

UCAS higher education exhibitions

Exhibitor manual

Venue address Utilita Arena
Arena Way
Newcastle Upon Tyne
NE4 7NA

Event date 30 April 2019

Contents

A	3	Filming and photography	11
Accidents and near misses	3	Fire regulations	11
Accommodation	3	First aid	12
Alcohol and drugs policy	3	Footwear	12
Animals	3	Furniture hire	12
Arrival	3	H	12
B	4	Hazardous exhibits	12
Build-up and breakdown	4	Height restrictions	13
Business centre	5	I	13
C	5	Insurance	13
Car parking	5	Internet	13
Carpet	5	L	13
Catering	6	Lost property	13
Children	6	O	13
Cleaning	6	Organisers	13
Contractors	6	P	14
D	6	Passages and gangways	14
Deliveries	6	R	14
E	7	Risk assessment	14
Electrical services and stand power	7	S	14
Emergency procedures	8	Scanner collection	14
Exhibition stands and furniture	8	Security	14
Event staff	11	Smoking	15
Exhibitors' property	11	Storage	15
F	11	T	15
		Trolleys	15

Accidents and near misses

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

Accommodation

[Jurys Inn Newcastle](#) – 0191 207 4400
[Crowne Plaza Newcastle](#) – 0191 562 3333
[Holiday Inn Express, Newcastle City Centre](#) – 0871 902 1625
[Copthorne Hotel Newcastle](#) – 0191 222 0333

Please note, UCAS does not recommend any hotel or have preferential rates with any accommodation provider. This list is provided for your convenience only.

Alcohol and drugs policy

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

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

Animals

Assistance dogs are permitted entry to the show. However, if you plan to have any other animal(s) at your stand, you must apply for permission through the organisers, as there are licensing implications, and the city vet's approval will be required.

Arrival

To gain entry to the venue, you must register the details of who will be attending, before the event. This should be done via your ENet account – instructions on how to do this will be sent to the lead booker, by email.

All exhibitors and contractors must wear a wristband and lanyard throughout the duration of build-up, and the lanyard must be worn during event opening hours. Exhibitor and contractor registration will take place in a gazebo next to the loading bay entrance, adjacent to exhibitor parking.

Vehicle passes must be displayed in the windscreen for access to the loading areas during build-up and breakdown. Your pass is at the back of this manual.

On the day of the exhibition **no large bags or backpacks** will be permitted into the venue. There is no storage or cloakroom available, so please make alternative arrangements before arriving. All bags must be smaller than 40cm x 35cm x 19cm, which is approximately A3 size.

B

Build-up and breakdown

Build-up times are:

Monday 29 April	16:00 – 18:00
Tuesday 30 April	08:00 – 09:15

On arrival, please proceed to the loading bay to unload. All exhibitors' vehicles should display the vehicle pass included in this pack, to gain access.

There will be no vehicle access to the loading bay after 09:15 on the event open day – the loading bay doors will close, without exception, and all vehicles must be removed.

Exhibitors should remain on their stands, and refrain from dismantling, until the exhibition closes at 15:00 on 30 April 2019.

To help facilitate this, and ensure health and safety is maintained, the loading bay doors will not open, and vehicles will not be permitted to the entrance of the doors, until the venue is clear of visitors – we expect this to be by 15:10. If exhibitors start to dismantle stands while the event is still open, there will be no alternative but to close the exhibition, irrespective of how many visitors are still in the venue.

Breakdown time: 15:15 – 16:15 on Tuesday 30 April.

Schedule

Monday 29 April

08:00 – 16:00	Stand build (PPE area – no exhibitor access).
16:00 – 18:00	Exhibitor access.

Tuesday 30 April

08:00 – 09:30	Exhibitor access.
09:30 – 15:00	Exhibition open – trolleys will not be allowed on the exhibition floor once the exhibition has opened to the public.
15:00	Exhibition close.
15:15 – 16:15	Exhibitor breakdown.
16:15	Contractor breakdown (PPE area – no exhibitor access).

Access to loading bay

The loading bay is situated at the rear of the arena. This can be accessed by driving past the arena on the right-hand side, and following the road around to the back of the venue. You will see the loading doors at the back of the arena.

