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Accidents and near misses

Please report any accidents or near misses to the event organiser, who can be found at the organiser's office/help desk at the front of the hall.

A 'near miss' is an incident that doesn't result in personal injury but is purely down to luck – next time, the person involved might not be so lucky. 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 for anyone who visits the site. Data compiled from near misses and accident reports can help to highlight trends and hazards not previously identified.

Arrivals

When you arrive, please head to the entrance of The Royal Cornwall Exhibition Halls and have your ticket ready for inspection. If you don't have a ticket, please report to the registration desk inside the entrance.

Your exhibition ticket is personal to you and should not be passed on to other group members, as this would compromise the security of your data. To comply with data protection regulations, it's essential individuals at our exhibitions use their own ticket – both on entering, and when visiting exhibitors' stands. Anyone found to be in breach of this will be asked to leave the event and register again to gain readmittance.

C

Cars

There is free parking available on-site. Please follow the direction of the traffic marshals, and enter the site through the main entrance, where they'll direct you to the designated car park.

Cash machines

There are no cash machines available on-site. Please bring cash for refreshments as card payment may not be possible.



Catering

There will be refreshments available for all visitors along the left-hand wall of the exhibition hall. There will be a variety of items available, as well as a seating area for all to use.

Coaches

If you're travelling by coach, please enter the site through the main entrance, and traffic marshals will direct you to the coach drop-off and pick-up area. Please make sure your students know what time and where to meet you for their return journey. Due to the expected number of visitors, please don't arrive any earlier than 15 minutes before your booked session time.

D

Directions

Directions by car and coach

The venue is approximately 1.5 miles from Wadebridge town – please follow signs along the A39.

You can also postcode PL27 7JE on a satnav.

Directions by rail

The nearest train station is Bodmin Parkway, approximately 12 miles away. Taxis and buses are available from the station, but it may be advisable to book a taxi in advance.

F

Emergency procedures

Please make sure you are familiar with the procedures to be followed in the event of an emergency at the venue. The emergency procedures document is at the back of this pack.

Event staff



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

F

First aid

There will be a first aid team on hand during the event – if you require assistance, please ask a member of the event staff to alert a first aider, or come to the organiser's office/help desk.

I

Insurance

The organiser has adequate public and employee liability cover. A copy of the certificate is 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

An open WiFi network is available at this event, but a reliable connection cannot be guaranteed.

L

Lost property

All property found at the exhibition will be handed in to the organiser's office/help desk. If items have not been claimed during tenancy, they will be passed to the venue personnel, and kept for six months. After six months, if no claim has been made by any person, venue staff shall consider the property to be abandoned, and have the right to sell it.

0



Organisers

The organisers will be located at the front of the hall, at the organiser's help desk.

P

Parking

There is free parking on-site for both coaches and cars. Please follow the directions of the traffic marshals.

R

Risk assessment

The organiser has completed a risk assessment for the event – a copy is at the back of this pack.

S

Security

Security is provided for the show on 22 March 2019.

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

Seminars

Seminars will take place during the event, in the signposted pods at the back of the hall. A seminar programme can be found on the <u>event web page</u>.

Smoking

There is a strict no smoking policy in the venue (including e-cigarettes), and we ask for your full cooperation in ensuring this is complied with.





ASSESSOR (LINE MANAGER)

NAME: David Hale

SIGNATURE:

DATE: 12/02/2019

NAME OF STAFF: Danielle Swain

SIGNATURE:

DATE: 22/01/2019

ACTIVITY &	PEOPLE	Likelihood	Impact	Initial		Likelihood	Impact	Residual
SIGNIFICANT HAZARDS	AT RISK			Risk	RISK CONTROL MEASURES			Risk
Over-crowding of event hall / stand	Public and exhibitors	2	3	6	 The floor plan has been designed to maximise aisle widths to avoid overcrowding. Suitable space around the stands and feature areas, which will be monitored, by floor managers and organisers. Exhibitors to ensure that staff manning the stands keep within their stand to avoid bottle necking in aisles. Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space. 	2	2	4

