

Create your future Manchester 2018

# Visitor information pack

Manchester Central  
Windmill Street  
Manchester  
M2 3GX

27 – 28 November 2018

10:00 – 15:00



**your future**

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## A

### Accidents and near misses

If you are involved in, or witness, an accident or near miss while onsite, please report it to the organiser's office immediately, located at the front of the hall.

### Arrival

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 don't have a ticket on arrival, please report to the registration desk inside the hall entrance. Please be aware that the venue will be conducting bag searches.

## C

### Car parking

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

The address of the car park is:  
Lower Mosley Street  
Manchester  
M2 3GX

### Cash machine

There is a CashZone cashpoint in the central foyer. There is a 50p charge to use this cash point. Refreshments can be purchased by card.

## Catering

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

## Cloakroom

There is a cloakroom service that is accessible from the main reception desk in the front foyer.

## Coaches

If you're travelling by coach or minibus, please follow the directions of the traffic marshals.

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 onsite 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 point. The traffic marshals will ensure your coach is ready, using the number you were given when you arrived. Due to a large number of coaches and the small space available, it is essential to follow the traffic marshals' instructions at all times.

For information regarding coach parking, please see the [Manchester City Council website](#). Alternatively, Manchester Central has also provided some [information on its website](#).

## 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, 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, 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, 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, which is 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're familiar with the procedures to be followed in the event of an emergency at the venue. The emergency procedure document can be found at the back of this information pack.

### **Event ambassadors**

For any general queries during the event (e.g. directions to facilities), ask any of the event staff, who can be identified by 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 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 visitor property during an event, they aren't 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 four weeks. If, after four 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 Social Committee's designated charity.

## O

### Organisers

The organiser's office is located at the front of the hall, and is signposted by a large flag.

## P

### Parking

Please see the information in the 'Car parking' and 'Coaches' sections for details.

## 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

Security is provided for the event at all times.  
If you are a victim of theft, please report it immediately to the organiser's office.

### Seminars

Seminars, workshops, and performances will run throughout the event. These can all be found in the main hall, and will be signposted. A full programme of events can be found on the [event web page](#).

### 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.



### Social media

We will be tweeting about the event using our Twitter account, with the hashtag #ucasevents – please feel free to use this.





## UCAS shell scheme event organiser risk assessment

Date assessed: 04/07/18	Assessor: Becky Jones	Monitored by: David Hale
	Signature: 	
Event: Create your future Manchester HE Exhibition 2018	Title: Events Organiser	
	Organisation: UCAS	
Venue: Manchester Central		Inclusive dates of site attendance: 14 – 16 October 2018

### 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"> <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 floor managers and organisers.</li> <li>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.</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>
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		2	2		
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Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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 event ambassadors will use designated smoking areas.</li> <li>Collate evidence that fire drills are undertaken annually at the venue (Under the Regulatory Reform (Fire Safety) Order 2005, venues have to record the results of a fire drill as part of fire safety and evacuation planning)</li> </ul>
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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
Evacuation	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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 event ambassadors, exhibitors and contractors.</li> <li>Organisers to provide contractors, exhibitors and visitors with relevant evacuation procedure documentation, including fire assembly point.</li> <li>Exhibitors 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> <li>Collate evidence that fire drills are undertaken annually at the venue (Under the Regulatory Reform (Fire Safety) Order 2005, venues have to record the results of a fire drill as part of fire safety and evacuation planning)</li> </ul>
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Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	9	<ul style="list-style-type: none"> <li>Exhibitors should ensure that all boxes and equipment are appropriately stacked/stored 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> </ul>
		3	3		

