

## UCAS higher education exhibitions

# Exhibitor manual

Address: The University of Suffolk  
Waterfront Building  
Neptune Quay  
Ipswich  
Suffolk  
IP4 1QJ

Date: Thursday 6 June 2019

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## A

### Accidents and near misses

If you are involved in an accident or near miss, please go to the event reception desk in the ground floor front foyer. There will be a number of trained first aiders available on the day.

### Accommodation

#### **Less than five-minute walk from the University of Suffolk:**

Travelodge – Ipswich  
15 Duke Street

Premier Inn – Ipswich Town Centre (Quayside)  
33 Key Street

#### **Ten-minute walk from the University of Suffolk:**

Hotel Novotel Ipswich Centre  
Grey Friars Road

### Arrival

On arrival, please go to the Waterfront Building, where a student ambassador will help you locate your stand and sign the register of attendance.

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

## B

### Build-up and breakdown

#### **Build-up**

Exhibitor access via loading bays at the back of the Waterfront Building (drop-off only):

Wednesday 5 June 15:30 – 18:00  
Thursday 6 June 08:00 – 09:00

#### **Breakdown**

Thursday 6 June 14:00 – 16:00. **Please stay on your stand until the exhibition closes.**

**Trolleys are not provided, but assistance with unloading/loading will be available during the times stated above.** Trolleys will not be allowed on the hall floor once the exhibition has opened, and you will not be able to access the loading bays.

## C

### Car parking

#### Directions

The University of Suffolk Waterfront Building is located on the Ipswich Waterfront, approximately ¼ mile from the town centre, and is well signposted on the approach to the town.

There will be AA signs directing you to the higher education exhibition. However, **these will lead to the coach drop-off and pick-up point, and not exhibitor parking.**

#### Car park location for exhibitors

Please use RCP Duke Orwell Quay car park (Duke Street, IP3 0BF).

**Car park charges:** pay and display, pay online/mobile, coin, and card payments available.

£1.70 – per hour

£5.50 – all-day

Please note, the university has no parking available for visitors.

**Unloading:** If you have materials to unload, the entrance to the loading area of the Waterfront Building is on Coprolite Street, off Duke Street. Parking is not allowed in this area, and it can only be used for deliveries and unloading, with a maximum stay of ten minutes. **Exhibitor parking is less than a two-minute walk away.**

#### Public transport

**Park and ride:** There are two park and ride sites in Ipswich, one at Copdock, and one at Martlesham. Journey time to the town centre is approximately 25 minutes, traffic permitting. The Waterfront Building is a short walk from the town centre.

**Taxi:** The approximate journey time from the train station or the town centre is five – ten minutes.

**Train:** Ipswich railway station is approximately a 15 – 20 minute walk from the Waterfront Building.

### Catering

To save waste and remain conscious of the environmental impact, bottles of water will be available on request at the start of the day. Where possible, please bring your own bottles and our ambassadors will fill these up for you. Water dispensers are available on each floor of the exhibition. Complimentary tea and coffee will be provided in room W1.20 (first floor). This room will be restricted to exhibitors only.

There are a number of a catering options along the waterfront, including:

- Ice cream on the waterfront plaza area
- BBQ on the waterfront plaza area
- Paddy & Scotts on the ground floor of the Waterfront Building
- Cult Café Bar in the James Hehir Building
- Tesco Express, which is a three-minute walk along Duke Street (turn right out of the main entrance to the building)

Other waterfront cafés/restaurants include Coffee Link, Isaac's, and Pizza Express.

## D

### Deliveries

There are **no** facilities for the advance storage of exhibition material at the University of Suffolk. Please arrange for all deliveries to be made only during the build-up day and event day (5 and 6 June). Any deliveries arriving outside these dates will be returned to the sender.

**Any deliveries should be clearly addressed as follows:**

Suffolk higher education exhibition  
Exhibitor name and stand no.  
Robyn Van Ryssen  
University of Suffolk  
Waterfront Building  
Neptune Quay  
Ipswich  
IP4 1QJ

The University of Suffolk cannot be held responsible for the transportation of deliveries to individual stands, and will not sign for any delivered packages.

Any deliveries not clearly addressed as above are likely to be returned to the sender.

## E

### Electrical services and stand power

Not available.