Utilita Arena operates a strict drop-off and unloading system. As soon as you have unloaded, please move your car and leave it in the car park. To gain access to the loading bay, display the vehicle pass which is at the end of this manual. If you are employing a contractor to deliver goods, ensure they have a copy of the vehicle pass for unloading.

Loading doors will be closed **at least 15 minutes prior to the start of the exhibition**, and will remain closed outside of the build-up and breakdown times. No access will be given, and no exceptions will be made.

Business centre

If you require any photocopying/printing, please go to the venue office at the front of the hall, to the left as you come through the entrance.

C

Car parking

Parking in the venue's car park is free. The car park operates automatic number plate recognition. Therefore, anyone parking on-site must notify us of their vehicle registration to enable free parking. This can be emailed to k.blindell@ucas.ac.uk, or given to a member of UCAS staff when collecting your exhibitor badge.

If the car park at Utilita Arena is full, Times Square car park is a short walk – further [details and prices](#) are on its website. Transit vans, and vehicles of a similar size or larger, should contact the venue directly for information on where to park.

For those attending the event who have not given their registration number in advance – we will ask the traffic marshals to check with everyone on arrival, and ask attendees to give their registration number to the registration desk when they enter the venue.

Car parking for disabled visitors

The venue has designated accessible parking bays available on-site, at no charge for badge holders. If you require an accessible parking bay, please let the organiser know, at k.blindell@ucas.ac.uk.

Carpet

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

Catering

There will be an exhibitor and teachers' lounge at the event, where refreshments can be purchased. Card payment is available in this area. The event will not close for lunch – if you are alone on your stand, please contact a student helper/member of staff for assistance with refreshments throughout the event, or bring a packed lunch.

UCAS will provide each stand with four tea and coffee vouchers. These entitle you to a complimentary tea or coffee, and are redeemable in the exhibitor lounge. Each stand will also receive a bottle of water.

Children

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

Cleaning

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

Contractors

If you're employing a contractor to build or design the interior of your stand, please ensure they receive a copy of this manual. Any early access requests must be authorised by the event organiser, ahead of arriving on-site.

For security reasons, all contractors must wear a wristband to gain entry to the venue. This will be provided on arrival. Please register all contractors on your ENet account.

D

Deliveries

Please refer to the 'Build-up and breakdown' section.

If you are expecting goods to be delivered by courier, please make them aware of the dates of the show and hall opening times.

There are no facilities for the advance storage of exhibition material at Utilita Arena, meaning **deliveries arriving in advance of 29 April 2019 will be refused, and returned to the sender**. Exhibitors should, therefore, arrange for all deliveries to be made during the above access times only. Deliveries will not be accepted once the show is open.

Neither UCAS or the venue will be held responsible for the transportation of deliveries to individual stands, nor are they permitted to sign for any exhibitor deliveries.

All deliveries should be clearly marked with the following information:

UCAS Tyneside higher education exhibition

Exhibitor name and stand number

Contact name

Utilita Arena

Arena Way

Newcastle Upon Tyne

NE4 7NA

United Kingdom

Please make sure the staff working on your stand are aware of:

- who your courier is
- your courier's contact details
- what the delivery consists of

E

Electrical services and stand power

Electrical sockets are **not** provided as standard, as part of the shell scheme exhibition stands. However, all shell scheme stands will be fitted, as standard, with one fluorescent light.

Our stand contractor, Formula Exhibitions, has a comprehensive range of electrical services for hire and installation, and offer an extensive range of light fittings and flexible power supplies, including three-phase. An [electrics order form](#) is available on the [UCAS Media exhibitions 2019 web page](#). Please complete and return the form to Formula Exhibitions, whose contact details are on the form.

Orders for additional electrical services must be completed at least 16 working days before 29 April, to ensure the mains can be laid before stand building begins. Exhibitors bringing portable appliances should recently have had them Portable Appliance Tested (PAT) tested, and they should bear the PAT test pass certificate.

All stands' mains supplies will be switched on half an hour before the event. Power to your stand will be switched off 30 minutes after the show closes, and will not be switched back on under any circumstances, due to the hazards presented during the breakdown of stands.

Use of the venue's electrical sockets is not permitted, and cables must not cross gangways.

