

UCAS higher education exhibitions

Exhibitor manual

Venue address Hall 3, SEC Centre,
Exhibition Way,
Glasgow,
G3 8YW
Scotland

Event date Tuesday 3 September 2019

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A

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 in the hall, immediately.

Accommodation

There are several hotels near the venue:

Crowne Plaza Glasgow	Tel: 0871 942 9091
Premier Inn Glasgow Pacific Quay SECC	Tel: 0871 527 9340
Campanile Glasgow SECC - Hydro	Tel: 0141 287 7700
Radisson Red Glasgow	Tel: 0141 471 1700
Hilton Garden Inn Glasgow City Centre	Tel: 0141 240 1002

This is a general list for information only, and is not a recommendation from UCAS.

Alcohol and drug 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 to test or eject 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) on your stand, you must apply for permission from the organisers, as there are licencing implications, and the city vet's approval will be required.

Arrival

To gain entry to the venue, contractor wristbands and exhibitor lanyards must be worn at all times. The wristbands/lanyards will be available to collect when you arrive, from the loading bay and main entrance.

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

B

Balloons

Helium-filled balloons are not permitted in the venue.

Build-up and breakdown

Build-up times:

Monday 2 September	16:00 – 18:00 (Deliveries can be made from 08:00.)
Tuesday 3 September	08:00 – 09:15

Event open times:

Tuesday 3 September	09:30 – 15:00
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Breakdown:

Tuesday 3 September	15:05 – 16:15
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On arrival

Traffic marshals will be at the event, and their directions should be followed at all times. Please see the 'Car parking' section for more essential information.

Access to the loading bay

Please make your way to car park 5, where you will be able to park for free using the car parking pass at the back of this manual. This car park is directly next to the loading bay for the hall.

If you think you need extra time to build your stand (outside of the build-up times stated above), please contact the organiser at h.golden@ucas.ac.uk. In some circumstances, early access to the venue on the build-up day may be granted, but this is only with advance permission from the organiser. If advance permission has not been granted, exhibitors will be turned away from the venue until 16:00 on Monday 2 September.

Breakdown

Exhibitors must remain on their stands, and refrain from dismantling them until the exhibition closes at 15:00 on Tuesday 3 September. To help facilitate this, and ensure health and safety is maintained, the loading bay doors will stay closed until the venue is clear of visitors – which we expect to be by 15:05.

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 remain in the hall – this is standard industry practice, in line with guidance given in the [eGuide](#). This is because stands which are broken down while visitors are still in the hall pose a health and safety risk. As stated in the exhibitor code of conduct, all issues raised will be logged and reviewed regularly by UCAS and HELOA. The same principles will apply for dismantling, as accessing. The event will not close for lunch.

If you have a courier arriving to collect goods, please do not ask them to arrive any earlier than 15:15, or they may be turned away. After 16:15 on Tuesday 3 September, UCAS contractors will have access to dismantle the event – if exhibitors are still breaking down their stands, they must wear a high-vis vest.

When leaving the venue, please ensure any waste is removed – this includes literature that is not in a box, and is not being collected by your courier. Removal of any excess waste will be charged for.

Business centre

The information centre is located at the east entrance to the SEC.

C

Car parking

There is allocated free parking at the SEC for exhibitors. You will be directed to car park 5 by traffic marshals when you arrive.

Please print off the parking pass at the end of this pack and display it in the windscreen of your vehicle. The map at the back of this pack gives more information.

Carpet

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

Cash machine

There are two ATMs on the concourse, next to the box office.

Catering

The event will not close for lunch. The exhibitor and teacher lounge is at the back of the hall. There will be hot and cold food and drinks. You will be provided with four tea and coffee vouchers per day, which can be redeemed for tea or coffee in the lounge. Please go to the organiser's office to collect your vouchers. Each stand will also receive a bottle of water.

If you're a lone exhibitor and don't want to leave your stand during the day, we have event staff who will be happy to fetch you any refreshments, if they are able to do so.