### Emergency procedures

If the fire alarm sounds, everyone must evacuate the building promptly. Security officers, floor clearance officers, and/or the Events Team will direct you to the nearest exit. You will need to assemble on the Waterfront Plaza by the question mark sculpture. If you believe any member of your group is not

accounted for, please immediately inform a floor clearance officer (wearing a yellow high-visibility tabard). You will be informed when it is safe to re-enter the building.

## Exhibition stands and furniture

The stands will be 2m wide by 2m deep. A chair and tables will only be provided if requested.

## Event ambassadors

Event ambassadors will be available throughout the event to assist you. They will be easily identifiable by their red UCAS t-shirts. They will help with deliveries, car parking, ensure empty boxes are cleared away, keep aisles tidy, and direct students and exhibitors as necessary. Please do not hesitate to ask for their assistance.

## F

### First aid

Should you require first aid, please go to the event reception desk A, in the ground floor front foyer. There will be a number of trained first aiders available on the day.

### 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.

## H

### Height restrictions

The maximum height for stands is 4m.

## 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

You can connect directly to WiFi by searching for 'SuffolkUni'. If you have problems, please go to the event registration desk A (stand 1a on the floorplan).

## L

## Lost property

Please contact a member of staff at the event reception desk A (stand 1a on the floorplan).

## O

## Organisers

The event reception Desk (A) is situated just by the entrance. This desk will be staffed, and you can get in touch during the event as follows:

06 June, 08:30 – 14:00

Mobile: 07788 205 426 (Robyn Van Ryssen)  
07527 107 709 (Faye Gaffer)

**These numbers are only available during build-up and the event.**

## 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 shall 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 ensure you bring a copy of this with you to the event, and also email a copy to the organisers at [exhibitions@ucas.ac.uk](mailto:exhibitions@ucas.ac.uk).

## S

### Scanner collection

Scanners can be collected from the scanner desk, in the ground floor front foyer (along the corridor, just past the entrance to the café).

### Security

Security is provided 24/7, and is based at the main University of Suffolk reception in the Waterfront Building foyer.

### Smoking

Smoking is permitted in the shelter at the rear of the Waterfront Building. The use of electronic cigarettes or vaping devices is not permitted in any of the University of Suffolk's buildings.

## 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](mailto:events@ucas.ac.uk)

<b>ASSESSOR (LINE MANAGER)</b> NAME: Polly Bridgman SIGNATURE:  DATE: 7/5/19.		<b>SUFFOLK HIGHER EDUCATION EXHIBITION</b> <b>UCAS RISK ASSESSMENT 2019</b>  Event: 6 June 2019 Set up: 5 June 2019  University of Suffolk, Waterfront Building, Neptune Marina, Ipswich, Suffolk, IP4 1QJ			<b>ORIGINATOR &amp; MONITORED BY THE</b>  Director of External Relations, Polly Bridgman  Rebecca Jones UCAS Event Organiser 			
<b>NAME OF STAFF:</b> Faye Gaffer & Robyn Jansen Van Ryssen								
<b>SIGNATURE:</b> 								
<b>DATE:</b> 10/5/19.								
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 all users in the building. Potential for impeded egress in an evacuation or individuals to feel faint in close and hot environment	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>Staffing will comprise members of Events &amp; Conferencing team, 'the organisers', assisted by staff and Student Ambassador volunteers, collectively shown here as the 'event team'</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. 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> <li>Event team to constantly monitor room capacity in each exhibition area. Entry may be temporarily restricted and/or visitors directed to alternative exhibitions areas.</li> <li>First aid assistance is available</li> <li>Two event entrances to be used</li> <li>Police to be made aware of the event</li> </ul>	1	3	3
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	2	4	8	<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>All campus buildings are no smoking areas; use of e-cigarettes and vaping devices are also not permitted</li> <li>Exhibitors will use designated smoking areas.</li> <li>No overloading of sockets or extension leads</li> </ul>	1	4	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
Slips/trips/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> <li>• Organisers and exhibitors to ensure personal belongings are stored away appropriately.</li> <li>• Organisers and exhibitors to ensure all other waste is stored and removed safely.</li> <li>• Exhibitors should ensure they do not break down any part of their stand until all visitors have left the exhibition area and the organiser has said breakdown may begin.</li> <li>• University of Suffolk H&amp;S team to inform University of Suffolk First Aider team of event details and the potential for requests to attend</li> </ul>	2	2	4

