

Create your future, Manchester 2017 higher education
exhibition

Exhibitor manual

UCAS

Manchester Central
Windmill Street
Manchester
M2 3GX

Tuesday 21 & Wednesday 22 November 2017

09:30 – 15:00

(Build: Monday 20 November 2017)

Contents

A	3	Furniture hire	13
Accidents and near misses.....	3	H	13
Accommodation.....	3	Hazardous exhibits.....	13
Alcohol and drugs policy	3	Height restrictions.....	14
Animals.....	3	Hi-Vis policy.....	14
Arrival.....	3	I.....	14
B	4	Insurance.....	14
Balloons.....	4	Internet and AV	14
Build-up and breakdown.....	4	L	15
Business centre	5	Lost property.....	15
C	5	M	15
Car parking	5	Music.....	15
Carpet.....	6	O	15
Catering.....	6	Organisers	15
Children	6	P.....	16
Cleaning.....	6	Passages and gangways	16
Contractors	7	R	16
D	7	Risk assessment	16
Deliveries.....	7	S.....	16
E.....	7	Scanner collection	16
Electrical services and stand power.....	7	Security.....	17
Emergency procedures	8	Smoking.....	17
Event ambassadors	8	Social media	17
Exhibition stands.....	8	Stages	17
Exhibitors' property	12	Storage	18
F.....	12	T.....	18
Filming and photography.....	12	Taxis.....	18
Fire regulations	12	Trolleys.....	18
First aid.....	13	W	19
Footwear	13	Workshops	19

Accidents and near misses

If you are involved in, or witness an accident or near miss while on site, please report it to the organiser's office immediately.

Accommodation

Please find below details of hotels in the vicinity of Manchester Central:

The Midland Hotel	0161 236 3333
Premier Inn Manchester Central	0871 527 8742
Jurys Inn Manchester	0161 953 8888
Novotel Manchester Centre	0161 235 2200

The above hotels are a guide for exhibitors, and not recommended by UCAS.

Alcohol and drugs policy

The consumption of alcohol is not permitted during build-up or breakdown. The venue has a strict drugs and alcohol policy, which allows them to offer to test or eject from site any contractor suspected of being under the influence of drugs or alcohol.

Due to the nature of the event, the sale of alcohol will not be permitted.

Animals

Assistance dogs are permitted entry to the event. However, if you plan to have any other animal(s) on your stand, you must apply for permission from the organisers.

Arrival

To gain entry to the venue on the build-day, contractors and exhibitors must sign in, and will be issued with wristbands that must be worn at all times. To gain access on event days, contractors and exhibitors must sign in each day, and will be issued with an exhibitor lanyard. On all three days, wristbands/lanyards must be collected when signing in on arrival, from security at the loading bay, or the venue's front entrance.

Vehicle passes are required to be displayed in the windscreen for access to the loading areas during build-up and breakdown.

B

Balloons

Helium and lighter-than-air filled balloons and inflatables are not permitted in the venue.

Build-up and breakdown

Build-up:

Monday 20 November	17:00 – 20:00
Tuesday 21 November	07:30 – 09:15
Wednesday 22 November	08:00 – 09:15

Exhibitor build-up times are as stated above. Please note, no vehicles will be given access to unload or deliver goods after 09:30 on Tuesday 21 November.

All large vehicles needing access to the venue during build-up will need to access via the ramp at the back of Central Hall. This can be found off Albion Street and is signposted. Please unload as quickly as possible before parking your vehicles either in the NCP car park below the venue, or another car park. Any exhibitors with small items should park in the NCP car park beneath the venue and bring them on foot.

All goods vehicles will be required to display a Goods Vehicle Pass (available from Manchester Central's traffic management team on-site) for the loading and unloading process.

There are no facilities for the advance storage of exhibition material at Manchester Central, meaning **any deliveries arriving in advance of Monday 21 November will be refused and returned to the sender**. Exhibitors are requested to arrange for all deliveries to be made only during the above access times. Deliveries will not be accepted once the event is open.

Manchester Central staff will not be responsible for signing for deliveries. UCAS staff will sign for deliveries when in tenancy, but delivery of stock to your stand will remain your responsibility.

The main entrance doors will not be available for the entry or removal of goods by couriers, only the loading/delivery bay doors. The main entrance doors may be used for any late deliveries during the opening times of the event. No trolleys will be permitted in the hall once the event is open at 09:30 – goods will need to be carried by hand.

If you think you may need extra time (outside of the build-up times stated above) to build your stand, please contact the organiser at exhibitions@ucas.ac.uk. In some circumstances, early access to the venue on the build-up day may be granted, but this is only with the advanced

permission of the organiser. If advanced permission has not been granted, exhibitors will be turned away from the venue until the exhibitor build-up session starts (17:00 on Monday 20 November).

