

Create your future, Manchester 2017 higher  
education exhibition

# Visitor information pack

UCAS

Manchester Central  
Windmill Street  
Manchester  
M2 3GX

Tuesday 21 & Wednesday 22 November 2017  
09:30 – 15:00

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## A

### Accidents and near misses

Research has shown there is a clear link between near misses and accidents. Reporting of near misses or unsafe conditions can help to prevent accidents occurring, as well as helping to promote a safer working environment, not just for employees but to anyone who visits the site. Data compiled from near misses and accident reports can help to highlight trends and hazards not previously identified. Please report any incident or near miss to an event organiser, who can be found in the organiser's office.

### Arrivals

On arrival, please head to the main entrance of Manchester Central – you will see UCAS higher education flags. Please have your ticket ready for inspection. If you do not have a ticket, please report to the registration desk inside the foyer. Please be aware, the venue will be conducting bag searches.

## C

### Coaches

If you are travelling by coach, there is a designated drop-off and pick-up area located to the rear of Manchester Central. This is accessed via the ramp on Albion Street. Traffic marshals will direct your coach driver and tell you when to disembark. You will be given a number for your coach, please make a note of this for when you're collected. There is no coach parking on-site at Manchester Central.

When you are ready to leave the exhibition, please ensure all your students are together and proceed along the walkway, back to the coach pick-up. The traffic marshals will ensure your coach is ready, using the number you were given when you arrived. Due to the large number of coaches and the small space available, it is essential to follow the traffic marshals' instructions at all times.

### Cars

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](http://www.ncp.co.uk)

Please see the NCP's website (using the link above) for prices. 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](#).

### Catering

Catering will be available from the foyer. Hot and cold food and drink will be available, although this may be busy at times due to the number of visitors attending.

### Cash machines

There is a free cashpoint in Central Foyer, and refreshments can be purchased by card.

## D

### Directions

#### **By road**

M6 (from south – Stoke-on-Trent, Birmingham)

Leave the M6 at junction 19, just after Knutsford Services. Follow the A556 towards Altrincham and pick up the M56 towards Manchester Airport. Follow the motorway onto the A5103 (Princess Parkway), then follow signs for Manchester Central, Petersfield.

M6 (from north – Preston, Blackpool, Carlisle)

Leave the M6 at junction 21a for the M62 towards Manchester. At junction 12, join the M602 and continue to the end of the motorway (Regent Road Roundabout, Salford). Follow signs to the city centre along Regent Road, and then to Manchester Central, Petersfield.

M62 (from west – Liverpool)

At M62 junction 12, join the M602 and continue to the end of the motorway (Regent Road Roundabout, Salford). Follow signs to the city centre along Regent Road, and then to Manchester Central, Petersfield.

M62 (from east – Leeds, Yorkshire)

At M62 junction 18, join the M60 westbound. Take junction 17 onto the A56 (Bury New Road) and follow signs to the city centre, and then to Manchester Central, Petersfield.

M56 (from west – North Wales, Chester, Ellesmere Port)

Follow the M56 past Manchester Airport. Continue onto the A5103 (Princess Parkway), then follow signs for Manchester Central, Petersfield.

### **By rail**

Manchester has direct rail connections to most major UK cities. Services arrive at Piccadilly or Victoria stations, where passengers can connect with Metrolink trams for easy access to the city centre. Manchester Central is a 20 minute walk from Piccadilly station, or just five minutes by taxi. Alternatively, catch a connection train to Oxford Road Station – five minutes from Manchester Central on foot. Further information on train services can be found at [www.nationalrail.co.uk](http://www.nationalrail.co.uk).

## **E**

### **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 can be found at the back of this information pack.

### **Event ambassadors**

For general queries during the event (e.g. directions to facilities), ask any of the event ambassadors, who can be identified by their red UCAS t-shirts.

## **F**

### **First aid**

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

## I

### Insurance

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

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

### Internet

WiFi is available at the venue via an open network.

## L

### Lost property

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

## O

### Organisers

The organiser's office is in the front foyer, behind the main reception. A member of the UCAS Events Team will be in the organiser's office throughout the event.

## P

### Parking

Please see the coaches and cars section above.

## R

### Risk assessment

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

## S

### Security

Security will be provided for the event on Tuesday 21 and Wednesday 22 November.

If you are a victim of theft, please report it immediately to the organiser's office.

**The venue will be conducting bag searches upon entry to the venue.**

### Seminars

Seminars, workshops, catwalks and performances will be taking place throughout both event days. A full timetable can be found on the [event website](#).

