

UCAS higher education exhibitions

Visitor information pack

Address

The Nicolson Institute
Sandwick Road
Stornoway
HS1 2PN

Date

Wednesday 11 September 2019
10:00 – 13:00

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A

Accidents and near misses

If you are involved in an accident or near miss, please report it to a member of staff at the general information desk, where the event organiser will be situated.

Arrivals

The main entrance to the exhibition hall is beside the clock tower, at the front of the building. This can be accessed from Sandwick Road.

Please print your ticket, or have it available on your smartphone.

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

On-site registration will be available for all visitors without tickets.

For health and safety reasons, it's vital that you keep to your booked time slot.

C

Cars

General parking

There is a car park for visitors at the rear of the building, which can be accessed from Smith Avenue.

Enter the building and follow the signage through the central atrium, towards the exhibition hall. Event staff, who can be identified by their red UCAS t-shirts, will be here.

Disabled parking

There is disabled parking at the front of the building, accessed from Sandwick Road.

Cash machines

The nearest cashpoint is at the TSB on Francis Street, approximately 350 yards from the venue.

Catering

There are no catering facilities for visitors at the event.

Coaches

Coach pick-up and drop-off is located at the bus park, at the rear of the building, which can be accessed from Smith Avenue. Visitors will be met by event staff, who will escort visitors through the building.

D

Directions

The Nicolson Institute is located on the corner of Sandwich Road and Matheson Road – look out for the clock tower. Sandwich Road is the main road for the airport.

If you are driving, please see the 'Cars' and 'Coaches' sections for parking arrangements.

E

Emergency procedures

Please see the fire procedures at the back of this pack.

Event staff

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

F

First aid

If you sustain any personal injuries, or are present when an accident occurs, please report it to the school office, main reception – which is adjacent to the exhibition hall.

I

Insurance

The organiser has adequate public and employee liability cover. A copy of the certificate can be found at the back of this pack.

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

Internet

Unfortunately, internet access is not provided, as the school runs on a secure network.

L

Lost property

If you lose property at the event, please report this to the school office, main reception – adjacent to the exhibition hall.

O

Organisers

If you want to speak to the event organiser on the day of the event, please visit the general information desk, at the main entrance to the exhibition hall.

P

Parking

Please see the 'Cars' and 'Coaches' sections.

R

Risk assessment

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

S

Security

As it is a one-day event, please take care of any personal possessions.

Seminars

Seminars are available to students on a first-come, first-served basis. Tickets are not required. Seminars should last no longer than 20 minutes.

The seminars will be held in the drama studio, which will be signposted, and exhibition staff will also be available to guide you to them.

A full seminar programme can found on the [Stornoway higher education exhibition web page](#).

Smoking

Smoking is not permitted in the school or on council property grounds, including car parks.

THE NICOLSON INSTITUTE FIRE PROCEDURES

ON DISCOVERING A FIRE

1. Sound the alarm.
2. Dial 999 to call the fire brigade.
3. If possible, tackle the fire using the appliances provided. Do not endanger yourself or others in doing so.

ON HEARING THE FIRE ALARM SIRENS

Leave the building by the nearest available exit to assembly points: Clock Tower, and Leodhas Sports Centre Car Park.

1. Close all doors behind you.
2. Report to person in charge of assembly point.
3. Do not take risks.
4. Do not stop to collect personal belongings.
5. Do not re-enter the building for any reason, unless authorised to do so by a member of event staff or a fire officer.