Breakdown

Wednesday 22 November 15:00 – 16:15

Vehicle access to the loading bay (via the ramp) outside the hall for breakdown will not be permitted until all visitors have vacated the hall and surrounding area, and it is safe to allow moving vehicles into the pedestrian areas. Vehicles will not be allowed to enter the exhibition hall until the carpet has been removed.

If you have a courier arriving to collect goods, please do not ask them to arrive any earlier than 15:30, otherwise they may be turned away. Please ensure a vehicle permit (from the traffic office on-site) is displayed by goods vehicles, as per delivery and build-up.

When leaving the venue, please ensure any waste is removed; this includes literature that is not in a box which is not being collected by your courier (e.g. spare prospectuses). Removal of any excessive waste will be charged for.

Business centre

Manchester Central's business centre is located at the concierge desk in the central foyer. A member of staff will be happy to assist exhibitors

C

Car parking

Manchester Central has a 24-hour NCP car park located directly below the building, holding 720 cars, including 18 disabled parking bays. The maximum height of this car park is 1.98m.

The address of the car park is:

Lower Mosley Street

Manchester

M2 3GX

t: 0345 050 7080

www.ncp.co.uk

Please see the NCP's website (using the link above) for prices. Exhibitors are welcome to book a parking space online for the NCP car park beneath Manchester Central using the discount code 'EXHIBMC' – this gives exhibitors discounted parking of £12 per day. Lift, stairs and escalator access is available from the car park directly into Manchester Central.

Other car parks are nearby. These include [Manchester Bridgewater Hall](#) and [Manchester Great Northern Warehouse 1](#).

Commercial vehicles, such as lorries, cannot be accommodated on-site while the event is open, at either Manchester Central or the NCP. Manchester Central will be able to give advice on the nearest lorry parking. Alternatively, [Manchester City Council's website](#) gives some information on lorry parking.

Carpet

The hall floor will be covered with a light grey carpet on the stands, and a dark grey carpet in the aisles. If you have specific flooring requirements, please contact Formula Exhibitions on 01904 608 855.

Catering

Exhibitor catering will be available from the refreshment area of the venue. In a change from last year, this will be located in the foyer, and not at the back of the hall. Hot and cold food and drinks will be available, although this may be busy at times, as it will also serve visitors. You will be provided with a number of tea and coffee vouchers (the number depends on the size of your stand), which can be redeemed for a standard tea or coffee at this catering point. Tea and coffee can also be purchased here. Each stand will be given a bottle of water on each day of the event.

If you are a lone exhibitor and do not want to leave your stand during the day, we have event ambassadors who will happily fetch you any refreshments.

Children

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

Cleaning

A black bin liner will be placed on your stand each morning. Please use this for general waste. Manchester Central is a sustainable venue, and would appreciate it if exhibitors could try to minimise the amount of literature left there.

Common areas and aisles will be vacuumed each day and rubbish will be removed, but exhibits will not be cleaned. Please leave bags of rubbish in the gangway after the show has closed for collection.

Contractors

If you are employing a contractor to build or design the interior of your stand, please ensure they receive a copy of this manual. They must also adhere to the venue's rules and regulations, which are contained in the eGuide. This is available at www.aeo.org.uk/eguide.

For security reasons, all contract staff must wear a wristband to gain entry to the venue. This will be provided on arrival at Manchester Central, provided we are aware they will be on-site.

D

Deliveries

Please refer to the build-up and breakdown section.

Any deliveries to your stand on event open days must be completed, and your vehicle removed from the loading areas, no later than half an hour before the show opening time. The venue will not allow the event to open if vehicles are blocking fire exit routes, and trolleys are not permitted on the exhibition floor during open hours in consideration of public safety.

If you are expecting goods to be delivered by courier, please ensure they are aware of the dates of the event and hall opening times. Deliveries made before 08:00 on Monday 20 November will not be accepted by the venue.

The venue address for couriers is:

Contact name

Exhibitor name and stand number

UCAS Create your future

Central Hall 2

Manchester Central Convention Complex

Petersfield

Manchester

M2 3GX

Manchester Central is unable to store any items after 20:00 on Wednesday 22 November.

E

Electrical services and stand power

Our stand contractor, Formula Exhibitions, has a comprehensive range of electrical services for hire and installation, and offer an extensive range of light fittings and flexible power suppliers, including three phase. An [electrical order form is available here](#). Please complete and return it to Formula Exhibitions, whose contact details are shown on the booking form.

Orders for electrical services must be completed by Thursday 26 October 2017 (at least 16 working days before the event enters tenancy at the venue), to ensure the mains can be laid before stand building begins. Exhibitors bringing portable appliances should ensure they have been recently PAT tested (portable appliance tested), and bear the PAT test pass certificate.

The stand mains supply will be switched on half an hour before, and turned off half an hour after the event.

