

Highlands

higher education exhibition 2018

Visitor information pack

University of Highlands and Islands

Inverness College UHI Campus

IV2 5NA

Thursday 13 September 2018

09:15 – 14:45



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A

Accidents and near misses

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

Arrivals

When you arrive at the campus, please enter through the main reception and follow directions to the exhibition area. Event staff will be in the main reception area to guide you to the exhibition area if required.

Please ensure you have printed your ticket or have it available on your smartphone. Your ticket is unique to you, and must not be used by anyone else, as all data collected by exhibitors must comply with data protection regulations.

Please note: With over 1000 pupils expected to attend during the day, and in the interests of health and safety, it is vital you adhere to your booked time slot.

C

Coaches

Drop-off

Coaches should take the second exit at the entrance roundabout to drop visitors off at the top of the stairs – located at the side of Inverness College UHI.

Visitors requiring disabled access can use the drop-off point in front of Inverness College UHI.

Event staff will be on hand to greet you at the drop-off points to direct your group safely to the exhibition hall.

Collection

Coaches should collect visitors from the main entrance to Inverness College UHI.

Please note, there are no coach parking facilities on Inverness Campus.

Cars

Visitors must park in the overspill car park at plot 16, adjacent to the entrance roundabout. Please see the campus map at the back of this manual, which highlights exhibition parking.

Catering

Catering will be available to purchase on campus. A selection of sandwiches, snacks, and hot and cold beverages will be available from a range of facilities on-site.

Cash machines

Cash machines are available on the campus in the Atrium. Please note, this is a chargeable service.

The nearest off-site cash machine is at Tesco Extra, Inshes Retail Park, Milton of Inshes, Inverness, IV2 3TW.

D

Directions

Public transport

If you arrive in Inverness by train, there is a taxi rank outside the front doors of the railway station. Ask for Inverness College UHI – the taxi drop-off point is at the east entrance to the campus.

The 1B, 2, 2A, and 3 buses go to Inverness Campus and leave from Union Street every ten minutes. The 11U and 25U travel directly to the campus, from Nairn and Invergordon respectively.

By road

There are a variety of routes which can be taken to the campus. The postcode for satnav use is IV2 5NA.

E

Emergency procedures

In the event of an emergency, please exit through your nearest emergency exit and proceed to the nearest meeting point. Event organiser staff will be on hand to guide you.

Event staff

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

F

First aid

If you sustain any personal injuries, or are present while an accident occurs, please report in the first instance to the general information desk, where a member of the UCAS Team and the event organiser will be situated. This is located at the main entrance to the exhibition hall.

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

Visitors can [register for WiFi](#) through WiFi guest.

L

Lost property

If any property is lost or found, please report this to a member of staff at the general information desk, located at the entrance to the exhibition hall.

O

Organisers

If you wish to speak with the event organiser on the day of the event, please visit the general information desk, located at the main entrance to the exhibition hall.

P

Parking

Please see the coaches and cars sections.

R

Risk assessment

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

S

Security

There are security cameras on-site. Any theft or loss of items should be reported to reception staff, situated at the main reception.