Lack of segregation between pedestrians, local traffic or vehicles involved in the event. Exhibitors and visitors are unfamiliar with safe access / egress routes. Potential for contact/collision between pedestrians and vehicles leading to serious injury.	Exhibitors, visitors, University of Suffolk staff, and students. Vehicle drivers (associated with event or not). Members of the public. Potential for contact / collision between pedestrians and vehicles leading to serious injury	1	3	3	<ul style="list-style-type: none"> <li>• Ensure people are separated from traffic, coaches will drop off visitors along Neptune Marina.</li> <li>• All groups will be accompanied by a teacher/ambassador/member of staff along the waterfront (no roads) to the event entrance. The reverse will take place upon departure.</li> <li>• All coaches to be directed to the drop off area by security staff to ensure smooth process.</li> <li>• All officers to be wearing fluorescent jackets.</li> <li>• Ambassadors to be identified by their red UCAS Event t-shirts.</li> <li>• Ensure entrance and exits to the Waterfront Building are traffic free when people are using them Coach arrival schedule is issued in advance by organisers to each school participating in the event, and must be adhered to. Any deviations from the schedule <math>\pm</math> 30 mins to be promptly communicated to the organisers and an alternative arrival time formally agreed.</li> <li>• Event team to be stationed at the Waterfront Building pedestrian crossing and each drop off, to direct all attendees via a safe route to the venue</li> </ul>	1	3	3
Obstructed or unfamiliar evacuation route/s. Potential for impeded and delayed egress and/or injury during evacuation.	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	2	3	6	<ul style="list-style-type: none"> <li>• Fire exits and routes to be kept clear of obstructions at all times.</li> <li>• Organiser to inspect each area allocated to this event prior to start and throughout event</li> <li>• Event team briefed on location of all exit routes for the event.</li> <li>• Additional ground floor exit, nearest to Assembly Point, to be permanently open for duration of event, and constantly manned by event team.</li> <li>• University of Suffolk H&amp;S team to inform University of Suffolk Floor Clearance Officers of event details and potential to assist with evacuation on larger scale than normal</li> <li>• Event team to be briefed on their role to assist Floor Clearance Officers and Security in an evacuation</li> <li>• Exhibitors must keep all event aisles, fire exits and egress routes clear at all times. This includes during build up and breakdown periods, and ensure that stand displays are kept within the allocated stand space</li> <li>• Any concerns to be raised promptly with the event staff</li> </ul>	2	2	4

Poor Housekeeping	Exhibitors, visitors, event staff. Potential from injury from slips/trips and falls (same level)	2	2	4	<ul style="list-style-type: none"> <li>Exhibitors are responsible for ensuring boxes are securely stacked within the allocated stand space so items cannot fall or collapse, and to flat pack any empty boxes</li> <li>Exhibitors to inform event staff of any boxes that require collection and disposal</li> <li>Organisers and exhibitors to ensure trailing cables are avoided wherever possible, e.g. by using fully charged, battery operated equipment, or cable covers are used (to be supplied by exhibitor). No tape is permitted on floors or walls.</li> <li>The event staff monitor the potential for slips, trips or falls throughout the event.</li> <li>University of Suffolk cleaning team on standby to assist with any spills. Trolleys are not permitted in exhibition areas during the opening hours of the event</li> </ul>	1	2	2
Significant increase in volume of cars, coaches and delivery vehicles with drivers unfamiliar with site or local speed limits. Potential for crush or impact injuries	Exhibitors, contractors, visitors, venue staff, organiser staff	1	4	4	<ul style="list-style-type: none"> <li>Ensure that adequate events and estates staff/security are booked to guide visiting coaches and deliveries in the correct direction. Ensure drop off times are coordinated to ensure safe number of coaches dropping off at one time.</li> <li>No parking along Waterfront or in onsite car parks so coaches and deliveries to exit once they have dropped off</li> <li>Police made aware of the event</li> <li>AA signs booked to ensure clear event signage for coach drop offs</li> </ul>	1	2	2



