

North East Wales  
higher education exhibition 2018

# Visitor information pack

Wrexham Glyndwr University Sports Centre

Wednesday 21 March 2018

10:00 – 13:00



## Contents

A .....	3
Accidents and near misses .....	3
Arrivals .....	3
C .....	3
Coaches .....	3
Cars .....	3
Catering .....	3
Cash machines .....	3
D .....	4
Directions .....	4
E .....	4
Emergency procedures .....	4
Event staff .....	4
F .....	4
First aid .....	4
I .....	5
Insurance .....	5
Internet .....	5
L .....	5
Lost property .....	5
O .....	5
Organisers .....	5
P .....	6
Parking .....	6
R .....	6
Risk assessment .....	6
S .....	6
Security .....	6
Smoking .....	6

## A

### Accidents and near misses

In the event of an accident or near miss, please report to the event organiser immediately, where assistance will be provided.

### Arrivals

On arrival, please enter the Sports Centre through the main entrance, where visitor registration will take place.

## C

### Coaches

Coaches drop-off point is in the layby directly outside the Sports Centre. Due to size restrictions, coaches will need to enter the campus from the Plas Coch gate and leave through either the same gateway, or through the gate on Crispin Lane. Unfortunately, we are not able to offer on-site parking for coaches.

### Cars

Free parking is available across all university car parks, though we recommend arriving early in order to get a parking space, as Wednesday morning is a particularly busy time on our Wrexham campus.

### Catering

We are not able to provide catering for visitors within the exhibition venue, but hot and cold food and refreshments can be purchased from a number of catering outlets across campus, all within 150m of the venue.

### Cash machines

Unfortunately, there are no cash machines on campus, but these facilities are available at Sainsbury's and Boots at the retail park adjacent to the campus, as well as the Shell garage on Mold Road (opposite the front entrance to the university).

## D

### Directions

#### **Travel by road**

Exit junction 15 off the M56 where it joins the M53 to Chester/Wrexham. From the 53, continue along the A55, and take the exit signposted A483 Wrexham. Wrexham Glyndwr University is located off junction 5 of the A483 signposted Wrexham/Mold. Postcode for Satnav: LL11 2AW

#### **Travel by rail**

Wrexham General – five minute walk from Wrexham Glyndwr University.

Wrexham Central – ten minute walk from Wrexham Glyndwr University.

#### **Travel from airports**

Wrexham Glyndwr University is around an hour away, by road, from both Manchester International and Liverpool John Lennon airports.

## E

### Emergency procedures

In the event of an emergency, the venue alarm system will be triggered and an announcement made over the PA system. Evacuation of the venue should be made through one of the five emergency doors around the perimeter of the hall, and visitors should gather at one of the nearby assembly points (indicated by green signposts) until the all clear has been provided.

### Event staff

For 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 or a member of your party require first aid, please report to the event organiser, where further assistance will be provided.

## 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

Facilities to access the internet are available within the exhibition hall.

## L

### Lost property

Misplaced property should be handed into, and can be retrieved from, the Sports Centre reception.

If you spot an unattended item (bags, etc.) you feel may be suspicious, do not touch the item(s), but please report them to the event support stand immediately.

## O

### Organisers

The event organiser (Andy Cairns) should be in the vicinity of the event support stand for most of the exhibition.

## P

### Parking

Free parking for visitors is available in any of the university car parks, though we recommend arriving early to ensure that you get a space.

Unfortunately, we are not able to offer on-site parking for coaches.

## 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


Our campuses are protected by 24-hour security, but we must stress that visitors are responsible for their own property, and vehicles are left in car parks at the owners' own risk. The university is not able to accept responsibility for loss or damage to property whilst visiting the exhibition.

### Smoking

All university buildings are non-smoking areas, and we ask that any visitors who wish to smoke do so outside, at least 5m from the entranceways to any buildings.

## CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE (a)

## UCAS event organiser risk assessment

<b>Date assessed:</b> 17/07/2018	<b>Assessor:</b> Andy Cairns	<b>Monitored by:</b> Kaylea Blindell
	<b>Signature:</b> A.Cairns	
<b>Event:</b> NE Wales UCAS Exhibition	<b>Title:</b> Events Experience and CRM Officer	
	<b>Organisation:</b> Wrexham Glyndwr University	
<b>Venue:</b> Wrexham Glyndwr University Sports Centre		<b>Inclusive dates of site attendance:</b> 20 – 21 March 2018

### Key to worst case outcome (A):

**4 = High** – certain to cause death  
**3 = Medium** – probable to cause serious injury  
**2 = Low** – possible to cause first aid injury  
**1 = Very low** – unlikely to cause injury/damage

### Key to probability rating (B):

**4 = Probability**  
**3 = Possibility**  
**2 = Unlikely**  
**1 = Remotely**

### Key to risk level:

**12 – 16 = high risk**  
**6 – 9 = medium – high risk**  
**3 – 4 = low – medium risk**  
**1 – 2 = low risk**



Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Risk level (AxB)	Control measures
Over-crowding of event hall/ stand	Public and exhibitors	4	4	6	<ul style="list-style-type: none"> <li>The floor plan has been designed to maximise aisle widths (a minimum of 2.5 metres wide) to avoid overcrowding.</li> <li>Suitable space around the stands and feature areas, which will be monitored by floor managers and organisers.</li> <li>Exhibitors to ensure that staff manning the stands keep within their stand to avoid bottle necking in aisles.</li> <li>Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space.</li> <li>Organisers to schedule arrivals in line with venue capacities and monitor arrivals with help from the venue, to prevent overcrowding. Coach arrival schedule to be used if appropriate.</li> <li>Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. All staff to be visibly identifiable.</li> <li>Organisers to monitor the exhibition area.</li> <li>Exhibitors to notify organisers should their stand or the immediate locality of their stand become overcrowded.</li> <li>All to obey instructions given by the organiser, venue staff, or sub-contractor, to help control traffic and pedestrian flows.</li> </ul>
		3	3		
		2	2		
		1	1		
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, and student helpers	4	4	12	<ul style="list-style-type: none"> <li>Fire exits to be kept clear of obstructions.</li> <li>Fire extinguishers to be available in the venue.</li> <li>Ensure all waste is collected and stored correctly.</li> <li>Exhibitors to ensure all waste and flammable waste material is removed from stand area.</li> <li>Exhibitors will use designated smoking areas.</li> </ul>
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Risk level (AxB)	Control measures
Evacuation	Exhibitors, contractors, visitors, venue staff, organiser staff, and student helpers	4	4	9	<ul style="list-style-type: none"> <li>Venue to ensure fire prevention detection and alarm systems are adequate for the venue and have been checked and maintained in efficient working order.</li> <li>Organisers and venue to ensure the current number of exits from the venue are adequate.</li> <li>Floor plan submitted to venue in advance of the event for approval.</li> <li>Evacuation plan to be known by organisers and communicated to student helpers, exhibitors, and contractors.</li> <li>Organisers to provide contractors, exhibitors, and visitors with relevant evacuation procedure documentation, including fire assembly point.</li> <li>Exhibitors should ensure they're aware of the nearest emergency exit, and keep all exits clear of obstructions at all times.</li> <li>Contractors, exhibitors, and visitors to ensure they are aware of evacuation procedures, have read all relevant documentation provided, and follow all instructions given if needed to evacuate.</li> <li>Ensure all gangways and emergency exits are kept clear.</li> <li>All emergency exits maintained and kept clear for during the event.</li> <li>Exhibitors should not block aisles or public areas, including during build-up and breakdown periods, and ensure stand displays are kept within the allocated stand space.</li> <li>Where possible, organisers to ensure PA system can be heard clearly in all public areas.</li> <li>If any evacuation announcements cannot be heard over the atmospheric noise, security staff will enter the halls to evacuate people.</li> </ul>
		3	3		
		2	2		
		1	1		
Slips/trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, and student helpers	4	4	9	<ul style="list-style-type: none"> <li>Exhibitors should ensure all boxes are appropriately stacked within the allocated stand space.</li> <li>UCAS to remind exhibitors through email of the Exhibitor Terms and Conditions, highlighting that exhibitors should keep their displays within their allocated stand.</li> <li>Organisers to check all exhibitor stands are appropriate and do not pose a trip hazard, before the event opens.</li> <li>Exhibitors should request that all empty, flat-packed, and broken boxes are removed from their stand by the event staff.</li> <li>Organisers and exhibitors to ensure empty boxes are cleared from stand, with assistance from student helpers.</li> </ul>
		3	3		
		2	2		