Emergency procedures

Please ensure you are familiar with the procedures to be followed in the event of an emergency at the venue.

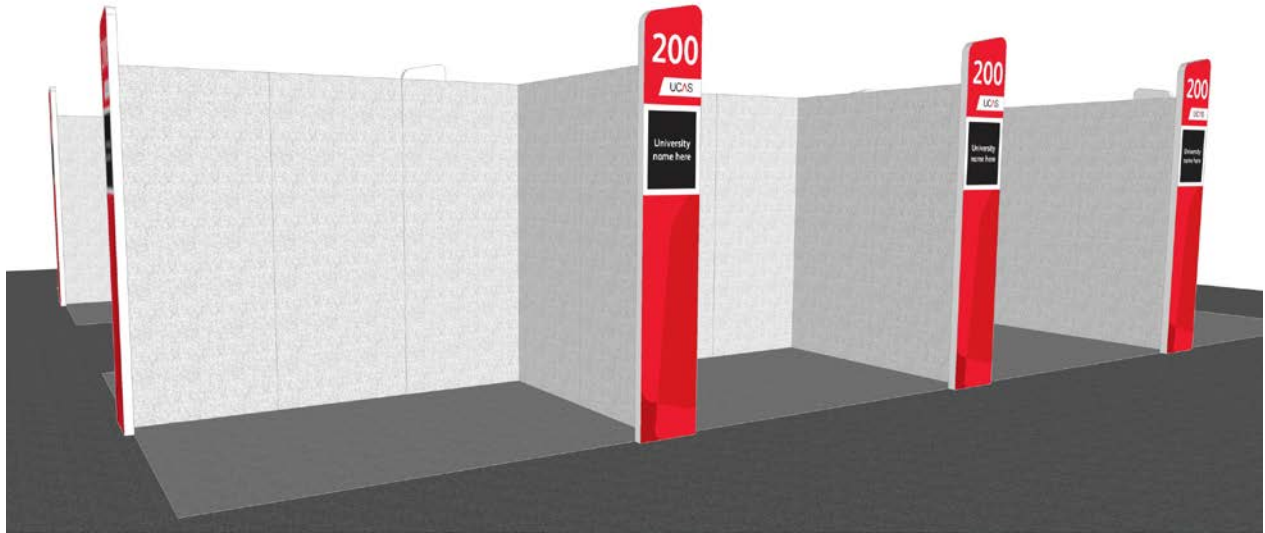
The emergency procedures document will be placed on your stand during build-up. Please ensure all members of staff on your stand read this document, so they are prepared for any eventuality.

Event ambassadors

Event ambassadors will be available for some of set-up, and throughout the open times; they are easily identifiable by their branded red UCAS t-shirts. They will ensure that empty boxes are cleared away, aisles are kept tidy, and students and exhibitors will be directed as necessary. Please do not hesitate to ask for their assistance. However, they will not undertake any excessive lifting.

Exhibition stands

In a change from previous years, we have updated the look of our shell scheme. The fascia boards will no longer be overhead and the stands will now have a name board to the side of the stand. An example of this new layout is below:



The shell scheme panels are finished in high quality fire retardant nylon loop material, and 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 pre-finished in nylon loop material. **Please note, 50 – 100mm may be lost from the width of your exhibition stand if you are situated in a block or as part of a row.**

The name of your organisation and stand number will be displayed on your stand's name board, based on the details provided during your online booking. Please inform UCAS Media immediately if there are any amendments to be made: exhibitions@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 for additional electrical requirements is available here](#). This must be returned to Formula Exhibitions no later than 16 working days prior to the event. Please note, electrical sockets are **not** provided as standard as part of the shell scheme exhibition stands.

Space-only stands

Important: Contractors will not be allowed to commence build-up until they have complied with all the requirements of the Health & Safety at Work Regulations 1992.

Exhibitors building a space-only stand are advised to make a site visit if necessary. All structures, materials, special designs, unusual constructions, and 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

Definition: 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 meters 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 event name and 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, to confirm the design is safe for its purpose, and must certify all complex structures.

Space-only

Any space-only stand exhibitor must provide the organiser of the event 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.

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

Construction materials

- Artificial flowers and similar decoration 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 under-lays, when tested appropriately in accordance with BS 4790, should either not ignite, or have the effects of ignition limited to a radius of 35mm on both upper and under surface. 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 it, but from now on it will be mandatory for all contractors to use this to ensure they do not incur any unnecessary dilapidations 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 decoration shall be maintained 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 shall produce test certificates for any materials they intend to use. If the venue is not satisfied that any material meets the standards required they shall 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. 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 split 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

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. 24-hour security is provided during the event. However, whilst MCCC/UCAS Media Events take every precaution to protect exhibitors' property during any event, they are not responsible for any loss or damage.

