

Kent higher education exhibition 2018

Visitor information pack

Kent Event Centre
Kent Showground
Detling
Maidstone
ME14 3JF

Monday 30 April 2018 09:30 – 15:00



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A

Accidents and near misses

A near miss is an incident that doesn't result in personal injury, but is purely down to luck; next time, the person involved might not be so lucky! Research has shown that there is a clear link between near misses and accidents. Reporting of near misses or unsafe conditions can help to prevent accidents occurring, as well as helping to promote a safer working environment, not just for employees, but for anyone who visits the site. Data compiled from near misses and accident reports can help to highlight trends and hazards not previously identified. Please report any incident or near miss to an event organiser, who can be found in the Organiser's office.

Arrivals

On arrival, please follow the directions of the traffic marshals, who will direct you to the entrance of the exhibition. Please have your ticket ready for inspection. If you do not have a ticket on arrival, please report to the registration desk inside the hall entrance.

C

Cars

There is free parking available on-site. Please follow the direction of the traffic marshals, and enter the site through the main entrance, where they'll direct you to the designated car park.

Cash machines

There are no cash machines available on-site. Please ensure that you bring cash with you to purchase refreshments.

Catering

There will be refreshments available for visitors to purchase at the venue. The teachers and exhibitors lounge can be found in the John Astor Pavilion, and will be sign-posted. In both areas, a variety of items are available.

Coaches

If you are travelling by coach, upon arrival, you will be directed by the traffic marshals to the car park.

Due to the large number of coaches, it is essential that the instructions of the traffic marshals are followed at all times. Coach parking is free.

D

Directions

Directions by car and coach:

The Kent Event Centre is ideally suited for arrival by car. It is located on the A249, which is a dual carriageway. From the M20 Motorway, exit the motorway at junction (7), and follow signs to Sittingbourne and Sheerness A249. The Kent Showground is clearly marked, and is approximately two miles from the Junction.

From the M2 Motorway, exit the motorway at junction (5), signposted Maidstone A249. The Kent Showground is approximately five miles away, and the postcode is ME14 3JF.

Directions by public transport:

By Bus – There is a limited bus service to the showground – Arriva route 333.

www.arrivabus.co.uk, Tel: 01622 690 577. Advice from the venue is to access the showground by car.

By Rail: The nearest train station is Maidstone East. Ashford International is a 20-minute drive (20 miles).

By Taxi:

- Streamline 01622 750000.
- Sapphire Cabs 01622 663000.
- Angels Express 01622 201020.

E

Emergency procedures

Please ensure you are familiar with the procedures to be followed in the event of an emergency at the venue.

The emergency procedures document can be found at the back of this pack.

Event ambassadors

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

F

First aid

The venue has a medical room staffed by qualified first aiders. Should you require medical assistance, please contact the organisers in the organisers office.

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 visitor's 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

An open WiFi network is available at this event, however a reliable connection cannot be guaranteed.

L

Lost property

All property found should be handed to the venue or the organiser's office, where it will be retained during the event, or until the owner comes forwards. If no owner is found for the duration of the event, the property will be left with the venue. If after two months, no claim in

respect of that property has been made, the licensor shall consider the property to have been abandoned and shall receive the rights to offer that property for sale.

O

Organisers

The organiser's office is located between the two halls. This is signposted with a large flag, and event ambassadors will be able to direct you.

P

Parking

Please see the information in the 'Cars' and 'Coaches' section for more details.

R

Risk assessment

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

S

Security

Security is provided for the show during 30 April 2018.

If you are a victim of theft, please report it immediately to the organiser's office.


Seminars

Seminars will run throughout the event, and can be found in the sign-posted rooms in the middle of the hall. A seminar programme can be found on the event web page.

Smoking

The venue operates a strict no smoking policy within the venue and would ask for your full cooperation in ensuring this is complied with. This includes e-cigarettes.