ASSESSOR (LINE MANAGER)	UCAS RISK ASSESSMENT 2019 Stornoway UCAS HE Exhibition 11 September 2019	Venue: The Nicolson Institute
NAME: Kathleen Moran		During: Tuesday 10 September – Wednesday 11 September 2019
SIGNATURE: <i>K. Moran</i>		
DATE: 07/08/19		
MONITORED BY: Holly Golden		
SIGNATURE: <i>H. Golden</i>		
DATE: 07/08/19		

ACTIVITY & SIGNIFICANT HAZARDS	PEOPLE AT RISK	Likelihood	Impact	Initial Risk	RISK CONTROL MEASURES	Likelihood	Impact	Residual Risk
Build-up and breakdown (minor injury)	Exhibitors, contractors, venue and UCAS staff	2	2	4	<ul style="list-style-type: none"> Only authorised persons are permitted in the venue for build-up and breakdown. During build-up, on the day before the event, exhibition and school staff are given access to the hall prior to exhibitor and contractors arrival to set-up furniture requirements for all exhibition stands. During build-up, on the day before the event, exhibitors and contractors are given access to the exhibition hall for 2 hours after exhibition space has been allocated to set-up individual stands. On the day of the event, exhibitors and contractors, are given access to the exhibition hall from 8.45am to set-up individual stands, before the exhibition opens at 10am. On the day of the event, exhibitors and contractors, have two hours to remove materials from the exhibition hall after the exhibition closes. 	2	1	2

					<ul style="list-style-type: none"> Children under 18 are not allowed in the exhibition hall for the entire duration of build-up and breakdown. Staff (UCAS, university and school staff), to be aware of the potential hazards of contractors moving around site, including the use of pallet movers and delivery vehicles, through the use of briefings before the event. On 11 September, event date, all exhibitors must be issued with lanyards to allow them access to the exhibition hall before the event opens to the public. 			
Overcrowding in the exhibition hall or on exhibition stands (exhibition hall becoming too full which may cause injury or illness)	Visitors and exhibitors	2	1	2	<ul style="list-style-type: none"> The floor plan has been designed to maximise aisle widths (a minimum of 2.5 metres wide) to avoid overcrowding. Organisers to reinforce the exhibitor code of conduct. This recommends no more than two people on a 2m x 1m stand, three people on a 3m x 2m stand, and six people on a 6m x 2m stand. Any additional staff may be asked to leave if the health, safety, or comfort of visitors or other exhibitors is deemed to be compromised. Exhibitors to ensure that staff manning the exhibition stands keep within their stand to avoid congestion in the aisles. Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space. Organisers have scheduled arrivals throughout the day, in line with venue capacities, and will monitor arrivals to prevent overcrowding. Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. Organisers to monitor the exhibition area. Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded. Individual briefing sheets will be provided for all event staff with specific roles. 	1	1	1
Overcrowding in seminar rooms (seminar rooms becoming too full which may cause injury or illness)	Visitors and speakers	2	1	2	<ul style="list-style-type: none"> Staff introducing speakers will be briefed to manage the numbers of students to ensure overcrowding does not occur. A wide choice of seminars for each session will be available for students to access. Arrival and departure times of schools have been staggered to reduce overcrowding. Event staff will be on hand to assist if required. 	1	1	1

Visitors, exhibitors or advisers getting lost at the venue (personal inconvenience) Visitors/advisers getting separated from their group (anxiety)	Visitors, exhibitors and advisers	2	1	2	<ul style="list-style-type: none"> • Campus maps will be included within exhibitor and visitor guides • Signage for exhibition hall/seminar rooms will be displayed clearly • Briefing for all staff and event staff of routes from exhibition hall to seminar rooms. • Several school staff attending the event will have previously visited The Nicolson Institute and will also be able to give directions. • Visiting schools asked to provide on-site emergency contact name/mobile number – information to be held by UCAS organisers on the general information stand. 	1	1	1
Slips/trips and falls (injury)	Everyone	2	2	4	<ul style="list-style-type: none"> • Exhibitors should ensure that all boxes are appropriately stacked within their allocated exhibition space. • UCAS will 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. • Event staff will remove empty, flat-packed, and broken boxes from exhibition stands. • 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 that they do not break down their stand until all visitors have left the exhibition area, and the organiser has advised that breakdown can begin. 	2	1	2
Fire (evacuation risks, panic or injury)	Everyone	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, if applicable. • Attendees will not smoke within the venue or on council premises 	2	3	6