		2	2		<ul style="list-style-type: none"> <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 event ambassadors.</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>
		1	1		
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 to section off the work area 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>
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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)	Person(s) at risk
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> <li>Organising team to monitor structures with visual checks for the duration of the event.</li> </ul>
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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>
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Lifting equipment (FLT's, 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>
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Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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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Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Risk Level (AxB)	Person(s) at risk
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>Estimated staffing number of contractors is two.</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 unless prior written consent is obtained, and safe systems of work are put in place.</li> </ul>
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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>
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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)	Person(s) at risk
Build-up and Breakdown	Exhibitors, contractors, venue 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>Badges/wristbands to be worn by exhibitors to allow them access before the event opens to the public. All contractors to be monitored on-site, with regard to the tasks undertaken, and suitable PPE to be worn when necessary.</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		
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Traffic management	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 within the exhibitor manual on <a href="http://www.ucas.com/exhibitions">www.ucas.com/exhibitions</a></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>
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Manual handling	Exhibitors and event ambassadors	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 event ambassadors 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>
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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)	Person(s) at risk
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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>
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Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	4	<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> <li>First aid staff to manage any injury as a result of alcohol/substance abuse.</li> </ul>
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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)	Person(s) at risk
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.	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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) Chemicals - COSHH risk assessment requirements briefed to staff. MSDS and product guidance available staff competence and supervision. waste storage, collection and disposal system in place</p> <p>c) Organising team to be provided a quarterly event season briefing of health and safety including review of risk assessment before going on site.</p> <p>d) Venue specific details of risk and health and safety should be included within each event briefing.</p>
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		1	1		
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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 event ambassadors, 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 organising staff to be first aid trained.</li> <li>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.</li> <li>Room temperature to be monitored throughout the event to maintain appropriate levels.</li> </ul>
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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)	Person(s) at risk
Hanging Banners	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	<ul style="list-style-type: none"> <li>To be erected by qualified and competent riggers, and signed off by qualified person.</li> <li>“Working at height” control measures implemented as per above</li> <li>Separate risk assessment and method statement.</li> <li>Pockets on banners are to be stitched or vinyl welded only.</li> </ul>
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Emergency situation to include fire, medical and bomb threat	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	12	<p>Event organiser to have full event briefing with venue pre-event to be aware of emergency procedures and any security measures which have been put in place for the event. Event organiser to communicate details with onsite team and notify if any changes occur.</p> <p>Event organiser to follow venue emergency procedures at all times and take action to ensure safety of all visitors and exhibitors, lock down or evacuate if needed. Event organiser to document all details where possible on an occurrence register.</p> <ul style="list-style-type: none"> <li>Staff, event ambassadors 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, event ambassadors, exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organisers office or venue security.</li> <li>If bomb threat, venue and UCAS to follow venue’s emergency procedures</li> </ul>
		3	3		
		2	2		
		1	1		
Non-conventional stand equipment or activity	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>General exhibitor risk assessment provided during booking, any equipment or activity not covered by this general document is considered a ‘non-conventional stand’</p> <ul style="list-style-type: none"> <li>Separate “additional” risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected</li> </ul>
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Standard Shell Scheme	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	6	<p>Shell Scheme to be built and dismantled by trained Formula Exhibitions staff only and signed off by appointed trained Formula Exhibitions employee</p> <ul style="list-style-type: none"> <li>Separate risk assessment and method statement – Completed and sent to venue by Formula prior to event.</li> </ul>
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Stand Electrics	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>Stand &amp; AV electrics to be installed and uninstalled by trained Havills staff only</p> <ul style="list-style-type: none"> <li>Separate risk assessment and method statement – Completed and sent to venue by Formula/Havills prior to event.</li> </ul>
		3	3		
		2	2		
		1	1		
Complex structures	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	<p>All Complex Structures to be put through approvals staging. All plans must be submitted to UCAS then to venue for approval before building can be approved – external sign off to be enforced if required by structural engineer or appropriate professional.</p>
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		2	2		
		1	1		
Onsite registration congestion	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	9	<p>Onsite registration may cause congestion. 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.</p> <ul style="list-style-type: none"> <li>Queues to be managed with temporary barriers which can be easily removed in the event of a first aid incident or fire evacuation.</li> </ul>
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		2	2		
		1	1		

