

# **Visiting Groups Risk Assessment**

Modules N12 – N22 ExCeL, London, E16 1XL

### Introduction

All groups, including school groups, have obligations when planning any activities to ensure the well-being and safety of all members of the group. The group also has a responsibility to you to ensure that all activities undertaken are safe for you as a group leader.

This document has been prepared to help you in preparing for your trip to New Scientist Live. As part of our own health & safety obligation we have identified risks and put in place our own operational plans and controls to create a safe environment for everyone attending the event.

To do this we have prepared a risk assessment which details the level of risk for each activity, the risk management strategy and controls put in place and then a resulting, reevaluated residual risk score.

Please be aware that ExCeL, is a large exhibition centre and we will be sharing the facilities with a number of other events. In addition, there are a number of catering outlets on the boulevard operated by various partners of ExCeL. The overall complex is monitored by security staff and CCTV and there are event specific staff within the halls and on each entrance/exit point. In addition, security dogs patrol the building.

New Scientist will not prevent people leaving the halls or the building should they wish to do so. They also do not accept responsibility for any area outside of their tenancy space as these areas are in the control of other parties.

This risk assessment is dynamic and between now and the event and also during the event there is continuous assessment undertaken by New Scientist Staff and their appointed agents. This ensures that appropriate measures are put in place as situations arise and develop and allows a relevant response to all situations and activities.

New Scientist has also appointed qualified Health & safety personnel who are independent of the event to provide operational support, guidance and assistance with all aspects of Health & Safety relating to the event. These staff will be present throughout the tenancy period of the event and will work with the venue, exhibitors, contractors and staff to ensure the safe delivery of the event.

In addition to this risk assessment there is a full safety file holding additional documentation including that from our contractors and exhibitors. There is also a security plan and crisis management plan for the event in addition to the venue's own safety planning processes.

We would suggest that if you are bringing a school group or other group of persons onsite you check the relevant guidance including the following:

http://www.hse.gov.uk/services/education/school-trips.pdf

This will assist in the preparation of your own Health & Safety documentation.

# **General Health & Safety Information for Teachers, Parents & Guardians**

This document is in place to give information for about Health & Safety at New Scientist Live 2019 and to help in the preparation of your visit to the event

### **Health & Safety**

New Scientist Live has carried out a full risk assessment for the event and also split this into a separate risk assessment for visitors.

Exhibitors, exhibits and activities are enrolled with full consideration of risk control measures and all activities are fully risk assessed including the construction of the exhibits, the individual activities and visitor participation.

New Scientist Live employs independent Health & Safety and Floor Managers to monitor the site during the tenancy period and review all aspects of Health & Safety. There is a Health & Safety Manager onsite throughout all hours of the tenancy to monitor the activities of all contractors, subcontractors, staff and public and ensure compliance.

Daily safety checks are completed prior to show opening each day and any hazards identified are isolated or rectified immediately.

A formal incident report will be made for all reported incidents

### **Insurance**

New Scientist Live has in place and maintains insurance cover in respect of public liability. A copy of the insurance cover note is available on request.

#### Fire & Evacuation

ExCeL has a tried and tested evacuation plan in place and procedures to ensure a quick and safe egress from the building for all persons.

Announcements will be made over the public address system to alert all persons of the need to leave the building. Please assemble your group and lead them out of the building as quickly as possible following the directions of stewards and security to the assembly points.

On reaching the assembly point please record your group and report to security any missing persons.

Follow the instructions of stewards and security staff at all times and do not attempt to reenter the building until instructed to do so.

#### First Aid

ExCeL has trained and dedicated medical staff onsite throughout the tenancy and many of the security and venue staff are also first aid trained.

The First Aid Centre is located at the bottom of the stairs in the middle of the boulevard between entrances N4 and N5.

A first aid team can also be dispatched to any incident if the casualty is not mobile – please report to a member of the security staff or the Organisers Office giving the place, description of casualty (age, sex, etc), type/nature of injury and any other relevant information.

DO NOT CALL 999 or the emergency services as this needs to be done by the venue in order to ensure they attend the correct place and are expected onsite.

All first aid incidents are recorded.

In case of the need for hospital treatment the group leader will be informed of the hospital to which the patient has been dispatched.

