

Create your future London

Exhibitor manual

ExCeL London (Hall Entrance S7)

One Eastern Gateway

Royal Victoria Dock

London

E16 1FR

30 September – 1 October 2019

10:00 – 15:00



your future

Contents

A	4	Emergency procedures	11
Accidents and near misses.....	4	Exhibition stands and furniture	11
Accessibility.....	4	Event staff	15
Accommodation.....	4	Exhibitors' property	15
Animals.....	4	F.....	16
Arrival	4	Filming.....	16
AV hire.....	5	Fire regulations	16
B	5	First aid.....	17
Balloons.....	5	Footwear	17
Build-up and breakdown.....	5	Furniture hire	17
Business centre	7	H	17
C	7	Hazardous exhibits.....	17
Car parking	7	Height restrictions.....	18
Carpet.....	7	I.....	18
Cash machine	8	Insurance.....	18
Catering.....	8	Internet	18
Children.....	8	L.....	18
Cleaning and recycling	8	Lost property.....	19
Cloakroom.....	9	M	19
Competitions.....	9	Music.....	19
Contractors	9	O	19
D.....	9	Organisers	19
Deliveries.....	9	P.....	20
E.....	10	Passages and gangways	20
Electrical services and stand power.....	10	Prayer room	20
		R	20

Risk assessment	20
S.....	21
Scanner collection.....	21
Security	21
Smoking.....	22
Social Media	22
Storage	22
T.....	22
Trolleys.....	22

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.

Accessibility

Full details on accessibility can be found on the [London ExCeL webpage](#).

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

Please note, UCAS does not recommend any hotel or have preferential rates with any accommodation provider. This list is provided for your convenience only.

For details on more hotels in the area, please visit the [ExCeL London website](#).

Animals

Assistance dogs are permitted entry to the show. However, if you plan to have any other animal(s) on your stand, you must apply for permission via the organisers as there are licensing 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. This should be done via your ENet account – instructions on how to do this will be sent to the lead booker, by email.

All exhibitors must wear a lanyard throughout the duration of build-up, and the lanyard must be worn during event opening hours. Contractors will be provided with a wristband which must be worn throughout build up and breakdown. Exhibitor and contractor registration will take place at the loading bay doors, and at the contractor entrance (S7) to the hall.

AV hire

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.

B

Balloons

Helium-filled balloons are not permitted in the venue.

Build-up and breakdown

**Loading bays S12 – S15 (south entrance)
Boulevard contractor entrance S7**

Build-up times are:

Sunday 29 September	17:00 – 20:00
Monday 30 September	08:00 – 09:45
Tuesday 1 October	08:00 – 09:45

On Sunday 29 September, access for exhibitors is from 17:00 – 19:00. To proceed to the loading

doors, make your way to the traffic office and get an access document to the lorry bay to unload.

If you're employing a contractor to deliver goods, please ensure they 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.

There will be no vehicle access to the loading bay after 09:45 on the event open day – the loading bay doors will close, without exception, and all vehicles must be removed. Should you arrive after this time you will be directed straight to exhibitor parking where you will have a short walk with your goods.

Exhibitors should remain on their stands, and refrain from dismantling, until the exhibition closes at 15:00 on 1 October 2019.

To help facilitate this, and ensure health and safety is maintained, the loading bay doors will not open, and vehicles will not be permitted to the entrance of the doors, until the venue is clear of visitors – we expect this to be by 15:15. If exhibitors start to dismantle stands while the event is still open, there will be no alternative but to close the exhibition, irrespective of how many visitors are still in the venue.

Breakdown time: 15:15 – 16:15 on Tuesday 1 October.

Schedule

Sunday 29 September

08:00 – 17:00

17:00 – 20:00

Stand build (PPE area – no exhibitor/contractor access).
Exhibitor/contractor access.

Monday 30 September

08:00 – 09:45

Exhibitor access.

10:00 – 15:00

Exhibition open – trolleys will not be allowed on the exhibition floor once the exhibition has opened to the public.