Illness or injury arising, either related to the event or not	Everyone	2	2	4	<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>• Staffing will comprise members of Events &amp; Conferencing team, 'the organisers', assisted by staff and Student Ambassador volunteers, collectively shown here as the 'event team' 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> <li>• Event team to constantly monitor room capacity in each exhibition area. Entry may be temporarily restricted and/or visitors directed to alternative exhibitions areas.</li> <li>• First aid assistance is available (see below)</li> <li>• Two event entrances to be used</li> <li>• Police to be made aware of the event</li> </ul>	2	1	2
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Lack of facilities or information to accommodate particular needs	Vulnerable disabled persons or persons requiring assistance	2	3	6	<ul style="list-style-type: none"> <li>The University of Suffolk Waterfront Building is wheelchair accessible The event is located on the ground floor with other floors accessible by lifts and stairs</li> <li>Exhibitor and visitor event packs contain information about disabled toilets, baby changing facilities and emergency evacuation plans for visitors who are unable to evacuate the premises on their own</li> <li>Exhibitors and visitors are requested to contact the organisers at the earliest opportunity should any person require information or assistance regarding facilities, safe access or egress</li> <li>The event team will monitor ease of access to and from stands and event areas throughout the event for all attendees</li> <li>Refuge areas and call points are located on each floor for any person requiring assistance to evacuate in an emergency where lifts cannot be used</li> <li>Floor Clearance Officers are trained to use evacuation chairs</li> </ul>	2	1	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>	1	2	2
Stands falling over	Public & 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	1	2
Special structure: platforms / Marquees etc.	Exhibitors and venue staff	3	2	6	<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	2	4
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> <li>There is very little user of power tools and lifting equipment used at the Exhibition</li> </ul>	1	2	2

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 the 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>	2	1	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. § 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	1	3	3	<ul style="list-style-type: none"> <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>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>All orders for electricity must be placed before the deadline, where applicable.</li> </ul>	1	2	2
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>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>	1	2	2

Car parking during exhibition	Exhibition and student helpers	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 of coaches and deliveries</li> <li>• Venue contact details to be made available in advance, along with parking permits, if applicable.</li> <li>• No parking available on campus – all exhibitors to be made aware of Duke Street Car Park which is the closest public car park.</li> </ul>	1	1	1
Manual Handling	Exhibitors and student helpers	3	2	6	<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	2	4
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	2	2	4	<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>	1	2	2

Seminar Rooms	Visitors and speakers	1	1	1	<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>	1	1	1
Alcohol / substance control	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	1	1	1	<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>	1	1	1

<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 b) manual handling c) work equipment and electricity d) chemicals e) slips, trips and falls f) work at height g) emergency procedures</p>	<p>Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers</p>	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) Manual handling training provided: mechanical handling equipment training provided risk assessment requirements briefed to staff competence and supervision risk assessments requirements briefed to staff competence and supervision</p> <p>c) Work equipment and electricity: staff work equipment training. pre-shift and statutory checks in place, and checked for implementation</p> <p>d) Chemicals - COSHH risk assessment requirements briefed to staff. MSDS and product Guidance available staff competence &amp; supervision. waste storage, collection and disposal system in place</p> <p>e) Slips, trips and falls: risk assessment requirements briefed to staff cables and tripping hazards controlled. staff competence and supervision.</p> <p>f) Work at height: training and competence.</p> <p>g) Emergency procedures: staff training in health &amp; safety and emergency procedures. Audible and visible alarms and warnings suitable for danger and regularly tested.</p>	2	2	4
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Emergency situation	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers (Approx 3000+)	2	4	8	<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. 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	4	4
Threatening, violent, abusive, theft or any other unacceptable behaviour that creates a threat to security	Exhibitors, visitors including vulnerable children and young persons, University of Suffolk staff and students. Potential for mental or physical harm	2	3	6	<ul style="list-style-type: none"> <li>Visiting schools are expected to provide sufficient members of their own personnel to supervise vulnerable children and/or young persons under age 18 at all times. It is the visiting University / College / School's responsibility to carry out DBS checks on their attending personnel</li> <li>Security Guards are based by the coach drop off point and in the Waterfront Foyer and are available 24/7. Emergency contact details are provided in event information packs for exhibitors and visitors</li> <li>All event staff will have a security briefing prior to the event. The organisers are responsible for managing any reported concerns regarding security or safety</li> <li>In the event of an emergency the University's Emergency Communications Plan will be put into place and advice and guidance from the Police will be sought.</li> <li>Police have been consulted with event arrangements.</li> </ul>	1	2	2
Poor food hygiene by catering outlets (outdoor and mobile, and University of Suffolk leased premises)	Any person choosing to purchase refreshments – potential for food poisoning and serious illness	2	2	4	<ul style="list-style-type: none"> <li>Reputable and known concessions units only</li> <li>Hygiene regulations to be followed rigidly</li> <li>Catering company to employ suitable and sufficient staff where applicable</li> <li>Catering staff to ensure all spills are cleaned immediately</li> </ul>	1	2	1