## **New Scientist Live Staff**

New Scientist Live is produced by New Scientist Ltd and their contractors and subcontractors.

Staff onsite all have relevant experience and training for the role they are undertaking

### **Supervision & Behaviour**

New Scientist Live is a public event held in a busy venue with other events taking place at the same time. As such, we recommend that adult group leaders remain with their party at all times to supervise their behaviour, to ensure their health & safety and to be available in the unlikely event of an evacuation.

We recommend that groups have suitable adult to student ratio:

1 adult for 10 pupils for primary school groups

1 adult for 15 pupils for secondary school groups

Please be aware that there are other activities and events taking place at ExCeL at the same time as New Scientist Live. This includes food outlets, coffee shops and other exhibitions – access to these is from the main boulevard and we cannot be responsible in any way for persons who have left the exhibition halls in tenancy for New Scientist Live.

There are staff onsite to ensure the safety of all persons in the hall but they will not prevent persons leaving the hall should they wish to do so. New Scientist Live does not have responsibility for security outside of their tenancy area.

New Scientist Live does have a lost child and vulnerable persons policy in place. If you believe a member of your group to be lost please report to a member of the security team or the Organisers Office.

We recommend that all members of each party are issued with the full name of and contact number for their group leader so we can reunite lost persons quickly.

If the behaviour of anyone in your group adversely affects the safety or enjoyment of other visitors or staff, or causes damage to any exhibit or piece of equipment, the individual or whole group may be asked to leave the hall.

Please brief all group members regarding appropriate behaviour and make contingency plans in case a member of your party is excluded.

### Advice:

We are happy to help Group Leaders with their participation in the event – please check the website for details – <a href="https://www.newscientistlive.com">www.newscientistlive.com</a>

# **Risk Rating Matrix:**

Likelihood (L)					
High – 5	5	10	15	20	25
Significant – 4	4	8	12	16	20
Moderate – 3	3	6	9	16	20
Low – 2	2	4	6	8	10
Negligible – 1	1	2	3	4	5
Consequence (C)	Negligible – 1	Low - 2	Moderate - 3	Major - 4	Catastrophic - 5

	Likelihood Definitions
	It is expected to occur in most circumstances
A high likelihood	It is likely to recur
	It has happened before and will probably happen again
	Similar incidents have occurred on a regular basis
A significant likelihood	It is likely that a hazard could occur
	Incident has happened before and is liable to occur again
	Incidents or hazards have occurred periodically in the past
A moderate likelihood	The incident could happen again
	There are very few known incidents of occurrence
A low likelihood	Has not yet occurred but could do so
	Incident not previously recorded but conceivable
	No known or recorded incidents
A negligible likelihood	A remote chance of occurrence in exceptional circumstance

	Consequence Definitions
	Multiple of single death
Catastrophic	Extreme costs
	International/National media outrage
	Similar incidents have occurred on a regular basis
Major	Serious health Impacts to single or multiple persons
	including disability
	Major costs
	National media
	Accident resulting in an injury reportable under RIDDOR
Moderate	Significant costs incurred
	Local media concern
	Accident resulting in minimal injury and loss of time
Low	Some cost incurred
	Minor cases of concern by stakeholders
Negligible	Minimal personal injury
	Some cost
	Minimum impact

# **How to Control Hazards**

By determining the consequences and likelihood of risks occurring you can aim to eliminate, minimise and control hazards.

Using a hierarchy of control systems to minimise exposure to hazards is a system generally recommended by government bodies including the HSE

The hierarchy helps to decide the controls that need to be put in place to manage the hazards once the risk has been assessed.