Venue/Exhibitor Specific Risks at London					
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
Intelligence of security threat prior to the event	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>The following points will be actioned in a security alert:</p> <ul style="list-style-type: none"> <li>Review of the security and stewarding costing if intelligence of a threat is shared. Extra security may be employed if possible; if not a member of the security team will be moved to the main entrance to monitor all entry to the vicinity</li> <li>Provision for SIA trained security to be implementing bag searches</li> <li>Point of contact with the venue event manager for further information. Local police service to liaise directly with venue and in the event of a threat, the police's recommendations would be followed</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>Information of situation will remain between only necessary members of staff to reduce panic</li> <li>Event stopped if the threat is at a critical point</li> </ul>
		3	3		
		2	2		
		1	1		
UCAS Dome (Assemble stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>Structure to be assembled, disassembled &amp; signed off by trained staff only</p> <ul style="list-style-type: none"> <li>Separate risk assessment and method statement – completed and sent to venue by organiser</li> </ul>
		3	3		
		2	2		
		1	1		
Inflatable pods (Assemble stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser	4	4	6	<ul style="list-style-type: none"> <li>Maximum distance to any emergency exit in the inflatable 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> </ul>
		3	3		

and Seminar rooms	staff, event ambassadors	2	2		<ul style="list-style-type: none"> <li>Noise levels must be kept at a reasonable level.</li> <li>Seating runs must be clipped together, or benches used (refer to seminar seating guide)</li> <li>Inflatable pods – Structures to be assembled, disassembled and signed off by trained staff only</li> <li>Separate risk assessment and method statement – completed and sent to venue by organiser</li> </ul>
		1	1		
Wireless Headphones	Visitors, organiser staff, event ambassadors	4	4	4	<ul style="list-style-type: none"> <li>Visitors to be briefed on the use of “silent seminar” headphones and how to control volume</li> <li>Headphones tested and charged before each event season and monitored for the duration.</li> </ul>
		3	3		
		2	2		
		1	1		
LED Wall (Assemble stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>LED wall – to be constructed on its legs. Structure to be assembled, disassembled and signed off by trained staff only.</p> <ul style="list-style-type: none"> <li>Separate risk assessment and method statement</li> </ul>
		3	3		
		2	2		
		1	1		
Stage and Trussing Construction	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	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 information provided by Contractor</li> <li>Structural Engineer to sign off stage construction</li> </ul>
		3	3		
		2	2		
		1	1		
Crowd Control within Stage Viewing Area	Visitors, organiser staff, event ambassadors	4	4	4	<ul style="list-style-type: none"> <li>Two exits from stage viewing area</li> <li>UCAS 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>
		3	3		
		2	2		
		1	1		
Buskers Corner (Acoustic area)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	<ul style="list-style-type: none"> <li>UCAS staff and event ambassador assigned to the area to monitor visitor flow and ask visitors to move if needed</li> <li>A limitation (of 85 decibels) on the volume produced from the performers amps will be enforced</li> <li>All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate.</li> <li>Performers encouraged to perform acoustic sets rather than using amps</li> </ul>
		3	3		
		2	2		
		1	1		

Onsite notes:

TO WHOM IT MAY CONCERN

16<sup>th</sup> July 2018

Dear Sir/Madam

**UNIVERSITIES AND COLLEGES ADMISSION 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.	Y016458QBE0118A/074
Period of Indemnity	1 <sup>st</sup> August 2018 to 31 <sup>st</sup> July 2019
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 Indemnity	1 <sup>st</sup> August 2018 to 31 <sup>st</sup> July 2019
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



Paul Cusition  
For U.M. Association Limited

5 St Helen's Place, London EC3A 6AB | T: 020 7847 8670 | [www.umal.co.uk](http://www.umal.co.uk)



**Manchester  
Central**

## **Manchester Central Convention Complex**

A Summary of Emergency and Evacuation Procedures for Clients 2017 v1



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### **Section One**

Command & Control Structure

### **Section Two**

Emergency procedures – bomb threat

### **Section Three**

Bomb call check list

### **Section Four**

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- security
- fire procedures
- medical emergencies

