

**PLANNING, DESIGNING
&
CONSTRUCTING
YOUR EVENT**

EXCEL

GUIDANCE FOR ORGANISERS

July 2009

EXCEL
LONDON

An ADNEC Group Company

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Guidance for Organisers

1. Accident Investigation

Due to the number of claims for compensation being brought against the company a policy has been introduced to ensure all accidents no matter how minor are investigated and as much information as possible is recorded. Therefore line managers shall now be responsible for ensuring accidents involving their staff are investigated and Event Managers shall be responsible for ensuring that anyone injured during the build, open and break periods of the events that they are managing for contacting the relevant person when an injured person visits the Medical Centre or after they have been called to an accident. An investigation following an accident is a critical part of a risk assessment programme as it is this that will prevent the accident re-occurring.

1.1 Accident Reporting and First Aid

The company investigates all accidents and 'near misses' that occur on our premises and we expect the co-operation of the contractors in investigating the true causes of any accident in order to try and prevent re-occurrence.

All accidents and near misses must be reported to the company via the Event Manager. All contractors are to comply with the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995**. In particular, it is the contractors' responsibility to report all notifiable accidents and dangerous occurrences involving their staff to the relevant local authority and to copy all details to the ExCeL London Duty Manager.

First Aid facilities are available via the first aid units that may be open within the Halls. Opening times of these units can be obtained from the Control Room or from the ExCeL London manager. These are located at: **ExCeL London**.

Outside of normal working hours the Control Room will act as the alternative First Aid Post.

1.2 Accident Investigation Procedure

1. Duty medic to inform Event Manager of any accident that has taken place during the event tenancy. If the accident is not related to an event the Duty Medic will contact the relevant manger, e.g. Leiths, Creative, EES, ect.
2. Find out what happened.
3. If necessary contact the Health and Safety Manager for advice.
4. Find out what the causes of the accident were (Some will be obvious, some will be more cumulative)
5. Record the findings and where possible take photographs and gather witness statements.
NB: If you have not witnessed the accident ensure that your recordings state what **allegedly** happened.
6. Decide what action should be taken to prevent the same type of accident from re-occurring.
7. Ensure a copy of the accident investigation and any other relevant information is given to the Duty Medic as this will be stored centrally by the Medics.
8. Review risk assessment(s) where appropriate.
9. Keep all records.

2. Adult Entertainment

ExCeL London operates within the confines of the 'Premises Licence' issued by the relevant Newham Council. This licence includes conditions prohibiting full or partial nudity, striptease, lap dancing, etc on the premises. Events that include these elements may therefore require the venue to apply for a temporary variation to the Exhibitions Licence.

A specific licence e.g. an 'Occasional Sex Establishment Licence' or equivalent may also be required. Please contact the venue for details of the application process.

NB this is a long and in some cases expensive process and organisers should notify the venue at the earliest opportunity (prior to contract being agreed). When issued, the licence contains many conditions which are vigorously enforced by the licensing officers.

Many lifestyle events contain a number of stands selling/demonstrating marital aids, sex toys, etc. It is generally accepted by the Local Authorities that, where the numbers of such stands is less than 10% of the total stand space, a Sex Establishment Licence is not required as they do not form a significant part of the event. This must be agreed by each venue.

Special attention should also be paid to events that include stages with elements of certain types of entertainment, e.g. male dance troops. This is deemed to be striptease and is prohibited under the conditions of an Exhibition Licence.

3. Auctions

Sale of goods by competitive bidding may require an auction licence; however auctions that are carried out in aid of charitable organisations may be exempt.

The definition of a 'charitable auction' is as follows:

'Any sale for the purposes of assisting in the funding of a voluntary organisation if the whole, or a substantial amount, of the proceeds of the sale is donated to the funds of the organisation.'

'Voluntary organisation' means a body, the activities of which are carried out otherwise than for profit, but does not include any public or local authority.

Organisers of charitable auctions will need to provide details of the charitable status of the organisation and the charity number.

Please contact the relevant venue for further details.

4. Airships, Blimps & Balloons

The use of airships, blimps and balloons within the venue is strictly regulated. Applications for permission to use them must be submitted to the venue in writing, together with a risk assessment, at least 28 days prior to the event.

The following must be considered when carrying out the risk assessment:

- The use of gas or batteries
- obstacles within the exhibition, including drop wires, cables, truss, stands and signage
- the possibility of items falling from them
- compliance with the venue's specific regulations

Operators must remain in visual contact with the airship at all times and within radio range.

Exit signs and fire detection beams must not be obscured at any time.

A suitable take-off and landing area must be planned into the floor layout.

The venue may, for safety and security reasons, request that airships are monitored from the floor by a second person whilst in operation.

Blimps must be tethered, at all times, to a secure weight that is placed so as not to cause a hazard to exhibitors, their staff and visitors.

All balloons and blimps must be secured by suitable means and approved by a competent person. A charge will be made for retrieval if any escape to the roof or for any damage to the air-handling units.

5. Alcohol: Licensing Act

The **Licensing Act** came into force on 24th November 2005. The emphasis of this is governed by four clear objectives:

1. Prevention of crime and disorder
2. Protection of children from harm
3. Public safety
4. Prevention of public nuisance

From an operational aspect the major changes that resulted from this Act are as follows:

- The venue is required to have a 'Premises Licence' issued by the relevant Local Licensing Authority
- Those persons undertaking the supply or sale of alcoholic beverages within the venue can only do so with the prior permission of the venue's 'Designated Premises Supervisor'. Where such activities are to be undertaken/operated by a visiting caterer or by an exhibitor, such operators should do so under the supervision of a 'Personal Licence Holder' approved by the venue
- The sale or supply of all or any alcoholic beverages must be carried out under the direct supervision of a Personal Licence Holder or a person authorised by a Personal Licence Holder.
(Personal Licences issued in Scotland and Northern Ireland are not valid for use in England.)

- Both the sale **and** supply of alcohol must be licensed, therefore, sampling is a licensable activity
- Our entire exhibition floors are covered under our new Premises Licence. This gives us flexibility to move a licensable area from its original position should we be requested to do so. (Previous legislation licensed specific areas of the exhibition floor space.)

The venue will be able to clarify your obligations and requirements for your event under the recent legislation.

5.1 Sale or supply of alcohol at events: Build-up and breakdown

The consumption of alcohol within the halls during build-up and breakdown is not permitted.

Alcoholic drink will not be available from the catering outlets within the halls during these times. The event profile may also preclude the provision of alcohol during event open days, e.g., where large numbers of children are present, or during cultural or religious events.

The venue may operate a drugs and alcohol monitoring service if required. Please discuss this with the venue.

Event open period

Licensed areas

Under the Licensing Act, the venue is licensed for the sale or supply of alcohol, under the venues Premises Licence conditions. Please check the hours available with your venue.

Temporary bars

Where alcohol is sold or served by one of the venue's official caterers, this will automatically be covered.

In exceptional circumstances, where alcohol is to be served from a temporary outlet which is not managed by one of the venue's catering partners, the following applies:

1. The organiser must contact the venue, supplying all of the information requested, together with a highlighted floor plan of the event no later than 28 days before the event.
2. The venue will confirm agreement in writing to allow the sale or supply of alcohol from the areas requested.
3. The catering/bar operating company must have a personal licensee present on site (in some instances, a named, authorised representative may suffice) and comply with the venue's Premises Licence conditions and also the following conditions:
 - The terms of the Licensing Act
 - Alcohol can only be served during the hours stipulated in the venue's licence (please contact the venue for clarification)

- Service staff must be over the age of 18
- Products for retailing/sampling must be held in a secure area
- Alcohol may not be served to anyone under the age of 18, or anyone who appears to be under 18 (unless proof of age is shown)
- Alcohol must not be served to anyone who appears to be under the influence of alcohol

Hospitality

Supplies for hospitality on stands must be obtained from the official caterer, unless agreed in writing by the venue. To apply for permission for a stand or stands to serve alcohol not obtained from the official caterer, all the points above must be followed and the name of a nominated, authorised person supplied.

Sampling, sale and supply from exhibition stands

Alcohol sampling must conform to the venue's sampling regulations, detailed in the venue's rules and regulations. If any stands are selling or supplying alcohol (except that provided by the official caterers), whether for on-site or off-site consumption, the points above must be followed and the name of a nominated, authorised person supplied will be treated as retailing activity and will be subject to the conditions outlined above.

Non-compliance

The legal penalties for breaches of the Licensing Act are severe. Therefore, if any bar operator or exhibitor fails to comply with the conditions under which the sale or supply of alcohol is agreed, their activities will be curtailed and, depending on the severity of the breach, they may also be banned from site.

5.2 Sampling & Stand Hospitality

Organisers are requested to bring any such requirements to the attention of their venue contact during licence negotiations. In such a situation, they will be happy to discuss your needs and endeavour to satisfy them either directly, or through one of their catering partners, or via an alternative, approved caterer. However, none of the venue's caterers are required to provide facilities that are considered to be commercially non-viable.

General catering requirements must be discussed and agreed with the venue well in advance of the event to ensure successful delivery. These discussions will result in the creation of a mutually agreed catering plan for each event.

Sale of food and drink from exhibition stands

The sale of food or drink from exhibition stands will not be permitted unless it is clearly for off-site consumption.

Hospitality catering

The venue's hospitality catering partner offers a stand catering service, as well as providing a full hospitality service in private rooms.