Security marking: PUBLIC

Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	4	12	 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. Fire exits to be kept clear of obstructions. Fire extinguishers to be available in the venue. Ensure all waste is collected and stored correctly. Exhibitors to ensure all waste and flammable waste material is removed from stand area. Exhibitors, contractors, visitors, venue staff, organisers and event ambassadors will use designated smoking areas. 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) 	2	2	4
Evacuation	Exhibitors, contractors, visitors, venue staff, organiser	3	3	9	 Venue to ensure fire prevention detection and alarm systems are adequate for the venue, and have been checked and maintained in efficient working order. Organisers and venue to ensure the current number of exits from the venue are adequate. Floor plan submitted to venue in advance of the event for approval. 	2	2	4

Slips / trips and falls	staff, event ambassadors	3	3	9		Evacuation plan to be known by organisers and communicated to event ambassadors, exhibitors and contractors. Organisers to provide contractors, exhibitors and visitors with relevant evacuation procedure documentation, including fire assembly point. Exhibitors should ensure they are aware of the nearest emergency exit and keep all exits clear of obstructions at all times. Contractors, exhibitors and visitors to ensure they are aware of evacuation procedures, read all relevant documentation provided, and follow all instructions given if needed to evacuate. Ensure all gangways and emergency exits are kept clear. All emergency exits maintained and kept clear for the duration of the event. Exhibitors should not block aisles or public areas, including during build-up and breakdown periods, and ensure that stand displays are kept within the allocated stand space. Organisers to ensure PA system can be heard clearly in all public areas, where possible. If any evacuation announcements cannot be heard over the atmospheric noise, then security staff are to go into the halls to evacuate people. 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)	1	2	2
Slips / trips and falls	Exhibitors, contractors, visitors, venue staff,	3	3	9	•	Exhibitors should ensure that all boxes and equipment are appropriately stacked/stored within the allocated stand space.	1	2	2

Stands falling over	Public and	3	2	6	 Exhibitors to ensure all staff required to work at height are suitably trained. Suitable personal protective equipment (PPE) clothing and footwear to be worn. All exhibitors to ensure their stands are safe and secure, and 	2	2	4
Working at height	Exhibitors, contractors, venue and UCAS staff	3	3	9	 Maximum height build of 4m. All work to be carried out from a stable support – either ladder or scaffold – with suitable warning signs and barriers to section off the work area as necessary. Exhibitors to encure all staff required to work at height are 	2	3	6
	organiser staff, event ambassadors				 UCAS to remind exhibitors via email of the Exhibitor Terms and Conditions, highlighting that exhibitors should keep their displays within their allocated stand. Organisers to check all exhibitor stands are appropriate and do not pose a trip hazard, before the event opens. Exhibitors should request that all empty, flat-packed, and broken boxes are removed from their stand by the event staff. Organisers and exhibitors to ensure empty boxes are cleared from stand, with assistance from event ambassadors. Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways. Organisers and exhibitors to ensure personal belongings are stored away appropriately. Organisers and exhibitors to ensure all other waste is stored and removed safely. 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. 			

					 Any exhibitors with complex stands to submit their own risk assessment to UCAS Events. Organisers will ask any stand deemed unsafe to be removed, or will work with the exhibitor to secure the stand. Stand contractor to sign off stand build on completion once satisfied that all stands are safe as per their risk assessment. Organising team to monitor structures with visual checks for the duration of the event. 			
ACTIVITY &	PEOPLE	Likelihood	Impact	Initial		Likelihood	Impact	Residual
SIGNIFICANT HAZARDS	AT RISK			Risk	RISK CONTROL MEASURES			Risk
Special structure: platforms/marquees etc.	Exhibitors and venue staff	3	3	9	 Special structure plans submitted and checked by the venue six weeks in advance of the event. Maximum height build of 4m. 	2	3	6
Lifting equipment (FLTs, cranes etc.) Power tools and heat sources	Contractors	3	3	9	 Only the appointed qualified contractor supplied by venue or organiser to use lifting equipment. Power tools used by contractors have the minimum length of trailing leads and protection mechanically and visually from any damage. Such equipment is never to be left unattended with the power supply switched on. Appropriate signage and warning lights used, where necessary. 	2	3	6
Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	2	6	 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. 	1	2	2

