



# ON-SITE HEALTH, SAFETY AND WELFARE

06 – 09 October 2024

Reviewed February 2024

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## Introduction

Step Exhibitions Ltd is aware of its regulatory and legislative obligations in ensuring that suitable welfare arrangements are in place for main and sub-contractors, venue staff, exhibitors, visitors, IHEEM Council, staff and Step Exhibitions employees attending Healthcare Estates (the Event) and takes all reasonable and appropriate measures to deliver such suitable welfare arrangements.

This details of this statement below are reviewed annually and amended where necessary.

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## Pre-tenancy

During the pre-tenancy lead up to the Event the following measures are in place to advise and alert exhibitors and external contractors of the following: -

- An exhibitor manual is sent to all exhibitors including reference to Venue procedures in the event of fire evacuation, first aid and the various welfare facilities available on-site including toilet facilities, (including accessible toilets), hot and cold running water, ramped access to the Venue, suitable car parking (discounted and managed by NCP which is situated directly underneath the Venue and accessible via lift, escalator, or stairs from the Venue), fire evacuation procedures, first aid facilities, etc.

In addition, information regarding site induction (involving a digital presentation) is also provided as a link. Exhibitors are encouraged to forward this Manual onto their sub-contractors for information and perusal.

- Site induction information is sent to all main contractors and space only contractors advising individuals of site rules, mandatory PPE, refreshment provision on site during the tenancy build and where food and drink options are unavailable, the location of local retail outlets in the proximity of the Venue. In addition, adequate lighting is provided within the Exhibition Hall,

available seating is identified, and adequate ventilation is also provided. Serviced toilet provision (including accessible) with hot/cold running water are located within the Halls and mobile phone charging stations, together with cash dispensing services.

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## Build-up 6-7 October 2024

- Once onsite, toolbox and safety briefings take place to ensure everyone onsite is aware of any specific tasks and any changes to identified tasks are highlighted accordingly. Lighting levels are monitored on a seasonal basis and water towers are provided during the summer months. Additional measures are put in place where necessary eg extra cleaning, sanitiser units and revised risk assessments which were requested from all contractors during the COVID-pandemic. Government requirements are observed wherever and whenever necessary.
- During the build-up, hours of work are monitored, and regular breaks advised. Where extra hours working is requested, crew change information or rota arrangements are requested before extra hours working is permitted. Additional security and first aid provision is also provided for the hours concerned. Any contractors with medical exemption certificates are released from certain tasks or relocated to other roles upon arrival onsite.
- Principal Organiser staff may require specific Risk Assessment pre and onsite as a result of a pre-existing medical condition or due to pregnancy/recent motherhood. The appointed Health and Safety Contractor will undertake the risk assessment and identify control measures aimed at eradicating risk or mitigating the risk if eradication is not possible. Similar risks surrounding planned or anticipated “lone working” will also be documented and will remain active for the duration of the Event.

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## Open Day(s) 8 – 9 October 2024

During the open period, exhibitors and visitors have access to the Venue which is accessible for all. A “hearing loop” system is operational in the Venue, exit routes from the Venue in the event of an evacuation situation are clearly signposted and the Venue has procedures in place for invacuation should the need arise (see Manchester Central Emergency Procedures below).

Designated smoking/vaping areas are identified for visitor and exhibitor use and the Venue’s inhouse procedures for investigating activation of smoke heads are put in place. Designated refuge areas for patrons with mobility issues are located in upper areas of the Venue and are identified and connected to the Venue’s 24-hour security station should a fire evacuation scenario arise.

- On-site self-registration is also in place as is the ability to print off badges etc for those visitors who have pre-registered.
- The Exhibition Hall has designated emergency gangways throughout the floorplan of a width designated by the Venue when approving the floorplan. Fire exit doors are sited on both sides of the Hall, with fire extinguishers and information signage positioned in static positions adjacent to fire doors.