### **Appendix 1**

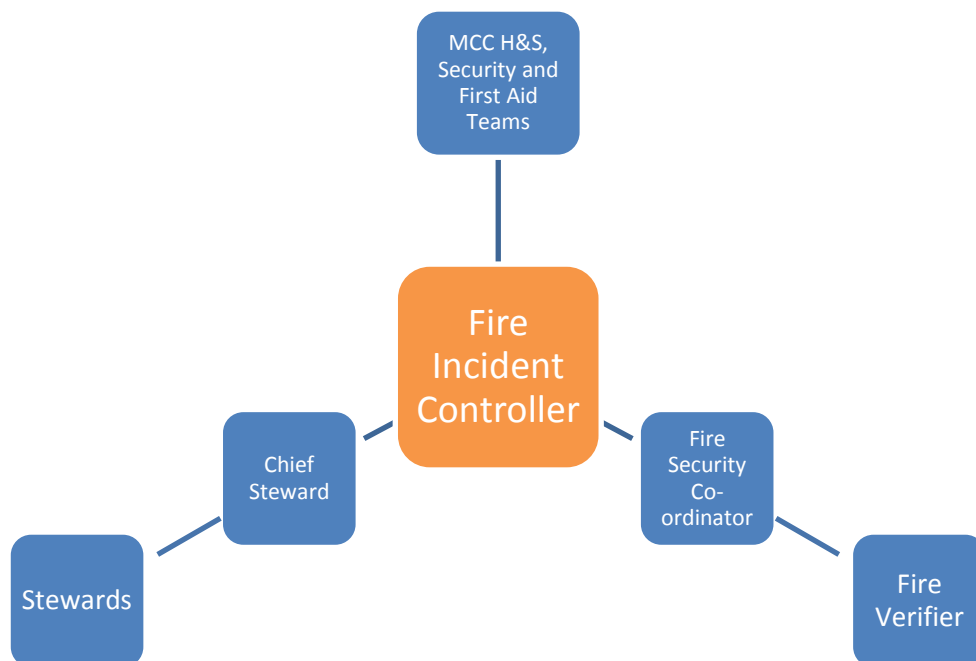
Site plan, fire assembly points

**Would all recipients ensure that their colleagues and staff are familiar with the requirements of these procedures.**

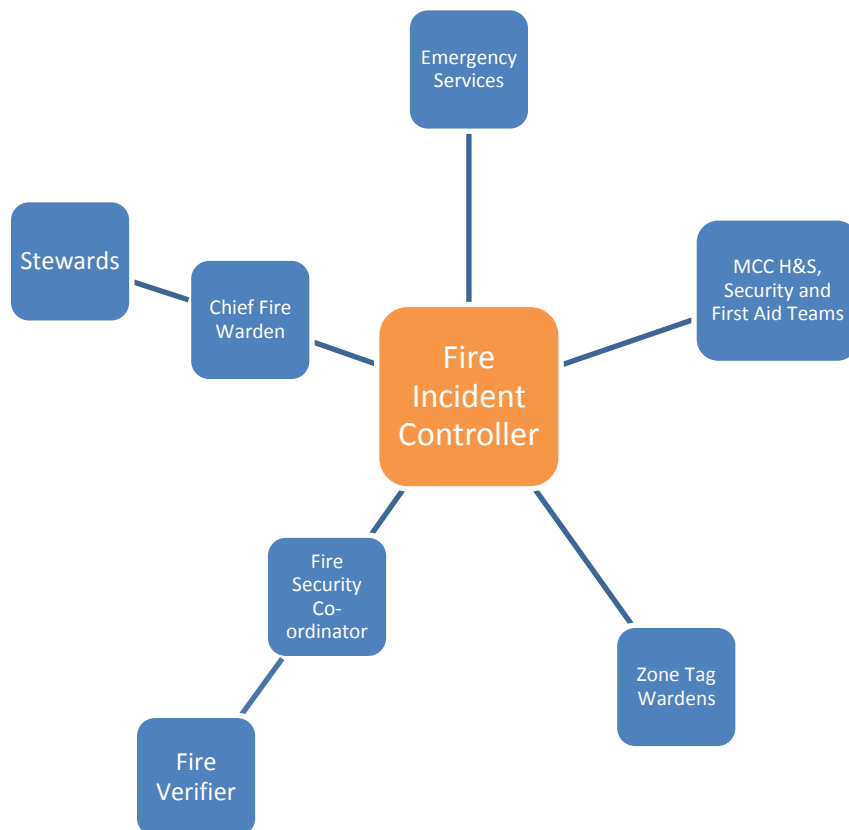
## Section One

### Fire Evacuation Role Organogram

#### Stage 1 Investigation Phase



## Stage 2 Evacuation Phase



## **Section Two**

### **Emergency Procedures – Bomb Threat**

#### **2.1 Threat Received**

- In the event that a bomb threat is received at the Manchester Central Convention Complex, the following plan of action must be carried out quickly and efficiently.

#### **2.2 The Plan**

The Plan is simple and involves:

- Obtaining as much information as possible from the caller/informants (see Section Three).
- Appraising the threat.
- Contacting the Police and other emergency services (Fire, Ambulance) as required.
- Determining whether to evacuate the premises or part of the premises.
- Searching the premises and grounds.
- Maintaining a log.

#### **2.3 Fire Incident Controller (FIC)**

- The Fire Incident Controller is a senior member of staff.
- The Fire Incident Controller will set the plan in motion and implement all decisions made following consultations with the Police and Duty Manager.

#### **2.4 Fire Security Co-ordinator (FSC)**

- The Fire Security Co-ordinator is an employee of Manchester Central and is located in the Security Control Room (SCR). A Fire Security Co-ordinator is on duty when exhibitions or events are taking place.
- The Fire Security Co-ordinator is responsible for controlling the Manchester Central Convention Complex public address system.
- Contact can also be made with the Fire Security Co-ordinator by telephoning ext 2206.

#### **2.5 The Telephone Call**

- Even the most experienced switchboard operator may become confused when a bomb threat is received. As this is the contact with the caller/informant and each piece of information elicited is of vital importance, try to keep the person talking as long as possible and complete the checklist. (As attached Section Three).