MCCC/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 22 November 2017. Any items left on the premises after the tenancy has expired will be kept by the Manchester Central, who will endeavour to contact the exhibitor prior to disposal, but cannot guarantee contact.

We would recommend insurance cover to include, as a minimum, legal liability for personal injury and damage to third party property based on a limit of indemnity of £2 million. It is also prudent to extend cover to include abandonment and cancellation or curtailment of the event due to circumstances beyond your control. All exhibits of jewellery should have a block insurance policy.

F

Filming and photography

If you are planning on doing any filming or photography at the show, you must inform the organiser at exhibitions@ucas.ac.uk, as there are regulations which will need to be followed.

Fire regulations

The following regulations are included in the eGuide (www.aeo.org.uk/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 to perform the functions for which they are 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, this should be considered and controlled by a separate risk assessment, subject to the approval of the event organiser's, e.g. a cooking display.

First aid

The venue has a medical room staffed by first aiders. Should you require medical assistance, please contact the organisers via the organiser's office first.

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.

Furniture hire

Each stand will be supplied with the furniture you have hired when booking. Should you wish to hire any additional furniture, please contact exhibitions@ucas.ac.uk prior to the event.

H

Hazardous exhibits

No hazardous substance, object or process is to be used, exhibited or stored within the immediate confines of the venue. Examples of prohibited items are:

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

Height restrictions

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

If you have purchased a shell scheme only stand, please be aware the stand panels are 1m wide and 2.44m high. Exhibitors wishing to build above 2.44m should contact the event organisers at exhibitions@ucas.ac.uk.

Hi-vis policy

During the hazardous parts of build-up and breakdown (when shell scheme is being built and forklift trucks are moving around the venue) Manchester Central operate a hi-vis policy. Anyone in the hall must wear a hi-vis jacket. UCAS aims to have all hazardous work completed by the time exhibitors have access, but sometimes it may be necessary for this policy to be put into action. Hi-vis jackets can be purchased from the venue at £3.

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 and AV

Internet: Manchester Central is a fully WiFi enabled venue. Free WiFi is available to all exhibitors (up to 5MB). Manchester Central's IT support team will be on-hand if you have any issues with this.

Exhibitors requiring a permanent internet connection, or higher bandwidth, should order this directly through the venue, no later than two weeks before the exhibition. Please contact exhibitions@ucas.ac.uk to request the form for this.

AV: UCAS can offer a TV hire package – [view more information on our website](#). The items will be on your stand during set-up day, and on-site technical support will be available. If you

require further information, please call the Events Team on 01242 544 645.

L

Lost property

All property found in the hall will be handed to the venue's reception desk in the central main foyer, and retained for 4 weeks. If, after 4 weeks, no claim in respect of that property has been made by any person, Manchester Central reserves the right to donate the item to Manchester Central's Social Committee designated charity.

M

Music

Exhibitors requiring music to be broadcast, whether live or from tapes or discs on stands or other areas, are advised 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 Manchester Central 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.ppluk.com.

All licences must be served in advance of the event. UCAS and Manchester Central reserve 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 in the building.

O

Organisers

The organiser's office is in the front foyer, behind main reception. The main organiser contact is Holly Golden. During the exhibition, Holly can be contacted on 07741 313 319. Prior to the exhibition, please contact Holly on 01242 544 725. A member of the UCAS Events Team will be available in the organiser's office throughout the event. Please contact us if you need any assistance.

P

Passages and gangways

Any means of ingress and egress, passageway, or gangway must remain free from obstruction, and be kept free from obstruction for the duration of the exhibition.

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

R

Risk assessment

All exhibitors, by completing their booking to attend the event, have legally agreed to implement the control measures – as detailed in the generic risk assessment provided at the point of booking – for exhibitors attending an event of this nature. This highlights the significant risks that exist during such an event. A copy of the risk assessment 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 ensure you bring a copy of this with you to the event, and also email a copy to the organisers at exhibitions@ucas.ac.uk.

S

Scanner collection

Scanners can be collected from the central foyer outside the organiser's office between 08:30 – 09:15. You will need to return your scanners to the same location at the end of each day.

Security

Security is provided for the event throughout set-up and during the event. To gain access to the venue, **contractors and exhibitors must sign in**, and will be issued with wristbands/lanyards that must be worn at all times. Further information can be found in the Arrival section of this document.

Bag searches will be taking place by the venue.

Please take account of the following security advice from the venue:

- Take home any valuable items each night if there are no secure storage facilities on-site.
- Do not leave your stand unattended at any time during build-up, the open period, or the breakdown of the event. Do not leave the hall until all visitors have left each evening.
- 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 over your stand while you go for a break. They may become busy and not be able to keep an eye on it.
- Remove all portable or valuable items from the stand on the evening the event closes. Do not leave them until the following day for collection.
- Arrive in time for the event. Ensure your stand is staffed at least 15 minutes before event open time each day, but remember the hall is open from 07:30 on Tuesday morning.
- If you are a victim of theft, please report it immediately to security.

