not carry out any promotional based activity in the gangways or between stands. This is for health and safety, and to ensure visitors are able to access a range of information, advice and guidance.
- Exhibitors should not leave their stand when trying to get visitors' attention, or when having any discussions with visitors. Please stay on your stand, so the aisles are kept clear.
- Information, advice and guidance must not be to the detriment of other exhibitors.
- Trolleys/cases cannot be brought onto the exhibition floor during event opening hours.

Upholding the code of conduct

UCAS and HELOA recognise that exhibitors work hard to 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 attending the event. The UCAS representative will liaise with the relevant exhibitor(s) 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 provider/organisation will be notified, and appropriate resolution sought. Attendance at future events 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 event organiser) will take any immediate steps required to ensure the health and safety of staff, exhibitors, and visitors.

Outside of event opening times, UCAS can be contacted at events@ucas.ac.uk.

THE NICOLSON INSTITUTE FIRE PROCEDURES

ON DISCOVERING A FIRE

1. Sound the alarm.
2. Dial 999 to call the fire brigade.
3. If possible, tackle the fire using the appliances provided. Do not endanger yourself or others in doing so.

ON HEARING THE FIRE ALARM SIRENS

Leave the building by the nearest available exit to assembly points: Clock Tower, and Leodhas Sports Centre Car Park.

1. Close all doors behind you.
2. Report to person in charge of assembly point.
3. Do not take risks.
4. Do not stop to collect personal belongings.
5. Do not re-enter the building for any reason, unless authorised to do so by a member of event staff or a fire officer.

ASSESSOR (LINE MANAGER)	UCAS RISK ASSESSMENT 2019 Stornoway UCAS HE Exhibition 11 September 2019	Venue: The Nicolson Institute
NAME: Kathleen Moran		During: Tuesday 10 September – Wednesday 11 September 2019
SIGNATURE: <i>K. Moran</i>		
DATE: 07/08/19		
MONITORED BY: Holly Golden		
SIGNATURE: <i>H. Golden</i>		
DATE: 07/08/19		

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial Risk	RISK CONTROL MEASURES	Likelihood	Impact	Residual Risk
Build-up and breakdown (minor injury)	Exhibitors, contractors, venue and UCAS staff	2	2	4	<ul style="list-style-type: none"> Only authorised persons are permitted in the venue for build-up and breakdown. During build-up, on the day before the event, exhibition and school staff are given access to the hall prior to exhibitor and contractors arrival to set-up furniture requirements for all exhibition stands. During build-up, on the day before the event, exhibitors and contractors are given access to the exhibition hall for 2 hours after exhibition space has been allocated to set-up individual stands. On the day of the event, exhibitors and contractors, are given access to the exhibition hall from 8.45am to set-up individual stands, before the exhibition opens at 10am. On the day of the event, exhibitors and contractors, have two hours to remove materials from the exhibition hall after the exhibition closes. 	2	1	2

					<ul style="list-style-type: none"> Children under 18 are not allowed in the exhibition hall for the entire duration of build-up and breakdown. Staff (UCAS, university and school staff), to be aware of the potential hazards of contractors moving around site, including the use of pallet movers and delivery vehicles, through the use of briefings before the event. On 11 September, event date, all exhibitors must be issued with lanyards to allow them access to the exhibition hall before the event opens to the public. 			
Overcrowding in the exhibition hall or on exhibition stands (exhibition hall becoming too full which may cause injury or illness)	Visitors and exhibitors	2	1	2	<ul style="list-style-type: none"> The floor plan has been designed to maximise aisle widths (a minimum of 2.5 metres wide) to avoid overcrowding. Organisers to reinforce the exhibitor code of conduct. This recommends no more than two people on a 2m x 1m stand, three people on a 3m x 2m stand, and six people on a 6m x 2m stand. Any additional staff may be asked to leave if the health, safety, or comfort of visitors or other exhibitors is deemed to be compromised. Exhibitors to ensure that staff manning the exhibition stands keep within their stand to avoid congestion in the aisles. Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space. Organisers have scheduled arrivals throughout the day, in line with venue capacities, and will monitor arrivals to prevent overcrowding. Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. Organisers to monitor the exhibition area. Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded. Individual briefing sheets will be provided for all event staff with specific roles. 	1	1	1
Overcrowding in seminar rooms (seminar rooms becoming too full which may cause injury or illness)	Visitors and speakers	2	1	2	<ul style="list-style-type: none"> Staff introducing speakers will be briefed to manage the numbers of students to ensure overcrowding does not occur. A wide choice of seminars for each session will be available for students to access. Arrival and departure times of schools have been staggered to reduce overcrowding. Event staff will be on hand to assist if required. 	1	1	1