Emergency procedures

Please make sure you're familiar with the procedures to be followed in an emergency at the venue. The emergency procedures document is attached to this manual, and will be included in your exhibitor information pack on your stand.

In the event of an evacuation, please follow the arena stewards' instructions. If you're in the main hall, you will hear an announcement requesting that you leave the building. If you are in the foyer or backstage, you will hear an alarm.

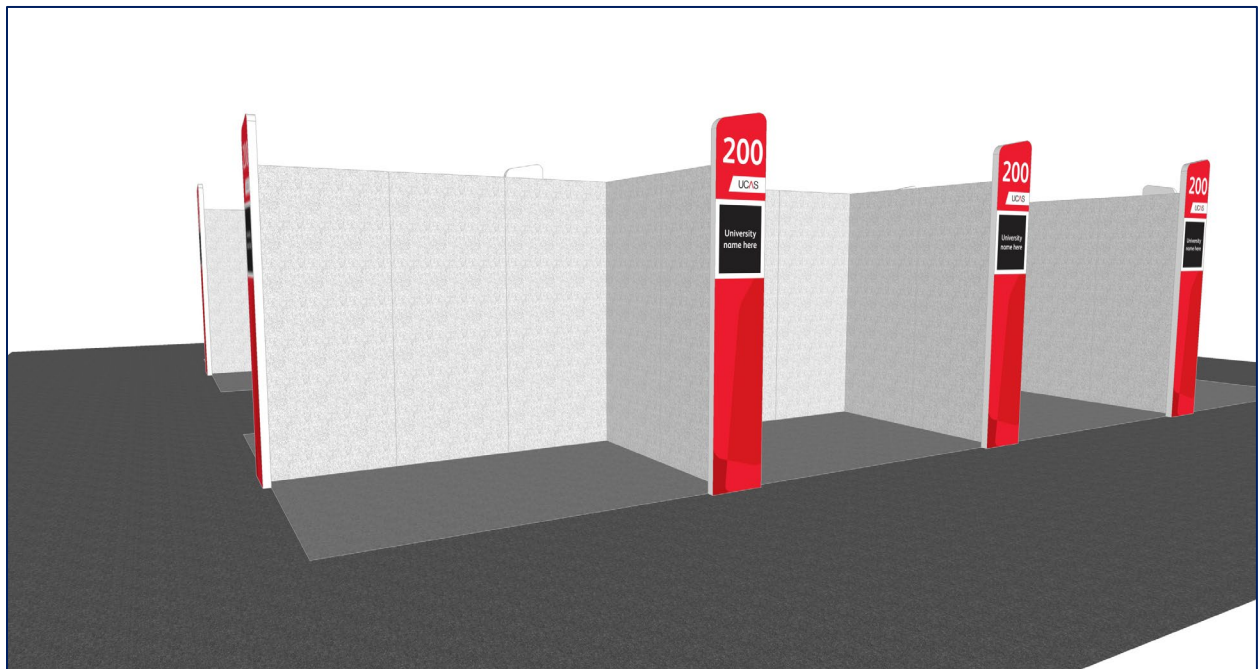
If there is an evacuation of the building, please leave by the nearest exit.

If it is a fire evacuation, do not run or collect your personal belongings, and go to the nearest fire assembly point.

If it is a bomb threat evacuation, do not run, but unlike a fire evacuation, collect your personal belongings and take them with you.

Exhibition stands and furniture

Below is how our shell scheme stands will look once built. The name board is located to the side of the stand, with an arrow pointing into it:



The shell scheme panels are finished in high quality, fire retardant, nylon loop material, and are manufactured to comply with Class 1 fire regulations. They allow for the easy fixing of display items using Velcro tapes and tabs. The walls are butt jointed panelling, 2.44m high and 50mm thick, and are pre-finished in nylon loop material. Please note that 25 – 50mm may be lost from the width of your

exhibition stand, if you are situated in a block or as part of a row. If you are having graphics printed to fit the shell scheme walls, we recommend contacting the organiser to double-check the measurements.

The name of your organisation and stand number will be displayed on the name board of your stand, and based on the details provided during your online booking. Please inform UCAS immediately if there are any amendments to be made, at events@ucas.ac.uk. Any name boards altered within ten working days prior to the exhibition will incur a charge.