Evacuation (evacuation risks, panic or injury)	Everyone	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 everyone involved in the exhibition. Organisers will provide contractors, exhibitors and visitors with relevant evacuation procedure documentation, including fire assembly point. Exhibitors should ensure that they are aware of the nearest emergency exit and keep all exits clear of obstructions at all times. Contractors, exhibitors and visitors to ensure that they are aware of evacuation procedures, read all relevant documentation provided, and follow all instructions given if needed to evacuate. Ensure all gangways and emergency exits are kept clear. All emergency exits maintained and kept clear for the duration of the event. Exhibitors should not block aisles or public areas, including during build-up and breakdown periods, and ensure that stand displays are kept within the allocated stand space. If any evacuation announcements cannot be heard over the atmospheric noise, then security staff are to go into the halls to evacuate people. 	2	2	4
Working at height (injury requiring hospitalisation)	Exhibitors, contractors, venue and UCAS staff	2	3	6	<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 as necessary Exhibitors to ensure all staff required to work at height are suitably trained. Suitable personal protective equipment (PPE) clothing and footwear to be worn. 	2	2	4
Exhibition stands falling over (injury)	Visitors and exhibitors	2	2	4	<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. 	2	2	4

					<ul style="list-style-type: none"> Organisers will ask any stand deemed unsafe to be removed, or will work with the exhibitor to secure the stand. 			
Tea/coffee facilities (spillages or injuries)	Exhibitors and event staff	1	1	1	<ul style="list-style-type: none"> No open cups on the exhibition floor. Spillages will be cleaned up immediately. 	1	1	1
Car parking during exhibition (staff, pupils, visitors, and exhibitors involved in an accident in the car park)	Staff, pupils, visitors and exhibitors	2	2	4	<ul style="list-style-type: none"> Parking arrangements for exhibitors and visitors to be communicated in advance of the exhibition. Venue contact details to be made in advance, along with parking permits, if applicable. Care to be taken when driving to and from the venue. Observe speed limits and good driving practice. Event staff to meet all coaches and escort them to the exhibition hall. 	1	2	2
Manual handling (injury due to manual lifting/handling)	Exhibitors and event staff	2	1	2	<ul style="list-style-type: none"> Exhibitors to ensure staff manning their stands are trained in the correct manual handling procedures. Manual handling document to be provided in exhibitor and event staff packs. All to wear appropriate footwear. 	1	1	1
Variety of contractors and exhibitors on-site (injuries from not using appropriate equipment; or due to incorrect manual handling/lifting)	Contractors and exhibitors	2	2	4	<ul style="list-style-type: none"> Exhibitors agree to a risk assessment as part of their booking, and supply additional information where appropriate. Only experienced, reliable and approved contractors are used. Organiser to be informed of any particular hazards arising prior to, and during the exhibition. Basic checks made on contractor and exhibitor risk assessments. Contractors are the specific responsibility of the hiring company, i.e. the exhibitor. Exhibitors are responsible to ensure that their contractors use appropriate equipment, and are competent to do so. 	2	1	2

					<ul style="list-style-type: none"> • All exhibitors and contractors wishing to work late must request permission from the organiser prior to the event, for arrangements to be made. • 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. 			
Lifting equipment (FLT's, cranes etc) Power tools and heat sources (serious injury)	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
Electricity: connections, and power to stands etc. (injury)	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. • All orders for electricity must be placed before the deadline, where applicable 	2	2	4

Alcohol / substance abuse (safeguarding issue or compromising situations)	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 may not follow rules, and requirements of risk assessments for the above hazards and risks (safeguarding issue or injury)	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	3	3	9	<p>Company policy, procedures and rules apply in all cases.</p> <ol style="list-style-type: none"> PPE training on all types of PPE, and on skin care: - risk assessment requirements briefed to staff - PPE as identified in risk assessment Chemicals – COSHH risk assessment requirements briefed to staff: - MSDS and product guidance available. - Staff competence and supervision. - Waste storage, collection and disposal system in place. Organising team to be provided a quarterly event season briefing of health and safety including review of risk assessment before going on site. Venue specific details of risk and health and safety should be included within each event briefing. 	2	2	4
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 to be positioned in the venue at all times. Ensure that the first aid point is known to exhibitors and event staff and featured within the visitor information pack and exhibitor manual. Organisers to ensure first aid post is staffed by qualified persons. UCAS organising staff to be first aid trained. If UCAS first aider is involved or assists in an accident/incident, this must be documented in the organiser's first aid book and a copy provided for UCAS. Room temperature to be monitored throughout the event to maintain appropriate levels. 	2	3	6