15:00 – 16:00

Stand replenishment.

Tuesday 1 October

08:00 – 09:45	Exhibitor access.
10:00 – 15:00	Exhibition open – trolleys will not be allowed on the exhibition floor once the exhibition has opened to the public.
15:15 – 16:15	Exhibitor/contractor breakdown.
16:15	Stand breakdown (PPE area – no exhibitor access).

Business centre

If you require any photocopying or other services, there is a business centre on level 0 at the bottom of the stairs near N4/S4 which sells a range of stationery items and can also do photo copying and faxing. This shop has its own Bureau de Change.

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 or larger size 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 interactive workshop area. 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 will provide each stand with four tea and coffee vouchers per day. If you are on a double stand or larger, we will provide eight vouchers per day. These entitle you to a complimentary tea or coffee, and are redeemable in the exhibitor lounge.

Each stand will also receive a bottle of water each day. There are water refill stations located by the East and West entrances.

London ExCeL have a stand delivery service available. Exhibitors can make use of this by visiting the following link: [Create London stand delivery service](#).

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.

If you require your stand to be cleaned this can be purchased through the [ExCeL exhibitor webshop](#).

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.

Competitions

Please note that in the interests of health and safety, entrance areas, aisles, and gangways must be kept clear, and competitions may only be organised and operated from an exhibitor's own stand. The P.A. system is for emergency announcements and organisers' use only and may not be used to announce competition results.

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 k.blindell@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 (29 September), 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 Create Your Future London exhibition

Exhibitor company/provider name

Exhibitor contact name

Stand number

ExCeL London

South Entrance S12 – S15

One Eastern 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 29 September, to ensure the mains can be laid before stand building begins. Please note that these forms have a set return date. Additions cannot be guaranteed after this date, and a late booking surcharge of 20% may apply.

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.

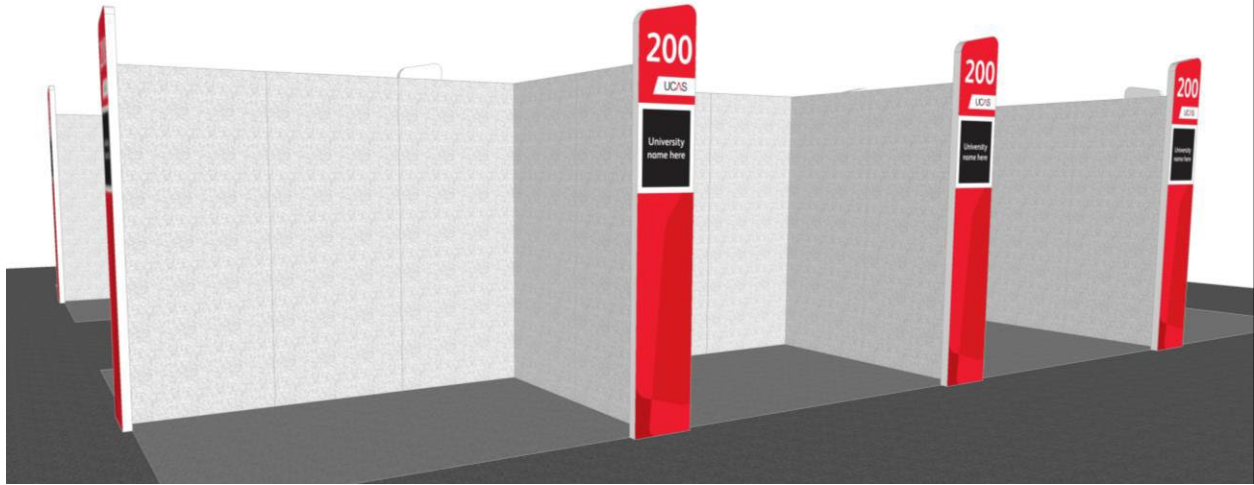
All shell scheme stands will be fitted, as standard, with one fluorescent light. Please note, electrical sockets are **not** provided as standard, as part of the shell scheme exhibition stands.

