

Hereford and Worcester higher education exhibition 2018

Exhibitor manual

University of Worcester Arena
Hylton Road
Worcester
WR2 5JN

Thursday 22 March 2018 09:30 – 14:30

(Build-up – Wednesday 21 March 16:00 – 19:00)



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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.

Accommodation

The nearest accommodation to the University of Worcester Arena is the Premier Inn, County Ground, New Road, Worcester WR2 4RL. For more information and bookings, please call 0871 527 9456 or visit www.premierinn.com.

Arrival

To gain entry to the venue, you must register your details pre-event – the link for this will be sent to the person who made your stand booking. On arrival, you need to sign in. You'll also be issued with an exhibitor lanyard, which needs to be worn at all times.

Exhibitors should use the layby to unload any kit, and event staff will be on hand to direct you to your stand and assist you. Once unloaded, please move your vehicle to available car parking (see Car Parking for further details).

B

Build-up and breakdown

Build-up times:

Wednesday 21 March 16:00 – 19:00

Thursday 22 March 08:00 – 09:15

Breakdown times:

Thursday 22 March 14:30 – 16:00

Business centre

There will be no printing or photocopying facilities available on the day of the exhibition at the University of Worcester Arena.

C

Car parking

Exhibitor car parking will be available next to and behind the University of Worcester Arena. Parking spaces will be allocated on a first come first served basis. All exhibitors who require a parking space must apply for a permit by contacting Annabel Collins at a.collins@worc.ac.uk. Please ensure you display the car parking permit clearly on your front windscreen. Event staff will do their best to park all exhibitors as close to the venue as possible.

Catering

Complimentary tea, coffee, biscuits, and water will be available from the Exhibitor Lounge (situated opposite the Exhibitor Hall) throughout the day. Exhibitors can purchase food from this area, as well as upstairs in the Joel Richards Conference Suite.

Please ask a member of event staff if you require assistance. All payments for food and other refreshments can be made by cash or card. Please note, there are no cash point facilities at the University of Worcester Arena.

D

Deliveries

Please ensure all prospectus and other deliveries are arranged for Wednesday 21 March, and have your organisation's full name, stand number, and venue address (shown below) clearly marked. We will contact you with your stand number two weeks prior to the exhibition.

UCAS Hereford and Worcester exhibition
University of Worcester Arena
Hylton Road
Worcester
WR2 5JN

E

Electrical services and stand power

Access to electrical services and stand power is unavailable at this exhibition.

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, event staff will guide visitors to the nearest emergency exit.

Exhibition stands and furniture

All single exhibition stands are 2m x 1m. Furniture will be on your stand ready for your arrival, providing you have ordered this as part of your booking.

Event staff

Event staff will be available to assist you with cardboard removal, directions, and refreshments during build-up, breakdown, and the exhibition itself. They will be wearing red UCAS t-shirts.

F

First aid

Event staff working at the exhibition are able to provide first aid assistance if required. Please report any incidents to a member of exhibition staff and the appropriate course of action will be taken.

Footwear

Suitable footwear must be worn on-site during build-up and breakdown. Open-toed sandals or shoes, flip-flops, and flimsy footwear are not permitted.

H

Height restrictions

UCAS regulations state the maximum height for any stand/installation can be no more than 2.4m.

I

Insurance

It is essential you take out adequate employee and public liability insurance against personal injury, damage to, or loss of exhibits, etc.

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

Internet

All exhibitors will be provided with WiFi access to the University of Worcester Arena network. Log-in details can be found in your exhibitor pack, provided on the day.

L

Lost property

Please report any lost property issues to the exhibitor help desk, located in the Exhibition Hall.

O

Organisers

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

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.

1. 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.
2. The floor around your stand shall be kept level and even, and shall not be allowed to become slippery or a source of danger.
3. Where an exhibition stand is not provided with a platform, the space will be clearly defined, and exhibits will 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 of this with you, and 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 will be able to collect this between 08:30 – 09:15 on the 22 March from the UCAS stand next to the exhibition help desk.

Security

Members of staff from the University of Worcester's Security Team will be present at the exhibition. If exhibitors are setting up the day before the exhibition (Wednesday 21 March), the University of Worcester Arena will be closed overnight.

Smoking

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

T

Trolleys

Trolleys are not provided at the venue, so please bring your own if you need to deliver goods to your stand.

Trolleys are only permitted on the exhibition floor outside event opening hours, for the safety of visitors.

UCAS Events

Exhibitor Code of Conduct

Introduction

UCAS organise a network of Events across the UK for prospective students to receive information, advice and guidance regarding their future education and career opportunities from a wider range of institutions and organisations. In order to ensure that students' needs are at the heart of the Events, and that all exhibitors are able to effectively engage with students, it is necessary to require all exhibitors to adhere to the following code of conduct. The code of conduct has been agreed jointly between UCAS and HELOA.

Staffing

- All members of staff who will be attending or working on the Events should see a copy of the Code of Conduct and be able to comply fully. They should display a high standard of professionalism in their work and offer information, advice and guidance effectively and with integrity.
- Exhibitors should provide appropriate personnel to staff the stand, adequately trained with sufficient knowledge to offer quality representation of their institution or organisation. Pre-event information should be passed on to those attending the Event.
- Please carefully consider the number of staff working at each Event. All staff should be able to comfortably work within the allocated space provision. UCAS recommends no more than two staff for a 2m x 1m stand, three people for a 3m x 2m stand and six people for 6m x 2m stand. Any additional staff may be asked to leave if the health, safety or comfort of visitors or other exhibitors is compromised.
- Seminars are delivered on an impartial basis. To uphold the Events' impartiality, those asked to deliver a seminar at the Event ensure their presentation delivers general advice and guidance, and not be perceived to deliver an unfair bias towards a particular HE provider, organisation or company. Any presenter who does not support impartiality will be prohibited from delivering seminars at future Events.
- Exhibitors should inform UCAS and the Local Event Organiser if they are unable to attend an Event. Many Events are at capacity with a waiting list of exhibitors. Non-attendance at Events, without prior notice, may jeopardise participation at future Events.