### 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.

# 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"> <li>The floor plan has been designed to maximise aisle widths to avoid overcrowding.</li> <li>Suitable space around the stands and feature areas, which will be monitored, by venue event managers and organisers.</li> <li>Exhibitors to ensure that staff manning the stands keep within their stand to avoid bottle necking in aisles.</li> <li>Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space.</li> <li>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</li> <li>Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. All staff to be visibly identifiable.</li> <li>Organisers to monitor the exhibition area.</li> <li>Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded.</li> <li>All to obey instructions given by the organiser, venue staff or sub-contractor used, to help control traffic and pedestrian flows.</li> </ul>
		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"> <li>Fire exits to be kept clear of obstructions.</li> <li>Fire extinguishers to be available in the venue.</li> <li>Ensure all waste is collected and stored correctly.</li> <li>Exhibitors to ensure all waste and flammable waste material is removed from stand area.</li> <li>Exhibitors, contractors, visitors, venue staff, organisers and student helpers will use designated smoking areas.</li> </ul>
		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"> <li>Venue to ensure fire prevention detection and alarm systems are adequate for the venue, and have been checked and maintained in efficient working order.</li> <li>Organisers and venue to ensure the current number of exits from the venue are adequate.</li> <li>Floor plan submitted to venue in advance of the event for approval.</li> <li>Evacuation plan to be known by organisers and communicated to student helpers, exhibitors and contractors.</li> <li>Organisers to provide contractors, exhibitors, student helpers and visitors with relevant evacuation procedure documentation, including fire assembly point.</li> <li>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.</li> <li>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.</li> <li>Ensure all gangways and emergency exits are kept clear.</li> <li>All emergency exits maintained and kept clear for the duration of the event.</li> <li>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.</li> <li>Organisers to ensure PA system can be heard clearly in all public areas, where possible.</li> <li>If any evacuation announcements cannot be heard over the atmospheric noise, then security staff are to go into the halls to evacuate people.</li> </ul>
		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"> <li>Exhibitors should ensure that all boxes are appropriately stacked within the allocated stand space.</li> <li>UCAS to remind exhibitors via email of the Exhibitor Terms and Conditions, highlighting that exhibitors should keep their displays within their allocated stand.</li> <li>Organisers to check all exhibitor stands are appropriate and do not pose a trip hazard, before the event opens.</li> <li>Exhibitors should request that all empty, flat-packed, and broken boxes are removed from their stand by the event staff.</li> <li>Organisers and exhibitors to ensure empty boxes are cleared from stand, with assistance from student helpers.</li> <li>Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways.</li> <li>Organisers and exhibitors to ensure personal belongings are stored away appropriately.</li> <li>Organisers and exhibitors to ensure all other waste is stored and removed safely.</li> <li>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.</li> </ul>
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		2	2		
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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"> <li>Maximum height build of 4m.</li> <li>All work to be carried out from a stable support – either ladder or scaffold – with suitable warning signs and barriers as necessary.</li> <li>Exhibitors to ensure all staff required to work at height are suitably trained.</li> <li>Suitable personal protective equipment (PPE) clothing and footwear to be worn.</li> </ul>
		3	3		
		2	2		
		1	1		
Stands falling over	Public and exhibitors	4	4	6	<ul style="list-style-type: none"> <li>All exhibitors to ensure their stands are safe and secure, and report any problems to the organiser.</li> <li>Any exhibitors with complex stands to submit their own risk assessment to UCAS Events.</li> <li>Organisers will ask any stand deemed unsafe to be removed, or will work with the exhibitor to secure the stand.</li> <li>Stand contractor to sign off stand build on completion once satisfied that all stands are safe as per their risk assessment.</li> </ul>
		3	3		
		2	2		
		1	1		
Special structure: platforms/ marquees etc.	Exhibitors and venue staff	4	4	9	<ul style="list-style-type: none"> <li>Special structure plans submitted and checked by the venue six weeks in advance of the event.</li> <li>Maximum height build of 4m.</li> </ul>
		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"> <li>Only the appointed qualified contractor supplied by venue or organiser to use lifting equipment.</li> <li>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.</li> <li>Appropriate signage and warning lights used, where necessary.</li> </ul>
		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"> <li>All catering facilities and staffing provided by venue, and therefore at the control of venue.</li> <li>Reputable and known concessions units only.</li> <li>Hygiene regulations to be followed rigidly.</li> <li>Catering company to employ suitable and trained staff.</li> <li>Catering staff to ensure all spills are cleaned immediately.</li> </ul>
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		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"> <li>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.</li> <li>Only experienced, reliable and approved contractors used.</li> <li>Organiser to be informed of any particular hazards arising prior to, and during the exhibition.</li> <li>Basic checks made on contractor and exhibitor risk assessments.</li> <li>Contractors are the specific responsibility of the hiring company, i.e. the exhibitor.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>No helium balloons allowed in the venue.</li> </ul>
		3	3		
		2	2		
		1	1		
Electricity: connections, and power to stands etc.	Exhibitors	4	4	9	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Exhibitors to ensure equipment is used safely and for the purpose for which it was designed.</li> <li>Exhibitors should ensure no sockets or connections are overloaded in their stand area, and, if in doubt, should seek approval from the event organiser.</li> <li>All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate.</li> <li>Ensure all electrical risks are controlled, and a member of staff from the electrical contractor is onsite at all times.</li> <li>Only experienced, reliable and approved contractors used.</li> <li>All orders for electricity must be placed before the deadline, where applicable.</li> </ul>