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 will be provided on your stand on arrival.

Exhibition stands and furniture

Below is how our shell scheme stands will look once built. The name board is located to the side of the stand, with an arrow pointing into it:



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 note: Contractors will not be allowed to commence their build-up until they have complied with all the requirements of the workplace (health, safety, and welfare).

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 the 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 do so, 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 event, and easily identifiable by their red UCAS-branded t-shirts. They will make sure empty boxes are cleared away, aisles are kept tidy, and students and exhibitors are directed as necessary. However, they will not undertake any excessive lifting. Please do not hesitate to ask for their assistance.

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 1 October. 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

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 k.blindell@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 and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed in order 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 standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on-site to ensure that they comply.

Any decorative materials, drapes, curtains etc. must be flame proofed. Floor coverings must be secured in place so not to cause a hazard.

It is understood that 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 then this should be considered and controlled by a separate risk assessment, subject to the approval of the event organisers (e.g. a cooking display).

Fire extinguishers will be distributed by the ExCeL fire safety team, and these must not be moved once put into position.

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 on-site during build-up and breakdown. Open-toed sandals/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 your ENet account, 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 given below:

- 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

Please note that the height limit of displays is 6m. If you have purchased a shell scheme only, the stand panels are 1m wide and 2.44m high. Exhibitors wishing to build above 2.44m should contact the event organiser, at k.blindell@ucas.ac.uk.

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

Internet

Internet access is available for exhibitors – the login details will be provided in your exhibitor welcome pack, which will be on your stand. If you require a more reliable connection, you can purchase this through the [ExCeL exhibitor webshop](#).

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

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.

M

Music

Exhibitors requiring music to be broadcast, whether live or from tapes or discs on stands or other areas, are advised that they will require a licence for the performance of music from the Performing Rights Society Limited, which has rights under The Copyright Act 1988.

Any person wishing to have music broadcast in the hall must inform the event organiser who in turn will inform London ExCeL in writing. Exhibitors will be required to pay all fees due to The Performing Rights Society Limited upon request. More information can be found at www.prsformusic.com.

Please note that all licenses must be served in advance of the event. UCAS and London ExCeL reserves the right to restrict sound levels emanating from any stand or feature which they consider to be disturbing or disrupting the business of other occupiers within the building.

O

Organisers

The organiser's office is located at the visitor entrance to the exhibition hall, and is signposted by a large flag. Before the exhibition, please contact Kaylea Blindell on 01242 544 740, or at k.blindell@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.

1. 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.
2. The floor around your stand shall be kept level and even, and shall not be allowed to become slippery or a source of danger.
3. 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.

Prayer room

The prayer room can be accessed through the grey door next to the S9 entrance on the boulevard.

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 can be found 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, and email a copy to the organiser at k.blindell@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 09:00 – 09:45 on 30 September, 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 29 September. 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 via our Twitter account and we'll be using the hashtag #createlondon. Please feel free to use the hashtag and help us share details of the event.

Storage

There are limited unsecured facilities for the storage of exhibition material, cases and catalogues. No storage is allowed in areas behind stands, in gangways, in the loading bay area, under stairs, obstructing fire exits, etc.

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.