Variety of contractors and exhibitors on-site	Contractors and exhibitors Exhibitors	2	3	6	book appr Exhib Only Orga prior Basic asses Cont comp Exhib use a be all estin All extends arrar Each their also num No h writt put i	elium balloons allowed in the venue unless prior en consent is obtained, and safe systems of work are n place.	2	2	4
connections, and power to stands etc.	EXNIDITORS	3	3	9	the e sub-c The c supp allow	bitors to only use electrical supplies/sockets supplied by event organisers, or those that have been supplied by contractors appointed by the organiser. Organiser's appointed contractor will install power lies on all stands, where needed. Exhibitors are not used to do their own wiring, due to potential subdard and dangerous installations being energised.	2	2	4

					Exhibitors to ensure equipment is used safely and for the purpose for which it was designed. Exhibitors should ensure no sockets or connections are overloaded in their stand area, and, if in doubt, should seek approval from the event organiser. All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate. Ensure all electrical risks are controlled, and a member of staff from the electrical contractor is onsite at all times. Only experienced, reliable and approved contractors used. All orders for electricity must be placed before the deadline, where applicable.			
Build-up and Breakdown	Exhibitors, contractors, venue and UCAS staff	3	3	9	At least two hours set-up period for exhibitors, with any additional access time to be allowed only with pre-approval from the organiser before the build-up day. Only authorised persons are permitted in the venue for build-up and breakdown. Children under 18 are not allowed on-site for the entire duration of build-up and breakdown. No vehicles allowed in exhibition area during open hours. Vehicles can be permitted on-site during build-up and breakdown with permission from the organiser. All to be aware of the potential hazards of contractors moving around site, including the use of forklift trucks and delivery vehicles. Badges/wristbands to be worn by exhibitors to allow them access before the event opens to the public. All contractors to be monitored on-site, with regard to the tasks undertaken, and suitable PPE to be worn when necessary. Organisers to control access into areas where major lifting and construction is taking place. Security to wear PPE only if indicated by the organiser and	2	3	6

Traffic management	Visitors and exhibitors	2	2	4	 Parking arrangements for exhibitors and visitors and loading bay information to be communicated in advance within the exhibitor manual on www.ucas.com/exhibitions Traffic marshals used to control flow of traffic on-site Venue contact details to be made available in advance, along with parking permits, if applicable. Traffic marshals in place in car park / unloading areas. Care to be taken when driving to and from the venue. Observe speed limits and good driving practice: 'no mobiles when mobile" and 'switch off before you drive off'. 	1	2	2
ACTIVITY &	PEOPLE	Likelihood	Impact	Initial		Likelihood	Impact	Residual
SIGNIFICANT HAZARDS	AT RISK			Risk	RISK CONTROL MEASURES			Risk
Manual handling	Exhibitors and event ambassadors	3	3	9	 Exhibitors to ensure all stand staff are trained in the correct manual handling procedures. Manual handling document to be provided in exhibitor and event ambassadors packs. All to wear appropriate footwear. Liquid spills to be monitored by cleaners and cleared up. Any wet floors to be marked with hazard signs immediately. 	2	3	6
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	 Visitors to access venue through front main entrance during event. All relevant information will be put on the floor plan – including first aid, catering, etc. Use the floor plan to highlight key areas of interest to aid movement around the venue, such as exhibitor stand locations, entrance and exit points, first aid point, organiser's office, seminar rooms, refreshments areas. All stands are advised to have access for the disabled, via the exhibitor manual and stand inspection. 	2	2	4

					 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. 			
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	2	4	 No alcohol/substances permitted in the venue. Venues with bar facilities are clearly notified of this before event. Venue will be responsible for relevant checks, if necessary. If anyone is found to be in possession of controlled drugs (Class A, B or C), or under the influence, the police will be notified. Any offenders will be asked to leave the event. First aid staff to manage any injury as a result of alcohol/substance abuse. 	2	1	2
Hazard and injury from negative 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	3	3	9	 Company policy, procedures and rules apply in all cases. a) PPE training on all types of PPE, and on skin care: risk assessment requirements briefed to staff PPE as identified in risk assessment 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 	2	2	4

Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	 c) Organising team to be provided a quarterly event season briefing of health and safety including review of risk assessment before going on site. d) Venue specific details of risk and health and safety should be included within each event briefing. A member of the venue event staff to be contacted if in need of first aid. A member of event staff and/or security staff to be positioned in the venue at all times. Ensure that the first aid point is known to exhibitors and event ambassadors and featured on the floor plan in the Exhibition Guide. Organisers to ensure first aid post is staffed by qualified persons. UCAS organising staff to be first aid trained. 	2	3	6
					 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. 			
Emergency situation to include fire, medical and bomb threat	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	4	12	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. 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.	2	3	6
					 Staff, event ambassadors and exhibitors to be provided with a copy of the venues emergency procedures/Evacuation procedures. 			