Smoking

Manchester Central operates a strict **no smoking** policy in the venue, and would ask for your full cooperation in ensuring this is complied with. There are designated smoking areas outside the venue.

Social media

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

Stages

There will be one stage at the Manchester Create your future exhibition. The size of this is:

6m (wide) x 4m (deep) stage with a 5x2m walkway.

Performances, catwalk shows, and interactive workshops for design-based subjects will be taking place on this stage. For further information, please see the Workshops section below.

Storage

Important: There is extremely limited storage available at the venue so please speak to the organisers before storing items. In a change from previous years, there is **no** storage available at the back of the hall. If possible, please take any items you will not need during the event back to your car/van. Storage is for large items such as empty flight cases and pallets, on the basis that no fire exits are obstructed.

Any items left in storage are left entirely at the owner's own risk, and neither UCAS nor Manchester Central will accept any liability for items that are stolen or lost.

Manchester Central provides limited cloakroom facilities for personal items.

T

Taxis

There is a dedicated taxi rank at the front of the venue – the concierge desk will be happy to order one for you.

Alternatively, please find below details of licensed taxis in Manchester:

Mantax	Radio Cars
0161 230 3376	0161 236 8033

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.

Workshops

Visitors will be offered the chance to attend catwalks, performances, seminars, and interactive workshops related to creative subjects within further and higher education.

Performances – your performance will be allocated a 20 minute time slot (with 15 minute set-up and five minute breakdown time). Music may be played as per your requirements, and video or PowerPoint may be projected onto the screen at the back of the stage. The stage will have a choice of DIs, Sm58s, Sm57s, condenser mic, mic stands, basic amplification, and one engineer. No drumkits allowed but basic percussion is (duende etc.). We reserve the right to refuse the performance if you do not adhere to the above spec.

Interactive workshops – allow visitors to participate physically in a performance, and try something new. They are an opportunity for you to run a demonstration of a class you may offer, for example, a costume construction workshop. The interactive workshop should involve physical participation and last no longer than half an hour. You must submit a title and an overview (no more than 20 words). and a risk assessment.

Catwalks – your show can last no longer than 30 minutes. UCAS will supply lighting and sound. Music can be played to your requirements, and video or PowerPoint can be projected onto the screen at the back of the stage. Please supply compere, models, hair, make-up, and outfits.

UCAS Events

Exhibitor Code of Conduct

Introduction

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

Staffing

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

Marketing materials

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

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

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

During Events

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

Upholding the Code of Conduct

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

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

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

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

UCAS event organiser risk assessment

Date assessed: 06/06/17	Assessor: Holly Golden	Monitored by:
	Signature: <i>H. Golden</i>	
Event: Create Your Future Manchester	Title: Event Organiser	<i>A. Hill</i>
	Organisation: UCAS	
Venue: Manchester Central		Inclusive dates of site attendance: 20-22 November 2017