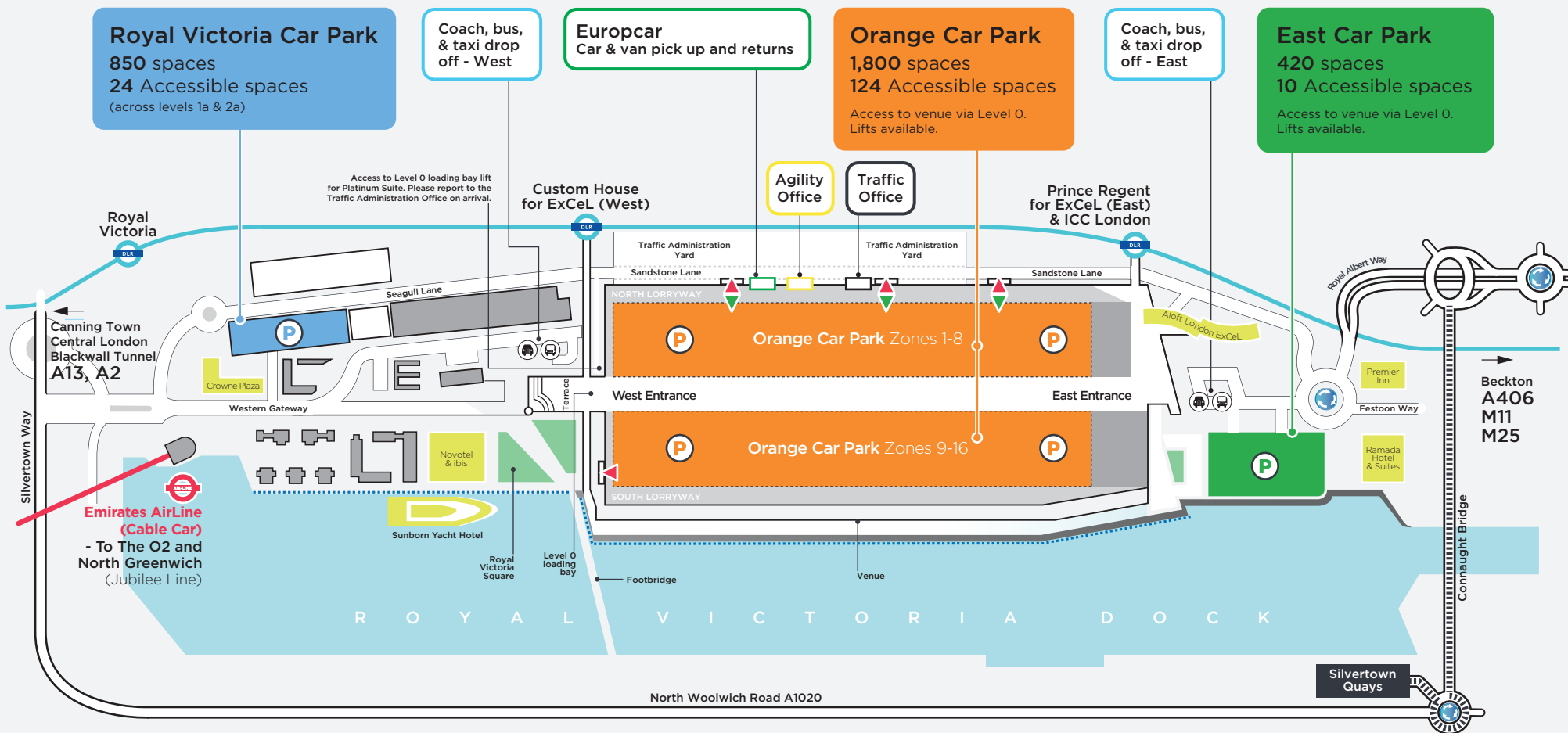
Upholding the code of conduct

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.