UCAS shell scheme event organiser risk assessment

Date assessed: 14/02/18	Assessor: Holly Golden	Monitored by: David Hale
	Signature: <i>H. Golden</i>	
Event: Kent HE Exhibition 2018	Title: Events Organiser	
	Organisation: UCAS	
Venue: Kent Event Centre		Inclusive dates of site attendance: 29 - 30 April 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"> The floor plan has been designed to maximise aisle widths to avoid overcrowding. Suitable space around the stands and feature areas, which will be monitored, by floor managers and organisers. Exhibitors to ensure that staff manning the stands keep within their stand to avoid bottle necking in aisles. Organisers to reinforce this with any exhibitor deemed to be carrying out interactions away from their allocated stand space. Organisers to schedule arrivals in line with venue capacities, and monitor arrivals with help from the venue, to prevent overcrowding. Coach arrival schedule also to be used if appropriate. Appropriate staffing to be put in place by organisers, to manage the flow of visitors through the venue. All staff to be visibly identifiable. Organisers to monitor the exhibition area. Exhibitors to notify organisers should their stand, or the immediate locality of their stand, become overcrowded. All to obey instructions given by the organiser, venue staff or sub-contractor used, to help control traffic and pedestrian flows.
		3	3		
		2	2		
		1	1		
Fire	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	12	<ul style="list-style-type: none"> Fire exits to be kept clear of obstructions. Fire extinguishers to be available in the venue. Ensure all waste is collected and stored correctly. Exhibitors to ensure all waste and flammable waste material is removed from stand area. Exhibitors, contractors, visitors, venue staff, organisers and event ambassadors will use designated smoking areas. Collate evidence that fire drills are undertaken annually at the venue (Under the Regulatory Reform (Fire Safety) Order 2005, venues have to record the results of a fire drill as part of fire safety and evacuation planning)
		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, event ambassadors	4	4	9	<ul style="list-style-type: none"> Venue to ensure fire prevention detection and alarm systems are adequate for the venue, and have been checked and maintained in efficient working order. Organisers and venue to ensure the current number of exits from the venue are adequate. Floor plan submitted to venue in advance of the event for approval. Evacuation plan to be known by organisers and communicated to event ambassadors, exhibitors and contractors. Organisers to provide contractors, exhibitors and visitors with relevant evacuation procedure documentation, including fire assembly point. Exhibitors should ensure they are aware of the nearest emergency exit and keep all exits clear of obstructions at all times. Contractors, exhibitors and visitors to ensure they are aware of evacuation procedures, read all relevant documentation provided, and follow all instructions given if needed to evacuate. Ensure all gangways and emergency exits are kept clear. All emergency exits maintained and kept clear for the duration of the event. Exhibitors should not block aisles or public areas, including during build-up and breakdown periods, and ensure that stand displays are kept within the allocated stand space. Organisers to ensure PA system can be heard clearly in all public areas, where possible. If any evacuation announcements cannot be heard over the atmospheric noise, then security staff are to go into the halls to evacuate people. Collate evidence that fire drills are undertaken annually at the venue (Under the Regulatory Reform (Fire Safety) Order 2005, venues have to record the results of a fire drill as part of fire safety and evacuation planning)
		3	3		
		2	2		
		1	1		
Slips / trips and falls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	9	<ul style="list-style-type: none"> Exhibitors should ensure that all boxes and equipment are appropriately stacked/stored within the allocated stand space. UCAS to remind exhibitors via email of the Exhibitor Terms and Conditions, highlighting that exhibitors should keep their displays within their allocated stand. Organisers to check all exhibitor stands are appropriate and do not pose a trip hazard, before the event opens.
		3	3		