<p>Visitors, exhibitors or advisers getting lost at the venue (personal inconvenience)</p> <p>Visitors/advisers getting separated from their group (anxiety)</p>	Visitors, exhibitors and advisers	2	1	2	<ul style="list-style-type: none"> • Campus maps will be included within exhibitor and visitor guides • Signage for exhibition hall/seminar rooms will be displayed clearly • Briefing for all staff and event staff of routes from exhibition hall to seminar rooms. • Several school staff attending the event will have previously visited The Nicolson Institute and will also be able to give directions. • Visiting schools asked to provide on-site emergency contact name/mobile number – information to be held by UCAS organisers on the general information stand. 	1	1	1
<p>Slips/trips and falls (injury)</p>	Everyone	2	2	4	<ul style="list-style-type: none"> • Exhibitors should ensure that all boxes are appropriately stacked within their allocated exhibition space. • UCAS will 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. • Event staff will remove empty, flat-packed, and broken boxes from exhibition stands. • 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 that they do not break down their stand until all visitors have left the exhibition area, and the organiser has advised that breakdown can begin. 	2	1	2
<p>Fire (evacuation risks, panic or injury)</p>	Everyone	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, if applicable. • Attendees will not smoke within the venue or on council premises 	2	3	6

Evacuation (evacuation risks, panic or injury)	Everyone	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 everyone involved in the exhibition. • Organisers will provide contractors, exhibitors and visitors with relevant evacuation procedure documentation, including fire assembly point. • Exhibitors should ensure that they are aware of the nearest emergency exit and keep all exits clear of obstructions at all times. • Contractors, exhibitors and visitors to ensure that 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 security staff are to go into the halls to evacuate people. 	2	2	4
Working at height (injury requiring hospitalisation)	Exhibitors, contractors, venue and UCAS staff	2	3	6	<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 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	2	4
Exhibition stands falling over (injury)	Visitors and exhibitors	2	2	4	<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. 	2	2	4

					<ul style="list-style-type: none"> Organisers will ask any stand deemed unsafe to be removed, or will work with the exhibitor to secure the stand. 			
Tea/coffee facilities (spillages or injuries)	Exhibitors and event staff	1	1	1	<ul style="list-style-type: none"> No open cups on the exhibition floor. Spillages will be cleaned up immediately. 	1	1	1
Car parking during exhibition (staff, pupils, visitors, and exhibitors involved in an accident in the car park)	Staff, pupils, visitors and exhibitors	2	2	4	<ul style="list-style-type: none"> Parking arrangements for exhibitors and visitors to be communicated in advance of the exhibition. Venue contact details to be made in advance, along with parking permits, if applicable. Care to be taken when driving to and from the venue. Observe speed limits and good driving practice. Event staff to meet all coaches and escort them to the exhibition hall. 	1	2	2
Manual handling (injury due to manual lifting/handling)	Exhibitors and event staff	2	1	2	<ul style="list-style-type: none"> Exhibitors to ensure staff manning their stands are trained in the correct manual handling procedures. Manual handling document to be provided in exhibitor and event staff packs. All to wear appropriate footwear. 	1	1	1
Variety of contractors and exhibitors on-site (injuries from not using appropriate equipment; or due to incorrect manual handling/lifting)	Contractors and exhibitors	2	2	4	<ul style="list-style-type: none"> Exhibitors agree to a risk assessment as part of their booking, and supply additional information where appropriate. Only experienced, reliable and approved contractors are 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. 	2	1	2

					<ul style="list-style-type: none"> • All exhibitors and contractors wishing to work late must request permission from the organiser prior to the event, for arrangements to be made. • 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. 			
Lifting equipment (FLT's, cranes etc) Power tools and heat sources (serious injury)	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
Electricity: connections, and power to stands etc. (injury)	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. • 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 	2	2	4

Alcohol / substance abuse (safeguarding issue or compromising situations)	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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 the 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 (safeguarding issue or injury)	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	3	3	9	<p>Company policy, procedures and rules apply in all cases.</p> <ol style="list-style-type: none"> PPE training on all types of PPE, and on skin care: - risk assessment requirements briefed to staff - PPE as identified in risk assessment 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. Organising team to be provided a quarterly event season briefing of health and safety including review of risk assessment before going on site. 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 staff, event staff	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 to be positioned in the venue at all times. Ensure that the first aid point is known to exhibitors and event staff and featured within the visitor information pack and exhibitor manual. 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. 	2	3	6

<p>Emergency situation to include fire, medical and bomb threat (evacuation risk, panic or injury)</p>	<p>Exhibitors, contractors, visitors, venue staff, organiser staff, event staff</p>	<p>3</p>	<p>4</p>	<p>12</p>	<ul style="list-style-type: none"> • 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 on-site team and notify if any changes occur. • 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. • Staff, event staff, 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 staff, 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. 	<p>2</p>	<p>3</p>	<p>6</p>
---	---	----------	----------	-----------	---	----------	----------	----------

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

<u>Likelihood</u>			<u>Impact</u>		
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.