Marketing materials

- All promotional material should be relevant and provide a balanced view of the organisation it represents.
- Unless a specific stand size has been booked the standard provision of space is:
 - Shell scheme: 3m x 2m. Furniture will not automatically be provided – you can select during the booking whether you would like the standard furniture.
 - Campus Events: 2m x 1m. One table and two chairs will be provided to fit within this space allocation.

Display stands and all materials must be of the appropriate dimensions to fit within this space allocation without obstructing the aisles or neighbouring stands. Storage space at Campus Events is minimal therefore all banner stands/prospectus storage must be kept within the stand area and

must not obstruct neighbouring stands/ aisle space or cause trip hazards. **If the stand size exceeds the provided space allocation exhibitors will be asked to dismantle/adjust their display materials to fit within the allocated space.**

During Events

- Exhibitors should arrive and set up in sufficient time before the opening of the Event and not to depart until the Event has officially closed. Exhibitors are required to remain at the Event for the duration of the opening times so to ensure that all visitors have fair access to information and advice.
- Stands must not be dismantled whilst visitors remain in the hall for health and safety reasons.
- Exhibitors must remain on their stand throughout the Event and do not carry out any promotional based activity in the gangways or between stands. This is for the purpose of both health and safety and to ensure students are able to access a range of information, advice and guidance.
- Exhibitors should wait for students to approach, rather than 'touting'.
- Information, advice and guidance must not be to the detriment of other Exhibitors.
- Trolleys/cases cannot be brought onto the Event floor during Event opening hours.

Upholding the Code of Conduct

UCAS and HELOA recognise that exhibitors work hard to ensure that they are able to comply with the code of conduct and in the unlikely Event that issues arise, any concerns will be addressed quickly.

Any exhibitor, local Event organiser or visitor with concerns should initially raise these with the UCAS Representative present at the Event. The UCAS Representative will liaise with the relevant exhibitor(s) in order to seek a resolution. All issues raised will be logged and reviewed regularly by UCAS and HELOA. If issues arise repeatedly, the individual with overall responsibility for UCAS Events at the institution/organisation will be notified and appropriate resolution sought. Attendance at future Event will be jeopardised if the code of conduct is not upheld.

If concerns relate to serious health and safety issues, the UCAS Representative (or Local Organiser) will take any immediate steps required to ensure the health and safety of staff, exhibitors and visitors.

Outside of Events, UCAS can be contacted via events@ucas.ac.uk

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

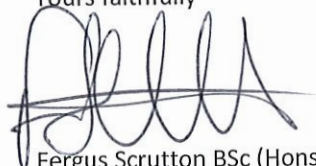
Insurer: QBE Insurance (Europe)
Policy Number: Y016809QBE0114A
Period of Insurance: 1 August 2017 to 31st July 2018 (both days inclusive)
Limit of Indemnity: £25,000,000 each and every occurrence – Public Liability
£25,000,000 each and every loss and in aggregate – Products Liability
Deductibles: £1,000 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 31st 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"/> Student <input checked="" type="checkbox"/> Visitor <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"/> Medium <input checked="" type="checkbox"/> Low <input type="checkbox"/>	High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input checked="" 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
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input checked="" type="checkbox"/>	Wooden floor caps	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"/>	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
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input checked="" type="checkbox"/>	Scoreboard and 24 second clock malfunction.	High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input checked="" type="checkbox"/>	High <input type="checkbox"/> Medium <input type="checkbox"/> Low <input checked="" 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.
Staff <input checked="" type="checkbox"/> Student <input checked="" type="checkbox"/> Visitor <input checked="" type="checkbox"/>	Audience Systems tiered and flat row seating malfunction	High <input checked="" type="checkbox"/> Medium <input type="checkbox"/> Low <input type="checkbox"/>	High <input type="checkbox"/> Medium <input checked="" type="checkbox"/> Low <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.

Staff <input checked="" type="checkbox"/>	Hall light failure	High <input checked="" type="checkbox"/>	High <input 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.
Student <input checked="" type="checkbox"/>		Medium <input 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"/>	Fire alarms and smoke detectors	High <input checked="" type="checkbox"/>	High <input type="checkbox"/>	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. 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.	1 2 3 NA	In opening quarter, ongoing staff training and client awareness raising required in respect of use/evacuating of the building.
Student <input checked="" type="checkbox"/>		Medium <input 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"/>	Loose sports equipment	High <input type="checkbox"/>	High <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.
Student <input checked="" type="checkbox"/>		Medium <input type="checkbox"/>	Medium <input checked="" type="checkbox"/>			
Visitor <input type="checkbox"/>		Low <input checked="" type="checkbox"/>	Low <input type="checkbox"/>			
Staff <input checked="" type="checkbox"/>	Corridor Obstruction	High <input type="checkbox"/>	High <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
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"/>	Fire Door operation	High <input type="checkbox"/>	High <input checked="" 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"/>		Medium <input checked="" type="checkbox"/>	Medium <input type="checkbox"/>			
Visitor <input checked="" type="checkbox"/>		Low <input type="checkbox"/>	Low <input type="checkbox"/>			

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"/>			