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 and recycling

A black bin liner will be placed on your stand each morning. Please use this for general waste, and leave bags of rubbish in the aisle for collection after the event has closed. Please leave any cardboard boxes flat-packed on your stand, ready for our event staff to collect them throughout the day, and place them in the recycling. Common areas and aisles will be vacuumed at the end of build-up, and rubbish will be removed, but exhibits will not be cleaned.

Contractors

If you're employing a contractor to build or design the interior of your stand, please give them a copy of this manual. Please let us know your contractor's company name so our security team is aware. They must also adhere to the venue's rules and regulations, which are contained in the [eGuide](#).

For security reasons, all contractors must wear a wristband to gain entry to the venue. This will be given on arrival, provided we're aware they'll be on-site. Please make sure you (or your contractor) send the stand's risk assessment, method statement, and stand plans to events@ucas.ac.uk at least five weeks before the event (by Monday 29 July).

D

Deliveries

Please refer to the build-up and breakdown section in addition to the information below.

The venue address for couriers is:

Exhibitor name

Stand number

UCAS Glasgow HE exhibition
Scottish Event Campus Ltd
Hall 3
Exhibition Way
Glasgow
G3 8YW

If you are expecting goods to be delivered by courier, please make sure they are aware of the dates of the event, and hall opening times. There are no facilities for the advanced storage of exhibition material at SEC, meaning **deliveries made before 08:00 on Monday 2 September will not be accepted by the venue, and returned to the sender.** Exhibitors should arrange for all deliveries to be made between 08:00 – 18:00 on Monday 2 September. Deliveries won't be accepted once the event is open.

Any deliveries to your stand on Tuesday 3 September must be completed, and your vehicle removed from the loading areas, no later than 08:30. The venue will not allow the event to open if vehicles are blocking fire exit routes. Trolleys are not permitted on the exhibition floor during open hours, in consideration of public safety – goods will need to be carried by hand.

SEC staff will not be responsible for signing for deliveries. UCAS staff will sign for deliveries when in tenancy, but delivery of stock to your stand remains your responsibility.

All deliveries not clearly addressed, or those which arrive prior to build-up, are likely to be lost or returned to sender. Please make sure the staff on your stand are aware of:

- who your courier is
- your courier's contact details
- what is being delivered

If using a delivery company, it is responsible for ensuring your prospectuses and any other items are delivered safely to your stand, and surplus materials are placed in the on-site storage area.

E

Electrical services and stand power

Our stand contractor, Formula Exhibitions, has a comprehensive range of electrical services for hire and installation, and offers an extensive range of light fittings and flexible power supplies,

including three phase. An [electrical 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 2 September, to ensure the mains can be laid before stand building begins. Exhibitors bringing portable appliances should ensure the items have been recently portable appliance tested (PAT) tested, and bear the PAT test pass certificate.

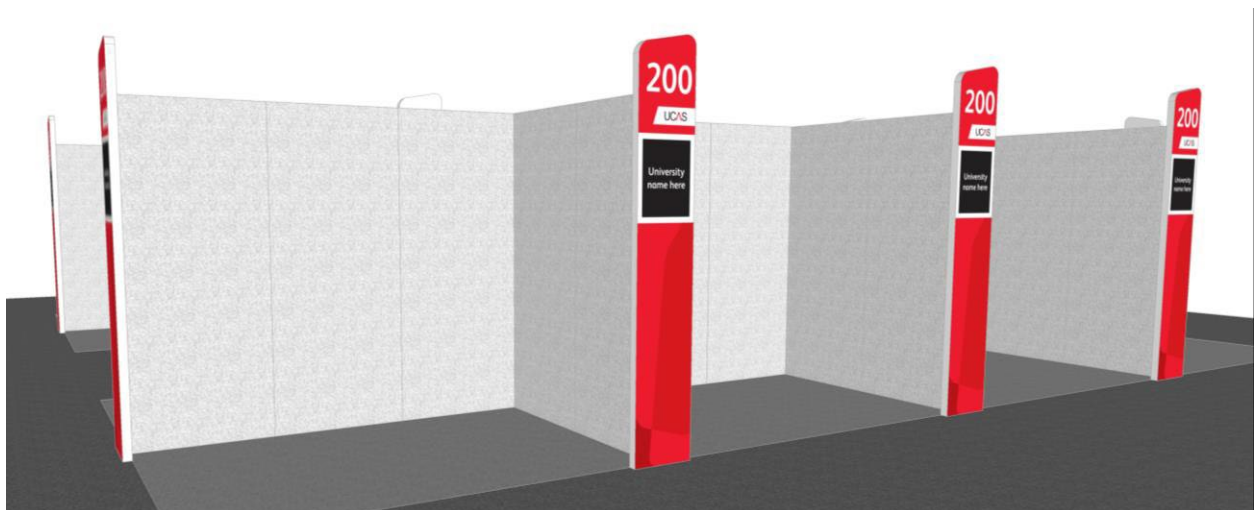
The stand mains supply will be switched on half an hour before and after the event.