- The caller may ask for a specific person or department before passing his information, making it necessary for anyone who is likely to answer a telephone to be aware of the questions on the checklist.
- The staff member who receives a call must immediately contact the FSC and then the Police. Make use of the 999 system to call the Police and then:
  - give them all relevant information (must be in conjunction with the FIC)

## **2.6 Assessment of Threat**

- The FIC will liaise with the person who receives the call and evaluate the information given.
- The FIC will determine, in consultation with others, what action must be taken.

## **2.7 Search/Search Team**

- If a decision is taken to search the premises a coded message will be broadcast over the public address and the personal radio system. On no account should the phrase 'Bomb Threat' be used on either the public address or radio systems.
- A search team will be formed, comprising of staff drawn from the following companies:

MCCC Limited	G E S (Global Experience Specialists)
First Aid	NCP and Concessionaires
Bulloughs Contract Cleaners	Security/Stewards

In advance of the opening of each show, staff have full briefings which includes expected client portfolio, relevant risks and procedures.

- On hearing the code word being broadcast the Manager or Supervisors of the above groups will contact the SCR (2206) for instructions. Sufficient staff will be deployed to complete the search in 20 minutes.
- The following groups are responsible for searching the under noted areas:

<b>Concierge</b>	All areas for which they are responsible.
<b>G E S</b>	Subway, store, office.
<b>MCCC Hospitality</b>	All kitchen areas, catering outlets and offices.
<b>Cleaning</b>	All Manchester Central toilets, waste receptacles and areas for which they are responsible.
<b>MCCC Facilities</b>	Plant Rooms and all areas for which they are responsible