Key to worst case outcome (A):	<p>4 = High – certain to cause death</p> <p>3 = Medium – probable to cause serious injury</p> <p>2 = Low – possible to cause first aid injury</p> <p>1 = Very low – unlikely to cause injury / damage</p>
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Key to probability rating (B):	<p>4 = Probability</p> <p>3 = Possibility</p> <p>2 = Unlikely</p> <p>1 = Remotely</p>
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Key to risk level:	<p>12 – 16 = high risk</p> <p>6 – 9 = medium – high risk</p> <p>3 – 4 = low – medium risk</p> <p>1 – 2 = low risk</p>
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Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Risk level (AxB)	Control measures
Over-crowding of event hall / stand	Public and exhibitors	4	4	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 venue event 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.
		3	3		
		2	2		
		1	1		
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	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 student helpers will use designated smoking areas.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Risk level (AxB)	Control measures
Evacuation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<ul style="list-style-type: none"> Venue to ensure fire prevention detection and alarm systems are adequate for the venue, and have been checked and maintained in efficient working order. Organisers and venue to ensure the current number of exits from the venue are adequate. Floor plan submitted to venue in advance of the event for approval. Evacuation plan to be known by organisers and communicated to student helpers, exhibitors and contractors. Organisers to provide contractors, exhibitors, student helpers and visitors with relevant evacuation procedure documentation, including fire assembly point. Exhibitors, Student helpers and visitors 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.
		3	3		
		2	2		
		1	1		
Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<ul style="list-style-type: none"> Exhibitors should ensure that all boxes are appropriately stacked 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 student helpers. Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways. Organisers and exhibitors to ensure personal belongings are stored away appropriately. Organisers and exhibitors to ensure all other waste is stored and removed safely. Exhibitors should ensure they do not break down any part of their stand until all visitors have left the exhibition area and the organiser has said breakdown may begin.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Control measures
Working at height	Exhibitors, contractors, venue and UCAS staff	4	4	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 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.
		3	3		
		2	2		
		1	1		
Stands falling over	Public and exhibitors	4	4	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.
		3	3		
		2	2		
		1	1		
Special structure: platforms/ marquees etc.	Exhibitors and venue staff	4	4	9	<ul style="list-style-type: none"> Special structure plans submitted and checked by the venue six weeks in advance of the event. Maximum height build of 4m.
		3	3		
		2	2		
		1	1		
Lifting equipment (FLT, cranes etc.) Power tools and heat sources	Contractors	4	4	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.
		3	3		
		2	2		
		1	1		
Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	6	<ul style="list-style-type: none"> All catering facilities and staffing provided by venue, and therefore at the control of venue. Reputable and known concessions units only. Hygiene regulations to be followed rigidly. Catering company to employ suitable and trained staff. Catering staff to ensure all spills are cleaned immediately.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Control measures
Variety of contractors and exhibitors on-site	Contractors and exhibitors	4	4	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. 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.
		3	3		
		2	2		
		1	1		
Electricity: connections, and power to stands etc.	Exhibitors	4	4	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.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Control measures
Build-up and Breakdown	Exhibitors, contractors, venue, student helpers and UCAS staff	4	4	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. 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.
		3	3		
		2	2		
		1	1		
Car parking during exhibition	Visitors and exhibitors	4	4	4	<ul style="list-style-type: none"> Parking arrangements for exhibitors and visitors and loading bay information to be communicated in advance. Traffic marshals used to control flow of traffic on-site Venue contact details 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'.
		3	3		
		2	2		
		1	1		
Manual handling	Exhibitors and student helpers	4	4	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 student helper 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.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Control measures
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<ul style="list-style-type: none"> Visitors to access venue through front main entrance during event. All relevant information will be put on the floor plan – including first aid, catering, etc. Use the floor plan to highlight key areas of interest to aid movement around the venue, such as exhibitor stand locations, entrance and exit points, first aid point, organiser's office, seminar rooms, refreshments areas. All stands are advised to have access for the disabled, via the exhibitor manual and stand inspection. Organisers and stewards to monitor disabled guests for ease of movement around the venue. Organisers to ensure there is disabled access/egress to the venue. All height limits will be strictly enforced to enable clear view of signs and banners. Organisers to ensure appropriate staffing in place to provide a managed and safe environment for exhibitors, staff and visitors. No use of trolleys on the exhibition hall floor to move materials during the open hours of the exhibition. Security marshals in place to monitor flows of traffic and pedestrians in the venue.
		3	3		
		2	2		
		1	1		
Seminar rooms	Visitors and speakers	4	4	1	<ul style="list-style-type: none"> Maximum distance to any emergency exit in the seminar rooms must not exceed 12 metres. All emergency exits are to have illuminated emergency exit signs above the door. All cables must be securely fastened away to avoid trip hazards. Loud speaker stands must not protrude into gangways. Noise levels must be kept at a reasonable level. Seating runs must be clipped together, or benches used.
		3	3		
		2	2		
		1	1		
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	1	<ul style="list-style-type: none"> No alcohol/substances permitted in the venue. Venues with bar facilities are clearly notified of this before event. Venue will be responsible for relevant checks, if necessary. If anyone is found to be in possession of controlled drugs (Class A, B or C), or under the influence, the police will be notified. Any offenders will be asked to leave the event.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Control measures
<p>Hazard and injury from negative and positive behaviours where staff may not follow rules, and requirements of risk assessments for the above hazards and risks.</p> <p>The significant ones are:</p> <p>a) PPE b) manual handling c) work equipment and electricity d) chemicals e) slips, trips and falls f) work at height g) emergency procedures</p>	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<p>Company policy, procedures and rules apply in all cases.</p> <p>a) PPE training on all types of PPE, and on skin care: risk assessment requirements briefed to staff PPE as identified in risk assessment</p> <p>b) Manual handling training provided: mechanical handling equipment training provided risk assessment requirements briefed to staff staff competence and supervision risk assessments requirements briefed to staff staff competence and supervision</p> <p>c) Work equipment and electricity: staff work equipment training. pre-shift and statutory checks in place, and checked for implementation</p> <p>d) Chemicals - COSHH risk assessment requirements briefed to staff. MSDS and product guidance available staff competence & supervision. waste storage, collection and disposal system in place</p> <p>e) Slips, trips and falls: risk assessment requirements briefed to staff cables and tripping hazards controlled. staff competence and supervision.</p> <p>f) Work at height: training and competence.</p> <p>g) Emergency procedures: staff training in health & safety and emergency procedures. Audible and visible alarms and warnings suitable for danger and regularly tested.</p>
		3	3		
		2	2		
		1	1		
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	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 student helpers, and featured on the floor plan in the Exhibition Guide. Organisers to ensure first aid post is staffed by qualified persons. UCAS organiser to be first aid trained. Room temperature to be monitored throughout the event to maintain appropriate levels.
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Control measures
Non-conventional stand equipment or activity	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers	1	1	8	General exhibitor risk assessment provided during booking, any equipment or activity not covered by this general document is considered an 'Non-conventional stand' <ul style="list-style-type: none"> Separate risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected
		2	2		
		3	3		
		4	4		
Hanging Banners	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers	1	1	6	Put up by contractors/ riggers and signed off by trained person – approved by venue <ul style="list-style-type: none"> Separate risk assessment & Method statement.
		2	2		
		3	3		
		4	4		
Stand Shell Scheme	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers	1	1	6	Shell Scheme to be built and dismantled by training Formula Exhibitions staff only and signed off by appointed trained Formula Exhibitions employee (Chris/Iain Plant) <ul style="list-style-type: none"> Separate risk assessment & Method statement – Completed and sent to venue by Formula prior to event.
		2	2		
		3	3		
		4	4		