ExCeL London Parking Facilities



Key

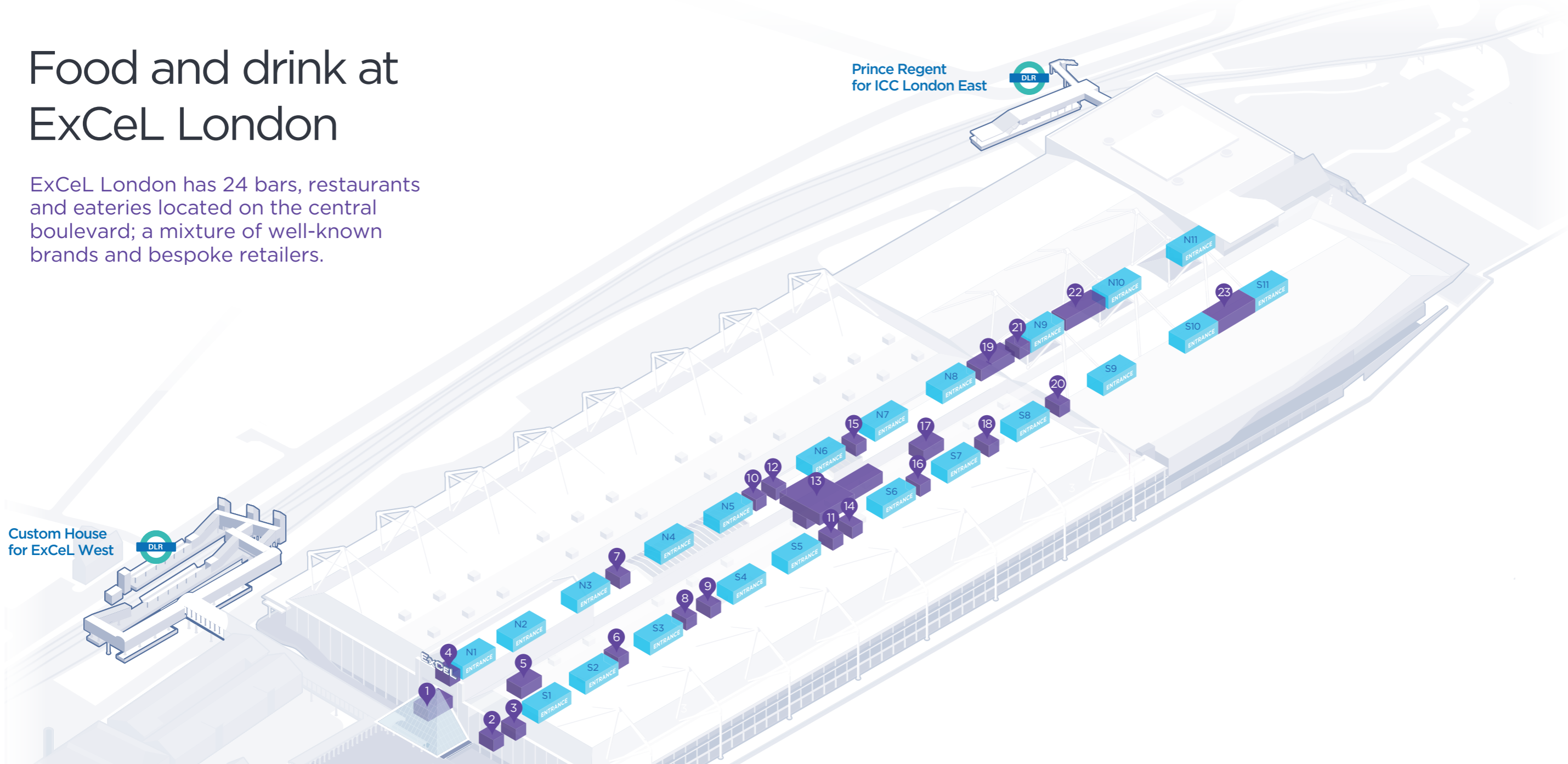
- Royal Victoria Car Park
- Orange Car Park
- East Car Park
- Docklands Light Rail
- Berthing points
- Entrance / Exit for Orange Car Park
- Route to temporary car park at Silvertown Quays
- Emirates AirLine

Food and drink at ExCeL London
























ExCeL London has 24 bars, restaurants and eateries located on the central boulevard; a mixture of well-known brands and bespoke retailers.