<b>MCCC Security</b>	Organisers' security: halls in use including a check with all exhibitors and organisers offices.  In-House security: all public areas, halls not in use, stairs and passageways, other offices and lifts.
<b>First Aid</b>	First Aid rooms and facilities
<b>Concessionaires</b>	Areas in use by them
<b>NCP</b>	Car parks and areas in use by them
<b>MCCC Staff</b>	Administration Offices and general assistance all areas

## **2.7 Search/Search Team**

- If a suspect package is found, the FIC must be informed immediately.
- The leader of each group will report their findings to the FIC. The FSC will update the log accordingly.
- Each group is issued with a zonal check list, details of which are retained in the SCR.

## **2.8 Suspect Packages**

- Explosive devices come in all shapes and sizes and are frequently packaged in what appear harmless items i.e. plastic carrier bags. They are sometimes fitted with an anti-handling device and no attempt should be made to move one.

**Caution – Under certain conditions the power from a radio transmitter can trigger an electrically detonated or radio active bomb. If a suspect package is located do not attempt radio transmission from that area. Where possible, report to SCR (ext 2206) on a landline.**

- Emotive words such as BOMB or EXPLOSIVE should not be used when reporting the sighting of a suspect package. It is enough to say a package has been found.
- The FIC must be consulted before any attempt is made to evacuate the area where a suspect package is found, as an uncontrolled evacuation can cause panic.



## **2.9 Evacuation**

- Although the Police will give advice, the decision to evacuate is the responsibility of the FIC.
- The evacuation of a large number of persons from a confined space is fraught with danger and injuries can ensue. It is, therefore, essential that very careful consideration be given before such action is taken.
- If evacuation is to be implemented, the FSC will be informed and the evacuation message will be broadcast over the public address system.
- It may be that only partial evacuation is necessary or alternatively, each area may be evacuated separately until the premises are clear.
- When a decision is taken to evacuate, the Fire and Ambulance Services must be informed to that effect.
- Once the premises have been evacuated, no-one will be allowed to re-enter until the all-clear is given by the FIC following consultation with Police and others.
- All staff, including exhibitors, will assist in the orderly evacuation of the premises.
- Once evacuation has taken place, all staff will assist in directing the public to areas of safety (locations to be advised at time of incident).

## **2.10 Explosion**

- In the unlikely event of an explosion without warning, the Emergency Services, Police, Fire and Ambulance will be summoned immediately, informed of the incident location, and the evacuation procedure set in motion.
- The members of the Search Team, mentioned in Section 2.7, will report to the FIC, where they will be detailed to assist where necessary, however evacuation may be the most significant option for this team, particularly if emergency services are on scene.
- An explosion caused by the planting of a device on the premises will necessitate a search of the premises, as further devices may be present. The Search Team may be required to assist with a search of the building.

## **2.11 Log**

- A log will be kept by the FSC showing all actions taken during an incident and a report will be submitted later to the FIC.

## **2.12 Public Curiosity**

- If members of the public express an interest in the search activity or the public address messages they don't understand, they should be informed that it is a routine drill or internal communication.

## Suspicious Call Checklist

Immediately alert someone else if possible (so that Security Control Room may be informed) but **DO NOT PUT DOWN THE HANDSET OR CUT OFF THE CALLER.**

Date		Time of Call	
Call received by		Telephone number call taken on	
RECORD THE EXACT LANGUAGE OF THE THREAT:			
Where is it?			
What time will it go off?			
What does it look like?			
What kind of bomb is it? (type of explosive)			
Who are you?			
Voice on the phone			
MALE/FEMALE/CHILD		AGE	
INTOXICATED		SPEECH IMPEDIMENT	
ACCENT		OTHER	
BACKGROUND NOISE		PHONE BOX	
MUSIC		CHILDREN	
AIRPLANES		TALK	
TRAFFIC		MACHINERY	
TYPING		INTERRUPTIONS	
OTHER INFORMATION			
SECURITY CONTROL ROOM: extension 2206			



## **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.**

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.