Emergency procedures

Please ensure you're familiar with the procedures to be followed in the event of an emergency. The emergency procedure document will be provided on your stand.

Exhibition stands and furniture

An example of what the exhibition stands look like is below:



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 at events@ucas.ac.uk to double-check the measurements.

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

What's included with your exhibition stand?

An LED strip light will be included on the stands. An order form is included on the [UCAS Media web page](#) for additional electrical requirements. This must be returned to Formula Exhibitions no later than 16 days before the event (including weekends). 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 start build-up until they have complied with all the requirements of the Health & Safety at Work Regulations 1992.

Exhibitors building a space-only stand are advised to make a site visit, wherever necessary. All structures, materials, special designs, unusual constructions, and signs must conform to British safety 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 includes:

- 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 statement, each showing the event name and the 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, must confirm the design is safe for its purpose, and certify all complex structures.

Space-only

Any space-only stand exhibitor must give the event organiser the following:

- 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 work starting.

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 2.44 metre shell scheme height must be decorated. If in doubt, please email events@ucas.ac.uk, and UCAS will advise you. **In addition, all stands must be finished both front and back.**

Construction materials

- Artificial flowers and similar decorations 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 a 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 fixing of floor coverings, all contractors and suppliers will be required to use Stikatak Eurocel, code B7 38 x 50. Many of our contractors already use this, but from now on, it will be mandatory for all contractors to use this, to ensure they do not incur any unnecessary dilapidation 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 decorations shall 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 shall produce test

certificates for any materials they intend to use. If the venue 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 indicated, so as to be readily apparent (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 be otherwise 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 build-up and open times – they are easily identifiable by their red, UCAS-branded t-shirts. They will ensure empty boxes are cleared away, aisles are kept tidy, and will direct students and exhibitors as necessary. Please do not hesitate to ask for their assistance. However, they will not undertake any excessive lifting, and are not allowed onto the loading bay.

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 SEC/UCAS Media Events take every precaution to protect exhibitors' property during any event, they are not responsible for any loss or damage.

SEC/UCAS Media 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 3 September 2019. Any items left on the premises after the tenancy has expired will be kept by SEC – staff will endeavour to contact the owner prior to disposal, but cannot guarantee contact.

We recommend insurance cover to include, as a minimum, legal liability for personal injury, and damage to third party property, based on a limit of indemnity of £2 million. It is also advisable to extend cover to include abandonment and cancellation or curtailment of the event, due to circumstances beyond your control. All exhibits of jewellery should have a block insurance policy.

Filming and photography

If you are planning on filming, or taking any photographs at the event, you must get permissions from the organiser, preferably seven working days prior to the exhibition, at events@ucas.ac.uk.

Fire regulations

The following regulations are included in the [eGuide](#), and must be complied with by all contractors and exhibitors.

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

- of a suitable nature and quality for the purposes and conditions of their intended use
- adequately prepared and fixed to adequately perform the functions for which they were designed
- non-combustible, inherently non-flammable, or durably flameproof in accordance with BS476-Part 7
- water-based, where applicable, e.g. adhesives and paint

British Standards are the minimum acceptable 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, drapes, curtains, etc. must be flameproofed. Floor coverings must be secured in place, so they do not to cause a hazard.