Hier	achy of Controls
Elimination	Remove or stop the hazard if possible. Remove
Eliminate the Hazard	the cause or source of the hazard by eliminating
	the machine, task or process. If this is not
	possible move to next step.
Substitution	Use a less hazardous process – e.g use a newer
Substitute the Process	piece of equipment or an alternative piece. If
	this is not possible move to next step.
Engineering	Introduce enclosures, barriers, improve
Change the Equipment	maintenance, introduce training. If this is not
	possible move to next step.
Isolation	Separate or isolate the hazard from persons by
	relocating or changing times, etc. If this is not
	possible move to next step.
Administration	Design and communicate written or verbal
	procedures that prevent the hazard from
	occurring. If this is not possible move to next
	step.
Personal Protective Equipment (PPE)	Provide PPE appropriate to the risk. Provide
	training and information along with supervision
	to ensure PPE is fitted, used and maintained
	appropriately

	Tenancy Dates:	Venue:
	Build up: 8 <sup>th</sup> – 9 <sup>th</sup> October 2019	ExCeL London
New Scientist	Open: 10 <sup>th</sup> – 13 <sup>th</sup> October 2019  Breakdown: 13 <sup>th</sup> (1700 – 2200hrs)	Halls in use: Modules N12-N22
Live	and 0800 - 14.00hrs on 14 <sup>th</sup> October	Rooms in use: Organisers Offices, Gallery Suites
Risk assessment undertaken	Event Manager:	Distribution:
by: Ops Squad Ltd	Henry Gomm - New	As required
	Scientist Ltd	
Date: 10 <sup>th</sup> September 2019		

# **Scope of Risk Assessment:**

This assessment covers activity of exhibitors, organisers and visitors in ExCeL London hall modules N12 – N22 from 1000hrs on Thursday 10<sup>th</sup> October until 1700hrs on Sunday 13<sup>th</sup> October 2019.

# Visitor/ Show Profile:

Average attendance to be 30,000 over the 4 open days. We anticipate the audience to a mixture of adults and children including school groups, families and other interest groups

Hazard	Consequences	Who is at Risk	Р	S	R	Controls	Р	S	R	Action Level
Aggressive behaviour Disruptive behavior	Jostling, head injuries, breaks, loss of consciousness	Visitors, venue Staff, Organisers,	2	1	2	Liaison with local police and security contractors aware of problems in previous years	1	1	1	Low
including demonstators, etc		exhibitors & temp				Security will watch suspicious individuals				
						All incidents will be reported to venue and event security				
						Visitors who are subject to or witness an incident should report immediately to Organisers Office or a member of the security team				
						Action will be determined by the scale of the incident				
Celebrities	Falls on level surface	Visitors, Celebrities	3	1	3	Security informed of celebrity activity on site.	3	1	3	low
	Fainting					Security to manage crowds				
						Space allowed for around celebrities who will be doing autograph signing. Where possible, signings to take place in the VIP area only				
						Celebrities appearing only at certain times throughout the show.				
Children  Consumer show so higher numbers of children expected therefore greater	Lost or separated from guardians  Lower perception of risk leading to falls or other injury	Children	2	3	6	Active Lost Child Policy in Operation. Where suitable, lost children will be held in organisers office and only handed over when identity of parent or guardian has been confirmed	1	3	3	Low
likelihood of problems	Paedophiles					Security will search for lost children				
						Security, organisers & venue have set procedures for any suspected paedophile activity in place.				
						Police will warn if paedophile activity is suspected due to high proportion of children				
						Please report all lost persons to a member of the security staff or to the Organisers Office				

Hazard	Consequences	Who is at Risk	P	S	R	Controls	Р	S	R	Action Level
Theatres	Falls on tiered staging	Presenters,	5	3	15	First Aid onsite at all times and standard cover	2	1	3	low
	Slips, Trip, Falls, broken bones	visitors,				increased for this event.				
						Tiered staging unit under 600mm				
						Use approved and competent flooring contractor – Freeman have supplied a risk assessment.				
						Stewarding on each theatre to assist with incidents if required.				
						Flooring contractors are on stand by for any remediable work required to the floors.				
						All shows are risk assessed prior to being accepted and performed.				
						Theatre areas are crowded and all group leaders should be aware it is unlikely groups will be able to sit together				
						In the event of an emergency please follow directions of stewards in the area				
Collapse of exhibition stand	Death/very serious injury/broken	Visitors, venue	1	4	4	Simple space only stands	1	4	4	Low
complex structure	bones/head injuries Injured persons trapped	Staff, Organisers, exhibitors & temp staff				Competent shell scheme contractor appointed – Freeman				
						Shell scheme sign-off completed by Freeman				
						Campbell Reith to sign off all space only stands.				

