

UCAS higher education exhibitions

## Visitor information pack

Venue: The University of East London (UEL)  
SportsDock  
Docklands Campus  
University Way  
London E16 2RD

Date: Tuesday 18 and Wednesday 19 June 2019

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## A

### Accidents and near misses

Accidents and near misses should be reported to event staff (who will be wearing red UCAS-branded t-shirts).

### Arrivals

On arrival, you will be greeted by our event staff who will direct you towards our SportsDock where the exhibition is taking place.

Your exhibition ticket is personal to you, and should not be passed on to other group members, as this could compromise the security of your data.

To comply with data protection regulations, it's essential that 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 limited parking available on campus for visitors, which will be in the main car park (car park on the right, after the barriers) on a first come, first served basis.

You will need to print the visitor parking permit (found at the back of this manual), and display this on your dashboard.

**There will be no charge for parking.**

There are a number of car parks nearby, all within easy walking distance to the campus, or accessible by public transport:

- **Gallions Reach Shopping Park (Free)**  
E6 7ER
- **Asda Beckton Superstore (Free)**  
E6 5JP
- **Excel Centre Car Park**  
E16 1FR / E16 1AL



## Cash machines

There are two cash machines located on the UEL campus, just outside the North Building. Please ask the event staff to direct you. Please note, the cash machine incurs a charge of 95p per transaction.

## Catering

Food will be available to purchase at one of the marked catering points inside, and around, the SportsDock.

## Coaches

If you are arriving by coach, you need to specify this on your booking form, as we can't allow coaches on campus without prior booking. Space is available for coaches to drop off and pick up on campus.

There is no on-site parking available for coaches. Find out more information on [local parking areas](#).

## D

## Directions

### **By public transport:**

UEL's Docklands Campus is served by the Docklands Light Railway (DLR), with trains running every five to ten minutes from Cyprus station.

Bus routes serving Docklands include: 101, 173, 262, 300, 366, 376, 474 and N551.

### **By road:**

UEL's Docklands Campus is accessible via the A12, A13 roads, and the A406 London circular.

The postcode for the SportsDock is E16 2RD.

## E

## Emergency procedures

In the case of an emergency, please listen out for instructions from the convention organisers, who will respond to the emergency and direct you out of the building, if necessary.

## 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 t-shirts.

## F

### First aid

If a first aider is required, please alert the event staff, a security officer, or the SportsDock reception.

## 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's 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

Free WiFi is available across the campus via The Cloud.

## L

### Lost property

Any items of lost property should be handed in to a member of staff at reception. Lost and found items can be reclaimed from the Security Desk in the East Building.

## O

### Organisers

If you need to speak to the event organisers, please ask the event staff and they will direct you to the right person. Event staff will also be available throughout the exhibition, and can help with any questions or queries you may have.

If you wish to get in touch with the organisers prior to the event, please contact [ucasfair@uel.ac.uk](mailto:ucasfair@uel.ac.uk).

## P

## Parking

There is limited parking for visitors available on campus, in the main car park (car park on the right, after the barriers), on a first come, first served basis. You will need to print the visitor parking permit, and display this on your dashboard. There will be no charge for parking.

There are a number of car parks nearby, all within easy walking distance of the campus, or accessible by public transport:

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## R

### Risk assessment

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

## S

### Security

At UEL, there is a dedicated Security Team present, with 24-hour cover, to help maintain a safe and secure environment for students, staff, and visitors. Please contact the event staff if you have any security concerns.

Please note, event organisers will not accept liability for any items left on-site at any time.

### Seminars

Seminars and presentations will be taking place throughout the day, and will be held in Arena 2, and the first floor of the SportsDock. Please ask event staff for directions and scheduling.

### Smoking

UEL has a no-smoking policy, with the exception of designated smoking areas, which are well signposted. Please ask the event staff for directions.

**Certificate of Employers' Liability Insurance (a)**

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 2008 (the Regulations), a copy of this certificate must be displayed at all places where you employ persons covered by the policy or an electronic copy of the certificate must be retained and be reasonably accessible to each employee to whom it relates).

Policy No.	NHE-01CA02-0033
1. Name of policyholder	University of East London and Subsidiary Companies
2. Date of commencement of insurance policy	01 August 2018
3. Date of expiry of insurance policy	31 July 2019

We hereby certify that subject to paragraph 2:

1. The policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney **(b)**
2. **(a)** the minimum amount of cover provided by this policy is no less than £5 million **(c)**

For Zurich Insurance plc.

Authorised Insurers Signature

**Zurich Municipal** Zurich Municipal is a trading name of Zurich Insurance plc. A public limited company incorporated in Ireland. Registration No 13460. Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland.  
UK Branch registered in  
England and Wales Registration No. BR7985. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance plc is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation by the Financial Conduct Authority are available from us on request. Our FCA Firm Reference Number is 203093.