Custom House for ExCeL West

Prince Regent for ICC London East

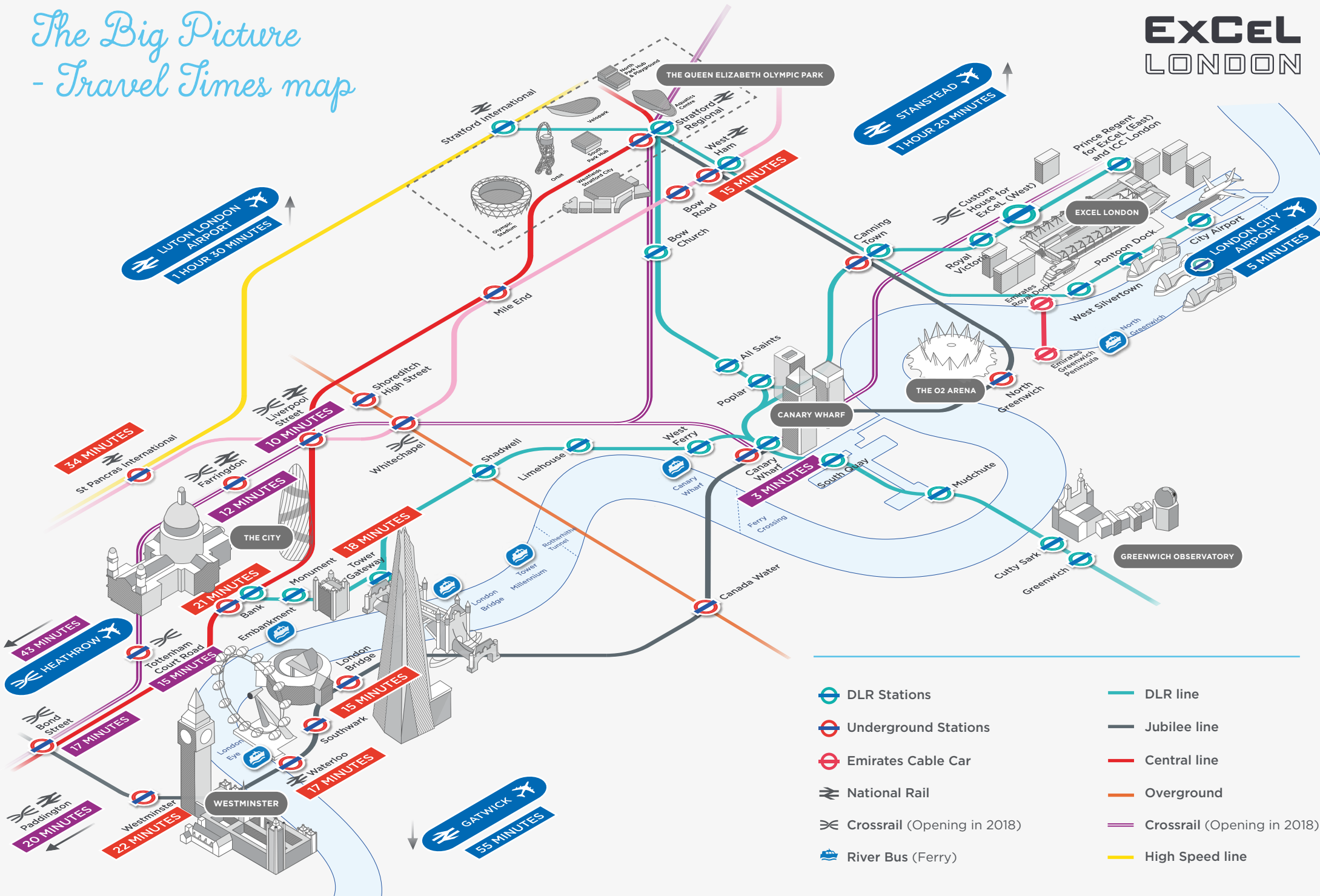


Food & Drink



- | | | | | | |
|---|----------------------|---|--------------------------------|---|------------------------|
|  | 1 The Pyramid |  | 9 Pop-up |  | 17 Costa Coffee |
|  | 2 Panini Pronto |  | 10 Rotisserie Chicken |  | 18 Subway |
|  | 3 The Potato Factory |  | 11 Viva! Burrito |  | 19 Chozen Noodle |
|  | 4 Delice de France |  | 12 Bagel Factory |  | 20 Wrapid |
|  | 5 Costa Coffee |  | 13 The Bridge Restaurant & Bar |  | 21 Mint Leaves |
|  | 6 Whistlestop |  | 14 Pummaro |  | 22 River Cottage |
|  | 7 Prime Burger |  | 15 The Bridge Burgers & Dogs |  | 23 E16 Bakery & Lounge |
|  | 8 E16 Coffee |  | 16 Upper Crust | | |

Please note that availability of units is subject to change.

The Big Picture - Travel Times map



- DLR Stations
- Underground Stations
- Emirates Cable Car
- National Rail
- Crossrail (Opening in 2018)
- River Bus (Ferry)
- DLR line
- Jubilee line
- Central line
- Overground
- Crossrail (Opening in 2018)
- High Speed line

ASSESSOR (LINE MANAGER)	UCAS RISK ASSESSMENT 2019 Create Your Future UCAS Higher Education Exhibition London ExCeL, E16 1XL 29 September – 1 October 2019
NAME: David Hale	
SIGNATURE: 	
DATE: 13/08/2019	
NAME OF STAFF: Kaylea Blindell	
SIGNATURE: 	
DATE: 05/08/2019	

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. 	2	2	4

					<ul style="list-style-type: none"> ▪ 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. ▪ 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. 			
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. 	1	2	2

					<ul style="list-style-type: none"> 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. 			
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. 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
Lifting equipment (FLT, 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	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. 	1	2	2

	staff, event ambassadors				<ul style="list-style-type: none"> ▪ Catering company to employ suitable and trained staff. ▪ Catering staff to Ensure all spills are cleaned immediately. 			
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. ▪ 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. 	2	2	4