		2	2		<ul style="list-style-type: none"> Exhibitors should request that all empty, flat-packed, and broken boxes are removed from their stand by the event staff. Organisers and exhibitors to ensure empty boxes are cleared from stand, with assistance from event ambassadors. Organisers and exhibitors to ensure no trailing cables in stand area, or in adjoining pedestrian walkways. Organisers and exhibitors to ensure personal belongings are stored away appropriately. Organisers and exhibitors to ensure all other waste is stored and removed safely. Exhibitors should ensure they do not break down any part of their stand until all visitors have left the exhibition area and the organiser has said breakdown may begin.
		1	1		
Working at height	Exhibitors, contractors, venue and UCAS staff	4	4	9	<ul style="list-style-type: none"> Maximum height build of 4m. All work to be carried out from a stable support – either ladder or scaffold – with suitable warning signs and barriers to section off the work area as necessary. Exhibitors to ensure all staff required to work at height are suitably trained. Suitable personal protective equipment (PPE) clothing and footwear to be worn.
		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)	Person(s) at risk
Stands falling over	Public and exhibitors	4	4	6	<ul style="list-style-type: none"> All exhibitors to ensure their stands are safe and secure, and report any problems to the organiser. Any exhibitors with complex stands to submit their own risk assessment to UCAS Events. Organisers will ask any stand deemed unsafe to be removed, or will work with the exhibitor to secure the stand. Stand contractor to sign off stand build on completion once satisfied that all stands are safe as per their risk assessment. Organising team to monitor structures with visual checks for the duration of the event.
		3	3		
		2	2		
		1	1		
Special structure: platforms/ marquees etc.	Exhibitors and venue staff	4	4	9	<ul style="list-style-type: none"> Special structure plans submitted and checked by the venue six weeks in advance of the event. Maximum height build of 4m.
		3	3		
		2	2		
		1	1		
Lifting equipment (FLT's, cranes etc.) Power tools and heat sources	Contractors	4	4	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.
		3	3		
		2	2		
		1	1		
Catering facilities (mobile & static)	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	<ul style="list-style-type: none"> All catering facilities and staffing provided by venue, and therefore at the control of venue. Reputable and known concessions units only. Hygiene regulations to be followed rigidly. Catering company to employ suitable and trained staff. Catering staff to ensure all spills are cleaned immediately.
		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)	Person(s) at risk
Variety of contractors and exhibitors on-site	Contractors and exhibitors	4	4	6	<ul style="list-style-type: none"> Exhibitors to agree to a risk assessment as part of their booking, and supply additional information where appropriate for tasks which are not covered by the standard Exhibitor Risk Assessment. Only experienced, reliable and approved contractors used. Organiser to be informed of any particular hazards arising prior to, and during the exhibition. Basic checks made on contractor and exhibitor risk assessments. Contractors are the specific responsibility of the hiring company, i.e. the exhibitor. Exhibitors are responsible to ensure that their contractors use appropriate equipment, and are competent to do so and be able to show proof of training if requested. Estimated staffing number of contractors is two. All exhibitors and contractors wishing to work late must request permission from the organiser prior to the event, to enable security, first aid, electricity and lighting to be arranged for the halls or particular stands. Each contracting firm must have a qualified first aider on their staff, covering crew staying late. The contractor must also supply the name of the person in charge and a contact number. No helium balloons allowed in the venue unless prior written consent is obtained, and safe systems of work are put in place.
		3	3		
		2	2		
		1	1		
Electricity: connections, and power to stands etc.	Exhibitors	4	4	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.
		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)	Person(s) at risk
Build-up and Breakdown	Exhibitors, contractors, venue and UCAS staff	4	4	9	<ul style="list-style-type: none"> At least two hours set-up period for exhibitors, with any additional access time to be allowed only with pre-approval from the organiser before the build-up day. Only authorised persons are permitted in the venue for build-up and breakdown. Children under 18 are not allowed on-site for the entire duration of build-up and breakdown. No vehicles allowed in exhibition area during open hours. Vehicles can be permitted on-site during build-up and breakdown with permission from the organiser. All to be aware of the potential hazards of contractors moving around site, including the use of forklift trucks and delivery vehicles. Badges/wristbands to be worn by exhibitors to allow them access before the event opens to the public. All contractors to be monitored on-site, with regard to the tasks undertaken, and suitable PPE to be worn when necessary. Organisers to control access into areas where major lifting and construction is taking place. Security to wear PPE only if indicated by the organiser, and assist floor managers in PPE policy if required.
		3	3		
		2	2		
		1	1		
