

Hereford and Worcester higher education
exhibition 2018

Visitor information pack

University of Worcester Arena
Hylton Road
Worcester
WR2 5JN

Thursday 22 March 2018 09:30 – 14:30



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A

Accidents and near misses

Please inform the Exhibitor Helpdesk, located in the Exhibition Hall, of any accidents, and the appropriate action will be taken.

Arrivals

The exhibition is being held at the University of Worcester Arena. Entrance to the Arena is off Hylton Road, Worcester. The postcode for the venue is WR2 5JN.

Directions can be found at www.worcester.ac.uk/discover/university-arena-riverside-find-us.

Visitors arriving in groups from schools and colleges by coach will be dropped off at the University of Worcester Arena. Exhibition staff will be on hand to guide coaches to the drop off point where students will be able to disembark safely.

Please ensure students do not disembark from their coaches until event staff have instructed them to do so. Event staff will brief all arrivals on entrance procedures before we allow students to disembark. The time slot you have chosen on the online booking system is your time of entry to the exhibition.

For health and safety reasons, entry to the exhibition will not be permitted until your allocated time slot.

Upon disembarking, please follow directions from the exhibition staff to the entrance. Once inside, you will be required to register your group's attendance and will be supplied with key contact numbers for the duration of your visit.

C

Coaches

Visitor coach parking will be free on the day of the exhibition. Once schools and colleges have disembarked, all coaches will be directed to the designated coach parking area at the University of Worcester Arena. Please inform Annabel Collins of the number of coaches you will be using on the day at a.collins@worc.ac.uk

Please note, there will be **no parking available** for coaches at the University of Worcester St John's Campus.

Exhibition staff will manage the coach car park at the University of Worcester Arena. Once groups are ready to leave the exhibition, staff will notify the relevant drivers, and coaches will be sent to pick up groups.

Cars

If students are arriving independently by car, please be aware there will be no designated university parking available. Please use nearby public car parks.

Catering

All visitors will be able to purchase food and drink from the Joel Richards Conference Suite, located on the first floor of the University of Worcester Arena. Payments can be made using cash or card.

For teachers and advisors, complimentary tea, coffee, water, and biscuits will be available from the Exhibitor Lounge (situated opposite the Exhibition Hall) throughout the day. You will also be able to purchase sandwiches and other food.

If you require assistance, please ask a member of the exhibition or event staff wearing a red UCAS t-shirt.

Cash machines

Please note, there are **no cash machines** at the University of Worcester Arena.

D

Directions

The exhibition is being held at the University of Worcester Arena. Entrance to the Arena is off Hylton Road, Worcester. The postcode for the venue is WR2 5JN.

You can find and download directions at www.worcester.ac.uk/discover/find-us-severn-campus.html

E

Emergency procedures

On hearing the fire alarm, please proceed in an orderly manner to all accessible fire exits. In the unlikely event of an emergency and evacuation, exhibition staff will guide visitors to the nearest emergency exit.

Event staff

For general queries during the event (e.g. directions to facilities), ask any of the event staff wearing red UCAS t-shirts.

F

First aid

Please report any incidents to a member of event staff and the appropriate course of action will be taken.

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

There is no WiFi network available for visitors attending the exhibition.

L

Lost property

Please report any lost property to the exhibitor help desk, located in the exhibition hall.

O

Organisers

If you need to contact the organisers of the event, please report to the exhibitor help desk, where a member of staff will have radio contact with the organiser.

R

Risk assessment

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

S

Security

An on-site security team will be present during the exhibition.

Seminars

Seminars and presentations will take place throughout the day in the Riverside Building, next to the University of Worcester Arena. For seminar times, please refer to the exhibition guide, which will be available on the day, and to download from the UCAS website.

Smoking

The University of Worcester operates a non-smoking policy. Smoking, including the use of e-cigarettes, is not permitted at any point at the Arena and Riverside Campuses.

2nd August 2017

To Whom It May Concern

Dears Sirs

University of Worcester

We act as Insurance Brokers to the above named client; we can confirm their Insurance Policies are in force and are arranged as detailed below:-

Public/Products Liability

Insurer:	QBE Insurance (Europe)
Policy Number:	Y016809QBE0114A
Period of Insurance:	1 August 2017 to 31 st July 2018 (both days inclusive)
Limit of Indemnity:	£25,000,000 each and every occurrence – Public Liability £25,000,000 each and every loss and in aggregate – Products Liability
Deductibles:	£1,000 each and every Property Damage Claim
Principal Extension:	Students Liability

Employers Liability

Insurer:	QBE Insurance (Europe)
Policy Number:	Y016809QBE0114A
Period of Insurance:	1 August 2017 to 31 st July 2018 (both days inclusive)
Limit of Indemnity:	£25,000,000 any one occurrence

The information provided is a summary and is subject to the terms and conditions of the Policy. If you have any further queries, please do not hesitate to contact me.