It is understood exhibitors will use paper-based products as part of their stand materials (which is a combustible material). A direct 'no smoking' control measure will be 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 organisers (e.g. a cooking display).

First aid

There is a fully equipped medical centre at the east end of the concourse, adjacent to the SEC information desk. If you require any first aid during the build-up, event, or breakdown, please go to the organiser's office.

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 sign in to your ENet account and add it on, at least two weeks before the exhibition.

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. Anything over 4m is classed as 'complex' and requires independent structural sign-off. If you are planning to build a stand which you believe may be a 'complex' stand, please contact the organiser at events@ucas.ac.uk.

If you have purchased a shell scheme only stand, please be aware that the stand panels are 1m wide and 2.44m high. Exhibitors wishing to build above 2.44m should contact the event organiser at events@ucas.ac.uk.

High-vis policy

During the hazardous parts of build-up and breakdown (when shell scheme is being built and forklift trucks are moving around the venue), a high-vis policy will be in operation. Anyone in

the hall must wear a high-vis vest. UCAS aims to have all hazardous work completed by the time exhibitors have access, but sometimes it may be necessary for this policy to be put into action.

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 employer's liability cover, in line with the booking terms and conditions.

Internet

Internet

There is free WiFi at the venue. It is prohibited for exhibitors to create their own wireless networks on or around their stand location.

UCAS

UCAS can offer an AV hire package – for more information and to book, please sign in to your ENet account. The items will be on your stand during build-up day, and on-site technical support will be available. If you require further information, please call the team on 01242 544 645.

L

Lost property

All property found in the hall will be handed to the venue's information desk in the foyer, and kept for 12 weeks.

M

Music

Exhibitors requiring music to be broadcast, whether live or from devices on stands or other areas, will require a licence for the performance of music from the Performing Rights Society Limited, which has rights under the Copyright Act 1988.

Any person wishing to have music broadcast in the hall must inform the event organiser, who in turn will inform SEC in writing. Exhibitors will be required to pay all fees due to The Performing Rights Society Limited on request. More information can be found at www.ppluk.com.

All licences must be served in advance of the event. UCAS and SEC reserve the right to restrict sound levels emanating from any stand or feature, which they consider to be disturbing or disrupting the business of other occupiers in the building.

O

Organisers

The organiser's office is to the right of the hall. The lead organiser is Holly Golden.

During the exhibition, Holly can be contacted on 07741 313 319.

Before the exhibition, please contact Holly on 01242 544 725, or at h.golden@ucas.ac.uk.

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 to the event, and also email a copy to the organisers at events@ucas.ac.uk.

S

Scanner collection

If you have booked to hire a scanning device at the exhibition, you can collect this between 08:30 – 09:15 on 3 September, from the UCAS general information desk next to the organiser's office. Scanners must be returned at the end of the exhibition.

Security

Security is provided for the event during the event, and breakdown. To gain access to the venue, **contractors and exhibitors must sign in**, and will be issued with wristbands/lanyards that must be worn at all times. Further information can be found in the 'Arrival' section of this manual.

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

- Take home any valuable items each night if there are no secure storage facilities on-site.
- Do not leave your stand unattended at any time during build-up, the open period, or the breakdown of the event. 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 watch them.

- Ensure you have enough staff, so the stand is not vulnerable to thieves, and do not ask a neighbouring exhibitor to watch over your stand while you go for a break. They may become busy, and not be able to keep an eye on your stand.
- Remove all portable or valuable items from the stand on the evening the event closes. Do not leave them until the following day for collection.
- Arrive in time for the event. Ensure your stand is staffed at least 15 minutes before event opening time, but remember that the hall is open from 08:00 on Tuesday morning.
- If you are a victim of theft, please report it immediately to security.

Smoking

SEC operates a strict **no smoking** policy in the venue, and would ask for your full cooperation in ensuring this is complied with. There are designated smoking areas outside the venue.