If exhibitors wish to provide visitors to their stand with hospitality catering of any kind, they are required to obtain the food and drink from the venue's hospitality catering partner. Exhibitors are not permitted to bring their own food and drink on to their stands.

If, in the opinion of the catering partner, an exhibitor contravenes this rule and provides a significant level of hospitality catering from its stand, the catering partner reserves the right to charge the exhibitor a corkage or concession fee.

Under normal circumstances, the venue will not permit any other caterers to provide corporate hospitality. However, if a bona fide catering company is exhibiting at an event, permission may be granted for them to provide their own hospitality, subject to the payment of a concession fee. If this situation arises, please contact your venue contact during licence negotiations.

Sampling

Any proposed drink sampling activity must be notified to the venue no later than 28 days prior to the start of the event licence period. The standard acceptable sampling sizes are:

Soft Drinks:	maximum size 5–6 fluid ounces (max 100ml)
Hot Beverages:	maximum size 3–4 fluid ounces (max 100ml)
Beer and Wines:	maximum size 3 fluid ounces (max 50ml)
Spirits and Fortified Wines:	maximum 10ml

This only applies where samples are free of charge; otherwise the operation will be treated as retailing activity and will be subject to the conditions outlined above.

6. Animals

1. Written consent for any animal, wild or domestic (except assistance animals) to be permitted on the premises, must be obtained from the venue.
2. Written application shall be submitted to the venue at least 28 days prior to the event.
3. No animal welfare facilities are provided by the venue, therefore pets, except assistance animals, are not permitted unless they form part of an exhibit or display associated with an exhibition and are approved by the venue. Pets must not be left in vehicles.
4. A licence may be required and/or registration in the case of performing animals. Any associated costs shall be met by the organiser or exhibitor.
5. Exhibitions involving numbers of livestock may have to comply with specific DEFRA regulations.
6. Guidance on animal welfare and appropriate safety measures shall be obtained from a suitably qualified veterinary officer, who may deem it necessary to carry out an on-site inspection.
 - A copy of the veterinary officer's report shall be submitted to the venue for licensing authority approval.
 - Any costs incurred are the responsibility of the person seeking guidance/consent.

7. Animals must be appropriately supervised and sufficient welfare arrangements must be maintained, to the venue's satisfaction, and in accordance with the **Animal Welfare Act**. These arrangements should be detailed in a risk assessment and include the following:

- Transport to and from site
- Feeding
- Housing
- Security
- Environment
- Exercise
- Cleaning and sanitary arrangements
- Sleep/rest
- Protection from pain, injury, suffering and disease
- Evacuation in an emergency

Where appropriate, suitable guards/enclosures shall be provided and warning notices prominently displayed, in order to protect the public.

7. Children

Children under 16 are not allowed in the halls during build-up and breakdown.

A clear policy must be in place with regard to allowing children entry to the event. This must be communicated to all relevant parties.

Any event which has a large number of children attending as visitors must have an enhanced security/stewarding presence, in accordance with the requirements identified in the event risk assessment.

If children are to perform at an event, the organiser must comply with the Children and Young Persons Act and the Children (Performances) Regulations, which set out maximum performance and rehearsal times and minimum intervals for meals and rest. The venue must be informed of the intention for children to perform at an event within the timescale required by the venue. A risk assessment must be carried out for each child.

Licences for children are provided by their Local Authority; for children not registered in the UK, Newham Council can provide licensing, subject to conditions.

8. Crèches

The **National Standards for under Eights Day Care and Childminding** applies to crèches at events.

Any crèche in the venue will generally be of a temporary nature and will normally come under the 5 day rule, i.e., not in the same location for more than 5 days per year. However, any crèche provider who is providing this service for more than 2 hours per day **MUST** be registered with Ofsted. It is imperative that any organiser who intends to have a crèche facility at their event ensures that the crèche provider has registered with Ofsted in plenty of time to allow the necessary procedures to be followed.

The organiser must provide the venue with details of any crèche no later than 28 days prior to tenancy. Details shall include the layout, its proximity to toilet facilities and emergency exits, details of the names, ages, numbers and experience of staff running it and any age restrictions for children. A risk assessment must be carried out and must include procedures to be followed in an emergency.

8.1 Crèches: Health & Safety Requirements

- Crèches should be sited on the ground floor if possible and close to toilet facilities and exits.
- Adequate play space should be provided.
- Stairs, if present, should be fitted with safety gates.
- Dangerous substances and equipment should be kept out of children's reach, preferably in a locked cupboard.
- Power points within children's reach should be fitted with safety covers.
- Cleaning of the crèche must take place before the children arrive.
- Proper arrangements must be made for the children's safe arrival and departure.
- The entrance should have a lobby area in order to allow space for parents booking children in and help prevent children escaping.
- Children should be supervised at all times whilst on the premises.
- Any barriers must be high enough to prevent children from being lifted out.
- A safe storage area, inaccessible to children, must be provided for staff bags and belongings.
- Any cords must be tied up out of children's reach.
- An information sheet and plan should be produced and issued to parents detailing the location of the crèche and the location of the evacuation point in case of an emergency.
- Staff must be qualified (minimum of 2 staff required) and inducted prior to the children's arrival.

9. Disability Discrimination Act (DDA)

Further Information

The Guide does not attempt to list everything that will need to be done for every type of event. Instead, it outlines principles that will lead to the development of best practice and increase access for disabled people to a range of conferences and events. Further details are provided in the 'Stand construction' guidance.

Access for disabled people is not only about physical access to buildings for wheelchair users but also includes access to written information for people with visual impairments and access to the same standard of service for all.

It is important to take account of health and safety legislation, which has primacy over the disability regulations.

9.1 DDA: The Law

The Disability Discrimination Act (DDA) 1995 aims to ensure that disabled people aren't treated less favourably than people who aren't disabled by requiring:

- Reasonable adjustments be made to services and premises so that disabled people can access them.
- Inaccessible features to be removed or altered.
- Providing a reasonable alternative, or means of avoiding inaccessible features to be provided.
- Providing a service by reasonable alternative means to be provided.

9.2 DDA: Accessible Stand Design

All stands or structures erected and/or installed should comply with the guidance contained in The Accessible Exhibition Stand Handbook issued by the Association of Exhibition Contractors. The Handbook provides guidelines on how best to present and arrange an exhibition stand to ensure everybody can gain access to the information and products promoted.

Moving around the stand & accessing information

Information and products must be displayed in a position and at a height that can be reached by everyone and to ensure that people can move about the stand with ease. Where it's impossible to follow the guidance below, staff on the stand must be prepared and be proactive in assisting people to reach the information they want.

The circulation areas between stand displays or products should be between 1200mm and 1000mm wide.

To assist customers of short stature or who use wheelchairs, goods and products must be placed between 650mm and 1060mm in height.

Information should be displayed at a height between 900mm and 1200mm.

Writing Surfaces

The typical height of a counter top is between 1000 and 1200mm from the floor. This provides very poor access to the writing surface for a range of disabled people.

If customers fill in forms or pay for products using a counter, a low-level section must be provided at a height of 760mm. This assists both wheelchair users and people of short stature to write if needed.

A clear 400mm horizontal depth is required under the low-level counter section and a gently raised edge to the counter to assist picking up objects like coins or paperwork.

If a low-level counter section is not feasible, a lightweight clipboard or lap tray can be provided.

Sufficient lighting must be provided at the service counter to assist someone who is lip reading. Avoid placing lighting behind stand staff as it silhouettes their face.

Seating

The position and design of individual chairs and seating arrangements can have an impact on access.

Different sizes, shapes and types of seating should be available. If a seat is too low or too high or if there are inappropriate armrests or side supports, customers may experience discomfort. A variety of seating enables customers to choose the most comfortable.

Seating arrangement must not obstruct access for wheelchair users either when using tables, sitting beside someone at a table or in circulation around a seating area. A variety of seating of different types and configurations must be provided to accommodate those with differing mobility requirements.

Flooring Surfaces

No single floor finish is universally suitable for all disabled people. Many types of finish can be used, including carpets, timber, stone or rubber, depending on the use. The following guidance highlights the key issues:

- Flooring should be slip-resistant even when wet.
- Glossy, highly glazed finishes, which create glare, can prove a hazard to partially sighted visitors.
- Carpets should give a firm surface to allow wheelchair passage without sinking in; therefore excessive use of underlay, is to be avoided if at all possible.
- Ensure that the junction of flooring materials does not create a trip hazard.
- Complex patterns can cause confusion, though an element of simple floor colour change can assist in giving directional information, such as the slope of a ramp. Where there is a change of texture or colour, the joint must be flush.
- Contrasting floor textures can also help partially sighted or blind people to identify different areas of the stand by the feel of the textures underfoot.

Safety Sign & Signals

The way information is presented can impact significantly on the ease with which people can access it.

Viewing distance	Type of sign	'x' height mm
Long distance	Fascia signs	200
	Location signs	90-120
	Direction sign	90
	Stand numbers	90
Medium range	Location and direction	60
	Identification signs	40
Close range	Room identification signs	35
	Wall mounted information	15

Signs must not create an obstruction. Overhanging and projecting signs should be positioned high enough to avoid causing an obstruction – not less than 2300mm to the underside.

Information is easier to understand if grouped together logically. Several small groups of messages are easier to read than one large list. Too many messages on a sign and random groupings of information should be avoided.