		1	1		<ul style="list-style-type: none"> <li>• Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways.</li> <li>▪ Organisers and exhibitors to ensure personal belongings are stored away appropriately.</li> <li>▪ Organisers and exhibitors to ensure all other waste is stored and removed safely.</li> <li>▪ Exhibitors should ensure they do not breakdown any part of their stand until all visitors have left the exhibition area, and the organiser has said breakdown may begin.</li> </ul>
--	--	---	---	--	---

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Person(s) at risk
Working at height	Exhibitors, contractors, venue and UCAS staff	4	4	9	<ul style="list-style-type: none"> <li>Maximum height build of 4m.</li> <li>All work to be carried out from a stable support – either ladder or scaffold – with suitable warning signs and barriers as necessary.</li> <li>Exhibitors to ensure all staff required to work at height are suitably trained.</li> <li>Suitable personal protective equipment (PPE) clothing and footwear to be worn.</li> </ul>
		3	3		
		2	2		
		1	1		
Stands falling over	Public and exhibitors	4	4	6	<ul style="list-style-type: none"> <li>All exhibitors should ensure their stands are safe and secure, and report any problems to the organiser.</li> <li>Any exhibitors with complex stands to submit their own risk assessment to UCAS Events.</li> <li>Organisers will ask any stand deemed unsafe to be removed, or will work with the exhibitor to secure the stand.</li> </ul>
		3	3		
		2	2		
		1	1		
Special structure e.g. platforms/ marquees	Exhibitors and venue staff	4	4	9	<ul style="list-style-type: none"> <li>Special structure plans submitted and checked by the venue six weeks ahead of the event.</li> <li>Maximum height build of 4m.</li> </ul>
		3	3		
		2	2		
		1	1		
Lifting equipment, (FLT, cranes etc.) power tools, and heat sources	Contractors	4	4	9	<ul style="list-style-type: none"> <li>Only the appointed, qualified contractor supplied by venue or organiser to use lifting equipment.</li> <li>Power tools used by contractors have the minimum length of trailing leads and protection, mechanically and visually, from any damage. Such equipment is never to be left unattended with the power supply switched on.</li> <li>Appropriate signage and warning lights used where necessary.</li> </ul>
		3	3		
		2	2		
		1	1		
Catering facilities (mobile and static)	Exhibitors, contractors, visitors, venue staff, organiser staff, and student helpers	4	4	6	<ul style="list-style-type: none"> <li>All catering facilities and staffing provided by, and at the control of, the venue.</li> <li>Reputable and known concessions units only.</li> <li>Hygiene regulations to be followed rigidly.</li> <li>Catering company to employ suitable and trained staff. Catering staff to ensure all spills are cleaned immediately.</li> </ul>
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Person(s) at risk
Variety of contractors and exhibitors on-site	Contractors and exhibitors	4	4	6	<ul style="list-style-type: none"> <li>Exhibitors to agree to a risk assessment as part of their booking, and supply additional information where appropriate.</li> <li>Only experienced, reliable, and approved contractors used.</li> <li>Organiser to be informed of any particular hazards arising prior to, and during the exhibition.</li> <li>Basic checks made on contractor and exhibitor risk assessments.</li> <li>Contractors are the specific responsibility of the hiring company, i.e. the exhibitor.</li> <li>Exhibitors are responsible to ensure their contractors use appropriate equipment, and are competent to do so.</li> <li>Estimated staffing number of contractors is two.</li> <li>All exhibitors and contractors wishing to work late must request permission from the organiser prior to the event, to enable security, first aid, electricity, and lighting to be arranged for the halls or particular stands.</li> <li>Each contracting firm must have a qualified first aider on their staff, covering crew staying late. The contractor must also supply the name of the person in charge and a contact number.</li> <li>No helium balloons allowed in the venue.</li> </ul>
		3	3		
		2	2		
		1	1		
Electricity – connections and power to stands etc.	Exhibitors	4	4	9	<ul style="list-style-type: none"> <li>Exhibitors to only use electrical supplies/sockets supplied by the event organisers, or those supplied by sub-contractors appointed by the organiser.</li> <li>The organiser's appointed contractor will install power supplies on all stands, where needed. Exhibitors are not allowed to do their own wiring, due to potential sub-standard and dangerous installations being energised.</li> <li>Exhibitors to ensure equipment is used safely and for the purpose for which it was designed.</li> <li>Exhibitors should ensure no sockets or connections are overloaded in their stand area, and, if in doubt, should seek approval from the event organiser.</li> <li>All electronic portable appliances brought to site by exhibitors should bear a valid PAT test certificate.</li> <li>Ensure all electrical risks are controlled, and a member of staff from the electrical contractor is on-site at all times.</li> <li>Only experienced, reliable, and approved contractors used.</li> <li>All orders for electricity must be placed before the deadline, where applicable.</li> </ul>
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Person(s) at risk
Build-up and breakdown	Exhibitors, contractors, venue and UCAS staff	4	4	9	<ul style="list-style-type: none"> <li>At least two hours set-up period for exhibitors, and full day access for contractors.</li> <li>Only authorised persons are permitted in the venue for build-up and breakdown. Children under 18 are not allowed on-site for the entire duration of build-up and breakdown.</li> <li>No vehicles allowed in exhibition area during open hours. Vehicles can be permitted on-site during build-up and breakdown with permission from the organiser.</li> <li>All to be aware of the potential hazards of contractors moving around site, including the use of forklift trucks and delivery vehicles.</li> <li>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.</li> <li>Organisers to control access into areas where major lifting and construction is taking place.</li> <li>Security to wear PPE only if indicated by the organiser, and assist floor managers in PPE policy if required.</li> </ul>
		3	3		
		2	2		
		1	1		
Car parking during exhibition	Visitors and exhibitors	4	4	4	<ul style="list-style-type: none"> <li>Parking arrangements for exhibitors and visitors and loading bay information to be communicated in advance.</li> <li>Traffic marshals used to control flow of traffic on-site.</li> <li>Venue contact details to be made available in advance, along with parking permits, if applicable.</li> <li>Traffic marshals in place in car park/unloading areas.</li> <li>Care to be taken when driving to and from the venue.</li> <li>Observe speed limits and good driving practice: 'no mobiles when mobile', and 'switch off before you drive off'.</li> </ul>
		3	3		
		2	2		
		1	1		
Manual handling	Exhibitors and student helpers	4	4	9	<ul style="list-style-type: none"> <li>Exhibitors to ensure all stand staff are trained in the correct manual handling procedures.</li> <li>Manual handling document to be provided in exhibitor and student helper packs.</li> <li>All to wear appropriate footwear.</li> <li>Liquid spills to be monitored by cleaners and cleared up. Any wet floors to be marked with hazard signs immediately.</li> </ul>
		3	3		
		2	2		
		1	1		

Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Person(s) at risk
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, and student helpers	4	4	9	<ul style="list-style-type: none"> <li>Visitors to access venue through front main entrance during event.</li> <li>All relevant information will be put in the exhibition guide – including first aid, catering, etc.</li> <li>Use the floor plan to highlight key areas of interest to aid movement around the venue, such as exhibitor stand locations, entrance and exit points, first aid point, organiser's office, seminar rooms, and refreshments areas.</li> <li>All stands are advised to have access for the disabled, through the exhibitor manual and stand inspection.</li> <li>Organisers and stewards to monitor disabled guests for ease of movement around the venue.</li> <li>Organisers to ensure there is disabled access/egress to the venue.</li> <li>All height limits will be strictly enforced to enable clear view of signs and banners.</li> <li>Organisers to ensure appropriate staffing in place to provide a managed and safe environment for exhibitors, staff, and visitors.</li> <li>No use of trolleys on the exhibition hall floor to move materials during the open hours of the exhibition.</li> <li>Security marshals in place to monitor flows of traffic and pedestrians in the venue.</li> </ul>
		3	3		
		2	2		
		1	1		
Seminar area	Visitors and speakers	4	4	1	<ul style="list-style-type: none"> <li>Maximum distance to any emergency exit in the seminar area must not exceed 12 metres.</li> <li>All emergency exits are to have illuminated emergency exit signs above the door.</li> <li>All cables must be securely fastened away to avoid trip hazards.</li> <li>Loud speaker stands must not protrude into gangways.</li> <li>Noise levels must be kept at a reasonable level.</li> <li>Seating runs must be clipped together, or benches used.</li> <li>Seminar seating guide has been produced to help organisers and technical staff arrange the layout in a safe way, including safe aisle widths, etc.</li> </ul>
		3	3		
		2	2		
		1	1		
Wireless Headphones	Visitors, organiser staff, event ambassadors	4	4	4	<ul style="list-style-type: none"> <li>Visitors to be briefed on the use of "silent seminar" headphones and how to control volume</li> <li>Headphones tested and charged before each event season and monitored for the duration.</li> </ul>
		3	3		
		2	2		