What's included with your exhibition stand?

An LED strip light will be included on each stand. An order form for additional electrical requirements can be found on UCAS Media's [exhibitors' information section](#). This must be returned to Formula Exhibitions no later than 16 days prior to the event (including weekends). Any orders received after this date will incur a 20% surcharge.

Electrical sockets are **not** provided as standard as part of the shell scheme exhibition stands.

Space only stands

Important note: Contractors will not be allowed to commence their build-up until they have complied with all the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992.

Exhibitors building a space only stand are advised to make a site visit, if possible. All structures, materials, special designs, unusual constructions, and all signs, must conform to British Standards and Codes of Practice, and comply with local council regulations, or those of any other statutory authority (see 'Fire regulations').

Complex structures

A complex structure is any form of construction of any height, which would normally be designed by an engineer and has, through a risk assessment, been found to provide a significant risk.

Examples of complex structure include:

- structures over 4m in height
- multi-storey stands
- viewing and service platforms
- suspended items, e.g. signs and lighting rigs
- raised walkways
- ramps
- sound and lighting towers
- temporary tier seating
- platforms and stages over 0.6 metres high
- structures with a roof

The following details are required for complex structures:

- Detailed, scaled, structural drawings (including staircases, plan views, and elevations).
- Calculations, specifications, and method statements, each showing event name, and structure's name or number.

- For each complex structure, the organiser will be required to send two complete sets of the above in English – items should not be sent piecemeal.
- A suitably qualified and experienced person, generally a chartered engineer, with adequate professional indemnity cover, to confirm the design is safe for its purpose, and certify all complex structures.

Space only

Any space only stand exhibitor must provide the organiser of the event with:

- a copy of a scale drawing, including plans and elevations
- construction timetable
- method statement
- risk assessment
- full details of fabrics and materials being used
- third party insurance certificate, showing minimum cover of £5 million

The organiser reserves the right to submit any plans to a structural engineer, who will charge a fee which is not pre-determinable, and must be paid by the exhibitor or their contractor prior to commencement of work.

Space only sites are **not** permitted to attach any material to the shell scheme walls without prior permission. Space only sites booked between shell scheme sites must take into consideration the size of the allocated space – failure to take care over internal measurements could mean the stand will not fit in the allotted space. All partition surfaces built above the standard 2.44m shell scheme height must be decorated. If in doubt, please email events@ucas.ac.uk, and we'll advise you.

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

Construction materials

- Artificial flowers and similar decoration are combustible, and give off toxic fumes. They must not be used for decorations. Silk-type flowers are acceptable, providing they have been fireproofed to BS 5438, and are marked as such. Cellulose plants are flammable, and must not be used as stand dressing.
- Carpets, flooring, and other flexible floor covering and underlays, when tested appropriately in accordance with BS 4790, should either not ignite, or have the effects of ignition limited to a radius of 35mm on both upper and under surface. For the fixing of floor coverings, all contractors and suppliers will be required to use Stikatak Eurocell, code B7 38 x 50. Many of our contractors already use this, but it will now be mandatory for all, to ensure they do not incur any unnecessary dilapidations charges. The tape is readily available from the manufacturer Stikatak. Other forms of fixing, such as cable clips, nails, or bolts are strictly prohibited.
- Drapes, curtains, hangings, and temporary decoration must be flame-retardant, and comply with BS EN 4790. They should hang 75mm clear of the ground, be parted in the centre, and not conceal any exit signs. Curtains, hanging, decorations, and upholstery shall be secured a minimum of 75mm above the floor level by a 75mm deep skirting, fixed taut, and/or in tight pleats to a solid backing. The organiser must produce test certificates for any materials they intend to use. If UWE ECC is not satisfied that any material meets the standards required, they shall be removed from the venue.
- Glazing must comply with the current UK building regulations, and relevant British Standards, including BS 6206 and BS 6262. Any uninterrupted large areas of clear glazing, especially glazed

doors, shall be clearly indicated, (for example by warning stripes, dots, or logos) to ensure people do not injure themselves by inadvertently walking into the glass. Any overhead glazing shall be of wired glass or adequately protected from shattering.