Glare from lighting can cause major discomfort. The most common causes are indirect glare from signage with a high gloss finish or direct glare from an internally illuminated sign.

To minimise glare, use materials with a matt or satin finish. Avoid placing suspended signs against a light source such as overhead light fittings and avoid positioning signs directly onto glazing panels.

Localised lighting of signs may be necessary; internally illuminated signs are not recommended. If possible, all light sources should be concealed or shaded.

Clear colour contrast between the text and signage background must be used, avoiding similar shades of brown on red or blue on mauve. Colours can appear different under various light sources.

The combination of upper and lower case text is much easier to read than large blocks of upper case text. Avoid using complex calligraphy and gothic style fonts; also avoid underlining large blocks of text. If in doubt, a full list of guidelines regarding font sizes and style for easy accessibility is available from the RNIB.

Alternative formats and Auxiliary Aides

A number of relatively small adjustments can have a major impact on access for people with sensory impairments such as vision and hearing.

Hearing induction loops help to cut out background noise which hearing aids would otherwise amplify. The device is an important aid in noisy or busy environments. A hearing induction loop contains a microphone that picks up the spoken word from your staff and transmits it as an electronic signal to a hearing aid set in the 'T' position.

The availability of the induction loop should be clearly signed.

Colour Contrast

Differences between colours can be used to create a detectable contrast. This contrast will assist visually impaired users in searching, moving, and identifying objects, as well as creating an interior acceptable to all.

Often colours that appear to be very different from each other, such as green and brown or grey and pink, are very similar tonally, and therefore provide too little contrast to be useful. An easy method of determining whether a colour scheme provides an adequate contrast is to take a black and white photocopy or photograph of the colour scheme; good contrasts will show up as black/white and poor contrasts will show up as grey.

Colours should be chosen for each of the critical surfaces; then, secondary features such as trims and other areas should be considered.

Many finishes such as carpets are composed of more than one colour. In this instance the designer may choose the most influential colour, relying upon a level of self-judgement, as the basis for an effective scheme i.e. either the colour that occupies the greatest surface area, or the colour that is perceptually prominent due to its level of intensity.

There are a couple of 'natural' laws in relation to the distribution of colour in a space. The more yellow the colour, the higher it should go towards the roof. The more blue the colour, the lower it should go towards the floor.

Matt finishes should be used for ceiling, floor and wall surfaces to prevent reflective glare.

A colour scheme should be designed to help orientate visually impaired people. There should be a colour and luminance contrast between doors and walls and between the floor and walls. Ensure wall surfaces are non-reflective to sound and light. This is important for people with speech, hearing and visual impairments.

Where practical, the wall behind a reception desk should be finished in a plain, dark colour to aid lip reading.

Ensure routes are well lit for safety and to help guide people.

9.3 DDA: Organising Accessible Events

Sound Lighting & Other technology

Flash lighting, strobes and other special effects

People will need to know if the event involves the use of flash lighting, strobes and other special effects.

Dimming lights

If the lights are required to be dimmed it is necessary to ensure that speakers and any LSP's are suitably spotlighted and there is good light for reading.

Public address systems

At conferences and seminars where only the presenters have a microphone and members of the audience will ask questions from the floor, it's necessary to provide portable microphones.

Additional Services

Catering

Consider the catering facilities at the venue and any additional catering you may be requiring for the event. Staff must be available in self-service facilities to assist disabled people with their choice of food and carrying trays to the eating area. Reserved seating should also be considered. There must be room for everybody to manoeuvre safely between tables.

Accommodation

Information or booking services should be accessible for disabled people and it's good practice to provide information about hotels that are accessible.

Quiet Room

It is a good idea to provide a quiet room for rest especially if the event is going to be long and crowded.

Evening entertainment

It is important that associated events like evening entertainment are inclusive, as this is part of the service being provided and is also covered by the DDA.

Tickets, booking & Reservations

Selling tickets

It is important for disabled people to know what adjustments have already been made so that they can acquire tickets. This must be included in promotional information, especially for events where seating arrangements need to be considered.

Application and reply forms

Forms can let people know what adjustments are already in place or what you will need to provide, such as sign language interpreters, deaf-blind communicators and large font text and give a description of any physical features.

Support workers (carers)

How support workers will be accommodated must be decided in advance. Each situation will be different but consideration must be given to; not charging admission, charging a reduced ticket rate or just charging to cover basic costs.

Accessible Information

Written Information

There are a number of different formats for visually impaired people including large print, Braille and audiotape. Many visually impaired people welcome receiving copies of papers before an event; this gives them an opportunity to read them and to be able to concentrate on what is being said once they are at the event.

Information for deaf, hard of hearing and deaf blind people

Deaf and hard of hearing people can be supported by Language Support Professionals (LSP).

Videos

It's necessary to think inclusively about the commissioning of any video or film to be shown at the event and plan for it to be audio described and subtitled.

The Event Team

The organising team

Disability awareness training is available and can be tailored to meet the needs of organising staff.

Venue staff

Check with the venue to see what training their staff have undergone.

Chairpersons, speakers and presenters

Conference chairpersons, speakers and presenters need to be aware of the requirements of disabled people in the audience before the event. Chairpersons may have additional responsibilities, like explaining evacuation procedures and need to be aware that they should describe exits in terms of left, right and north, south rather than pointing or saying 'over there'.

Attitude

A positive attitude by staff can make all the difference on the day. It is important that the event team respond appropriately to requests for assistance and put things right if they go wrong

Venue

Check the locations of facilities for disabled people, including car parking, access to the hall, toilets, telephones, etc and publish this information in your event literature.

Transport

Information about how to reach the venue and about public transport must include arrangements for disabled people.

Setting down

Arrangements for cars, taxis and coaches to set down passengers as close as possible to the entrance of the venue must be considered.

Car parking

Check the venue's parking arrangements and facilities. Each venue will vary and the details should be clearly communicated to the visitor.

Getting Away

Arrangements for leaving must be considered especially if there are likely to be crowds and long queues. Some disabled people may not be able to stand for long periods of time.

Promoting the event

Access to an event

If disabled people know that accessibility has been planned for it could have an impact on their decision to attend an event.

Making promotion accessible

Disabled people including people who are blind or visually impaired, deaf or hard of hearing or who have learning disabilities will benefit from accessible information.

Event Planning

Thinking inclusively means thinking about everybody each time a feature of an event is planned. This means thinking about all attendees, staff, chairpersons, speakers, performers and exhibitors who may be disabled people. You also need to clearly communicate everyone's responsibilities, for example to exhibitors, their contractors, your suppliers and contractors.

Event layout & design

It is important to plan the layout and design of your event to ensure all visitors can safely and easily travel around it. Gangways and exit routes must comply with the venue regulations. Always consider the needs of all disabled visitors when planning features ie: seminar theatres, special structures, lounge areas, stand layouts, etc.

DDA: Further Information

Contact the DRC Helpline by voice, text, fax, post or email.

- Telephone 08457 622 633 Text phone 08457 622 644 Fax 08457 778 878
- Speak to an operator at any time between 08:00 and 20:00, Monday to Friday.
- DRC website: www.drc-gb.org

10. Emergencies

Organisers must ensure that their staff, exhibitors and contractors are fully conversant with the venue's emergency procedures, including action to be taken on discovery of a fire or unattended package and on hearing evacuation broadcasts and the locations of assembly points. These procedures will be issued to you by the venue. (Translation into various languages are available on request at some venues).

Dealing with emergencies is very important to the safety of an event and all the information provided to you should be read carefully.

Emergencies: Dealing with an Emergency

In any emergency situation, it is important that you contact the venue emergency number and not the emergency services directly. That way the services can be correctly directed to the incident to ensure it is dealt with promptly and safely.

Emergencies: Responsibilities

It's important that you and your team are aware of the venue security, emergency and fire procedures that are designed to protect you and the safety of others.

Emergencies: Checking Areas

Make frequent checks around your area to ensure that no unidentifiable packages, cases or bags have been abandoned.

Remain vigilant at all times; be aware of suspicious people, incidents and packages.

- Don't look after items belonging to other people;
- Never touch or move unattended items.

If you see anything suspicious call the venue emergency number. Co-operate fully with any instructions you may be given.

When leaving your area each night or in the event of evacuation you must ensure that:

- Appliances are switched off
- Doors and windows are secured
- Areas are clear of staff and visitors

Emergencies: Official Passes

Always use a pass system for contractors, exhibitors and your own personnel from the start of your tenancy. Ensure that pass holders are issued, so that passes can be worn. During build-up, open period and breakdown of the exhibition or event, admittance may be refused to anyone who cannot produce an official identification pass.

Ensure that you and your team carry passes at all times.

Emergencies: Emergency Announcements

Your team must be properly aware of specific venue protocols and codes used in emergency announcements. The meaning of these should not be relayed to the public as this might cause unnecessary panic.

In the event of a reported emergency, a coded message will be broadcast. Don't leave the building; this announcement is a warning that it may be necessary to clear the building.

In the case of a suspect package warning:

- Your team should immediately inspect the area for suspicious items.
- If anything is discovered don't touch or move the article but inform the venue security and clear people from the area.
- If there is no danger a cancellation message will be broadcast

Emergencies: Evacuation Procedures

If circumstances make it necessary to leave the building an evacuation message will be broadcast.

For their own safety everyone must leave the building by the nearest exit and gather at one of the assembly areas.