Social media

We will be tweeting about the event using our Twitter account, with the hashtag #ucasexhibition or #ucas2019. Please feel free to use this hashtag, and help us share details of the event.

Storage

Important: Storage is available at the venue during the build-up and open times of the event, but this may be limited. Any items left in storage are left entirely at the owner's risk, and neither UCAS nor SEC will accept any liability for items that are lost or stolen. There are no facilities for the advanced storage of exhibition material at SEC or after the exhibition, meaning **deliveries arriving before Monday 2 September will be refused, and returned to the sender.**

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.

Exhibitor parking permit

Glasgow UCAS HE exhibition 2019

Valid for parking at:

Car park 5, SEC,
Exhibition Way,
Glasgow, G3 8YW

Date valid: Monday 2 & Tuesday 3 September 2019

During build-up, event and breakdown times only

Please ensure this pass is displayed in the windscreen of your vehicle to avoid parking charges during your stay.
Only valid for use in Car Park 5 – not valid for use in the multi-storey.



Exhibitor code of conduct

Who does this apply to?

This code of conduct forms part of the exhibitor terms and conditions and applies to exhibitors or organisations/sole traders of any background booking marketing opportunities or stand space at an exhibition or conference.

Introduction

UCAS organises a network of events across the UK, for prospective students to gather information, advice and guidance about education and career opportunities, from a wide range of course providers and organisations. To ensure students' needs are at the heart of the events, and all exhibitors are able to engage effectively with them, all exhibitors must adhere to this code of conduct. The code of conduct has been agreed jointly between UCAS and HELOA.

Staffing

- **Exhibitors should arrive and set up in sufficient time before opening of the event, and not depart until it has officially closed. Exhibitors are required to remain at the event for the duration of the opening times, to ensure that all visitors have fair access to information and advice.**
- All members of staff attending or working at events should be given a copy of the code of conduct, and fully comply with it. They should display a high standard of professionalism in their work, and offer information, advice and guidance effectively, and with integrity. Any member of staff, including contractors and couriers, who are rude, disregard instructions from the organisers, or behave in any way that is deemed inappropriate for a UCAS exhibition, will be asked to leave the event. All incidents of this nature will be followed up and reported to the provider/organisation the member of staff represents.
- Exhibitors should provide appropriate personnel to staff the stand, adequately trained with sufficient knowledge to offer quality representation of their provider 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 on a 2m x 1m stand, three people on a 3m x 2m/3m x 3m stand, four people on a 4m x 3m and 5m x 3m stand, six people on a 6m x 2m/6m x 3m stand, and eight people on a 6m x 6m stand. Any additional staff may be asked to leave if the health, safety, or comfort of visitors or other exhibitors is compromised.
- Student talks are delivered on an impartial basis. To uphold the event's impartiality, those asked to deliver a student talk at an event must ensure their presentation delivers general advice and guidance, and not be perceived to deliver an unfair bias towards a particular higher education

provider, organisation, or company. Any presenter who does not support impartiality will be prohibited from delivering student talks 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 future participation.

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 order furniture options when booking.
- Campus events – 2m x 1m. Furniture will not automatically be provided – you can order furniture options when booking.
- Specific stand sizes and locations are selected when booking stands at the Create your future exhibitions. Furniture will not automatically be provided – you can order furniture options when booking.