Seminars

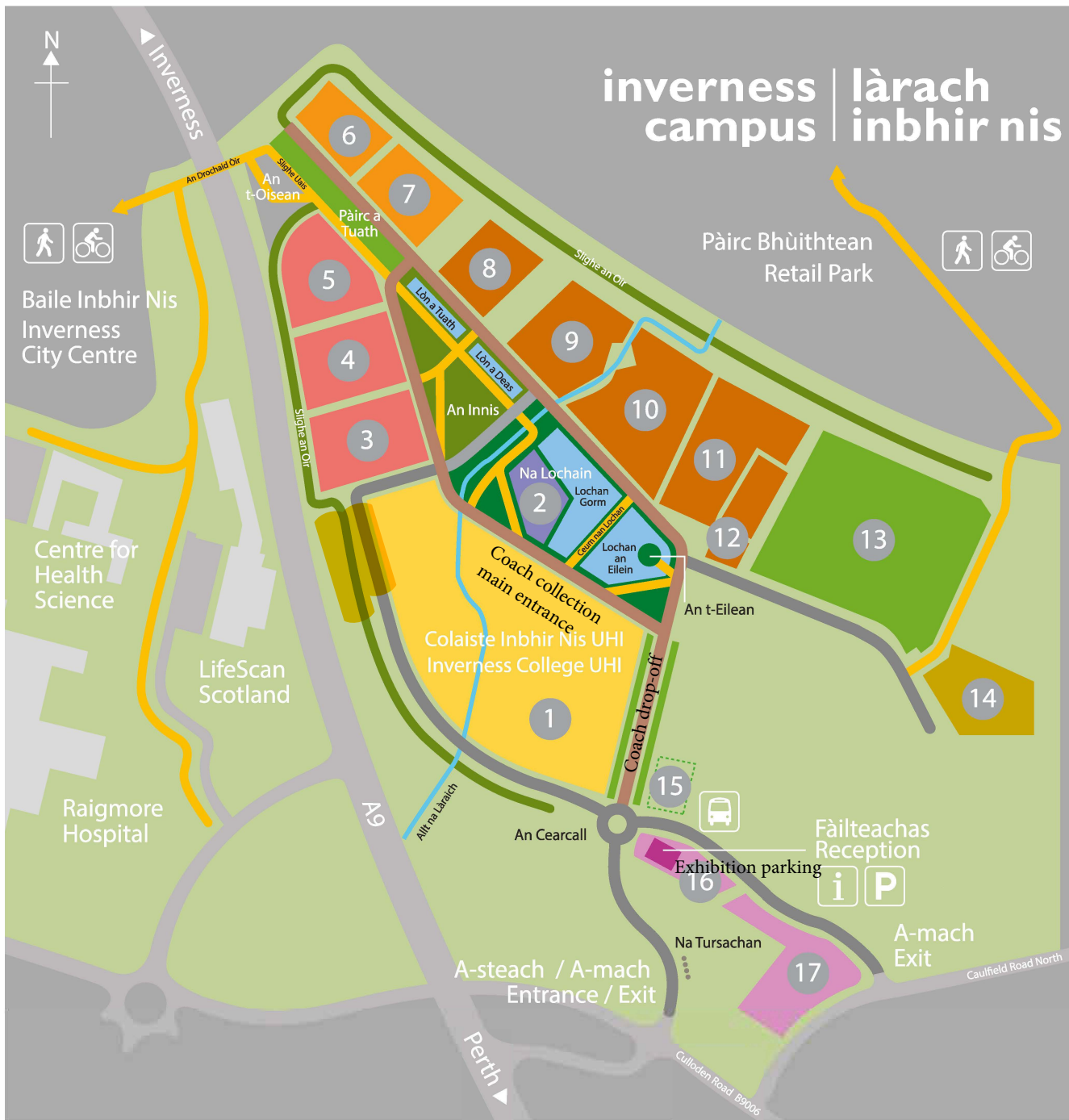
Seminars are available to students on a first-come, first-served basis. Tickets are not required. Places in seminars are limited by room capacity, and seminars will last no longer than 20 minutes.

The seminar rooms will be signposted, and event staff will guide you to them.

A full seminar programme can found on the [Highlands exhibition](#) web page.

Smoking

We operate a strict **no smoking** policy on the campus. There are designated smoking areas outside the venue, which are clearly signposted.



Mrs A Rodgers
Inverness College
Beechwood Campus
1 Inverness Campus
Inverness
Scotland
IV2 5NA

Ref: 66067/18/01

9th August 2018

Dear Mrs Rodgers

Confirmation of Insurance – Inverness College

As requested by you, we are writing to confirm that we act as your Insurance Broker and that we have arranged insurance(s) on your behalf as detailed below. A copy of this letter may be provided by you to third parties who have a legitimate need to receive confirmation of your insurance cover.