Information will also be given regarding arrangements for returning into the building.

Emergencies: Telephoned Bomb Threat

In the unlikely event that you should receive a telephoned bomb threat, remain calm and listen carefully. Write down everything that's said.

Try to discover:

- Where the bomb is located
- When it is going to explode
- What it looks like
- What type of bomb it is
- What will cause it to explode
- Whether the caller planted the bomb
- Why they planted the bomb
- Any other useful information

Write down the exact time of the call. Contact the venue emergency number immediately.

Emergencies: Medical Emergencies

In cases of medical emergency call the venue emergency 4444 number giving the following details:

- Location of casualty
- Brief but as accurate as possible description of the casualty and symptoms
- What the medical problem is, if known
- Is the person conscious?
- Are they breathing?
- Approximate age
- Is there a chest pain?
- Is there severe bleeding?

Accidents

If the injury is a result of an accident, further information will be required:

- What type of accident was it – ie: trip, fall, collision?
- How did the accident happen?
- What injury has occurred?
- Are there any witnesses?

The venue emergency number will arrange for all necessary assistance.

Emergencies: Security - General Advice

Venues are vulnerable places. Please take a few moments to consider how you can secure your products and belongings while on site. The following tips should assist you:

Make contact with the event security company or venue security team for advice on how to secure the items. There may be an overnight secure store for valuable items.

Do not leave your items unattended at any time during build-up, the open period or the breakdown of the show. Do not leave the venue until all visitors have gone each evening.

Think about how you position desirable items, especially where you may not be able to keep an eye on them.

Always secure desirable and vulnerable items. Typically these are; plasma screens, lap top computers, mobile phones or handbags.

Ensure you have enough staff, so that your area is not vulnerable to thieves and do not ask anyone else to watch over your property while you go for a break. They may become busy and not be able to keep an eye on it.

Remove all portable or valuable items where possible, especially on the evening the show closes. Do not leave them until the following day for collection.

Arrive in time for the show. Ensure your area is staffed at least 15 minutes before show open time each day, but remember that the hall is normally open from 0800 hours.

Take home any valuable items each night if there are no secure storage facilities on site.

Use a lockable cabinet to store your personal possessions during the show open hours. If you have not already brought one, you may be able to hire one.

Use a night sheet. If these are available, it is advisable to use them where appropriate.

Hire an alarm for your area if you have valuable or portable items.

If you are a victim of theft please report it immediately

SECURITY EMERGENCIES – i.e.: thefts or assaults

In the case of a security emergency call the venue emergency number.

Emergencies: Fire Procedures

Most venues' public areas are protected by sprinkler systems but it is important to check fire protection for each event.

Portable fire extinguishers are also provided in designated areas to meet legislative requirements.

Exhibitors should ensure that they are conversant with their use as well as acquainting themselves with the location of their nearest fire exit and alarm point in the building.

Exhibitors who, because of the nature of their exhibits, require special extinguishers, should make their own arrangements. Other types of extinguishers are available on hire and further details can be obtained from the venue fire department.

In the event of a fire emergency:

- Break the glass on the nearest manual fire alarm call point (coloured red). These are located at strategic points around the venue.
- Telephone the venue emergency number giving the location and nature of the incident.
- Notify persons in the vicinity of the situation and, if safe to do so, tackle the fire with an extinguisher.
- Keep calm, follow these procedures and assistance will arrive as soon as possible.

NEVER put yourself in danger

Emergencies: Traffic Notice

Accessibility and traffic flow must be maintained at all times. It is important to follow the instructions of the venue staff. Illegally parked vehicles will be removed.

Always report traffic accidents or incidents so they can be properly investigated and reported.

11. Food: Approval

Details of proposed preparation, cooking and dispensing of food from stands or temporary catering areas, including sampling, must be discussed with the venue during the early planning stages of the event. The venue's approval is required in writing for such activities. If approval is not obtained at least 28 days prior to tenancy, there is a risk that contractual obligations may be contravened and visitors' health put at risk. Stands may therefore be prevented from trading.

Food: Legislation

All food preparation, cooking and dispensing operations must comply with current legislation.

Food: Labelling

Food labelling legislation is complicated and only certain elements of the regulations apply to food sold or sampled at events. If you need clarification of your responsibilities under food labelling regulations, please contact either your Local Authority Environmental Health Department or that of the venue.

Food: Risk Assessment

Hazard analysis critical control points (HACCPs) are a tool for the monitoring and recording of a food safety management system and it is a legal requirement to compile HACCPs documentation when operating any food business, including on an exhibition stand.

The HACCP principles are as follows:

- Identifying any hazards that must be prevented, eliminated or reduced to acceptable levels
- Identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels

- Establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards
- Establishing and implementing effective monitoring procedures at critical control points
- Establishing corrective actions when monitoring indicates that a critical control point is not under control
- Establishing procedures, which shall be carried out regularly, to verify that the above measures are being acted upon
- Establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined above

Food: Kitchens & stands processing & serving food

Kitchens must comply with the stand fitting regulations and be enclosed with ½ hour fire-resisting construction. Where they exceed 6m in either length or breadth they must be provided with two separate exits, sited remotely from each other. One of these may be by way of the associated restaurant or adjacent floor area.

Unenclosed cooking arrangements may be considered where they are sited remotely from any upper floor or exit and are located so as not to prejudice the means of escape from any exit. Application must be made to the venue no later than 28 days prior to the start of tenancy.

Stands may not be used to process or serve food if they are in poor sanitary condition or in such a condition as to expose food to risk of contamination.

Stands/kitchens/food preparation and dispensing areas must be in good order and repair to enable them to be cleaned easily and properly. Therefore all the surfaces likely to be soiled during the event should be at least sealed or gloss painted. A suitable, non-slip floor covering must be provided on the service side of the counter and in the kitchen. Carpeting or bare flooring is not suitable.

The kitchen/food preparation area must be of adequate size to meet the potential demand put upon it and should include adequate storage (refrigeration & ambient) and water and waste facilities.

Food: Equipment

Any equipment, including food containers, which is likely to come into contact with food must be kept clean and be constructed of materials that are not absorbent and can be easily and properly cleaned.

Cookers and ovens

Cookers, ranges and hobs must operate on mains gas or electricity. The use of Liquefied Petroleum Gas (LPG) is not permitted.

Gas-fired cooking and heating appliances must be installed by gas safe registered fitters, in rooms or enclosures specially approved for the purpose and ventilated directly (where possible) to the open air. They must be situated well away from any combustible materials.

Gas ring burners or similar open-flame apparatus must be mounted on suitable, non-combustible bases, e.g. 50mm stone slabs or solid non-combustible material not less than 25mm thick and not less than 750mm above floor level.

Deep fat fryers

Deep fat fryers shall be located on stands so as not to endanger anyone in a gangway in case of flashover. Except for tabletop-type domestic fryers, they must be provided with thermostatic controls which will cut out at 200°C in accordance with BS 5784: Part 2 (Electric) and BS 5314: Part 4 (Gas), to prevent overheating of the oil and subsequent flashover. All fat fryers, including table top fryers, shall be guarded with suitable, protective shields when positioned in close proximity to visitors and shall be installed and operated in accordance with the relevant standards.

First aid equipment

Each stand or kitchen where open food is handled, prepared or dispensed, must be provided with a supply of blue, waterproof plasters and bandages. Where staff are employed to operate the business, the higher standard of first aid box, complying with the Health and Safety (First Aid) Regulations 1981, must be provided, or other suitable arrangements made.

Fire-fighting equipment

Each kitchen or stand where cooking or heating of food is taking place, must be provided with a fire blanket and suitable fire extinguisher.

Food: Waste & Ventilation

Designated disposal facilities must be made available for food and other waste substances. Waste materials, however innocuous, shall not be abandoned on site and must be stored and disposed of in the appropriate way, in suitable, closed containers and in compliance with environmental regulations.

Waste water must be disposed of in a safe and hygienic manner. It must not be deposited down any hand-washing facility, in any of the sanitary accommodation throughout the venue or the floor ducts.

Waste oils and fats are categorised as hazardous waste and as such have to be disposed of under strict conditions. Each exhibitor/caterer is responsible for removing its own waste oils and fats from the venue. Cleaning/disposal charges will be incurred if any such products are left on site.

Where cooking likely to create a high concentration of smoke is taking place, eg, barbeques; grilling; frying, it may be necessary to ventilate the stand to the outside air

Food: Food Safety

All preparation, handling and distribution of food for sale or supply must be carried out in a hygienic manner.

Any foods likely to support the growth of pathogenic micro-organisms or toxins should be maintained at a temperature of 8°C or below. Cooked food which is kept hot must be kept above 63°C. Reheating of cooked food must be carried out at a temperature of at least 75°C. Frozen food must be kept at -18°C or below.

Refrigeration temperatures must be measured with a suitable thermometer and recorded daily.

All food on a stand must be protected from risk of contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be eaten in that state.

Any food which is unfit for human consumption, unsound or unwholesome, must be kept apart from any other food, and labelled 'unfit food'.

Open foods must not be placed less than 18 inches (45cm) from the ground.