		1	1		
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	1	<ul style="list-style-type: none"> <li>▪ No alcohol/substances permitted in the venue. Venues with bar facilities are clearly notified of this before event.</li> <li>▪ Venue will be responsible for relevant checks, if necessary.</li> <li>▪ If anyone is found to be in possession of controlled drugs (Class A, B, or C) or under the influence, the police will be notified.</li> <li>▪ Any offenders will be asked to leave the event.</li> </ul>
		3	3		
		2	2		
		1	1		



Activity	Who is affected	Risk evaluation			Control
Hazard identified	Person(s) at risk	Worst case outcome (A)	Probability rating (B)	Hazard identified	Person(s) at risk
<p>Hazard and injury from negative and positive behaviours, where staff may not follow rules, and requirements of risk assessments for the above hazards and risks.</p> <p>The significant ones are:</p> <p>a) PPE</p> <p>b) manual handling</p> <p>c) work equipment and electricity</p> <p>d) chemicals</p> <p>e) slips, trips and falls</p> <p>f) work at height</p> <p>g) emergency procedures</p>	Exhibitors, contractors, visitors, venue staff, organiser staff, student helpers	4	4	9	<p>Company policy, procedures, and rules apply in all cases.</p> <p>a) PPE training on all types of PPE, and on skin care: Risk assessment requirements briefed to staff. PPE as identified in risk assessment.</p> <p>b) Manual handling training provided: Mechanical handling equipment training provided. Risk assessment requirements briefed to staff. Staff competence and supervision. Risk assessments requirements briefed to staff. Staff competence and supervision.</p> <p>c) Work equipment and electricity: Staff work equipment training. Pre-shift and statutory checks in place, and checked for implementation.</p> <p>d) Chemicals: COSHH risk assessment requirements briefed to staff. MSDS and product guidance available. Staff competence and supervision. Waste storage, collection, and disposal system in place.</p> <p>e) Slips, trips, and falls: risk assessment requirements briefed to staff: Cables and tripping hazards controlled. Staff competence and supervision.</p> <p>f) Work at height: training and competence.</p> <p>g) Emergency procedures: Staff training in health and safety and emergency procedures. Audible and visible alarms and warnings suitable for danger and regularly tested.</p>
		3	3		
		2	2		
		1	1		
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, and	4	4	9	<ul style="list-style-type: none"> <li>A member of the venue event staff to be contacted if in need of first aid. A member of event staff and/or security staff to be positioned in the venue at all times.</li> <li>Ensure the first aid point is known to exhibitors and student helpers and featured on the floor plan in the Exhibition Guide.</li> </ul>
		3	3		
		2	2		

	student helpers	1	1		<ul style="list-style-type: none"> <li>Organisers to ensure first aid post is staffed by qualified persons and UCAS organiser to be first aid trained.</li> <li>If UCAS first aider is involved or assists in an accident/incident, this must be documented in the organiser's first aid book, and a copy provided for UCAS.</li> <li>Room temperature to be monitored throughout the event to maintain appropriate levels.</li> </ul>
Emergency situation	Exhibitors, contractors, visitors, venue staff, organiser staff, and student helpers (approx 3000+)	1	1	16	<ul style="list-style-type: none"> <li>Event organiser to have full event briefing with venue pre-event to be aware of emergency procedures, and any security measures which have been put in place for the event.</li> <li>Event organiser to communicate details with on-site team and notify them if any changes occur.</li> <li>Event organiser to follow venue emergency procedures at all times and take action to ensure safety of all visitors and exhibitors, including lock down or evacuation if needed.</li> <li>Event organiser to document all details where possible on an occurrence register.</li> <li>Staff, student helpers, and exhibitors to be provided with a copy of the venues emergency/evacuation procedures.</li> <li>UCAS event organiser to alert UCAS incident management team.</li> <li>Staff, student helpers, exhibitors, and visitors asked to remain vigilant at all times, and report anything suspicious to the organisers office or venue security.</li> </ul>
		2	2		
		3	3		
		4	4		