Hazard	Consequences	Who is at Risk	Р	S	R	Controls	P	S	R	Action Level
Crowd control general	Falls on level surface	Visitors	3	2	6	Ticket only entry	1	2	2	Low
Consumer show so higher percentage of family groups	Fainting People running on roads outside					Front of House and Security monitor attendance to ensure that it does not exceed capacity				
and prams causing obstruction or crowding	of venue					Security to monitor and control crowded areas at entrance within the show plus the main stage and				
Coach drop-off	People exiting coaches into road without thinking					theatres				
	g .					First aid onsite at all times				
						Traffic barriers in use to control the crowd in a way to create a queue and to prevent crowd crushing at main entrance.				
Compressed gases including helium and LPG	Unconfined vapour cloud	Organisers	2	5	10	Helium balloons only used with the permission of	1	3	3	low
nelium and LPG	explosion very serious injury from fire,	Exhibitors				the Organisers, (no requests received) and stand number stated on Confirmation of Compliance				
	burns	Contractors				form				
	damage to property	Venue staff				Sites must be marked on floor plan held in organisers office and control room				
	Projectiles from exploding gas containers causing injury and					Risk Assessment must be supplied				
	damage					Only one gas container permitted on any one stand at any one time and kept away from public reach. Spares must be kept out of the halls in designated cage, to the fire officer's knowledge				
						LPG gas is not permitted onsite				
Crowd control on exit	Falls	Visitors	2	3	6	Security to assist with crowds on exit	1	3	3	Low
Problems more likely at consumer show	Impact injuries with moving vehicles on site					Local infrastructure (trains, shuttle buses) and car parks aware of show closing times				
						Commercial vehicles not allowed onto site until visiting public are clear				

Hazard	Consequences	Who is at Risk	Р	S	R	Controls	P	S	R	Action Level
Electrical	Electric shock/fire  Exhibitors – Plug in Equipment	Visitors, venue Staff, Organisers,	2	4	8	Use of approved competent electrical contractor – Freeman	1	4	4	Low
	not tested or not suitable use in commercial premises.	exhibitors & temp staff				All temporary installations on stands are subject to inspection and compliance with EVA regulations		4 4		
	(also see fire risk assessment)					Electrical inspection in place with venue				
Emergencies – bomb threat	Panic, falls and crushing	Visitors, venue	1	5	5	Liaison with local police and venue regarding	1	4	4	Low
Police security threat level is	Explosion	Staff, Organisers, exhibitors & temp				threat level – carry out advice given including basic bag search				
LOW		staff				Emergency procedures briefed to all staff,				
Problems more likely at consumer show with family						contractors and exhibitors and stand drop on site				
groups						Security, stewards and venue staff to assist public with emergency evacuation				
Evacuation	Panic, falls, crushing	Visitors,Staff, Organisers, exhibitors, etc	1	5	5	ExCeL has a full evacuation plan in place, if required, in agreement with the local emergency services and other responsible partners. The PA will be used to make emergency announcements and egress assisted by stewards, security, etc	1	4	4	Low
Fire	Death, burns, other major injury and damage to property	Visitors, venue Staff, Organisers, exhibitors & temp staff	1	5	5	A separate fire risk assessment for the event is produced. ExCeL has an existing evacuation strategy which would be implemented, if required Fire safety instructions and fire extinguishers are placed around the building	1	5	5	Medium
Flood/spillage	Slips and Falls on level surface	Visitors, venue	2	3	6	Stewarding and event staff to report spills, etc	1	1	1	Low
	Electric shock or fault if electrical equipment involved	Staff, Organisers, exhibitors & temp staff				ExCeL cordon off flooded area to prevent slips/falls & in-house cleaning contractor clear spills				
						AV contractor – One Big Star onsite throughout show open if equipment has been affected by water.				
						Floods will be dealt with by venue facilities staff				
						Stands affected to be isolated from power				