- Paint spraying – a notice of 28 days in writing of any proposed use of a paint sprayer must be provided, as the sprayer shall not be used without the consent of the venue. Paint spraying will be permitted, provided:
 - only water-based paints are used
 - protective measures are undertaken to ensure no paint is spilt on floors, or sprayed or splashed on the walls, or other parts of the building, structures, or equipment
 - no nuisance is caused to other persons in the venue

Event staff

Event staff will be available throughout the event, and easily identifiable by their red UCAS-branded t-shirts. They will make sure empty boxes are cleared away, aisles are kept tidy, and students and exhibitors are directed as necessary. However, they will not undertake any excessive lifting. Please do not hesitate to ask for their assistance.

Exhibitors' property

Exhibitors' stands, and exhibits on stands, are not accepted into the custody or control of the licensor, and exhibitors shall make their own insurance arrangements. While Utilita Arena/UCAS Events take every precaution to protect exhibitors' property during any event, they are not responsible for any loss or damage.

Utilita Arena/UCAS Events also accept no responsibility for anything left on the premises, and exhibitors must arrange for all material to be removed from the exhibition by 20:00 on Tuesday 30 April 2019.

F

Filming and photography

If you are planning to undertake any filming or photography at the event, you must inform the organiser before the exhibition, by emailing k.blindell@ucas.ac.uk.

Fire regulations

All materials used in the construction of stands, features and displays, including signs and fascias, shall be:

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed, in order to perform the functions for which they were designed
- non-combustible, inherently non-flammable, or durably flameproof, in accordance with BS 476-Part 7
- water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable standards for construction materials. Suitable samples of materials may be submitted to the venue for approval. Materials may be tested on-site to ensure they comply.

Any decorative materials, such as drapes or curtains, must be flameproofed. Floor coverings must be secured in place, so not to cause a hazard.

It is understood that exhibitors will use paper-based products (which are combustible materials) as part of their stand materials. A direct no smoking control measure is in place across all venues, to reduce the associated risks of fire. If any display includes a flammable product or substance, this should be considered and controlled by a separate risk assessment, subject to the approval of the event organiser (e.g. cooking display).

First aid

There will be first aid cover throughout the open day of the exhibition. If you need medical assistance, please go to the first aid room in the foyer next to the entrance.

Footwear

Suitable footwear must be worn on-site during build-up and breakdown. Open-toed sandals or shoes, flip-flops, and flimsy footwear are not permitted.

Furniture hire

Each stand will be supplied with the furniture hired when booking. If you wish to hire any additional furniture, or upgrade your furniture package, please do so through your ENet account, at least two weeks prior to the exhibition date.

H

Hazardous exhibits

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

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

Height restrictions

The height limit of displays is 4m. If you have purchased a shell scheme only, the stand panels are 1m wide and 2.44m high. Exhibitors wishing to build above 2.44m should contact the event organiser, at k.blindell@ucas.ac.uk.

I

Insurance

It is essential you take out adequate employee and public liability insurance against personal injury, damage to, or loss of, exhibits, etc.

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

Internet

Internet access is available for exhibitors – the login details will be provided in your exhibitor welcome pack, which will be on your stand. If you require a more reliable connection, please contact UCAS, so arrangements can be made with the venue.

L

Lost property

All property found should be handed in to the organiser's office. It will be given to the venue at the end of the event, and retained for six months. If, after six months, no claim has been made, the licensor will consider the property to be abandoned, and have the rights to offer it for sale.

O

Organisers

The organiser's office is located at the rear of the venue, next to the loading bay. Please ask event staff for directions, if you need them.

You can contact the event organiser, Kaylea Blindell, during the exhibition on 07900 996 736, or prior to the exhibition on 01242 544 740.

P

Passages and gangways

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

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

R

Risk assessment

All exhibitors, by completing their booking to attend the event, have legally agreed to implement the control measures – as detailed in the generic risk assessment provided at the point of booking – for exhibitors attending an event of this nature. This highlights the significant risks that exist during such an event. A copy of the risk assessment can be found at the back of this exhibitor manual.

You are strongly advised to read this document, and encourage all staff attending the event with you to do the same.