Traffic management	Visitors and exhibitors	4	4	4	<ul style="list-style-type: none"> Parking arrangements for exhibitors and visitors and loading bay information to be communicated in advance within the exhibitor manual on www.ucas.com/exhibitions Traffic marshals used to control flow of traffic on-site Venue contact details to be made available in advance, along with parking permits, if applicable. Traffic marshals in place in car park / unloading areas. Care to be taken when driving to and from the venue. Observe speed limits and good driving practice: 'no mobiles when mobile' and 'switch off before you drive off'.
		3	3		
		2	2		
		1	1		
Manual handling	Exhibitors and event ambassadors	4	4	9	<ul style="list-style-type: none"> Exhibitors to ensure all stand staff are trained in the correct manual handling procedures. Manual handling document to be provided in exhibitor and event ambassadors packs. All to wear appropriate footwear. Liquid spills to be monitored by cleaners and cleared up. Any wet floors to be marked with hazard signs immediately.
		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)	Person(s) at risk
Visitor orientation	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	9	<ul style="list-style-type: none"> Visitors to access venue through front main entrance during event. All relevant information will be put on the floor plan – including first aid, catering, etc. Use the floor plan to highlight key areas of interest to aid movement around the venue, such as exhibitor stand locations, entrance and exit points, first aid point, organiser's office, seminar rooms, refreshments areas. All stands are advised to have access for the disabled, via the exhibitor manual and stand inspection. Organisers and stewards to monitor disabled guests for ease of movement around the venue. Organisers to ensure there is disabled access/egress to the venue. All height limits will be strictly enforced to enable clear view of signs and banners. Organisers to ensure appropriate staffing in place to provide a managed and safe environment for exhibitors, staff and visitors. No use of trolleys on the exhibition hall floor to move materials during the open hours of the exhibition. Security marshals in place to monitor flows of traffic and pedestrians in the venue.
		3	3		
		2	2		
		1	1		
Alcohol / substance controls	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	4	<ul style="list-style-type: none"> No alcohol/substances permitted in the venue. Venues with bar facilities are clearly notified of this before 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.
		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)	Person(s) at risk
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.	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	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) 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>c) Organising team to be provided a quarterly event season briefing of health and safety including review of risk assessment before going on site.</p> <p>d) Venue specific details of risk and health and safety should be included within each event briefing.</p>
		3	3		
		2	2		
		1	1		
Illness or injury	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	9	<ul style="list-style-type: none"> A member of the venue event staff to be contacted if in need of first aid. A member of event staff and/or security staff to be positioned in the venue at all times. Ensure that the first aid point is known to exhibitors and event ambassadors, and featured on the floor plan in the Exhibition Guide. Organisers to ensure first aid post is staffed by qualified persons. UCAS organising staff to be first aid trained. If UCAS first aider is involved or assists in an accident/incident, this must be documented in the organiser's first aid book and a copy provided for UCAS.
		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)	Person(s) at risk
Hanging Banners	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	<ul style="list-style-type: none"> To be erected by qualified and competent riggers, and signed off by qualified person. “Working at height” control measures implemented as per above Separate risk assessment and method statement.
		3	3		
		2	2		
		1	1		
Emergency situation to include fire, medical and bomb threat	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	12	<p>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 onsite team and notify if any changes occur.</p> <p>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.</p> <ul style="list-style-type: none"> Staff, Student helpers 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, Student helpers, Exhibitors and visitors asked to remain vigilant at all times and report anything suspicious to the organisers office or venue security. If bomb threat, venue and UCAS to follow venue’s emergency procedures
		3	3		
		2	2		
		1	1		
Non-conventional stand equipment or activity	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>General exhibitor risk assessment provided during booking, any equipment or activity not covered by this general document is considered a ‘non-conventional stand’</p> <ul style="list-style-type: none"> Separate “additional” risk assessment to be submitted – any that do not comply with health and safety regulations may be rejected
		3	3		
		2	2		
		1	1		
Standard Shell Scheme	Exhibitors, contractors, visitors, venue	4	4	6	Shell Scheme to be built and dismantled by trained Formula Exhibitions staff only and signed off by appointed trained Formula Exhibitions employee
		3	3		