Non-conventional stand equipment or activity	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	4	8	 UCAS event organiser to alert UCAS Incident management team Staff, event ambassadors, exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organiser's office or venue security. If bomb threat, venue and UCAS to follow venue's emergency procedures General exhibitor risk assessment provided during booking, any equipment or activity not covered by this general document is considered a 'non-conventional stand' Separate "additional" risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected 	2	3	6
Complex structures	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	з	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 structural engineer or appropriate professional.	2	2	4
ACTIVITY &	PEOPLE	Likelihood	Impact	Initial		Likelihood	Impact	Residual
SIGNIFICANT HAZARDS	AT RISK			Risk	RISK CONTROL MEASURES			Risk
Onsite registration congestion	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	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. Queues to be managed with temporary barriers which can be easily removed in the event of a first aid incident or fire evacuation.	2	2	4

ACTIVITY &	PEOPLE AT RISK	Likelihood I	Impact	Initial Risk		Likelihood	Impact	Residual Risk
SIGNIFICANT HAZARDS					RISK CONTROL MEASURES			
External Traffic & Security (Armasec)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors				External organisation, Armasec contracted for onsite Security & Traffic. Site plan and risk assessment provided by Armasec to be used and followed at all times. - Armasec to review site prior to arrival and ensure a traffic and security plan is in place – available on request.			
Intelligence of security threat prior to the event	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	4	8	 The following points will be actioned in a security alert: Review of the security and stewarding costing if intelligence of a threat is shared. Extra security may be employed if possible; if not a member of the security team will be moved to the main entrance to monitor all entry to the vicinity Provision for SIA trained security to be implementing bag searches Point of contact with the venue event manager for further information. Local police service to liaise directly with venue and in the event of a threat, the police's recommendations would be followed A direct means of communication will be established with the head of security and venue to the organiser by radio for regular updates. Information of situation will remain between only necessary members of staff to reduce panic Event stopped if the threat is at a critical point 	2	3	6
Inflatable pods	Exhibitors,	2	3	6	Maximum distance to any emergency exit in the inflatable seminar rooms must not exceed 12 metres.	2	2	4

(Assemble stationary & disassemble) and Seminar rooms	visitors, venue staff, organiser staff, event ambassadors		 All emergency exits are to have illuminated emergency exit signs above the door. All cables must be securely fastened away to avoid trip hazards. Loud speaker stands must not protrude into gangways Noise levels must be kept at a reasonable level. Seating runs must be clipped together, or benches used (refer to seminar seating guide) Inflatable pods – Structures to be assembled, disassembled and signed off by trained staff only Separate risk assessment and method statement – completed and sent to venue by organiser 	
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KEY TO RISKS: Likelihood x Impact = Initial Risk; and Risk Control Measures = Residual Risk

<u>Likelihood</u> <u>Impact</u>

Level	Descriptor	Guidance	Level	Descriptor	Guidance
1	Remote	Less than 10% chance	1	Minor	Minor injury or medical issue; little threat to safety; personal inconvenience.
2	Possible	10-50% chance	2	Moderate	Injury or medical issue requiring local support; feeling unsafe; personally disruptive.
3	Likely	Greater than 50% chance	3	Significant	Injury requiring hospitalisation; loss/theft of possessions; safety threatened.
4	Almost certain	Greater than 90% chance	4	Severe	Trauma, life-threatening injury or loss of life.

Security marking: PUBLIC

Document owner: H&SE Adviser (Jovita Milanes) 21 February 2019

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TO WHOM IT MAY CONCERN

16th 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 1st August 2018 to 31st 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 1st August 2018 to 31st 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 Cron

Paul Cusition

For U.M. Association Limited

5 St Helen's Place, London EC3A 6AB T: 020 7847 8670 www.umal.co.uk