Temperature of the Waterfront Building	Exhibitors, visitors and event team. Potential for fainting or ill health	3	2	6	<ul style="list-style-type: none"> <li>• Building to be put on minimum temperature for the event</li> <li>• Air circulation by having all doors and windows open</li> <li>• Ongoing monitoring of room capacity in event rooms</li> <li>• Reception will request first aiders to attend, if needed</li> </ul>	1	1	1
Horseplay	Exhibitors, visitors, event team, University of Suffolk staff. Potential for accident to arise or for damage to property	3	2	6	<ul style="list-style-type: none"> <li>• If any person, whether associated with the event or not, is deemed to be behaving inappropriately or accessing unauthorised areas, Security will intervene. If applicable, the teacher / supervising designated person will be informed.</li> <li>• All persons are encouraged to promptly report any concerns or issues to any member of the event staff.</li> <li>• All reports will be explored as appropriate in the circumstances.</li> </ul>	2	1	2

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

**Likelihood**

**Impact**

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.





The Insurance Broker for Ambitious Businesses

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Date 1st August 2018

**TO WHOM IT MAY CONCERN**

Dear Sirs

**University Of Suffolk**

This letter is to certify that Insurance has been effected on behalf of our client for the period from 1<sup>st</sup> August 2018 until 31<sup>st</sup> July 2019 plus any renewal subsequently agreed.

Brief details of the covers are set out below:-

**Employers Liability**

Cover : Indemnity in respect of the Insured's liability for injury, death or disease, sustained by employees arising out of and during the course of their employment, subject to the normal policy terms and conditions.

Indemnity : £10,000,000 any one event inclusive of costs.

Insurer : Zurich Municipal

Policy Number : NHE-09CA02-0023

**Public/Products Liability**

Cover : Indemnity in respect of the Insured's legal liability for accidental third party property damage and/or third party personal injury, arising out of and during the course of the business, subject to normal policy terms and conditions.

Indemnity : £10,000,000 any one event and/or series of events, otherwise unlimited during the period of insurance, except in respect of Products claims where the Limit of Indemnity is £10,000,000 for all claims in the aggregate during the period of insurance.

Insurer : Zurich Municipal

Policy Number : NHE-09CA02-0023

**www.ataib.co.uk**

REGISTERED OFFICE: HOSTE HOUSE, BURY ST EDMUNDS, SUFFOLK IP33 1NR, COMPANY NUMBER 7281885  
AUTHORISED AND REGULATED BY THE FINANCIAL CONDUCT AUTHORITY. REG.NO 526410



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### **Professional Negligence**

Cover	:	Indemnity in respect of any claim or claims arising out of the Insured's breach of professional duty notified during the Period of Insurance, subject to normal policy terms and conditions.
Limit	:	GBP3,000,000 applies to all claims in the aggregate in any one period of insurance
Insurer	:	Zurich Municipal
Policy Number	:	NHE-09CA02-0023

Cover is subject to the Insurers policy terms, conditions, exclusions and cancellation provisions.

The information provided in this document is based on the insurance covers in place at the time of writing. Changes to cover may have been made during the policy period of cover.

Any expiry date shown in this document represents the standard expiry date of the policy, in certain circumstances cancellation may occur before the standard expiry date of the policy.

This document is provided for information only; it does not alter, amend or extend the cover provided by the insurance policy.

If further information is required, we will be pleased to supply this on request.

Yours faithfully

Karen Turner  
Andrew Thompson and Associates Limited

document1

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