Food: Sampling

Samples must be offered free of charge and the acceptable sizes are:

- Bite-sized portions
- Individually wrapped items

Food sampling must be carried out in such a way that customers do not touch food that other people will eat, in order to minimise the risk of cross-contamination. The guidance below should be followed:

- Food should be placed to be sampled where the exhibitor can see it and therefore supervise customers
- Customers should not be allowed to sample from food held as stock
- If possible, samples should be offered to customers from plates or small bowls
- If food items such as biscuits are being used to take sample food from dishes/bowls, only items that will not break off into the sample must be used (to prevent customers putting fingers into the food to retrieve the biscuit)
- Large bowls or piles of food for sampling should be avoided, as this increases the risk of people putting fingers into the food
- Customers should not be allowed to 'double dip' biscuits/sampling sticks/spoons, etc.
- Bowls, dishes or plates should not be topped up unless they have been properly cleaned after use
- Customers should be directed as to where to place any discarded items, such as stones from food or sampling sticks
- Different containers for food and waste should be used to help avoid confusion by customers

Food: Alleged Food Poisoning Procedure

Any alleged, suspected food poisoning resulting from consumption of any food on the premises must be reported to the venue.

Food: Personal Hygiene

All food handlers working with open food must:

- keep their hands clean
- keep their clothing clean
- cover all cuts, etc, with a blue waterproof dressing
- not spit or smoke whilst handling food or while in a room containing open food
- wear clean and washable over-clothing
- keep personal clothing out of areas where open food is handled, unless it is stored in appropriate accommodation, i.e. lockers/cupboards

- not wear jewellery (including necklaces and piercings) other than a plain wedding band
- not handle open food when suffering and within 48 hours of suffering from gastro-enteritis, dysentery, any infection, boils or septic cuts, etc, likely to cause food poisoning. They should contact their doctor immediately

Food: Documentation

- All staff engaged in food handling must be properly trained and supervised to ensure they work hygienically and hold the CIEH Level 2 award in Food Safety dated within the last 3 years.
- Exhibitors to provide valid Employers Liability and Public Liability Insurance Certificates which must be on display at all times.
- Method statement including full traceability details with information on how the food is transported, stored, heated/kept cold, handled, and how it is served.

Food: Washing Facilities

It is the responsibility of each exhibitor or concessionaire to assess the extent of their operation and ensure that adequate, suitable and sufficient washing facilities are provided in conjunction with their operation.

The washing facilities required are determined by factors such as the public health food safety risks posed by the operation, the scale of the operation, types of food, equipment used, types of serving container (disposable/reusable), etc.

Where the sharing of facilities is proposed, exhibitors/concessionaires must liaise with each other and the organisers prior to the event, in order to ensure that the overall provision of facilities adequately services all exhibitors/concessionaires when operating at maximum capacity.

It is recommended that hand-washing facilities should not be further than 3 metres from any preparation area. It is recommended that facilities for hand washing, food washing and equipment washing (where appropriate) are labelled as such with a suitable notice affixed adjacent to each facility, to ensure that each one is used exclusively for its purpose.

The following guidance indicates the washing facility standards required for each category of food operation. (*Legal requirements are shown in italics*).

Category A

Category B

Category A: Open Food Preparation and Processing

Stands that fall into this category include:

1. Production kitchens for hospitality catering involving preparation/processing of food on-site; handling open, high-risk foods. Example: Client catering & seating areas.
2. Production kitchens with preparation of food for service to the public involving high-risk food preparation/production on-site. Examples:
 - Takeaway meals
 - Restaurants
 - Cafés
 - Hospitality

3. Large-scale coffee and tea bars set up for service to the public.
4. Bars set up to serve beverages to the public utilising glass/china drinking vessels.

The legal requirements for washing facilities on Category A stands are:

a. A wash basin for cleaning hands must be provided, additionally supplied with hot and cold running water. Materials for cleaning hands (i.e. soap) and for hygienic hand drying must also be provided (paper towels or similar)

b. A sink with constant, piped supplies of hot water and potable cold water is required, i.e. from a drinking water supply in a safe and hygienic manner

The stipulations in *a.* and *b.* above are the minimum legal requirements when preparing and handling open food. In certain circumstances the size and nature of the catering operation will require additional washing facilities. Exhibitors and concessionaires are required to assess their operations and ensure that, where necessary, adequate numbers of additional washing facilities are provided.

It is recommended that larger operations provide at least a double-bowl sink rather than a single sink, as stipulated in point *b.*, or alternatively consider the provision of a dishwasher which can accommodate the largest utensil proposed for use, in addition to a single sink.

It is recommended that if a significant amount of food preparation involving the washing of food is taking place, i.e. prepared salads etc., an additional sink should be provided solely for this purpose, so that there are separate hand-washing, food-washing and equipment washing facilities.

Diligent, well-planned operations may be able to utilise one double sink for both food washing and equipment washing, provided there is adequate disinfecting of the sink between such uses. *In all cases, the hot water supply must be instantaneous and constantly available.*

The venue reserves the right to insist on additional washing facilities where this is deemed necessary.

Category B: Open Food Service Requiring Provision of a Wash Basin Only

Stands that fall into this category feature operations utilising either disposable or no utensils/crockery and dispensing food only (i.e. no cooking or processing), such as:

1. Equipment demonstration: Samples of food given to the public; open food prepared off-site, then processed with minimal handling
2. Tasting of food samples, i.e. product testing/tasting with the food products being prepared elsewhere and transported to site. Minimum food handling (cheeses, cold meats, etc.)

The legal requirements for washing facilities on Category B stands are:

A wash hand basin for washing hands which must be supplied with hot and cold running water. Materials for cleaning hands (i.e. soap) and for hygienic hand drying must be provided (paper towels). No sink is required provided utensils are discarded when soiled.

The exhibitor must be able to demonstrate to the organiser and the venue's representatives that they are discarding utensils or setting them aside for washing later.

In certain circumstances the use of sanitising hand-wipes may be substituted for the provision of hand wash basins. This depends upon the types of food and/or the scale of the operation being undertaken and must be approved in advance by the venue. Please contact the venue for guidance.

Category C: Pre-Wrapped/Low Risk Foodstuffs

Stands that fall into this category include operations with non-perishable open foods for consumption that cannot support the growth/formation of pathogenic micro-organisms or toxins (such as crisps, nuts and biscuits, etc.) and other foods not for consumption, i.e. to be thrown away after display/preparation, etc, such as:

1. Ice cream/water ice to be sold/given away; wrapped foods; no food handling.
2. Small-scale service of tea and coffee on a hospitality basis to individual members of the public or clients on a stand (ie, not receptions/hospitality functions).
3. Use of disposable crockery/cutlery; wrapped biscuits or confectionery.

The legal requirements for washing facilities on Category C stands are:

No washing facilities are required for such stands, however, facilities within the venue must be identified and accessible for cleaning equipment, shelving, counters and spillages.

The provision and use of sanitising hand-wipes must be employed.

If, after considering the above advice exhibitors are not able to decide which category they fall in to or whether the facilities they propose are in compliance with the above requirements, they should contact the venue for clarification.

12. Gambling

Gaming activities include raffles, lotteries, prize draws and some charity collections, where profit-making occurs.

Guidance regarding the regulations and the issuing of licenses can be obtained directly from the Gaming Commission.

The venue must be notified, via the Organisers in writing of any proposal to undertake these activities no later than 28 days prior to the license period. Copies of correspondence from the Gaming Commission must also be provided.

Where necessary, the relevant licenses must be obtained and provided to the venue before any activity will be allowed to take place.

The gambling commission website is: www.gamblingcommission.gov.uk

13. Lifting

- Organisers will ensure lifting operations are undertaken by competent persons who are qualified by provision of appropriate skills, knowledge, training and experience.
- Lifting equipment includes any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing or supporting it. The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) cover a wide range of equipment including, cranes, fork-lift trucks, lifts, hoists, mobile elevating work platforms, and vehicle inspection platform hoists. The definition also includes lifting accessories such as chains, slings, eyebolt etc.
- LOLER refers specifically to the Management of Health and Safety at Work Regulations 1999 regarding the requirement to carry out a “suitable and sufficient” risk assessment of lifting operations.
- Organisers will ensure all lifting activities are sufficiently planned and documented. As a minimum, the hazards, risks and range of control measures to reduce associated risks, so far as is reasonably practicable, must be identified and adequately communicated to those affected. A copy of the relevant risk assessment(s) will be made available to the venue 28 days in advance of the event.
- Organisers will ensure any lifting equipment used in their event is free from defects, fit for purpose (*sufficiently strong, stable and marked to indicate its safe working load*), adequately maintained and has been subject to relevant statutory inspection with valid certification. This will include equipment that is used only occasionally, such as attachments to fork lift trucks.
- Information, such as statutory inspection certificates of thorough examinations or documented pre-shift visual inspection checklists, will be made available for inspection upon request.
- Lifting equipment must be positioned to minimise the risk of injury, e.g. from the equipment or the load falling or striking people; every part of a load (including, for example, pallets and stillages) and anything attached to the load and used in lifting (including for example the lifting points on skips) is of adequate strength.
- Organisers will ensure forklift trucks are labelled and numbered so the equipment and its operating company can be easily identified by the venue in the event of safety violation, near misses and accidents.
- Organisers will ensure they appoint competent lifting contractors and ensure lifting equipment is subject to pre-shift inspections by the operator, such documentation will be made available for inspection upon request.
- Organisers will ensure all lifting equipment operators are sufficiently licensed. Licences must be valid and not more than 3yrs old. Licences must be made available for inspection upon request.