	staff, organiser staff, student helpers	2	2		<ul style="list-style-type: none"> Separate risk assessment and method statement – Completed and sent to venue by Formula prior to event.
		1	1		
Stand Electrics	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	Stand & AV electrics to be installed and uninstalled by trained Havills staff only <ul style="list-style-type: none"> Separate risk assessment and method statement – Completed and sent to venue by Formula/Havills prior to event.
		3	3		
		2	2		
		1	1		
Complex structures	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	All Complex Structures to be put through approvals staging. All plans must be submitted to UCAS then to venue for approval before building can be approved – external sign off to be enforced if required by structural engineer or appropriate professional.
		3	3		
		2	2		
		1	1		
Onsite registration congestion	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	9	Onsite registration may cause congestion. Those that arrive with no ticket can register onsite in the allocated registration area. Area to be monitored by UCAS staff assigned to registration area. <ul style="list-style-type: none"> Queues to be managed with temporary barriers which can be easily removed in the event of a first aid incident or fire evacuation.
		3	3		
		2	2		
		1	1		

Venue/Exhibitor Specific Risks at Kent					
Activity	Who is affected	Controlled Risk Evaluation			Exhibitor's & Contractor's Controls / Standards
Hazard Identified	Person(s) at Risk	Worst Case Outcome (A)	Probability Rating (B)	Risk Level (AxB)	Control Measures
Intelligence of security threat prior to the event	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	8	<p>The following points will be actioned in a security alert:</p> <ul style="list-style-type: none"> Review of the security and stewarding costing if intelligence of a threat is shared. Extra security may be employed if possible; if not a member of the security team will be moved to the main entrance to monitor all entry to the vicinity Provision for SIA trained security to be implementing bag searches Point of contact with the venue event manager for further information. Local police service to liaise directly with venue and in the event of a threat, the police's recommendations would be followed A direct means of communication will be established with the head of security and venue to the organiser by radio for regular updates. Information of situation will remain between only necessary members of staff to reduce panic Event stopped if the threat is at a critical point
		3	3		
		2	2		
		1	1		
Inflatable pods (Assemble stationary & disassemble) and Seminar rooms	Exhibitors, contractors, visitors, venue staff, organiser staff, event ambassadors	4	4	6	<ul style="list-style-type: none"> Maximum distance to any emergency exit in the inflatable seminar rooms must not exceed 12 metres. All emergency exits are to have illuminated emergency exit signs above the door. All cables must be securely fastened away to avoid trip hazards. Loud speaker stands must not protrude into gangways. Noise levels must be kept at a reasonable level. Seating runs must be clipped together, or benches used (refer to seminar seating guide) Inflatable pods – Structures to be assembled, disassembled and signed off by trained staff only Separate risk assessment and method statement – completed and sent to venue by organiser
		3	3		
		2	2		
		1	1		
Wireless		4	4		

Headphones	Visitors, organiser staff, event ambassadors	3	3	4	<ul style="list-style-type: none">Visitors to be briefed on the use of “silent seminar” headphones and how to control volumeHeadphones tested and charged before each event season and monitored for the duration.
		2	2		
		1	1		

Onsite notes:

Hasilwood House
60 Bishopsgate
London EC2N 4AW
Tel: 020 7847 8670
Fax: 020 7847 8689



TO WHOM IT MAY CONCERN

15th July 2017

Dear Sir/Madam

**UNIVERSITIES AND COLLEGES ADMISSIONS SERVICE
AND ALL ITS SUBSIDIARY COMPANIES**

We confirm that the above Institution is a Member of U.M. Association Limited, and that the following covers are currently in place:-

EMPLOYERS' LIABILITY

Certificate No.	Y016458QBE0117A/074
Period of Cover	1 August 2017 to 31 July 2018
Limit of Indemnity	£15,000,000 any one event unlimited in the aggregate.
Includes	Indemnity to Principals
Cover provided by	QBE Insurance (Europe) Limited and Excess Insurers.