					<ul style="list-style-type: none"> ▪ 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. 			
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. ▪ 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 S7 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. ▪ Security marshals in place to monitor flows of traffic and pedestrians in the venue. 	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. ▪ 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	Exhibitors, contractors,	3	3	9	Company policy, procedures and rules apply in all cases.	2	2	4

and positive behaviours where staff may not follow rules, and requirements of risk assessments for the above hazards and risks.	visitors, venue staff, organiser staff, event ambassadors				<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>			
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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. ▪ 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. 	2	3	6
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 	2	3	6

					<ul style="list-style-type: none"> ▪ 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> <ul style="list-style-type: none"> ▪ Separate risk assessment and method statement – Completed and sent to venue by Formula prior to event. 	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 staff, event ambassadors	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
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 with temporary barriers which can be easily removed in the event of a first aid incident or fire evacuation. ▪ Area to be monitored by UCAS staff assigned to registration area. 	2	2	4

Venue/Exhibitor Specific Risks at CYF 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 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 Event stopped if the threat is at a critical point 	2	3	6	
Student talks	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 pod must not exceed 12 metres. 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. 	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	
Interactive Workshops /	Exhibitors, contractors, visitors, venue staff, organiser	2	3	6	<ul style="list-style-type: none"> Exhibitors to complete separate risk assessment based on activity. A member of the events team to monitor activities and always be present during event opening hours. 	2	2	4	