Conor Brennan

Head of UKGI, Zurich Insurance plc (UK Branch)

**Notes**

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.



# **Visitor parking permit**

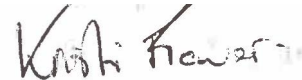
## **East London UCAS HE exhibition 2019**

### **Valid for parking at:**

University of East London (UEL)  
Docklands Campus  
University Way  
London E16 2RD

**Date valid: 18 – 19 June 2019**

Please display this pass in the windscreen of your vehicle to avoid parking charges during your stay.  
This parking permit does not guarantee a space – parking is allocated on a first-come, first-served basis.

<b>ASSESSOR (LINE MANAGER)</b> <b>NAME:</b> Laura Parker <b>SIGNATURE:</b> L.Parker <b>DATE:</b> 03.04.19	<b>UCAS RISK ASSESSMENT 2019</b>	<b>ORIGINATOR &amp; MONITORED BY THE</b>  <b>Kristi Flower</b> <b>UCAS Event organiser</b>
<b>NAME OF STAFF:</b> Laura Parker <b>SIGNATURE:</b> L.Parker <b>DATE:</b> 03.04.19		

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial	RISK CONTROL MEASURES	Likelihood	Impact	Residual
				Risk				Risk

Overcrowding of event hall / stand	Public and exhibitors	2	3	6	<ul style="list-style-type: none"> <li>▪ The floor plan has been designed to maximise aisle widths (a minimum of 2.5 metres wide) 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.</li> <li>▪ Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space.</li> <li>▪ Organisers to schedule arrivals in line with venue capacities, and monitor arrivals with help from the venue, to prevent overcrowding. Coach arrival schedule also to be used if appropriate</li> <li>▪ Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. All staff to be visibly identifiable.</li> <li>▪ Organisers to monitor the exhibition area.</li> <li>▪ Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded.</li> <li>▪ All to obey instructions given by the organiser, venue staff or sub-contractor used, to help control traffic and pedestrian flows.</li> </ul>	2	2	4
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	3	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 will use designated smoking areas.</li> </ul>	2	2	4

Evacuation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	3	3	9	<ul style="list-style-type: none"> <li>▪ Venue to ensure fire prevention detection and alarm systems are adequate for the venue and have been checked and maintained in efficient working order.</li> <li>▪ Organisers and venue to ensure the current number of exits from the venue are adequate.</li> <li>▪ Floor plan submitted to venue in advance of the event for approval.</li> <li>▪ Evacuation plan to be known by organisers and communicated to student helpers, exhibitors and contractors.</li> <li>▪ Organisers to provide contractors, exhibitors 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> </ul>	2	2	4
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Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	3	3	9	<ul style="list-style-type: none"> <li>Exhibitors should ensure that all boxes are appropriately stacked within the allocated stand space.</li> <li>UCAS to remind exhibitors via email of the Exhibitor Terms and Conditions, highlighting that exhibitors should keep their displays within their allocated stand.</li> <li>Organisers to check all exhibitor stands are appropriate and do not pose a trip hazard, before the event opens.</li> <li>Exhibitors should request that all empty, flat-packed, and broken boxes are removed from their stand by the event staff.</li> <li>Organisers and exhibitors to ensure empty boxes are cleared from stand, with assistance from student helpers.</li> <li>Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways.</li> </ul>	1	2	2
Working at height	Exhibitors, contractors, venue and UCAS staff	3	3	9	<ul style="list-style-type: none"> <li>Maximum height build of 4m.</li> <li>All work to be carried out from a stable support – either ladder or scaffold – with suitable warning signs and barriers as necessary.</li> <li>Exhibitors to ensure all staff required to work at height are suitably trained.</li> <li>Suitable personal protective equipment (PPE) clothing and footwear to be worn.</li> </ul>	2	3	6
Stands falling over	Public and exhibitors	3	2	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> </ul>	2	2	4
Special structure: platforms/marquees etc.	Exhibitors and venue staff	3	3	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>	2	3	6

Lifting equipment (FLT's, cranes etc.) Power tools and heat sources	Contractors	3	3	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>	2	3	6
Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	3	2	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>	1	2	2
Variety of contractors and exhibitors on-site	Contractors and exhibitors	2	3	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.</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.</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.</li> </ul>	2	2	4