Stand Electrics	Exhibitors, Contractors , Visitors, Venue Staff, Organiser Staff, Student Helpers	1	1	8	Stand & AV electrics to be installed and uninstalled by trained Havills staff only <ul style="list-style-type: none"> Separate risk assessment & Method statement – Completed and sent to venue by Formula/Havills prior to event.
		2	2		
		3	3		
		4	4		
Complex Structures	Exhibitors, Contractors , Visitors, Venue Staff, Organiser Staff, Student Helpers	1	1	6	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 trained professional. NEBOSH representative to receive all health and safety documents for Complex structures prior to event.
		2	2		
		3	3		
		4	4		
Onsite registration congestion	Exhibitors, Contractors , Visitors, Venue Staff, Organiser Staff, Student Helpers	1	1	9	Onsite registration may cause congestion due to it being a new feature at the event. Those that arrive with no ticket can register onsite in the allocated registration area. Area to be monitored by UCAS staff assigned to registration area <ul style="list-style-type: none"> Queues to be managed with temporary post-and-rope barriers which can be easily removed in the event of a first aid incident or fire evacuation.
		2	2		
		3	3		
		4	4		

Emergency situation	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers	1	1	16	<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, Student helpers 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, Student helpers, Exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organisers office or venue security.
		2	2		
		3	3		
		4	4		

Venue/Exhibitor Specific Risks at Manchester Create your future					
Activity	Who is affected	Controlled Risk Evaluation			Exhibitor's & Contractor's Controls / Standards
Hazard Identified	Person(s) at Risk	Worst Case Outcome (A)	Probability Rating (B)	Risk Level (AxB)	Control Measures
Security Alert	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers	1	1	8	<p>The following points will be actioned in a security alert:</p> <ul style="list-style-type: none"> Extra security will 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 A direct means of communication will be established with the head of security and venue to the organiser by radio for regular updates. Police to be onsite and patrolling area with regular updates to venue and organiser Information of situation will remain between only necessary members of staff to reduce panic
		2	2		
		3	3		
		4	4		
LED Wall (Assemble stationary & disassemble)	Exhibitors, Contractors, Visitors, Venue staff, Organiser staff, Student helpers	1	2	8	<p>LED Wall – to be constructed on its legs. Structure to be assembled, disassembled & signed off by trained staff only.</p> <ul style="list-style-type: none"> Separate risk assessment & Method statement
		2	2		
		3	3		
		4	4		

Stage and Trussing Construction	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers	1	1	6	<ul style="list-style-type: none"> Area to be sectioned off with ropes and poles when build is in progress and monitored. Risk assessment, method statement and structural info provided by Contractor Structural Engineer to sign off stage construction.
		2	2		
		3	3		
		4	4		
Wireless Headphones	Visitors, Organiser Staff, Student Helpers	1	1	4	<ul style="list-style-type: none"> Visitors to be briefed on the use of “silent stage” headphones and how to control volume
		2	2		
		3	3		
		4	4		
Crowd Control Within Stage Viewing Area	Visitors, Organiser Staff, Student Helpers	1	1	4	<ul style="list-style-type: none"> Two exits from stage viewing area Staff to be on hand to escort people out of the building if a fire (or warning) alarm sounds Limited to 400 people in viewing area at any one time.
		2	2		
		3	3		
		4	4		

Onsite notes:

Hasilwood House
60 Bishopsgate
London EC2N 4AW
Tel: 020 7847 8670
Fax: 020 7847 8689



TO WHOM IT MAY CONCERN

15th July 2017

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.	Y016458QBE0117A/074
Period of Cover	1 August 2017 to 31 July 2018
Limit of Indemnity	£15,000,000 any one event unlimited in the aggregate.
Includes	Indemnity to Principals
Cover provided by	QBE Insurance (Europe) Limited and Excess Insurers.