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

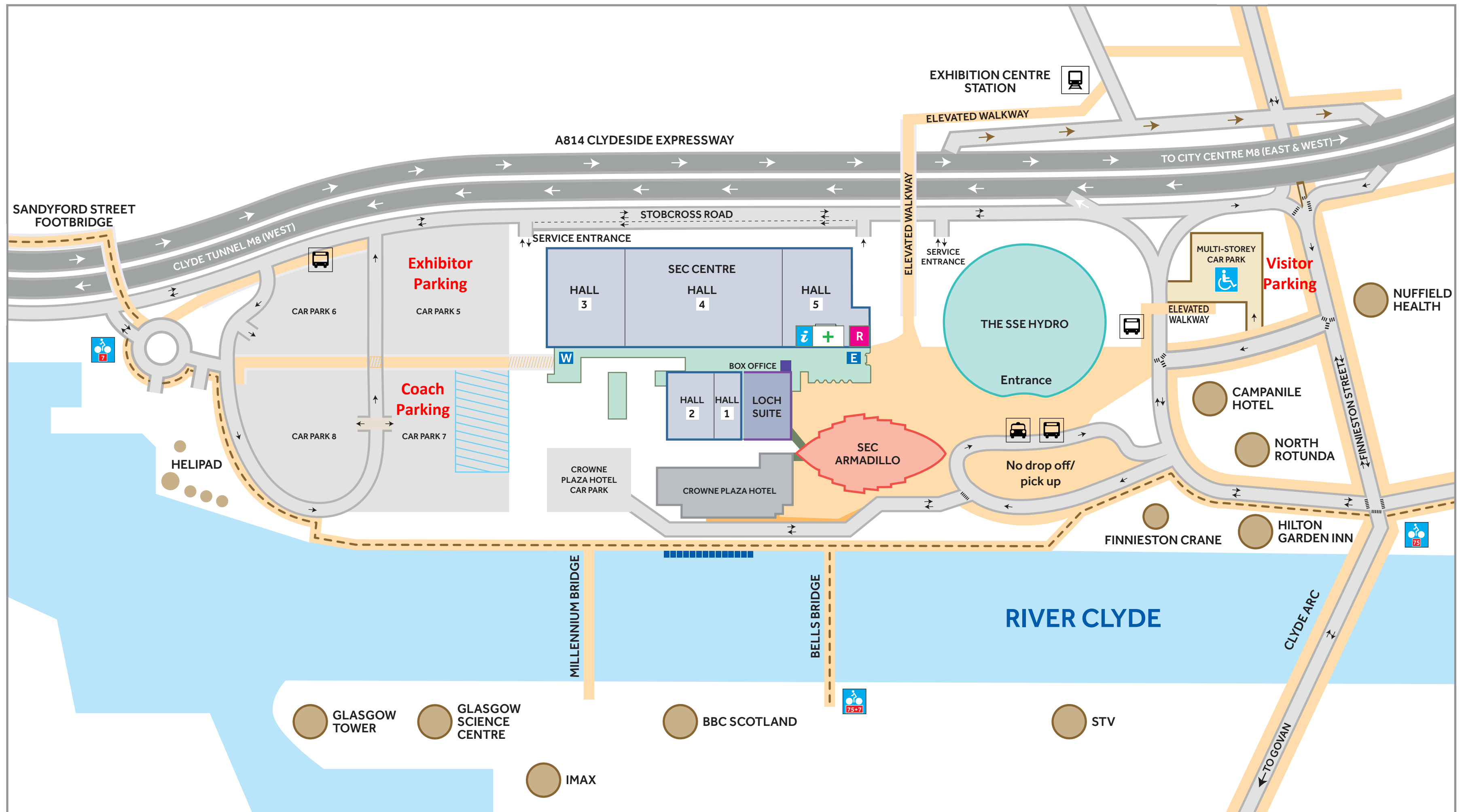
- Stands must not be dismantled while visitors remain in the hall, for health and safety reasons.
- Exhibitors must remain on their stand throughout the event, and must not carry out any promotional based activity in the gangways or between stands. This is for health and safety, and to ensure visitors are able to access a range of information, advice and guidance.
- Exhibitors should not leave their stand when trying to get visitors' attention, or when having any discussions with visitors. Please stay on your stand, so the aisles are kept clear.
- Information, advice and guidance must not be to the detriment of other exhibitors.
- Trolleys/cases cannot be brought onto the exhibition floor during event opening hours.

Upholding the code of conduct



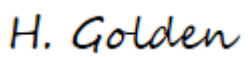
UCAS and HELOA recognise that exhibitors work hard to comply with the code of conduct, and in the unlikely event that issues arise, any concerns will be addressed quickly. Any exhibitor, local event organiser, or visitor with concerns should initially raise these with the UCAS representative attending the event. The UCAS representative will liaise with the relevant exhibitor(s) 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 provider/organisation will be notified, and appropriate resolution sought. Attendance at future events 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 event organiser) will take any immediate steps required to ensure the health and safety of staff, exhibitors, and visitors.