Marsh Education Practice
Capital House
1-5 Perrymount Road
Haywards Heath
West Sussex
RH16 3SY
Tel: 01444 458144
Fax: 01444 415088
www.marsh.com

TO WHOM IT MAY CONCERN

Dear Sir/Madam

CONFIRMATION OF INSURANCE – University of the Highlands and Islands

As requested by the above client, we are writing to confirm that we act as Insurance Brokers to the client and that we have arranged insurance(s) on its behalf as detailed below:

TYPE OF INSURANCE

EMPLOYERS' LIABILITY

INSURER: Royal & Sun Alliance
POLICY NUMBER: RSAP2187423200
PERIOD OF INSURANCE: 1st August 2019 to 31st July 2020
SUM INSURED: GBP 10,000,000 (Terrorism £5,000,000)
DEDUCTIBLES: Nil

TYPE OF INSURANCE

PUBLIC LIABILITY

INSURER: Royal & Sun Alliance
POLICY NUMBER: RSAP2187423200
PERIOD OF INSURANCE: 1st August 2019 to 31st July 2020
SUM INSURED: GBP 10,000,000
DEDUCTIBLES: Nil



Registered in England and Wales Number: 1507274, Registered Office: 1 Tower Place West, Tower Place, London EC3R 5BU

Marsh Ltd is authorised and regulated by the Financial Conduct Authority for General Insurance Distribution and Credit Broking (Firm Reference No.307511)



TYPE OF INSURANCE**EXCESS EMPLOYERS' LIABILITY**

INSURER: Chubb European
POLICY NUMBER: UKCASO14396118
PERIOD OF INSURANCE: 1st August 2019 to 31st July 2020)
SUM INSURED: GBP 10,000,000
DEDUCTIBLES: Nil

TYPE OF INSURANCE**EXCESS PUBLIC LIABILITY**

INSURER: Chubb European
POLICY NUMBER: UKCASO14396118
PERIOD OF INSURANCE: 1st August 2019 to 31st July 2020)
SUM INSURED: GBP 10,000,000
DEDUCTIBLES: Nil

We have placed the insurance which is the subject of this letter after consultation with the client and based upon the client's instructions only. Terms of coverage, including limits and deductibles, are based upon information furnished to us by the client, which information we have not independently verified.

This letter is issued as a matter of information only and confers no right upon you other than those provided by the policy. This letter does not amend, extend or alter the coverage afforded by the policies described herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this letter may be issued or pertain, the insurance afforded by the policy (policies) described herein is subject to all terms, conditions, limitations, exclusions and cancellation provisions and may also be subject to warranties. Limits shown may have been reduced by paid claims.

We express no view and assume no liability with respect to the solvency or future ability to pay of any of the insurance companies which have issued the insurance(s).

We assume no obligation to advise yourselves of any developments regarding the insurance(s) subsequent to the date hereof. This letter is given on the condition that you



Registered in England and Wales Number: 1507274, Registered Office: 1
Tower Place West, Tower Place, London EC3R 5BU

Marsh Ltd is authorised and regulated by the Financial Conduct Authority for
General Insurance Distribution and Credit Broking (Firm Reference
No.307511)

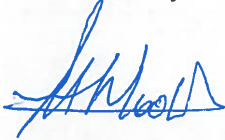


forever waive any liability against us based upon the placement of the insurance(s) and/or the statements made herein with the exception only of wilful default, recklessness or fraud.

This letter may not be reproduced by you or used for any other purpose without our prior written consent.

This letter shall be governed by and shall be construed in accordance with English law.

Yours sincerely,



Julie A Moore Cert CII
Client Advisor



Registered in England and Wales Number: 1507274, Registered Office: 1
Tower Place West, Tower Place, London EC3R 5BU

Marsh Ltd is authorised and regulated by the Financial Conduct Authority for
General Insurance Distribution and Credit Broking (Firm Reference
No.307511)