The venue reserves the right to inspect all lifting operations, working methods and equipment to ensure compliance with legislation and codes of practice, and prohibit the use of non-compliant equipment and working methods.

14. Noise

a) Organisers will inform the venue at least 28 days in advance of an event that will give rise to expected hazardous noise levels associated within the event and/or its exhibitors or feature areas.

Hazardous noise levels can be described as those that exceed 80dBA. Common noise hazards arise from music whether un-amplified or amplified, motor sport or vehicle demonstrations, machinery and equipment exhibits and pyrotechnic effects.

b) Organisers, exhibitors and employers related to the event, must ensure they fully meet their duties under the Noise at Work Regulations 2005, to reduce the risk of hearing damage to employees to the lowest level reasonably practicable, as well as all other duties and those particularly relating to action levels.

c) Where noise hazards are identified, the organiser will specify to the venue, the planned event noise management arrangements this will include;

- the nominated responsible person for noise management at the event
- the nature of noise sources
- the expected noise levels
- noise engineering controls
- monitoring arrangements
- the necessary arrangements for the provision and types of hearing protection equipment required
- arrangements for those not in employment (i.e. earplugs at the feature area)

N.B. The noise management plan must also include the planned noise reduction measures to be implemented.

Noise: Peak Sound Pressure Levels

a) Arrangements must be in place to ensure that all persons working within an area where noise levels exceed 80dBA are wearing appropriate hearing protection equipment.

b) Linear noise levels must comply with current legislation and remain at peak levels below 137dB (linear).

c) Noise levels of concussion pyrotechnics must be monitored pre-show and results effectively communicated to the venue. Such effects will be subject to approval at this time.

d) Music sound levels may be monitored by the venue. Where these exceed acceptable levels the nominated responsible person must comply by lowering the levels

15. Product Demonstrations

The Organiser must ensure that a risk assessment is carried out for any proposed demonstration. Where a demonstration gives rise to significant risk to health and safety, full details, including the risk assessment must be submitted to the venue.

Controls must be put in place to ensure that:

- Demonstrations do not present a fire or safety hazard
- They are arranged so as not to cause a nuisance
- They do not obstruct or encroach into gangways
- Space for an audience is allowed within the stand area – viewing from gangways is not Permitted and they must be kept clear at all times

The venue reserves the right to curtail any activity considered to be detrimental to public safety

16. Special Effects: Approval Procedure

All special effects require prior approval in writing from the venue.

Technical details of proposed special effects, a full risk assessment and method statement for their use, together with certification of apparatus used (where appropriate), must be submitted to the venue no later than 28 days prior to the first day of the licence period.

Special Effects: Responsibilities

Organiser

- Obtain details of all/any special effects equipment to be used during the event.
- Obtain schedule of when equipment is to be used & length of time the effects are likely to remain in the event.
- Obtain risk assessment/method statement, certificates of competency for operators and serviceability of equipment.
- Ensure copies of a COSHH assessment and safety data sheets are obtained for any chemicals used to produce effects.
- Ensure warning signage is available according to the type of effects to be used and is placed in a visible position for visitors.
- Organise demonstration of effects as necessary.
- Ensure the details are included in the event fire risk assessment.

Exhibitor/Contractor

- Notify organiser of intention to use special effects equipment, including type and schedule for use.
- Complete a risk assessment and COSHH assessment (if required for any chemicals to be used and the by-products, i.e. smoke). Some chemicals may be subject to workplace exposure levels (WELs)
- Display the appropriate warning signage for visitors to the stand.
- Ensure installers and operators are competent, trained and qualified as necessary.
- Ensure an appropriate fire risk assessment is carried out.

Special Effects: Firearms (as an effect)

All ammunition and firearms including deactivated, replica and imitation firearms shall be stored in a robust, locked container in a room which shall be kept locked when not in use.

Deactivation certificates must be provided if requested.

Note: The police will also require approval of storage arrangements for firearms and ammunition

Special Effects: High Power Scenic Projectors

XENON and HMI lamps emit extremely bright lights, so luminaires shall be sited out of the gaze of the public.

Special Effects: Laser Displays

Organisers shall not permit the use of lasers except with the written consent of the venue and providing that at least 28 days notice is given of any proposal to use them. This notice shall include, save in exceptional circumstances, exact details of the proposal, including the date and time when the lasers can be demonstrated.

A suitable and sufficient risk assessment must be undertaken to adequately identify hazards and risks and details of how these will be controlled and managed.

Hazards

The main hazards associated with lasers are eye and skin burns, toxic fumes, electricity and fire. The vast majority of accidents with lasers affect the eyes. Retinal damage is the most common and is irreversible. Cataract development and various forms of conjunctivitis can also result from laser accidents. Skin burning and reddening (erythema) are less common and are reversible.

Lasers are classified according to their potential to cause biological damage.

The pertinent parameters are:

- laser output energy or power
- radiation wavelengths
- exposure duration
- cross-sectional area of the laser beam at the point of interest

In addition to these general parameters, lasers are classified in accordance with the *accessible emission limit* (AEL), which is the maximum accessible level of laser radiation permitted within a particular laser class.

The ANSI standard laser hazard classifications are used to signify the level of hazard inherent in a laser system and the extent of safety controls required. Lasers are classified into five classes (1, 2, 3a, 3b and 4) in ascending size of power output. Classes 1 and 2 are relatively low hazard and only emit light in the visible band. Classes 3a, 3b, and 4 are more hazardous and the appointment of a laser safety officer is recommended. All lasers should carry information stating their class and any precautions required during use.

The following is a table of laser classifications

Class 1	Safe
Class 1m	Safe provided optical instruments are not used
Class 2	Visible lasers. Safe for accidental exposure (< 0.25 s).
Class 2m	Visible lasers. Safe for accidental exposure (< 0.25 s) providing optical instruments* are not used.
Class 3A	Not safe. Low risk
Class 3B	Hazardous. Viewing of diffuse reflection** is safe.
Class 4	Hazardous. Viewing of diffuse reflection is also hazardous. Fire risk

The installation and operation of any laser shall comply with the HSE Guide to Radiation Safety of Lasers used for Display Purposes. HS(G)95.

Laser beams shall be at least 3 meters above the highest affected floor level at all times and arranged so that they cannot scan onto any member of the public, performer or staff. Supporting structures shall be rigid to avoid any accidental misalignment of the laser(s). Any mirrors shall be securely fixed in position.

Where scanning is requested, a specific risk assessment must be provided before permission will be considered and this must be obtained in writing from the venue.

Laser equipment, including mirrors, shall be placed out of the reach of the public. All fixed mirrors, if approved for use in the display area and having been correctly set, must be locked or otherwise secured in position so as to prevent subsequent or unauthorised readjustment

Installation Guidelines

The alignment of the laser installation including any mirrors must be checked on a daily basis.

The means of electrical isolation of the mains supply must be provided adjacent to the laser machine.

Adequate mains water supply must be provided adjacent to the laser where the laser is water-cooled.

The laser beam must terminate in a safe area away from the eyes of all persons in the vicinity.

Note: Lasers produce very intense light beams, which could blind, cause skins burns or even start a fire if used improperly. Even reflected beams can be dangerous.

An independent certificate of inspection of all installations may be required and this must be submitted to the event manager no later than 12 hours before the event opens. The organiser will be responsible for any costs incurred.

Further information can be obtained from the following website: www.lasernet.com

Special Effects: Pyrotechnics

Only pyrotechnics supplied specifically for stage use shall be used as part of a stage presentation. The mixing of loose powders on site is not permitted.

In addition to the requirements of the approval procedure detailed above, the following details must be supplied to the venue:

- The organisation providing the effects
- The nature of the effects and their positions, including distances from the public
- Manufacturer's data sheets
- The amount of pyrotechnics
- Consideration should be given to compliance with the Noise at Work Regulations

If required, a demonstration of the pyrotechnics shall be given in the presence of the venue's representative and/or the Licensing Authority.

All explosives and highly flammable substances must be stored and used under safe conditions to the satisfaction of the venue and must be in the charge of a competent person specifically appointed for this purpose. Storage areas and containers shall be indicated by the explosive or inflammable symbol as appropriate on the door or lid.

When not in use all pyrotechnics shall be stored in approved transportation and storage containers. All exposed metalwork, including the screws and nails shall be non-ferrous, preferably of copper, brass or zinc, or be otherwise covered with a thick layer of non-ferrous metal, material not easily ignited or paint at least 1 mm in thickness.

The opening face of the storage receptacle shall carry the explosive symbol together with a sign reading **DANGER – No smoking – No naked flame** in letters no less than 25mm high or equivalent signs and the UN number.

Withdrawal from store: Only the minimum amount of any explosive or highly flammable substance shall be withdrawn from the store as is necessary for the particular performance.

Pyrotechnics must only be fired from an approved key-protected device at the firing point. The device must not be operated if there is any risk to anyone. The operator must have a direct view of the pyrotechnic device from the firing point. In the event of a misfire, the circuit shall be switched off until after the performance.

Maroons and concussion shall only be used in a suitable bomb tank in approved locations and when the appropriate warning notices have been displayed stating that maroons will be operating as part of the effects of the event.

- Code of practice for pyrotechnic operators
- Pyrotechnic Consent Form

Special Effects: Real Flame

Real flame will only be permitted where it is essential for an effective demonstration of a product. It must be used under safe and ventilated conditions and under the control of a competent person appointed to ensure this at all times.