Yours faithfully



Fergus Scrutton BSc (Hons) Cert CII

Corporate Broker

DD: 0113 393 6300

Email: fergus.scrutton@hibl.co.uk



UNIVERSITY OF WORCESTER - RISK ASSESSMENT

DEPARTMENT: University Arena

ROOM NO: Arena Hall

ACTIVITY: General Sport/Physical Activity

Completed By: Chris Keeling Signed by: Kristi Flower Date: 14/11/17 Review: 14/11/18

Risk Category	Description of Hazard	Severity Rating of Hazard	Probability Rating of Hazard	Control/ Action to be Taken	Action Priority	Action Completed
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input checked="" type="checkbox"/>	Slippage on floors (sweat/spilt drinks/bad external weather outdoor shoes being walked through the Centre.)	High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low <input type="checkbox"/>	High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low <input type="checkbox"/>	Daily operational cleaning schedules in place by UW Housekeeping, working in conjunction with Sport & Exercise Supervisory Staff. Court cleaning in keeping with Dynamic instructions and recommended products. Arena staff to maintain awareness of spillages and respond immediately; yellow warning signs to be placed when floor is wet.	1 2 3 NA	Ongoing.
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input checked="" type="checkbox"/>	Dust and grit on sports floor causing slip risk and/or gouge marks.	High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low <input type="checkbox"/>	High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low <input type="checkbox"/>	All athletes/staff to wear indoor only, rubber soled, non-marking shoes to minimize contamination from outdoor to indoor surface environment. Staff to sweep floor at regular intervals to prevent grit and dust build up. All equipment movement must be done with prior consideration of impact on wooden surface. Felt board and carpet protection systems must be in place for all potentially damaging situations.	1 2 3 NA	User education by staff, shared via management information systems and information signs. Daily cleaning schedules. Event & maintenance planning to avoid impact damage.
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/>	Plastic covered power sockets and similar audio/light equipment	High <input type="checkbox"/> Medium <input type="checkbox"/>	High <input type="checkbox"/> Medium <input type="checkbox"/>	Request placed with Maintenance Department to secure appropriate covers over the sockets and ensure they are protected from impact incidents eg being hit	1 2 3 NA	Appropriate covers applied on some

Visitor	<input checked="" type="checkbox"/>	connectors located around sports hall	Low	<input checked="" type="checkbox"/>	Low	<input checked="" type="checkbox"/>	by sport equipment.		sockets.
Staff	<input checked="" type="checkbox"/>	Damage to the range of Continental Sport Hall fitted equipment e.g. hall divider curtains, drop down baskets, socketed side court partitions and post bushings, benches	High	<input type="checkbox"/>	High	<input type="checkbox"/>	Equipment is check before and after use to maintain high standards, across the board, Daily visual checks supported by regular risk assessment revisions and annual maintenance contract checks, site reports and response actions.	1 2 3 NA	Annual programme of rolling checks and appraisal commencing April 2013
Student	<input checked="" type="checkbox"/>		Medium	<input checked="" type="checkbox"/>	Medium	<input type="checkbox"/>			
Visitor	<input checked="" type="checkbox"/>		Low	<input type="checkbox"/>	Low	<input checked="" type="checkbox"/>			
Staff	<input checked="" type="checkbox"/>	Wooden floor caps	High	<input type="checkbox"/>	High	<input type="checkbox"/>	Staff to ensure that wooden floor caps are set into the floor when holes are not required. When taken out, caps to be stored in such a way to prevent slips or trips. Spare caps are kept in the big store room, in case of loss or damage to the ones in regular use	1 2 3 NA	Ongoing
Student	<input checked="" type="checkbox"/>		Medium	<input type="checkbox"/>	Medium	<input checked="" type="checkbox"/>			
Visitor	<input checked="" type="checkbox"/>		Low	<input checked="" type="checkbox"/>	Low	<input type="checkbox"/>			
Staff	<input checked="" type="checkbox"/>	Scoreboard and 24 second clock malfunction.	High	<input type="checkbox"/>	High	<input type="checkbox"/>	The risk posed is that of interrupting game play, the impact of which varies by nature of match being played e.g. a local children's friendly basketball match won't parallel negative impact on a professional British Basketball League (BBL) fixture. Malfunction during official league games can result in fines. Table top score board available as back up for mid game failure. Supervisors to check and maintain score boards, through communication with facility manager and sports serve who currently hold the contract with the score boards & shot clock equipment	1 2 3 NA	Annual maintenance contract and call out arrangement in place. Spare set of 24 sec clocks as back up.
Student	<input checked="" type="checkbox"/>		Medium	<input type="checkbox"/>	Medium	<input type="checkbox"/>			
Visitor	<input checked="" type="checkbox"/>		Low	<input checked="" type="checkbox"/>	Low	<input checked="" type="checkbox"/>			
Staff	<input checked="" type="checkbox"/>	Audience Systems tiered and flat row seating malfunction	High	<input checked="" type="checkbox"/>	High	<input type="checkbox"/>	University staff only are permitted to set up/strip down the seating. Staff involved in set up and take down must be properly trained to Audience System Manual procedures. Supervisor must control each step of operational procedure (see Seating set up procedure), to include use of hover trolleys and Master Mover.	1 2 3 NA	Annual maintenance contract, and emergency call out capacity arranged April 2013.
Student	<input checked="" type="checkbox"/>		Medium	<input type="checkbox"/>	Medium	<input checked="" type="checkbox"/>			
Visitor	<input checked="" type="checkbox"/>		Low	<input type="checkbox"/>	Low	<input type="checkbox"/>			

Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input checked="" type="checkbox"/>	Hall light failure	High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>	High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input checked="" type="checkbox"/>	The Arena has emergency lighting which will automatically turn on should main lights fail. Sport fixtures and events would likely be cancelled should immediate staff attention to reset lighting prove unsuccessful.	1 2 3 NA	Weekly maintenance schedules and check logs by UW Estates & UW Security. Arena holds 5 year electrical test certificate.
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input checked="" type="checkbox"/>	Fire alarms and smoke detectors	High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>	High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input checked="" type="checkbox"/>	<p>UW Staff adherence to UW Arena Fire Plan directives coupled with UW Fire Policy will minimize risk of fire/smoke alarms being triggered. In response to alarms, duty staff to adopt reporting and evacuation roles as per training.</p> <p>Supervisor takes control and completes 3 minute check while in radio liaison with SJC Control Room. If false alarm, the Centre will remain operational. Post 3 minutes if not cancelled the alarm will sound and site will go to immediate evacuation mode, clearing all occupants to far Riverside Car Park area and await instruction from UW Security and Fire Brigade as regard possible re-entry.</p>	1 2 3 NA	In opening quarter, ongoing staff training and client awareness raising required in respect of use/ evacuating of the building.
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input type="checkbox"/>	Loose sports equipment	High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input checked="" type="checkbox"/>	High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low <input type="checkbox"/>	Sport and Exercise Supervisors responsible for daily checks on loose equipment and condemning any broken/damaged pieces. Removing items from stores ready for write off and disposal. <i>NB Loose equipment is NOT to be loaned to SU & client groups.</i>	1 2 3 NA	Ongoing.
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input checked="" type="checkbox"/>	Corridor Obstruction	High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low <input type="checkbox"/>	High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low <input type="checkbox"/>	UW staff to maintain ongoing daily checks to keep corridors and fire exits cleared of any obstacles. Neat and tidy storage should prevent such problems arising. Deliveries to be dealt with in an efficient manner and loose rubbish disposed of immediately.	1 2 3 NA	Ongoing
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input checked="" type="checkbox"/>	Fire Door operation	High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low <input type="checkbox"/>	High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>	Check that the exit routes are not obstructed and all fire doors work correctly in case of an evacuation	1 2 3 NA	Ongoing

Student <input checked="" type="checkbox"/>	Court obstruction / unsafe storage of equipment	High <input type="checkbox"/>	High <input type="checkbox"/>	Check that while all activities take place bags and personal effects are stored in the lockers on the side. Equipment is checked on either setup or take down and stored in the correct store bay, not on court causing obstruction or becoming a potential hazard to player.	1 2 3 NA	Ongoing
Visitor <input checked="" type="checkbox"/>		Medium <input checked="" type="checkbox"/>	Medium <input checked="" type="checkbox"/>			
Staff <input checked="" type="checkbox"/>		Low <input type="checkbox"/>	Low <input type="checkbox"/>			
Staff <input checked="" type="checkbox"/>	Tiered seating secure and locked into correct position Climbing on tiered seating	High <input type="checkbox"/>	High <input type="checkbox"/>	Check that the banking is in safe position, weather its setup up or stored and cannot cause harm to person in its vicinity. Make sure there are no persons climbing on the banking when stored. Immediately ask them to climb down safely and inform them of the risk they can cause to themselves and others.	1 2 3 NA	Ongoing
Student <input checked="" type="checkbox"/>		Medium <input checked="" type="checkbox"/>	Medium <input checked="" type="checkbox"/>			
Visitor <input checked="" type="checkbox"/>		Low <input type="checkbox"/>	Low <input type="checkbox"/>			
Staff <input checked="" type="checkbox"/>	Blinds	High <input type="checkbox"/>	High <input type="checkbox"/>	Blinds to be visually checked from the ground level. Any issues are reported to management. Blinds stuck in open position are problematic when badminton practice/ competitions take place.	1 2 3 NA	Ongoing
Student <input checked="" type="checkbox"/>		Medium <input type="checkbox"/>	Medium <input type="checkbox"/>			
Visitor <input checked="" type="checkbox"/>		Low <input checked="" type="checkbox"/>	Low <input checked="" type="checkbox"/>			
Staff <input checked="" type="checkbox"/>	Puzzle carpets	High <input type="checkbox"/>	High <input type="checkbox"/>	Puzzle Carpets – When stacking or transporting the carpets, do not stack above head height, so they can be controlled, preventing injury. Edges of the carpets near entrances exits and fire exits to prevent trips. Any damaged or torn or faulty carpets to be Quarantined, labelled and reported to management.	1 2 3 NA	Ongoing
Student <input type="checkbox"/>		Medium <input checked="" type="checkbox"/>	Medium <input checked="" type="checkbox"/>			
Visitor <input type="checkbox"/>		Low <input type="checkbox"/>	Low <input type="checkbox"/>			