Hazard	Consequences	Who is at Risk	Р	S	R	Controls	Р	S	R	Action Level
Food Contamination/Food poisoning	Illness, vomiting, death	Visitors, venue Staff, Organisers,	3	4	12	Use in-house catering facilities only. Risk Assessment supplied to venue.	1	3	3	Low
Hyper-allergic reaction e.g. nuts  Anaphylactic shock, fits seizure, death  Anaphylactic shock, fits seizure, death	exhibitors & temp staff				Exhibitors providing catering will supply the Organisers with a risk assessment and HACCP prior to the commencement of the tenancy of the event.					
and elderly or infirm visitors						Any sampling will be required to comply with legislation and relevant food hygiene standards				
						Signage must be provided to clearly indicate the ingredients of anything being sampled and highlighting any allergens				
						Information is to be given to visitors prior to being able to sample items				
Hazardous substances	Acute effects of noxious fumes, irritation to eyes and lungs Burns to skin Exposure to carcinogens	Visitors, venue Staff, Organisers, exhibitors & temp staff	2	1	2	Hazardous substances not allowed on stands unless essential part of exhibit and agreed prior to show open and preferably planned prior to tenancy  Exhibitors required to declare if they are using hazardous substances and submit a COSHH assessment and will be monitored by Floor Managers throughout the event  Hazardous substances to be stored and disposed of in accordance with COSHH data sheets and venue guidance.  Any necessary antidotes or neutralizing agents to be available on site and ventilation systems in place should they be required.  Any necessary hazard warning signs to be in place locally.  Medical facilities available in case of an incident	1	1	1	Low

Hazard	Consequences	Who is at Risk	P	S	R	Controls	P	S	R	Action Level
Main Stage	Falls From Height – lighting Tiered Staging collapse	Presenters, stewards, organisers,	5	3	15	All performances are risk assessed prior to the event.	2	1	3	low
	Crowd disturbance - crushing,	exhibitors, children				Campbell Reith appointed to sign of staging unit				
	death, fainting Falls on tiered staging					Visitors not allowed on main stage.				
	Slips, Trip, Falls, broken bones					Children participating in performances on the main stage have signed consent forms back from parents/guardians.				
						Use approved and competent flooring contractor – Freeman to supply a risk assessment. Main stage supplied by One Big Star– risk assessment received prior to the event.				
						All steps leading to the main stage are certified and comply as far as possible with the relevant regulations i.e. treads and hand rails.				
						Technician on stand by at all times for any hiccups with the equipment.				
						The main stage has a production manager on site at all times.				
						In the event of an emergency please follow the directions of stewards in the area				
Medical emergency	Injuries from accidents	Visitors, venue Staff, Organisers,	2	3	6	Security/Organisers to summon assistance	1	3	3	Low
More likely at consumer show with young, elderly and infirm visitors with pre	Illness e.g. heart condition, shock, food poisoning, fainting, intoxication, heat	exhibitors & temp				First aid cover throughout the show open period. Additional cover has been allowed for due to the nature of the event.				
existing conditions	stress/dehydration					Emergency procedures and numbers communicated via onsite stand drop and wall signage.				
						Medical provision can be summoned via the Organisers Office or any member of the security team				
						All medical incidents will be recorded in an appropriate manner				

Hazard	Consequences	Who is at Risk	Р	S	R	Controls	P	S	R	Action Level
Moving plant and trolleys	Impact injuries	Visitors, venue Staff, Organisers,	2	3	6	Moving plant and trolleys are not allowed in public areas while public are in the building	1	3	3	Low
		exhibitors & temp staff				If essential e.g. catering delivery then a banksman must walk in front				
						Security and staff to enforce		3 3		
Massages/Special Treatments	Injuries to visitors	Exhibitors, visitors	2	2	4	Professional companies with all relevant certificates and insurance documents carrying out treatments, if applicable	1	3	3	Low
						All participants will be asked if any history of problems prior to treatment.				
						Visitors will do this at their own risk				
New and expectant mothers	Slips trips falls		2	3	6	All controls designed to cope with vulnerable	1	3	3	Low
Babies	Tiredness and fainting	Mothers				persons according to profile of public				
Higher percentage at	Injury to foetus/baby					Adequate rest areas provided with bespoke baby changing areas and mother and baby feeding			'	
consumer show	Medical complications due to pregnancy					facility  First aid cover at all times				
	Immune system suppressed so vulnerable to biological hazards							3 3 3		
Noise (excessive)	Noise induced hearing loss	Visitors, venue	3	1	3	Noise levels in public areas should not exceed 80	1	1	1	Low
	Failing to hear safety messages	Staff, Organisers, exhibitors & temp				dB(A) to nearest aisle. Health & Safety will monitor this at all times.				
		staff				Audio sound contractors advised of this.				
Objects falling from height e.g. lights from lighting rig	Head injuries/impact injuries	Visitors, venue Staff, Organisers,	2	3	6	Working at height not permitted in public areas when open to the public	1	3	3	Low
		exhibitors & temp staff				Official rigging contractors appointed				