Gel burners will not normally be permitted.

Organisers shall give the venue at least 28 days notice in writing of any proposal to use real flames and this should be reflected in the organisers and exhibitors fire risk assessments.

Real flame shall be kept clear of costumes, curtains and drapes and shall not be taken into any area occupied by the public.

The lighting and extinguishing of the flame shall be supervised by the venue fire safety officer who shall remain where there is a clear view of the flame and easy access to it until it is extinguished.

Any candleholders and candelabra shall be robustly constructed, not easily overturned and, where practicable, fixed in position.

Hand-held flaming torches shall incorporate fail-safe devices so that if a torch is dropped the flame is automatically extinguished. Fail-safe devices shall be tested prior to each performance.

Only solid fuel or paraffin shall be used unless otherwise agreed with the venue. The amount of fuel in the torches shall be limited to the minimum necessary for the effect.

Special Effects: Smoke Machines

Smoke machines may be used, provided a risk assessment and a COSHH assessment are completed and copies submitted to the venue no later than 28 days prior to the start of the licence period. A list of recognised smoke machines may be provided by the venue and in these cases, only those listed may be used, unless details of the proposed machine are submitted to the venue for authorisation. Any costs involved in testing the machine are to be borne by the organiser.

Hazards

Hazards involved with special effects equipment include:

- Allergic reactions to the chemicals used to produce smoke
- Photosensitive epileptic induced fits from the use of strobe effect lighting
- Freeze burns from skin contact with liquid nitrogen or carbon dioxide
- Asphyxiation from high concentrations of carbon dioxide or nitrogen gasses, especially in low level areas ie: orchestra pits, basement, under stage voids etc.
- Skin irritation from mineral oils or glycol

Visibility may be obscured by smoke or vapor effects increasing the risk of slips/trips/falls and may cause a hindrance should the need to evacuate the building arise.

Only approved chemicals are to be used in smoke machines. Operation of the smoke generator shall be restricted to the minimum amount of time required to achieve the approved density level of smoke. The time factor will be determined by the venue's fire and safety officer at a demonstration, which must be given 24 hours before the event opens to the public. Account will be taken of the visibility and CO₂ levels, which must not adversely affect public safety.

Suitable arrangements must be made to ensure that the smoke generated does not interfere with the venue's smoke detection systems.

A suitable notice warning the public of the use of smoke machines must be displayed at all entrances to the event.

Special Effects: Strobe Lighting

Organisers shall not permit the use of strobe lighting, except with the written consent of the venue.

Organisers shall give the venue at least 28 days' notice in writing of any proposal to use strobe lighting. This notice shall include exact details of the proposal including date and time when the strobe lighting can be demonstrated.

Stroboscopic lighting units shall be mounted at high level and wherever possible the beams deflected off a matt surface to reduce the glare. Strobes shall not be sited on escape routes or corridors or stairs or other changes of level.

Where strobe lighting is installed, the equipment shall be arranged to operate at a fixed frequency not exceeding FIVE flashes per second and the control equipment must be in a locked-off position. A suitable notice must be displayed at all entrances to the event warning the public of the use of strobe lighting.

Where different sets of strobe lighting are to be used by different exhibitors at the same time, but in different parts of the exhibition hall, no more than one set of strobes shall be visible to any person at any time.

Warning notices shall be displayed at the entrances of the affected halls stating that stroboscopic lighting will be operating.

Special Effects: Ultraviolet Lights

Ultraviolet lights should not be used for the purposes of special effects. It is essential that lamps or restrict exposure to ultraviolet radiation, especially ultraviolet B radiation. Luminaires shall be sited out of the gaze of the public.

Black light blues may be used without restriction.

17. Special Treatments

This section covers three areas of treatments that are currently known:

- Invasive treatments: e.g. skin piercing, acupuncture, tattooing, electrolysis, cosmetic piercing, micro pigmentation and botox
- Non invasive, hands on treatments: e.g. indian head massage, reflexology, manicures and pedicures
- Hands off treatments (non licensable): e.g. reiki

Local Authorities take a different view point on the licensing of these activities.

In all cases exhibitors should contact the organisers of the event, who in turn will need to contact the venue for full details of what will be required, i.e. details of indemnity cover, qualifications, and risk assessment for the special treatment etc. Copies of these must be provided to the venue.

Please note that there is a strong risk of civil action should any issues arise as a result of bad practice during the provision of special treatments.

All treatments should be carried out in a safe and hygienic manner.

Special Treatments: All

1. Treatment(s) may be performed only by person(s) fully qualified to do so.
2. Treatments may only be carried out using approved equipment and methods, in accordance with current industry accepted standards and practices relating to the treatment.
3. Any gown, wrap or other protective clothing, paper or other covering, towel, cloth or other such article used in the treatment shall:
 - i) be clean and in good repair and, so far as is appropriate, sterile
 - ii) not have been used in connection with any other client.
4. The client shall not be treated if under the influence of alcohol, drugs or other substances.
5. Clients shall be given written and verbal advice regarding after care where appropriate.
6. Appropriate skin tests must be done prior to treatment to check for possible allergies.

7. Waste Materials

7.1 All waste material and other litter shall be placed in a suitable covered leakproof receptacle which shall be emptied at least once a day (or more frequently as necessary). The receptacle must be cleaned following emptying.

7.2 All waste materials shall be removed from the premises in sealed plastic bags at the end of the event, and disposed of correctly in an approved manner.

8. Equipment

8.1 All surfaces onto which treatment instruments and equipment are placed prior to treatment must have a smooth impervious surface. These surfaces must be wiped down with a suitable disinfectant at least once a day, as well as following any spillage onto the surface.

8.2 Any tables or couches used by clients shall be covered with a disposable paper sheet which must be changed after each client.

8.3 Adequate provision for storage shall be provided for all equipment and items involved with the treatment. The store must be maintained in a suitably clean condition so as to avoid any risk of contamination.

8.4 All equipment requiring regular/on-going maintenance should have been maintained according to the manufacturers recommendations. The local council/event organisers in certain instances may require proof that correct and up-to-date maintenance has been carried out.

9. Hygiene

9.1 The exhibitor shall ensure that adequate facilities and equipment for the purpose of sterilising/disinfecting instruments and equipment are provided.

9.2 Disposable rubber gloves must be worn by therapists for all invasive treatments and in any other instance where it is an industry standard to do so. These will be discarded after each treatment and new ones used for each client.

9.3 Any protective clothing, paper or other covering used in the treatment shall be clean and in good repair and not have been used in connection with the treatment of any other client.

9.4 Any instrument used in connection with the treatment shall be disinfected or sterilised immediately after the treatment has been completed unless it is disposable in which case it must be treated as waste material.

9.5 Adequate provision for storage shall be provided for all equipment and items involved with the treatment. The store must be suitably clean and in such a place so as to avoid any risk of contamination.

10. Personal Hygiene

Any person carrying out treatments must ensure that:

- Any open boil, sore, cut or open wound is kept effectively covered by an impermeable dressing;
- Hands are kept clean and are washed immediately prior to carrying out any treatment; if running water is not available, disinfectant wipes may be used.
- They refrain from smoking or consuming food and drink during the course of the treatment.

Special Treatments: Invasive Treatments

1. Treatment Records

1.1 A record is to be kept of:

- i) person receiving treatment
- ii) treatment given
- iii) person giving treatment

These records must be made available to a Council Officer/Event Organiser, if so requested.

1.2 The Exhibitor shall ensure that adequate records of treatments are kept. In addition to the items required in condition 1.1 above this must include the client's relevant medical history, including:

Heart disease, Fainting Seizures (eg Epilepsy), Haemorrhaging, Diabetes, HIV Infection, Hepatitis B infection, Cellulitis, Eczema, Impetigo, Genital Warts (if relevant) and any allergic responses (to anaesthetics, adhesive plaster, jewellery metals such as nickel, etc).

2. Anaesthetics

2.1 A suitable surface local anaesthetic may be applied to the area using a clean disposable applicator (ie sterile gauze) for each application. If Ethyl Chloride is used then its hazards and limitations must be understood and extreme care must be exercised.

2.2 It is an offence to use injected anaesthetics unless registered as a medical practitioner.

2.3 Any exhibitor using injected anaesthetics must deposit relevant evidence of their registration as a medical practitioner with the Organiser and/or supervising medical practitioners prior to the commencement of the event.

3. Sharps

3.1 Any needle or instrument which penetrates the skin shall be in a sterile condition and be kept sterile until it is used. Any instrument or item of equipment used to handle such a needle or instrument shall be in a sterile condition and kept sterile until it is used.

3.2 Needles must be pre-packed, pre-sterilised and only used once before proper disposal in a puncture and leakproof box which is clearly marked "sharps". The box and its contents must be disposed of in a manner approved for clinical waste.

3.3 The exhibitor shall ensure that adequate facilities and equipment for the purpose of sterilising instruments are provided and are maintained in proper working order.

Special Treatments: Additional Requirements for specific invasive treatments

Micro-dermabrasion

1. Therapist must be fully trained on equipment used, according to manufacturer's requirements.
2. Client medical history should be sought for contra-indications for Microdermabrasion treatment applications, i.e. any contagious disease; any blood transmitted disease (HIV, Hepatitis, Herpes); use of Retin-A, Tetryacyline, Accutane, or any drug causing sensitivity to sun exposure; haemophilia; skin irritation or rash (wait at least 48 hours after waxing).
3. Therapist should wear latex gloves and protective face mask throughout treatment.
4. Operator-controlled handpiece must be properly & completely sterilised – according to manufacturer's guidelines - before beginning treatment on a new client.
5. Once crystals become used (i.e. have passed over a client's skin) they should be disposed of in the manufacturer's recommended way.