Outside of event opening times, UCAS can be contacted at events@ucas.ac.uk.



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|---------------------------|----------------|---------------------|---------------------|-----------------------|
| HALLS 1-5 | THE SSE HYDRO | CLYDE AUDITORIUM | LOCH SUITE | CONCOURSE |
| A814 CLYDESIDE EXPRESSWAY | INTERNAL ROADS | PEDESTRIAN FOOTPATH | PEDESTRIAN CROSSING | NATIONAL CYCLE ROUTES |
| RECEPTION | INFORMATION | MEDICAL | TAXI RANK | WEST ENTRANCE |
| | | | EAST ENTRANCE | LANDMARK BUILDINGS |
| | | | | BUS STOP |

ASSESSOR (LINE MANAGER)	UCAS RISK ASSESSMENT 2019 Glasgow Higher Education Exhibition at SEC Centre, Glasgow	ORIGINATOR & MONITORED BY THE H&SE ADVISER (Jovita Milanes) 
NAME: David Hale		
SIGNATURE: 		
DATE: 18/07/2019		
NAME OF STAFF: Holly Golden		
SIGNATURE: 		
DATE: 19 July 2019		

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. 	2	2	4

					<ul style="list-style-type: none"> Organisers to monitor the exhibition area. Exhibitors to notify organisers should their stand, or the immediate locality of their stand, becomes overcrowded. All to obey instructions given by the organiser, venue staff or sub-contractor used, to help control traffic and pedestrian flows. 			
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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 staff will use designated smoking areas. Collate evidence that fire drills are undertaken annually at the venue (Under the Regulatory Reform (Fire Safety) Order 2005, venue 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 staff	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 staff, 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. 	2	2	4

					<ul style="list-style-type: none"> Exhibitors should not block aisles or public areas, including during build-up and breakdown periods, and ensure that stand displays are kept within the allocated stand space. Organisers to ensure PA system can be heard clearly in all public areas, where possible. If any evacuation announcements cannot be heard over the atmospheric noise, then security staff are to go into the halls to evacuate people. Collate evidence that fire drills are undertaken annually at the venue (Under the Regulatory Reform (Fire Safety) Order 2005, venues have to record the results of a fire drill as part of fire safety and evacuation planning) 			
Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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. 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 staff. 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. 	1	2	2
Working at height	Exhibitors, contractors,	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. 	2	3	6

	venue and UCAS staff				<ul style="list-style-type: none"> Exhibitors to ensure all staff required to work at height are suitably trained. Suitable personal protective equipment (PPE) clothing and footwear to be worn 			
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 at least one month before the event. 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 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 (FLTs, cranes etc) Power tools and heat sources	Contractors	3	3	9	<ul style="list-style-type: none"> Only the appointed qualified contractor supplied by venue or organiser to use lifting equipment. Power tools used by contractors have the minimum length of trailing leads and protection mechanically and visually from any damage. Such equipment is never to be left unattended with the power supply switched on. Appropriate signage and warning lights used, where necessary. 	2	3	6
Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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 concession 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. 	2	2	4

					<ul style="list-style-type: none"> • 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. 			
Electricity: connections, and power to stands etc.	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 by the organiser. • 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. 	2	2	4

					<ul style="list-style-type: none"> 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 staff	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 staff packs. 	2	3	6