PUBLIC AND PRODUCTS LIABILITY

Certificate of Entry No.	UM074/05
Period of Cover	1 August 2017 to 31 July 2018
Includes	Indemnity to Principals
Limit Of Indemnity	£10,000,000 any one event and in the aggregate in respect of Products Liability and unlimited in the aggregate in respect of Public Liability.
Cover provided by	U.M. Association Limited and Excess Cover Providers led by QBE Insurance (Europe) Limited

If you have any queries in respect of the above details, please do not hesitate to contact us.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Susan Wilkinson'.

Susan Wilkinson
For U.M. Association Limited





Section Four Notice to all exhibitors

4.1 Security (Suspicious Items)

It is of the utmost importance that each exhibitor nominates a sufficient number of staff to ensure the observance of the instructions below.

If a suspect package is discovered on your stand, your designated responsible member(s) of the staff will immediately Telephone the Security Control Room (0161 834 2700 ext.2206) or inform a member of the Manchester Central Convention Complex Staff/ Steward. It is important that the package or suspect article is not disturbed and **should not be touched**.

A member of staff from the venue, who is a dedicated member of the search team, will attend and investigate further.

When the Staff is satisfied that there is no danger, you will be permitted to resume your previous activity.

Please ensure that your staff DO NOT make any mention to visitors of a suspect package in their stand or location.

If it is necessary to clear the building, the following message will be broadcast over the Public Address System:-

**“ATTENTION PLEASE! ATTENTION PLEASE!
WILL EVERYBODY LEAVE THE BUILDING BY THE NEAREST EXIT.
THIS IS AN EMERGENCY.
THE STAFF WILL ASSIST AND DIRECT YOU.
PLEASE DO NOT USE THE LIFTS.”**

In the event of an evacuation of the Central Hall, exhibitors' staff are requested to assemble at the nearest assembly point (as indicated on the attached plan). If these areas are not appropriate, you must follow instructions from Security staff. This is necessary so that the venue can readily contact exhibitors to return to their stands when the emergency is over.

If evacuation of the venue is necessary, the Venue **strongly recommend that exhibition staff leave the building, as the Venue will not be responsible for any damage, loss or injury howsoever caused by remaining.**

<p>The Fire Incident Controller wishes to stress the importance of a constant check being made on the contents of exhibitors' stands to see that no unidentified package, case or bag has been left lying around. In any case of doubt, the article should not be touched. Inform the persons above.</p>
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<p>It must be stressed that extra vigilance on the part of everyone is absolutely vital.</p>
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4.2 Fire Procedures

The whole of the Manchester Central Convention Complex has a comprehensive fire detection system and firefighting equipment.

Should an emergency arise on your stand, you should take the following action: -

- (1) Break the glass on the nearest fire alarm point. These are located at each vehicle door and other fire exits.**
- (2) Telephone the Security Control Room (0161 834 2700 extension 2206) giving the location and nature of the incident, or inform a member of the Manchester Central Convention Complex staff/steward.**
- (3) Notify your adjoining stand occupiers of the situation.**

If you follow the procedures given, assistance will arrive. Please stay calm. Reassure visitors who may be in the vicinity.

In the event of an evacuation being necessary, the following alert message will be broadcast:

**“ATTENTION PLEASE! ATTENTION PLEASE!
WILL EVERYBODY LEAVE THE BUILDING BY THE NEAREST EXIT.
THIS IS AN EMERGENCY.
THE STAFF WILL ASSIST AND DIRECT YOU.
PLEASE DO NOT USE THE LIFTS.”**

In the event of an evacuation of the venue, exhibitors' staff are requested to assemble at the nearest assembly point (as indicated on the attached plan). If these areas are not appropriate, you must follow instructions from Security Staff. This is necessary so that the Venue can readily contact Exhibitors to return to their stands when the emergency is over.

If evacuation of the Exhibition Halls is necessary, the Venue **strongly recommend that Exhibition staff leave the building, as the Venue will not be responsible for any damage, loss or injury howsoever caused by remaining.**

4.3 Medical Emergencies

In the event of urgent medical assistance being required, inform an event steward, security officer, or any member of venue staff without delay (venue first aid can be contacted on house radio channel 6, or on 0161 834 2700 extension 2211/2206) giving exact location of the casualty and details of injuries sustained e.g. obvious bleeding, unconsciousness. The First Aid Room will be informed and a First Aider will be sent to the incident location.

Appendix 1

Manchester Central site plan – fire assembly points

In case of emergency please leave by
the nearest exit and go to your nearest
assembly point.