It must be stressed that extra vigilance on the part of everyone is absolutely vital.



## **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.**

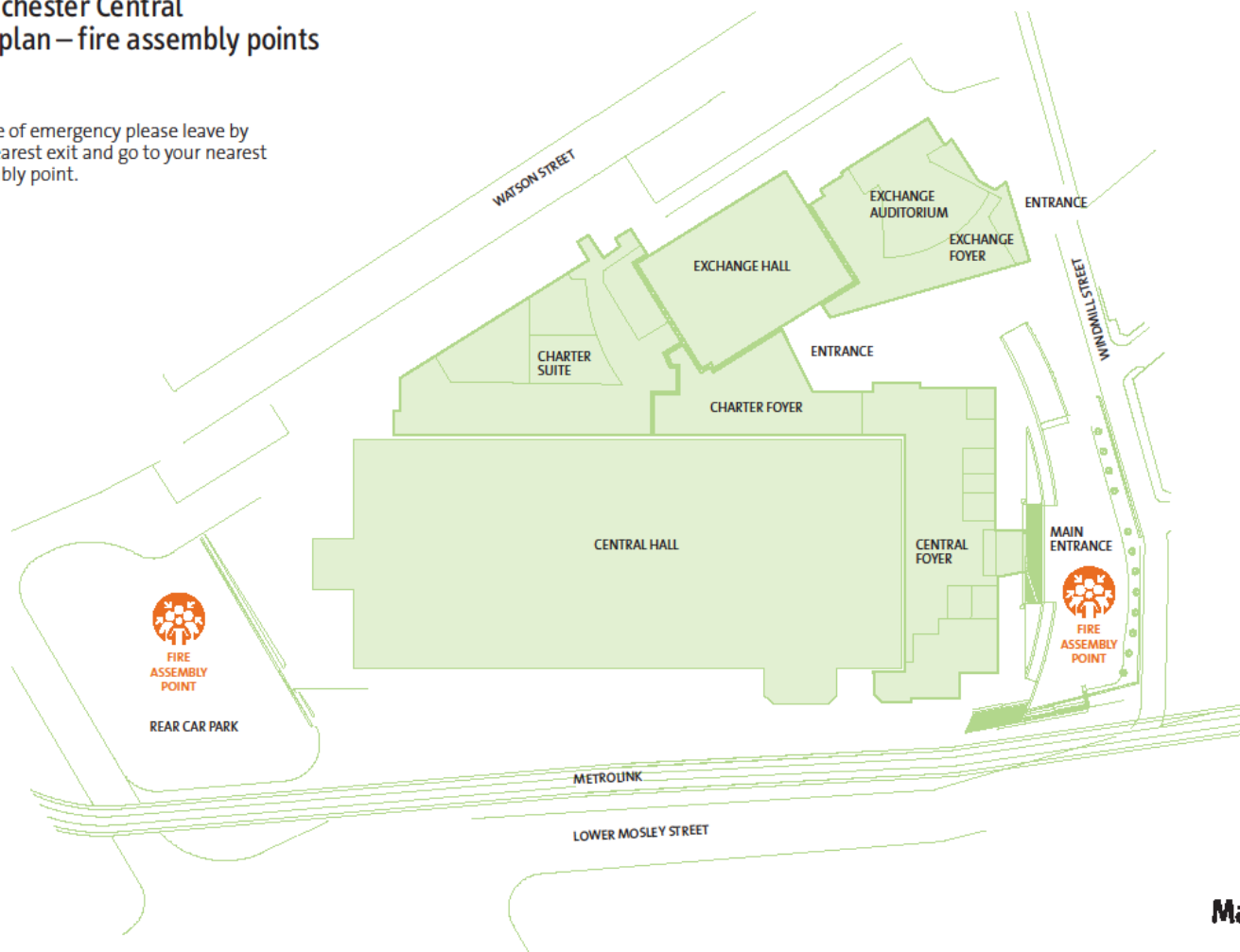
## **4.3 Medical Emergencies**

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.





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