Emergency situation to include fire, medical and bomb threat (evacuation risk, panic or injury)	Exhibitors, contractors, visitors, venue staff, organiser staff, event staff	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 communicate details with on-site 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. 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. 	2	3	6
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KEY TO RISKS: Likelihood x Impact = Initial Risk; and Risk Control Measures = Residual Risk

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

**Marsh Education Practice**

Capital House
1-5 Perrymount Road
Haywards Heath
West Sussex
RH16 3SY
Tel: 01444 458144
Fax: 01444 415088
www.marsh.com

TO WHOM IT MAY CONCERN

Dear Sir/Madam

CONFIRMATION OF INSURANCE – University of the Highlands and Islands

As requested by the above client, we are writing to confirm that we act as Insurance Brokers to the client and that we have arranged insurance(s) on its behalf as detailed below:

TYPE OF INSURANCE**EMPLOYERS' LIABILITY**

INSURER: Royal & Sun Alliance

POLICY NUMBER: RSAP2187423200

PERIOD OF INSURANCE: 1st August 2019 to 31st July 2020)

SUM INSURED: GBP 10,000,000 (Terrorism £5,000,000)

DEDUCTIBLES: Nil

TYPE OF INSURANCE**PUBLIC LIABILITY**

INSURER: Royal & Sun Alliance

POLICY NUMBER: RSAP2187423200

PERIOD OF INSURANCE: 1st August 2019 to 31st July 2020)

SUM INSURED: GBP 10,000,000

DEDUCTIBLES: Nil



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No.307511)



TYPE OF INSURANCE**EXCESS EMPLOYERS' LIABILITY**

INSURER: Chubb European

POLICY NUMBER: UKCASO14396118

PERIOD OF INSURANCE: 1st August 2019 to 31st July 2020)

SUM INSURED: GBP 10,000,000

DEDUCTIBLES: Nil

TYPE OF INSURANCE**EXCESS PUBLIC LIABILITY**

INSURER: Chubb European

POLICY NUMBER: UKCASO14396118

PERIOD OF INSURANCE: 1st August 2019 to 31st July 2020)

SUM INSURED: GBP 10,000,000

DEDUCTIBLES: Nil

We have placed the insurance which is the subject of this letter after consultation with the client and based upon the client's instructions only. Terms of coverage, including limits and deductibles, are based upon information furnished to us by the client, which information we have not independently verified.

This letter is issued as a matter of information only and confers no right upon you other than those provided by the policy. This letter does not amend, extend or alter the coverage afforded by the policies described herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this letter may be issued or pertain, the insurance afforded by the policy (policies) described herein is subject to all terms, conditions, limitations, exclusions and cancellation provisions and may also be subject to warranties. Limits shown may have been reduced by paid claims.

We express no view and assume no liability with respect to the solvency or future ability to pay of any of the insurance companies which have issued the insurance(s).

We assume no obligation to advise yourselves of any developments regarding the insurance(s) subsequent to the date hereof. This letter is given on the condition that you



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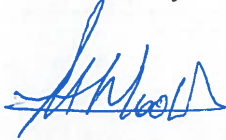


forever waive any liability against us based upon the placement of the insurance(s) and/or the statements made herein with the exception only of wilful default, recklessness or fraud.

This letter may not be reproduced by you or used for any other purpose without our prior written consent.

This letter shall be governed by and shall be construed in accordance with English law.

Yours sincerely,



Julie A Moore Cert CII
Client Advisor



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