You may also have completed an additional risk assessment as part of your booking. Please bring a copy with you, and also email a copy to the organiser, at k.blindell@ucas.ac.uk.

S

Scanner collection

If you have booked to hire a scanner device at the exhibition, you will be able to collect this between 08:30 – 09:15 on the morning of the event, from outside the organiser's office. Please return the scanner at the end of the last day, to the same location.

Security

Utilita Arena will be operating walk-through metal detectors, which all exhibitors will go through before entering the venue. Full details of the security measures can be found on the [Utilita Arena website](#).

Exhibitors must wear a lanyard at all times, and entry to the hall will not be permitted without one.

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

- Do not leave your stand unattended at any time during build-up, opening hours, or breakdown of the show. Do not leave the hall until all visitors have gone.
- Do not position desirable items at the front of your stand, where you may not be able to keep an eye on them.
- Make sure you have enough staff, so the stand is not vulnerable to thieves, and do not ask a neighbouring exhibitor to watch over it while you go for a break. They may become busy and not able to keep an eye on your stand.
- Arrive in time for the show. Your stand should be staffed at least 15 minutes before the opening time – the hall is open from 08:00.
- Hire an alarm for your stand if you are exhibiting valuable or portable items.
- If you are a victim of theft, report it immediately to the show's security company.

Smoking

Utilita Arena operates a strict **no smoking** policy inside the venue, and we ask for your full cooperation in ensuring this is complied with during the exhibition, and build-up/breakdown.

Storage

There are limited unsecured facilities for the storage of exhibition materials, cases, and catalogues. No storage is allowed in areas behind stands, in gangways, or obstructing fire exits. The allocated exhibitor storage is in a room next to the organiser's office – please ask event staff for directions.

T

Trolleys

Trolleys are not provided at the venue, so please bring your own if you need one to deliver goods to your stand. Trolleys are only permitted on the exhibition floor outside event opening hours, for the safety of visitors.

UCAS Events

Exhibitor Code of Conduct

Introduction

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

Staffing

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

Marketing materials

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

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

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

During Events

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

Upholding the Code of Conduct

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

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

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

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

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	1 st August 2018 to 31 st 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 st August 2018 to 31 st 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

ASSESSOR (LINE MANAGER)		UCAS RISK ASSESSMENT 2019 Tyneside UCAS Higher Education Exhibition Utilita Arena Newcastle Upon Tyne	ORIGINATOR & MONITORED BY THE H&SE ADVISER (Jovita Milanes) 
NAME: David Hale			
SIGNATURE: 			
DATE:			
NAME OF STAFF: Kaylea Blindell			
SIGNATURE: 			
DATE: 15/03/2019			

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.

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial	RISK CONTROL MEASURES	Likelihood	Impact	Residual
				Risk				Risk
Over-crowding of event hall / stand	Public and exhibitors	2	3	6	<ul style="list-style-type: none"> ▪ The floor plan has been designed to maximise aisle widths to avoid overcrowding. ▪ Suitable space around the stands and feature areas, which will be monitored, by 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. 	2	2	4
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	4	12	<ul style="list-style-type: none"> ▪ Fire exits to be kept clear of obstructions. ▪ Fire extinguishers to be available in the venue. ▪ Ensure all waste is collected and stored correctly. ▪ Exhibitors to ensure all waste and flammable waste material is removed from stand area. ▪ Exhibitors, contractors, visitors, venue staff, organisers and 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 staff, event ambassadors	3	3	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 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. <p>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)</p>	2	2	4
Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	9	<ul style="list-style-type: none"> ▪ Exhibitors should ensure that all boxes and equipment are appropriately stacked/stored 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. 	1	2	2