		3	3		
		2	2		
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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"> <li>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.</li> <li>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.</li> <li>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.</li> <li>All to be aware of the potential hazards of contractors moving around site, including the use of forklift trucks and delivery vehicles.</li> <li>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.</li> <li>Organisers to control access into areas where major lifting and construction is taking place.</li> <li>Security to wear PPE only if indicated by the organiser, and assist floor managers in PPE policy if required.</li> </ul>
		3	3		
		2	2		
		1	1		
Car parking during exhibition	Visitors and exhibitors	4	4	4	<ul style="list-style-type: none"> <li>Parking arrangements for exhibitors and visitors and loading bay information to be communicated in advance.</li> <li>Traffic marshals used to control flow of traffic on-site</li> <li>Venue contact details to be made available in advance, along with parking permits, if applicable.</li> <li>Traffic marshals in place in car park / unloading areas.</li> <li>Care to be taken when driving to and from the venue.</li> <li>Observe speed limits and good driving practice: 'no mobiles when mobile' and 'switch off before you drive off'.</li> </ul>
		3	3		
		2	2		
		1	1		
Manual handling	Exhibitors and student helpers	4	4	9	<ul style="list-style-type: none"> <li>Exhibitors to ensure all stand staff are trained in the correct manual handling procedures.</li> <li>Manual handling document to be provided in exhibitor and student helper packs.</li> <li>All to wear appropriate footwear.</li> <li>Liquid spills to be monitored by cleaners and cleared up. Any wet floors to be marked with hazard signs immediately.</li> </ul>
		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"> <li>Visitors to access venue through front main entrance during event.</li> <li>All relevant information will be put on the floor plan – including first aid, catering, etc.</li> <li>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.</li> <li>All stands are advised to have access for the disabled, via the exhibitor manual and stand inspection.</li> <li>Organisers and stewards to monitor disabled guests for ease of movement around the venue.</li> <li>Organisers to ensure there is disabled access/egress to the venue.</li> <li>All height limits will be strictly enforced to enable clear view of signs and banners.</li> <li>Organisers to ensure appropriate staffing in place to provide a managed and safe environment for exhibitors, staff and visitors.</li> <li>No use of trolleys on the exhibition hall floor to move materials during the open hours of the exhibition.</li> <li>Security marshals in place to monitor flows of traffic and pedestrians in the venue.</li> </ul>
		3	3		
		2	2		
		1	1		
Seminar rooms	Visitors and speakers	4	4	1	<ul style="list-style-type: none"> <li>Maximum distance to any emergency exit in the seminar rooms must not exceed 12 metres.</li> <li>All emergency exits are to have illuminated emergency exit signs above the door.</li> <li>All cables must be securely fastened away to avoid trip hazards.</li> <li>Loud speaker stands must not protrude into gangways.</li> <li>Noise levels must be kept at a reasonable level.</li> <li>Seating runs must be clipped together, or benches used.</li> </ul>
		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"> <li>No alcohol/substances permitted in the venue. Venues with bar facilities are clearly notified of this before event.</li> <li>Venue will be responsible for relevant checks, if necessary.</li> <li>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.</li> <li>Any offenders will be asked to leave the event.</li> </ul>
		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 &amp; 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 &amp; 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"> <li>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.</li> <li>Ensure that the first aid point is known to exhibitors and student helpers, and featured on the floor plan in the Exhibition Guide.</li> <li>Organisers to ensure first aid post is staffed by qualified persons.</li> <li>UCAS organiser to be first aid trained.</li> <li>Room temperature to be monitored throughout the event to maintain appropriate levels.</li> </ul>
		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"> <li>Separate risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected</li> </ul>
		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"> <li>Separate risk assessment &amp; Method statement.</li> </ul>
		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"> <li>Separate risk assessment &amp; Method statement – Completed and sent to venue by Formula prior to event.</li> </ul>
		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"> <li>Separate risk assessment &amp; Method statement – Completed and sent to venue by Formula/Havills prior to event.</li> </ul>
		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"> <li>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.</li> </ul>
		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"> <li>Staff, Student helpers and exhibitors to be provided with a copy of the venues emergency procedures/Evacuation procedures.</li> <li>UCAS event organiser to alert UCAS Incident management team</li> <li>Staff, Student helpers, Exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organisers office or venue security.</li> </ul>
		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"> <li>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</li> <li>A direct means of communication will be established with the head of security and venue to the organiser by radio for regular updates.</li> <li>Police to be onsite and patrolling area with regular updates to venue and organiser</li> <li>Information of situation will remain between only necessary members of staff to reduce panic</li> </ul>
		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 &amp; signed off by trained staff only.</p> <ul style="list-style-type: none"> <li>Separate risk assessment &amp; Method statement</li> </ul>
		2	2		
		3	3		
		4	4		

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

Onsite notes:

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



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TO WHOM IT MAY CONCERN

15<sup>th</sup> 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.