Hazard	Consequences	Who is at Risk	Р	S	R	Controls	Р	S	R	Action Level
Other Events	Injuries to pedestrians from moving commercial traffic	Visitors, venue Staff, Organisers, exhibitors & temp staff	3	3	9	Traffic control to ensure that commercial traffic from other events is separated from visitors to the show.	1	3	3	Low
Queues inside and outside	Crowd disturbance, Violence, Crushing, Falls on level surface, Queues on public roads- hazard from traffic Exposure to elements, sun, heat, cold	Visitors, venue Staff, Organisers,	3	3	9	Opening times set to avoid problems with queues	1	3	3	Low
More likely at consumer show		exhibitors & temp		Additional stewarding when queues likely						
		staff				Front of House Staff manage the queues  Traffic barriers in place to start the queuing area				
						Adequate signage to advise which door to queue at.				
Slips trips and falls on level surface inside More likely due to visitor profile of consumer show	Breaks, bruising	Visitors, venue Staff, Organisers, exhibitors & temp	2	3	6	Bins provided for waste and all redundant equipment will be removed from the show floor prior to show open	1 r	3	3	Low
		staff				Cloak rooms provided to avoid public dumping coats and bags				
						Organisers monitor any trip hazards or obstructions				
						Stewarding to monitor hazards awaiting removal				
						Regular cleaning patrols – with additional staff to clear catering points				
Slips trips and falls on level surface outside	Breaks bruising	Visitors, venue Staff, Organisers, exhibitors & temp staff	2	3	6	Salt and grit in winter conditions – if relevant	1	3	3	Low
More likely at consumer show										
Tannoy failure	No means of conveying safety messages	Visitors, venue Staff, Organisers, exhibitors & temp staff	3	5	15	Security will be used to convey emergency messages	1	5	5	Med
						Loud Hailers Available from Venue				

Hazard	Consequences	Who is at Risk	Р	S	R	Controls	P	S	R	Action Level
Visitor Participation  Visitors participating in activities on exhibition stands or as part of stage performances	Various injuries or varying severity	Visitors, venue Staff, Organisers, exhibitors & temp staff	2	3	6	All activities are to be explained to the potential participant prior to their commencement. Risks are to be explained at this point.  If required participants will be excluded by age, height, etc  All activities have provided risk assessment and method statements to the organisers prior to the event  Specific signage to be displayed explaining the acceptance and liability of all involvement, when relevant	2	3	6	Medium
Waste build up Consumer show likely to create more litter e.g. picnics.	Fire risk Slips trips falls on level surface Emergency gangways Impeded Infection from waste food products	Visitors, venue Staff, Organisers, exhibitors & temp staff	4	3	12	For fire see fire risk assessment Bins provided for waste Cloak rooms provide to avoid public dumping coats and bags Organiser to monitor any trip hazards or obstruction and ensure show floor is clear prior to opening each morning Stewarding to monitor hazards awaiting removal Regular cleaning patrols – with additional staff to clear busy catering points Cleaning regime in place with ExCeL	3	2	6	Medium

Traffic Management	Slips, trips, falls and RTA's	Visitors, venue	1	5	5	ExCeL has an efficient traffic management	1	4	4	Low
	causing various injuries of varying	Staff, Organisers,				system in place and their staff will be used to				
	severity	exhibitors & temp				manage traffic around the site.				
		staff				Discourse to the second of the least to				
						Please ensure you have made suitable parking arrangements for your visit.				
						Please follow the directions or traffic marshalls and stewards at all times especially when your group is leaving or entering the parking area.				
						Please allow plenty of time for your journey.				
						Use designaged pedestrian walkways at all times when available.				