PUBLIC AND PRODUCTS LIABILITY

Certificate of Entry No.	UM074/05
Period of Cover	1 August 2017 to 31 July 2018
Includes	Indemnity to Principals
Limit Of Indemnity	£10,000,000 any one event and in the aggregate in respect of Products Liability and unlimited in the aggregate in respect of Public Liability.
Cover provided by	U.M. Association Limited and Excess Cover Providers led by QBE Insurance (Europe) Limited

If you have any queries in respect of the above details, please do not hesitate to contact us.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Susan Wilkinson'.

Susan Wilkinson
For U.M. Association Limited



KENT EVENT CENTRE EMERGENCY ACTION PLAN

Discovery of a Fire

Upon discovery of a fire within the premises the member of staff concerned will:

- Alert the event organiser and all Fire Marshals via radio.
- Attempt to extinguish the fire with the appropriate fire extinguisher, provided that personal safety is not put at risk. Only individuals who have been trained in the correct use of fire extinguishers will attempt to extinguish a fire.
- If it is considered unsafe to try and extinguish the fire, the individual will leave the area immediately
- Report to the Event Organiser / nominated person

Adverse weather conditions

Upon instruction from the Kent Showground Representative, the Event Organiser or nominated person will alert all Fire Marshals via radio.

Upon hearing the announcement all exhibitors and contractors will prepare their areas for full evacuation.

Structural Failure

A structural failure may occur in any area of the exhibition. Upon discovering a structural failure the Event Organiser will be informed immediately. The Event Organiser will ensure that the appropriate authorities / emergency services are advised of the situation if appropriate.

Should an evacuation be necessary, the Event Organiser or nominated person will make the necessary announcement and commence the evacuation in accordance with procedures for fire evacuation outlined above, having first briefed staff to avoid taking customers into the vicinity of the structural failure.

Lighting / Power Failure

Emergency lighting is available in all buildings and Battery powered lighting is sited in the marquee. In the event of a power failure the Electrical Contractor will:

- Check to confirm the extent of the problem, i.e. is it localised within the building or marquee or is it affecting a wider area.
- Attempt to identify the cause and restore power.
- If an evacuation is necessary staff will be instructed to evacuate the premises in accordance with the procedure for fire evacuation.

When power is restored, the Event Organiser will ensure that all equipment is operating correctly before re-admittance.

Bomb / Terrorist Threat

In the event that a telephone message is received advising of a bomb or other terrorist threat, as much information will be taken from the caller as possible in order to assist in locating the device and to assist the police in determining whether a threat is real or a hoax. The following procedure will be followed: The person receiving the call is to record as much detailed information as possible of the threat, including the following if possible

- Exact wording of the threat
- Any code given
- Time of the call
- Details about the caller, e.g. male/female, approximate age, accent, tone of voice, background noise etc.
- Where possible, questions will be asked of the caller relating to the location of the device, what it looks like, when it is going to explode etc.
- As soon as the call is over, the details will be given immediately to the Event Organiser
- The Event Organiser will inform staff by using the PA system, or in person to turn off their radios and avoid using mobile phones (both of these can inadvertently detonate a bomb)



- ## Other Emergencies

RECORDS

REFERENCES

APPENDIX 1

PLANS

[illegible]

APPENDIX 2

FIRE PRECAUTIONS

- Evacuation routes, i.e. fire exits and walkways must be free of obstructions at all times.
- Do not allow storage of combustible materials, especially in public areas and on evacuation routes.
- If electrical plugs or sockets become hot, stop using the appliance and report it to the Event Organiser or Electrical Contractor.
- Do not overload electrical plug sockets.
- Electrical appliances must be turned off and unplugged if not in use.
- Any electrical fault must be reported immediately to the Electrical Contractor
- Catering staff must not leave electrical / gas cooking appliances on unattended.
- Do not place anything on or near heaters.

APPENDIX 3

USEFUL TELEPHONE NUMBERS

- | | | |
|--|---|--------------|
| • Police | - | 01622 690690 |
| • Ambulance / fire service | - | 999 |
| • Kent Showground Reception & Security | | 01622 630975 |