stage performances	staff, event ambassadors				<ul style="list-style-type: none"> Appropriate build up and breakdown time provided to exhibitor in advance of event. 			
LED wall (Assemble, stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	2	8	<p>LED wall structure to be assembled, disassembled and signed off by trained staff only.</p> <ul style="list-style-type: none"> Separate risk assessment and method statement 	2	3	6
Stage construction	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	3	6	<ul style="list-style-type: none"> Area to be sectioned off with ropes and poles when build is in progress and monitored. Experienced, reliable staff. Suitable clothing and footwear to be worn. All pieces of UCAS stage to be lifted with two trained people. Each Stage Panel to be properly secured together to the legs and the adjacent panel using appropriate Stage Key (5mm Alan Key). Stage Step to be securely fastened to the stage to minimise movement Edges of stage to be clearly marked out using white tape. All work to be carried out from a stable ladder with three points of contact used by appropriately trained staff. Stage to be kept clear of any cabling or items which may create a hazard. If this is unavoidable then appropriate measures to secure will be take, for example, taping down cables, placing tables away from stage edges 	2	2	4
Crowd control within stage viewing area	Exhibitors, visitors, venue staff, organiser staff, event ambassadors				<ul style="list-style-type: none"> At least two exits from stage viewing area. UCAS staff to be on hand to escort people out of the building if a fire (or warning) alarm sounds. Limited to 250 people in viewing area at any one time. Clickers to be provided to staff monitoring the area. 			
Buskers corner	Exhibitors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	<ul style="list-style-type: none"> UCAS staff and event ambassador assigned to the areas to monitor visitor flow and ask visitors to move if needed. Buskers corner to be identified by 2m wide circle floor sticker. UCAS staff to locate buskers' corner in areas that are less likely to cause congestion and have enough space for small crowd to form. A limitation (of 85 decibels) on the volume produced from the performer's amps will be enforced. 	2	3	6

					<ul style="list-style-type: none"> ▪ All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate. ▪ Performers encouraged to perform acoustic sets rather than using amps. 			
<p>Colouring in wall / graffiti wall</p> <ul style="list-style-type: none"> • Congestion • Blocking of exits • Wall falling over 	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	<ul style="list-style-type: none"> ▪ UCAS staff and event staff assigned to the area to monitor visitor flow and ask visitors to move if needed. All exits to be monitored and kept clear. ▪ Any pens/pencils to be used in the area to be non-toxic. All pens/pencils to be kept with event staff to avoid being left on the floor. ▪ Graffiti wall to be secured against a shell scheme panel, to be built by qualified contractors. ▪ Event staff to monitor and prevent students from sitting or leaning on the wall. 	2	3	6
Pianos / benches	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	3	6	<ul style="list-style-type: none"> ▪ A member of the events team to put pianos and benches in position. Pianos to only be moved by the events team, who must be wearing appropriate PPE. ▪ All items to be secured in place and only moved by events team. ▪ Pianos to be put into place before event opens to public. No movement of pianos to occur during event opening hours. ▪ Event staff to monitor the pianos and ensure they are being used appropriately. 	2	2	4
Student Street	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	3	6	<ul style="list-style-type: none"> ▪ Shell scheme contractor to provide sign off for exterior shell stand build. ▪ Shell scheme contractor to provide fire rating certificate for shell fabric covers. ▪ Gazebos to be set up prior to event opening hours, only to be taken down or moved outside of event opening hours. ▪ Gazebos to be secured with jubilee clip. 	2	2	4
Hanging banners / rigging / truss	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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. ▪ Pockets on banners are to be stitched or vinyl welded only. 	2	2	4
UCAS Dome (Assemble)	Exhibitors, contractors, visitors, venue	2	4	8	<ul style="list-style-type: none"> Structure to be assembled, disassembled & signed off by trained staff only ▪ Separate risk assessment and method statement – completed and sent to venue by organiser 	2	2	4

stationary & disassemble)	staff, organiser staff, event staff							
Access into venue	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	3	2	6	<ul style="list-style-type: none"> ▪ Exhibitors/contractors to wear exhibitor lanyards and wristbands through duration of exhibition build up/breakdown. ▪ Security contractor to monitor entrance/exits throughout build/breakdown and event open hours. ▪ Security contractor to highlight to organiser anyone who is wanting to enter the event with professional camera equipment. ▪ Intermittent bag searches in place at entrance to the hall. ▪ Security to monitor and manage queuing on the boulevard. Ensuring queues are kept against the wall avoiding any bottlenecks. 	2	2	4

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