					<ul style="list-style-type: none"> 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. 			
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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 in 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, refreshment 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 enforce 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 floor to move materials during the open hours of the exhibition. Security marshals in place to monitor flows of traffic and pedestrians in the venue. 	2	2	4
Alcohol / substance abuse	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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 the 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	Exhibitors, contractors, visitors, venue	3	3	9	Company policy, procedures and rules apply in all cases.	2	2	4

may not follow rules, and requirements of risk assessments for the above hazards and risks.	staff, organiser staff, event staff				a) PPE training on all types of PPE, and on skin care: <ul style="list-style-type: none"> - risk assessment requirements briefed to staff - PPE as identified in risk assessment b) Chemicals – COSHH risk assessment requirements briefed to staff: <ul style="list-style-type: none"> - MSDS and product guidance available. - Staff competence and supervision. - Waste storage, collection and disposal system in place. c) Organising team to be provided a quarterly event season briefing of health and safety including review of risk assessment before going on site. d) Venue specific details of risk and health and safety should be included within each event briefing.			
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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 staff 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
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
Emergency situation to include fire, medical and bomb threat	Exhibitors, contractors, visitors, venue	3	4	12	<ul style="list-style-type: none"> • 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 	2	3	6

	staff, organiser staff, event staff				<p>communicate details with on-site team and notify if any changes occur.</p> <ul style="list-style-type: none"> 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. Staff, event staff, 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 staff, 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 staff	2	4	8	<ul style="list-style-type: none"> General exhibitor risk assessment provided during booking, any equipment or activity not covered by this general document is considered a 'non-conventional stand'. Separate 'additional' risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected. 	2	3	6
Standard shell scheme	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	2	3	6	<ul style="list-style-type: none"> Shell scheme to be built and dismantled by trained Formula Exhibitions staff only and signed off by appointed trained Formula Exhibitions employees. Separate risk assessment and method statement – Completed and sent to venue by Formula/Havills prior to event. 	2	2	4
Stand electrics	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	2	4	8	<ul style="list-style-type: none"> Stand & AV electrics to be installed and uninstalled by trained Havills staff only. Separate risk assessment and method statement – Completed and sent to venue by Formula/Havills prior to event. 	2	2	4

Complex structures	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	2	3	6	<ul style="list-style-type: none"> All complex structures to be put through approvals staging. All plans must be submitted to UCAS then to venue for approval before building can be approved – external sign-off to be enforced if required by structural engineer or appropriate professional. 	2	2	4
Onsite registration congestion	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	3	3	9	<ul style="list-style-type: none"> Onsite registration may cause congestion. Those that arrive with no ticket can register onsite in the allocated registration area. Onsite registration area to be monitored by UCAS staff and event staff assigned to registration area. Queues to be managed with temporary barriers which can be easily removed in the event of a first aid incident or fire evacuation. 	2	2	4

Venue/Exhibitor Specific Risks at Glasgow								
ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial Risk	RISK CONTROL MEASURES	Likelihood	Impact	Residual Risk
Intelligence of security threat prior to the event	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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. 	2	3	6

					<ul style="list-style-type: none"> Information of situation will remain between only necessary members of staff to reduce panic. Event stopped if the threat is at a critical point. 			
UCAS Dome (Assembly, stationary & disassembly)	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	2	3	6	<ul style="list-style-type: none"> Structure to be assembled, disassembled and signed off by trained staff only. Separate risk assessment and method statement – completed and sent to venue by organiser. 	2	2	4
Inflatable pods (Assemble stationary & disassemble) and 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 inflatable 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. Seating runs must be clipped together, or benches used (refer to seminar seating guide). Inflatable pods – Structures to be assembled, disassembled and signed off by trained staff only. Separate risk assessment and method statement – completed and sent to venue by organiser. 	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	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	2	2	4	<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 electronic appliances brought to site will bear a valid PAT test certificate. Any pens/pencils to be used in the area to be non-toxic. 	1	2	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.

TO WHOM IT MAY CONCERN

1st August 2019

Dear Sir/Madam

UNIVERSITIES AND COLLEGES ADMISSIONS 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.	Y016458QBE0119A/074
Period of Indemnity	1 st August 2019 to 31 st July 2020
Limit of Indemnity	£15,000,000 any one event unlimited in the aggregate
Includes	Indemnity to Principals
Cover provided by	QBE UK Limited and Excess Insurers

PUBLIC AND PRODUCTS LIABILITY

Certificate of Entry No.	UM074/05
Period of Indemnity	1 st August 2019 to 31 st July 2020
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 UK 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

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