					<ul style="list-style-type: none"> 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. 			
Working at height	Exhibitors, contractors, venue and UCAS staff	3	3	9	<ul style="list-style-type: none"> Maximum height build of 4m. All work to be carried out from a stable support – either ladder or scaffold – with suitable warning signs and barriers to section off the work area 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. 	2	3	6
Stands falling over	Public and exhibitors	3	2	6	<ul style="list-style-type: none"> All exhibitors to ensure their stands are safe and secure, and report any problems to the organiser. Any exhibitors with complex stands to submit their own risk assessment to UCAS Events. Organisers will ask any stand deemed unsafe to be removed, or will work with the exhibitor to secure the stand. Stand contractor to sign off stand build on completion once satisfied that all stands are safe as per their risk assessment. Organising team to monitor structures with visual checks for the duration of the event. 	2	2	4
Special structure: platforms/ marquees etc.	Exhibitors and venue staff	3	3	9	<ul style="list-style-type: none"> Special structure plans submitted and checked by the venue six weeks in advance of the event. Maximum height build of 4m. 	2	3	6
Lifting equipment	Contractors	3	3	9	<ul style="list-style-type: none"> Only the appointed qualified contractor supplied by venue or organiser to 	2	3	6

(FLTs, cranes etc.) Power tools and heat sources					<ul style="list-style-type: none"> 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. 			
Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	2	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. 	1	2	2
Variety of contractors and exhibitors on-site	Contractors and exhibitors	2	3	6	<ul style="list-style-type: none"> Exhibitors to agree to a risk assessment as part of their booking, and supply additional information where appropriate for tasks which are not covered by the standard Exhibitor Risk Assessment. Only experienced, reliable and approved contractors used. Organiser to be informed of any particular hazards arising prior to, and during the exhibition. Basic checks made on contractor and exhibitor risk assessments. Contractors are the specific responsibility of the hiring company, i.e. the exhibitor. Exhibitors are responsible to ensure that their contractors use appropriate equipment and are competent to do so and be able to show proof of training if requested. 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 unless prior written consent is obtained, and safe systems of work are put in place. 	2	2	4
Electricity: connections, and	Exhibitors	3	3	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 	2	2	4

power to stands etc.					<p>by the organiser.</p> <ul style="list-style-type: none"> ▪ The organiser's appointed contractor will install power supplies on all stands, where needed. Exhibitors are not allowed to do their own wiring, due to potential sub-standard and dangerous installations being energised. ▪ Exhibitors to ensure equipment is used safely and for the purpose for which it was designed. ▪ Exhibitors should ensure no sockets or connections are overloaded in their stand area, and, if in doubt, should seek approval from the event organiser. ▪ All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate. ▪ Ensure all electrical risks are controlled, and a member of staff from the electrical contractor is onsite at all times. ▪ Only experienced, reliable and approved contractors used. ▪ All orders for electricity must be placed before the deadline, where applicable. 			
Build-up and Breakdown	Exhibitors, contractors, venue and UCAS staff	3	3	9	<ul style="list-style-type: none"> ▪ At least two hours set-up period for exhibitors, with any additional access time to be allowed only with pre-approval from the organiser before the build-up day. ▪ Only authorised persons are permitted in the venue for build-up and breakdown. Children under 18 are not allowed on-site for the entire duration of build-up and breakdown. ▪ No vehicles allowed in exhibition area during open hours. Vehicles can be permitted on-site during build-up and breakdown with permission from the organiser. ▪ All to be aware of the potential hazards of contractors moving around site, including the use of forklift trucks and delivery vehicles. ▪ 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 assist floor managers in PPE policy if required. 	2	3	6

Traffic management	Visitors and exhibitors	2	2	4	<ul style="list-style-type: none"> ▪ 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
Manual handling	Exhibitors and event ambassadors	3	3	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 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	<ul style="list-style-type: none"> ▪ Visitors to access venue through front main entrance during event. ▪ All relevant information will be put on the floor plan – including first aid, catering, etc. ▪ Use the floor plan to highlight key areas of interest to aid movement around the venue, such as exhibitor stand locations, entrance and exit points, first aid point, organiser's office, seminar rooms, refreshments areas. ▪ All stands are advised to have access for the disabled, via the exhibitor manual and stand inspection. ▪ Organisers and stewards to monitor disabled guests for ease of movement around the venue. ▪ Organisers to ensure there is disabled access/egress to the venue. ▪ All height limits will be strictly enforced to enable clear view of signs and banners. ▪ Organisers to ensure appropriate staffing in place to provide a managed and safe environment for exhibitors, staff and visitors. ▪ No use of trolleys on the exhibition hall floor to move materials during the open hours of the exhibition. ▪ Security marshals in place to monitor flows of traffic and pedestrians in 	2	2	4