Tooth jewellery/tooth whitening

1. Only registered GDC dentists are permitted to apply materials and carry out procedures designed to improve the aesthetical appearance of teeth, as does the giving of clinical advice about such procedures.

2. Cosmetic regulations.

Tooth whitening products contain bleach and need to be handled with caution. Under the terms of the Cosmetic Products (Safety) Regulations it is illegal for tooth whitening products to be supplied that contain more than 0.1% hydrogen peroxide or for any associated products, which release greater than this level of Hydrogen Peroxide to be supplied.

In situations where teeth whitening is carried out by laser machine operators must be registered with The Health Promotion Agency.

Botox, cholesterol and blood tests

1. These are classed as medical treatments. Botox should only be administered by a registered doctor or can be carried out by a nurse under the supervision of a registered doctor. Doctor's should be GMC registered.

Acupuncture

1. The acupuncturist must be a registered member of a recognised UK body/association (e.g. The Acupuncture Society, British Acupuncture Council), abide by their code of practice and comply with provisions of the Health & Safety at Work Act 1974.
2. The treatment area must be solely for acupuncture practice or other similar work requiring a comparable level of hygiene and cleanliness.
3. Details of current client medication must be taken and possible side effects must be considered. Acupuncture should not be prescribed if a patient's condition is not fully understood or is likely to be critical or non-responsive to treatment. Such patients must be referred to their General Practitioner and treatment is to be declined.
4. Disposable pre-sterilised solid needles should be used. Trays, cotton wool, wipes, etc - must be autoclaved to manufacturers specification and kept in sterile environment before each use. No direct or indirect contact with blood to be made between each use.

5. Sterilised plastic disposable gloves should be used during needle insertion and withdrawal or sterilised cotton wool technique. Plastic gloves must be worn when examining skin disease.
6. Only disposable needles should be used. The needle used on the patient should be for one treatment only, then discarded.
7. All clinical waste, including paper waste, swabs, etc should be segregated in sealed yellow plastic bags before being sent for disposal.
8. If patients are left alone with needles in situ during a treatment, they must be cautioned about any movement which might bend or damage a needle. If moxa is used on a needle in situ, the practitioner or other qualified practitioner must remain with the patient at all times to avoid any risk of burn injury.
9. Needle stick Injuries: Practitioners must never test a needle for sharpness on their own skin. In the event of the practitioner sustaining a needle stick injury, force blood out of the site, wash thoroughly with soap and water and discard the needle properly. Never continue to use a needle on a patient that may have penetrated your own skin.

Micro-pigmentation

1. The treatment area must be solely for the practice of micro pigmentation or other similar work requiring a comparable level of hygiene and cleanliness.
2. Needles must be pre-packed, pre-sterilised and only used once before proper disposal in a puncture and leak proof box which is clearly marked “sharps”. The box and its contents must be disposed of in a manner approved for clinical waste.
3. Sterilised plastic disposable gloves should be used and worn prior to setting up tubes, needles and ink supplies, and disposed of after each treatment. All equipment used shall be sterile prior to treatment.

Tattooing

1. The treatment area must be solely for the practice of tattooing or other similar work requiring a comparable level of hygiene and cleanliness.
2. Needles must be pre-packed, pre-sterilised and only used once before proper disposal in a puncture and leakproof box which is clearly marked “sharps”. Trays, cotton wool, wipes, etc – must be autoclaved to manufacturers specification and kept in sterile environment before each use. No direct or indirect contact with blood to be made between each use. The box and its contents must be disposed of in a manner approved for clinical waste.
3. Sterilised plastic disposable gloves should be used and worn prior to setting up tubes, needles and ink supplies, and disposed of after each treatment.
4. Pigments should be dispensed into single use disposable pigment trays or disposable caps ensuring sufficient quantity to complete procedure.
5. Use clean water to rinse needles if changing dyes and inks, without changing needles on the same client.
6. The temper or sharpness of a needle must not be tested on the client’s or the operator’s skin before use.

7. After tattooing place a dry sterile dressing and fix with micropore tape. Dismantle tubes and needle bars from machine and place in plastic container marked 'dirty instruments'.
8. Ensure client is given appropriate after care advice.

Ear Piercing

1. The treatment area must be solely used for the process of carrying out cosmetic piercing.
2. If the piercing site is to be marked then this shall be done with a fine indelible pen prior to cleansing.
3. In every case the skin in the area of the piercing site must be appropriately cleansed using a skin-safe antiseptic solution before piercing.
4. Any instrument which penetrates the skin shall be in a sterile condition and be kept sterile until it is used. Any instrument or item of equipment used to handle such an instrument shall be in a sterile condition and kept sterile until it is used.
5. Clients shall be given verbal and written information regarding body piercing after care until fully healed including:

Keep the site dry (apart from careful bathing/showering); clean hands before touching site or the jewellery; rotate the jewellery regularly until the wound has dried up; keep wound uncovered as much as possible to permit free air circulation; indicate normal time for wound to heal; possible indications of any complications in healing process; advice on dealing with slight reddening/ swelling/pain and need to contact GP if problems do not improve within 24 hours.

6. The piercing guns designed for ear piercing must be used only on ears.
7. Ear Piercing must not be performed on any one under 16 years of age. Proof of age must be sought if in any doubt.

Body Piercing

1. The treatment area must be solely used for the process of carrying out cosmetic piercing.
2. Any person carrying out body piercing must ensure that prior to piercing:
 - a) new disposable rubber gloves are worn for each client.
 - b) they are wearing clean and washable protective clothing, overalls or other suitable covering.
 - c) they are not under the influence of alcohol, drugs or other substances.
 - d) they note that vaccination against Hepatitis B is strongly recommended.
3. A notice shall be prominently displayed on the premises informing potential clients of the risks associated with body piercing including:

Blood poisoning (Septicaemia), severe swelling and trauma at and around the site pierced, scarring, embedding of the jewellery, localised infections (sepsis), allergic reactions to jewellery, metals and antiseptics.

4. Clients shall be given verbal and written information regarding body piercing aftercare until fully healed including:

Keep the site dry (apart from careful bathing/showering); clean hands before touching site or the jewellery; rotate the jewellery regularly until the wound has dried up; keep wound uncovered as much as possible to permit free air circulation; indicate normal time for wound to heal; possible indications of any complications in healing process; advice on dealing with slight reddening/ swelling/pain and need to contact GP if problems do not improve within 24 hours.

5. Body piercing shall not be undertaken on any person under the age of 18. Proof of age shall be sought if there is any uncertainty.

6. Body piercing of navel, lip, nose or eyebrow only shall be permitted.

18. Water Features

Water and water equipment shall at all times be used in such a manner as not to interfere with the safety of anyone in the venue.

Arrangements for filling and subsequent removal of water must be agreed with the venue or the venue's official contractor. Under no circumstance can connections be made to fire hydrant points, nor should water be discharged onto the floors, into ducts or any other unauthorised part of the premises.

Bathing Pools, Water Features and other Large Vessels

All equipment and/or exhibits are required to conform to HSE approved code of practice L8 'The control of Legionella Bacteria in Water Systems' (ISBN 0-7176-1772-6). By-laws of the relevant Water Authority must also be adhered to.

- Organisers shall advise the venue in advance of the nature of any equipment or exhibit(s) for which a foreseeable risk is identified and is capable of generating an aerosol spray (eg. Fountain, whirlpool spa, humidifier etc)
- Identification and assessment of any source of risk including a written scheme for prevention and control of the risk is required to be submitted to the venue prior to build up works commencing on site.
- A nominated person should be responsible for ensuring that suitable arrangements are in place to properly implement, manage and monitor, in accordance with the written scheme, and it is strongly advised that records of the precautions taken are kept for at least 1 year after the tenancy.

19. Weapons

Weapons covered by these regulations include firearms, crossbows, replicas, deactivated weapons, swords, knives (including kitchen knives) and tools. Ceremonial knives carried or used to meet religious obligations and small, folding or utility knives used for a lawful purpose and not brandished or worn in such a manner as to cause concern or alarm are exempt from these regulations.

The use of weapons must be agreed in writing by the venue. Requests for approval, together with detailed risk assessments for delivery, storage, operation, use, display and management must be submitted to the venue at least 28 days prior to tenancy.

The use and possession of weapons is regulated by strict legislation. The venue reserves the right to refuse permission for the use of any weapon in a show or performance where it feels that the criteria are not being met.

The person in control of a weapon, i.e. the armourer (registered firearms dealer) or certificate holder is responsible for the following:

- Secure transport, storage and use in accordance with the licence. Ammunition and firearms must be carried in separate, locked containers
- Safe use
- Competency of the weapon handlers
- Maintaining safe areas and distances to eliminate risk from discharge
- Clear briefing to those who may be affected of details of the use of the weapon(s) and the arrangements for the safety of people and equipment
- Identifying and ensuring the use of protective measures, eg screens, protective clothing and ear defenders
- Accounting for all weapons and ammunition at all times

The suspected loss of a firearm, ammunition, replica or deactivated weapon must be reported to the venue immediately.



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