Employers' Liability:

Insurer: Royal & Sun Alliance Insurance PLC

Policy Number: RSAP9465304200

Period of Insurance: 01/08/18 to 31/07/19

Loss Limit (Any one Event (excluding liability arising directly or indirectly out of Terrorism)): GBP 10,000,000

Any one event arising directly or indirectly out of Terrorism: GBP 5,000,000

Deductibles: Nil



Education Practice, Capital House, 1-5 Perrymount Road, Haywards Heath, West Sussex RH16 3SY
Tel: 01444 458144 Fax: 01444 415088

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Marsh Ltd is authorised and regulated by the Financial Conduct Authority



Excess Employers' Liability:

Insurer: Chubb European Group Ltd

Policy Number: UKCASO14407118

Period of Insurance: 01/08/18 to 31/07/19

Loss Limit (for each and every occurrence): GBP 15,000,000

Deductibles: Nil

Public & Products Liability:

Insurer: Royal & Sun Alliance Insurance PLC

Policy Number: RSAP9465304200

Period of Insurance: 01/08/18 to 31/07/19

Loss Limit:

- a) Any one Event: GBP 10,000,000
- b) All Events happening during any Period of insurance in respect of products supplied: GBP 10,000,000
- c) All incidents considered to have occurred during any Period of insurance in respect of pollution or contamination of buildings or other structures or of water or land or of the atmosphere: GBP 10,000,000

Deductibles: Nil



Excess Public & Products Liability:

Insurer: Chubb European Group Ltd

Policy Number: UKCASO14407118

Period of Insurance: 01/08/18 to 31/07/19

UCAS event organiser risk assessment

Date assessed: 3 Jul 18	Assessor: Martin Whyte	Monitored by: Grace Rishworth
	Signature: 	
Event: UCAS Exhibition	Title: Events Manager	
	Organisation: Inverness College UHI	
Venue: Inverness College UHI		Inclusive dates of site attendance: 12th & 13 th September

Key to worst case outcome (A):	4 = High – certain to cause death 3 = Medium – probable to cause serious injury 2 = Low – possible to cause first aid injury 1 = Very low – unlikely to cause injury / damage
Key to probability rating (B):	4 = Probability 3 = Possibility 2 = Unlikely 1 = Remotely
Key to risk level:	12 – 16 = high risk 6 – 9 = medium – high risk 3 – 4 = low – medium risk 1 – 2 = low risk