Electricity: connections, and power to stands etc.	Exhibitors	3	3	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>	2	2	4
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Build-up and Breakdown	Exhibitors, contractors, venue and UCAS staff	3	3	9	<ul style="list-style-type: none"> <li>At least two hours set-up period for exhibitors, and full day access for contractors.</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>Lanyards 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>	2	3	6
Traffic Management	Visitors and exhibitors	2	2	4	<ul style="list-style-type: none"> <li>Parking arrangements for exhibitors and visitors and loading bay information to be communicated in advance.</li> <li>Traffic marshals used to control flow of traffic on-site</li> <li>Venue contact details to be made available in advance, along with parking permits, if applicable.</li> <li>Traffic marshals in place in car park / unloading areas.</li> <li>Care to be taken when driving to and from the venue.</li> <li>Observe speed limits and good driving practice: 'no mobiles when mobile' and 'switch off before you drive off'.</li> </ul>	1	2	2
Manual handling	Exhibitors and student helpers	3	3	9	<ul style="list-style-type: none"> <li>Exhibitors to ensure all stand staff are trained in the correct manual handling procedures.</li> <li>Manual handling document to be provided in exhibitor and student helper packs.</li> <li>All to wear appropriate footwear.</li> <li>Liquid spills to be monitored by cleaners and cleared up. Any wet floors to be marked with hazard signs immediately.</li> </ul>	2	3	6

Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	3	3	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 in the exhibition guide – 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>	2	2	4
Seminar rooms	Visitors and speakers	3	3	9	<ul style="list-style-type: none"> <li>Maximum distance to any emergency exit in the seminar rooms must not exceed 12 metres.</li> <li>All emergency exits are to have illuminated emergency exit signs above the door.</li> <li>All cables must be securely fastened away to avoid trip hazards.</li> <li>Loud speaker stands must not protrude into gangways.</li> <li>Noise levels must be kept at a reasonable level.</li> <li>Seating runs must be clipped together, or benches used.</li> <li>Seminar seating guide has been produced to help organisers and technical staff arrange the layout in a safe way, including safe aisle widths etc.</li> </ul>	2	2	4

Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	2	2	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> </ul>	2	1	2
<p>Hazard and injury from negative and positive behaviours where staff may not follow rules, and requirements of risk assessments for the above hazards and risks.</p> <p>The significant ones are:</p> <p>a) PPE</p> <p>b) manual handling</p> <p>c) work equipment and electricity</p> <p>d) chemicals</p> <p>e) slips, trips and falls</p> <p>f) work at height</p> <p>emergency procedures</p>	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	3	3	9	<p>Company policy, procedures and rules apply in all cases.</p> <ul style="list-style-type: none"> <li>▪ PPE training on all types of PPE, and on skin care: <ul style="list-style-type: none"> <li>○ risk assessment requirements briefed to staff</li> <li>○ PPE as identified in risk assessment</li> </ul> </li> <li>▪ Manual handling training provided: <ul style="list-style-type: none"> <li>○ mechanical handling equipment training provided</li> <li>○ risk assessment requirements briefed to staff</li> <li>○ staff competence and supervision</li> <li>○ risk assessments requirements briefed to staff</li> <li>○ staff competence and supervision</li> </ul> </li> <li>▪ Work equipment and electricity: <ul style="list-style-type: none"> <li>○ staff work equipment training.</li> <li>○ pre-shift and statutory checks in place, and checked for implementation</li> </ul> </li> <li>▪ Chemicals - COSHH risk assessment requirements briefed to staff. <ul style="list-style-type: none"> <li>○ MSDS and product guidance available</li> <li>○ staff competence &amp; supervision.</li> <li>○ waste storage, collection and disposal system in place</li> </ul> </li> <li>▪ Slips, trips and falls: risk assessment requirements briefed to staff <ul style="list-style-type: none"> <li>○ cables and tripping hazards controlled.</li> <li>○ staff competence and supervision.</li> </ul> </li> <li>▪ Work at height: training and competence.</li> <li>▪ Emergency procedures: staff training in health &amp; safety and emergency procedures.</li> <li>▪ Audible and visible alarms and warnings suitable for danger and regularly tested.</li> </ul>	2	2	4

Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	3	3	9	<ul style="list-style-type: none"> <li>▪ A member of the venue event staff to be contacted if in need of first aid. A member of event staff and/or security staff to be positioned in the venue at all times.</li> <li>▪ Ensure that the first aid point is known to exhibitors and student helpers, and featured on the floor plan in the Exhibition Guide.</li> <li>▪ Organisers to ensure first aid post is staffed by qualified persons and UCAS organiser 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>	2	3	6
Emergency situation	Exhibitors, Contractors, Visitors, Venue Staff, Organiser Staff, Student Helpers (Approx 3000+)	3	4	12	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ Staff, Student helpers and exhibitors to be provided with a copy of the venues emergency procedures/Evacuation procedures.</li> <li>▪ UCAS event organiser to alert UCAS incident management team</li> <li>▪ Staff, Student helpers, Exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organisers office or venue security.</li> </ul>	2	3	6

**KEY TO RISKS: Likelihood x Impact = Initial Risk; and Risk Control Measures = Residual Risk**

<b>Likelihood</b>			<b>Impact</b>		
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.