					the venue.			
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	2	4	<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. ▪ 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	<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>	2	2	4
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	3	3	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 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. ▪ 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. 	2	3	6
Emergency situation to	Exhibitors, contractors, visitors, venue	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	2	3	6

include fire, medical and bomb threat	staff, organiser staff, event ambassadors				<p>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, event ambassadors 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, 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 			
Non-conventional stand equipment or activity	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	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"> ▪ Separate "additional" risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected 	2	3	6
Standard Shell Scheme	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	2	3	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"> ▪ Separate risk assessment and method statement – Completed and sent to venue by Formula prior to event. 	2	2	4
Stand Electrics	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	4	8	<p>Stand & AV electrics to be installed and uninstalled by trained Havills staff only</p> <ul style="list-style-type: none"> ▪ Separate risk assessment and method statement – Completed and sent to venue by Formula/Havills prior to event. 	2	2	4
Complex	Exhibitors,	2	3	6	All Complex Structures to be put through approvals staging. All plans must be	2	2	4

structures	contractors, visitors, venue staff, organiser staff, event ambassadors				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.			
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. <ul style="list-style-type: none"> Queues to be managed with temporary barriers which can be easily removed in the event of a first aid incident or fire evacuation. Area to be monitored by UCAS staff assigned to registration area. 	2	2	4

Venue/Exhibitor Specific Risks at TYNESIDE								
ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial	RISK CONTROL MEASURES	Likelihood	Impact	Residual
				Risk				Risk
Intelligence of security threat prior to the event	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	4	8	<p>The following points will be actioned in a security alert:</p> <ul style="list-style-type: none"> 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
Seminar rooms	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	2	3	6	<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. 	2	2	4
Wireless Headphones	Visitors, organiser staff, event ambassadors	2	2	4	<ul style="list-style-type: none"> Visitors to be briefed on the use of "silent seminar" headphones and how to control volume Headphones tested and charged before each event season and monitored for the duration. 	1	2	2
Interactive zone / graffiti wall	Exhibitors, contractors,	3	3	9	<ul style="list-style-type: none"> UCAS staff and event staff assigned to the area to monitor visitor flow and ask visitors to move if needed. All exits to be monitored and kept clear. 	2	3	6

<ul style="list-style-type: none"> • Congestion • Blocking of exits • Wall falling over 	visitors, venue staff, organiser staff, event ambassadors				<ul style="list-style-type: none"> ▪ Any pens/pencils to be used in the area to be non-toxic. All pens/pencils to be kept with event staff to avoid being left on the floor. ▪ Graffiti wall to be secured against a shell scheme panel, to be built by qualified contractors. ▪ Event staff to monitor and prevent students from sitting or leaning on the wall. Visitors to be directed to venue tiered seating. 			
Hanging banners	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	2	3	6	<ul style="list-style-type: none"> ▪ To be erected by qualified and competent riggers and signed off by qualified person. ▪ “Working at height” control measures implemented as per above. ▪ Separate risk assessment and method statement. ▪ Pockets on banners are to be stitched or vinyl welded only. 	2	2	4
UCAS Dome (Assemble stationary & disassemble)	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	2	4	8	<p>Structure to be assembled, disassembled & signed off by trained staff only</p> <ul style="list-style-type: none"> ▪ Separate risk assessment and method statement – completed and sent to venue by organiser 	2	2	4
Access into venue	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	3	2	6	<ul style="list-style-type: none"> ▪ No large bags or back packs at all will be permitted into the venue. A list of prohibited items will be made available on the Utilita Arena website and communicated pre-event. ▪ All visitors and exhibitor to enter through the metal detectors. ▪ No bottles allowed into venue. ▪ Communications to go out to all visitors with restrictions. ▪ Exhibitors/contractors to wear exhibitor lanyards and wristbands through duration of exhibition build up/breakdown. 	2	2	4

Exhibitor parking permit

Tyneside UCAS HE exhibition 2019

Valid for parking at:

Utilita Arena, Newcastle Upon Tyne, NE4 7NA

Date valid: 29 & 30 April 2019

Vehicle registration _____

Please ensure this pass is handed to the traffic team upon arrival to avoid any parking charges.