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 (a minimum of 2.5 metres wide) to avoid overcrowding. Suitable space around the stands and feature areas, which will be monitored, by floor managers and organisers. Exhibitors to ensure that staff manning the stands keep within their stand to avoid bottle necking in aisles. Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space. Organisers to schedule arrivals in line with venue capacities, and monitor arrivals with help from the venue, to prevent overcrowding. Coach arrival schedule also to be used if appropriate Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. All staff to be visibly identifiable. Organisers to monitor the exhibition area. Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded. All to obey instructions given by the organiser, venue staff or sub-contractor used, to help control traffic and pedestrian flows.
		3	3		
		2	2		
		1	1		
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	8	<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 will use designated smoking areas. Exhibitors will comply with venue instructions regarding connecting to power supply. No more than occupancy figures allowed in exhibition area (capacity 350).
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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)	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 and visitors with relevant evacuation procedure documentation, including fire assembly point. Exhibitors should ensure they are aware of the nearest emergency exit and keep all exits clear of obstructions at all times. Contractors, exhibitors and visitors to ensure they are aware of evacuation procedures, read all relevant documentation provided, and follow all instructions given if needed to evacuate. Ensure all gangways and emergency exits are kept clear. All emergency exits maintained and kept clear for the duration of the event. Exhibitors should not block aisles or public areas, including during build-up and breakdown periods, and ensure that stand displays are kept within the allocated stand space. Organisers to ensure PA system can be heard clearly in all public areas, where possible. If any evacuation announcements cannot be heard over the atmospheric noise, then security staff are to go into the halls to evacuate people.
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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)	Risk level (AxB)	Control measures
Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	6	<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.
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Working at height	Exhibitors, contractors, venue and UCAS staff	4	4	6	<ul style="list-style-type: none"> Maximum height build of 4m. All work to be carried out from a stable support – either ladder or scaffold – with suitable warning signs and barriers as necessary. Exhibitors to ensure all staff required to work at height are suitably trained. Suitable personal protective equipment (PPE) clothing and footwear to be worn.
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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.
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Special structure: platforms/ marquees etc.	Exhibitors and venue staff	4	4	3	<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.
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		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
Lifting equipment (FLT's, 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.
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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.
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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. 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. Estimated staffing number of contractors is two. All exhibitors and contractors wishing to work late must request permission from the organiser prior to the event, to enable security, first aid, electricity and lighting to be arranged for the halls or particular stands. Each contracting firm must have a qualified first aider on their staff, covering crew staying late. The contractor must also supply the name of the person in charge and a contact number. No helium balloons allowed in the venue.
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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
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 is onsite at all times. Only experienced, reliable and approved contractors used. All orders for electricity must be placed before the deadline.
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Build-up and Breakdown	Exhibitors, contractors, venue and UCAS staff	4	4	9	<ul style="list-style-type: none"> At least two hours set-up period for exhibitors, and half day access for contractors (5 hours 4pm-9pm). 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. Use of forklift and access to the drop-off zone 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.
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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	Person(s) at risk
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 direct coaches where to alight delegates. Venue contact details to be made available in advance, along with parking permits, if applicable. Traffic marshals in place to direct coach arrivals. Campus car park is managed by Campus security. 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'.
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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.
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		2	2		
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Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	6	<ul style="list-style-type: none"> Visitors to access venue through front main entrance during event. All relevant information will be put in the exhibition guide – 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.
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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	Person(s) at risk
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. Seminar seating guide has been produced to help organisers and technical staff arrange the layout in a safe way, including safe aisle widths etc.
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		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.
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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	Person(s) at risk
<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> <ul style="list-style-type: none"> a) PPE b) manual handling c) work equipment and electricity d) chemicals e) slips, trips and falls f) work at height g) emergency procedures 	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<p>a) Contractors operating on behalf of Universities/organisations who are exhibiting at the UCAS event (or the exhibitors themselves) are to provide the Risk Assessments and Method Statements which cover the following:</p> <ol style="list-style-type: none"> 1. delivery, and unloading of the exhibition equipment and prospectus to the exhibition area. 2. setting-up the exhibit. 3. packing up the exhibit. 4. recovery of the exhibit equipment and prospectus from the College. <p>These RAMS are to be provided no later than 7 days in advance of the event to enable review by the H&S Manager.</p> <p>b) The controls within this RA will be communicated to all exhibitors, organisers and visitors by publishing this RA with the information pack provided by UCAS.</p> <p>c) Supervision in the exhibition area will be provided by Inverness College UHI staff to ensure that contractors, exhibitors and visitors comply with the controls within this RA</p> <p>d) Contractors and exhibitors are only permitted to connect PAT tested portable electrical equipment to the power sockets within the exhibition area and wider college building.</p> <p>e) Only exhibitors who have requested access to electrical power supply and specified the number of items they wish to connect may access electrical power sockets.</p> <p>f) Contractors and exhibitors will be required to adhere to Inverness College UHI policies with regard to H&S factors and venue staff will be present to ensure compliance.</p>
		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
Staff, visitor, delegate, non-compliance with controls identified in the above hazards.	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<p>Staff, Organisers, delegates and visitors.</p> <ul style="list-style-type: none"> - Organisers to have received the RA in advance to familiarise themselves with the content. - Organisers to ensure that all exhibitors receive copies of the RA. - Organisers and venue staff to be present in the exhibition space during the event to ensure compliance with the controls detailed within the RA. - Staff, exhibitors, delegates who pose a risk to the H&S of other persons will be asked to modify their behaviour, or, if required, leave the premises.
		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 and UCAS organiser to be first aid trained. ▪ If UCAS first aider is involved or assists in an accident/incident, this must be documented in the organiser's first aid book and a copy provided for UCAS. ▪ Room temperature to be monitored throughout the event to maintain appropriate levels.
		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
Emergency situation	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers (Approx 400 at a time)	1	1	8	<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		