- Retail catering units are available during exhibition open hours, supplying food and drink to meet all dietary requirements. Allergen information is clearly displayed, and Venue hospitality staff advice is always available if requested.
- Seating areas/booths and breakout spaces from the Conference are provided within and external to the Exhibition Halls for visitor and exhibitor networking and for dining requirements. There has been an increased provision of these areas for 2023.
- Aspects of the Venue including the Exhibition Hall and all meeting rooms are carpeted and anti-slip surfacing is provided elsewhere in the Venue.
- Signage is in place to help support way finding.
- Cloakroom facilities are provided free of charge at the Venue with room for delegate luggage throughout the open periods of the Event.
- Principal Contractor/organising staff are provided with air-conditioned office space with internet and telephone access at all times. The main Organisers' Office is situated to the side of the Concierge Desk inside the main Central Foyer and is accessible for all. Tea/coffee/water etc is provided in the office and food orders provided and supplied by the Venue's Hospitality Team can accommodate all dietary requirements.

## Breakdown 9 October 2024

During breakdown of the Event, and once all visitors have left, exhibitors are able to pack down stands (known as "soft breakdown") for a set period of time before "full breakdown" occurs and main contractors access site. Any exhibitors remaining at this time are required to complete exhibitor site induction and wear hi-visibility.

- Tabards and appropriate footwear. The appointed Health and Safety Officer for the Event is onsite in order to ensure safe working practices ensue.
- Once "main contractors" arrive onsite the full dismantling of the exhibition space commences in accordance with CDM Regulations 2015.
- Toilet facilities remain open for contractors to use, and dependent upon the length of the breakdown period, refreshments are provided by Step Exhibitions.

Step Exhibitions Ltd hopes that the above serves to inform the reader of the measures taken by Step Exhibitions Ltd to consider the welfare needs of all persons connected with the Event during pre-tenancy through to final breakdown.

## Manchester Central Medical Procedures

In addition to Step Exhibitions Ltd staff who are IOSH trained and have received first aid training and the professional executives employed to provide qualified health, safety and first aid support for the delivery of Healthcare Estates, Manchester Central also has established medical facilities and specified procedures.

In case of a need for medical assistance any member of Step Exhibitions, IHEEM, exhibitor, contractor, venue, etc staff are advised to advise the Manchester Central Event Manager or any venue steward of a medical issue requiring attention and provided with the location together with details of any injuries (e.g. bleeding or unconsciousness).

The Manchester Central Event Manager is contacted either via in-house radio link (radio provided to the Organisers) or via the permanently staffed Manchester Central reception desk in the entrance foyer adjacent to the Organisers' Office to the left of the Central Hall entrance (on exiting the Hall).

A member of the Manchester Central first aid team will be called to offer assistance.

There are two first aid at work qualified staff provided by Manchester Central for the build and open hours of Healthcare Estates who are directly employed by the Venue. The first aid team is located in the first aid room in Central Foyer by the concierge desk and is clearly marked up.

## Manchester Central Emergency Procedures

Manchester Central Convention Complex has a set of tried and tested emergency procedures to ensure everyone's safety. The venue has procedures in place for evacuation and invacuation; staff are trained to respond to all emergencies.

This document is intended to assist all organisers and exhibitors to understand their requirements during the following emergencies whilst at Manchester Central:

- On discovering a fire
- Fire evacuation
- Containment
- Suspicious Items
- Threat of a lethal device in the venue

### 1.1 On discovering a fire

(1) In the first instance stay calm, inform everyone in the immediate area of the situation. Reassure visitors who may be in the vicinity that the venue will deal with the situation.

(2) Break the glass on the nearest fire alarm point. These are located at each vehicle door and other fire exits.

(3) Venue staff will come and investigate the area as part of their procedures. Please inform them of any helpful information at this point.

(4) The situation will then be escalated or cancelled accordingly by venue staff.

## 1.2 Fire Evacuation

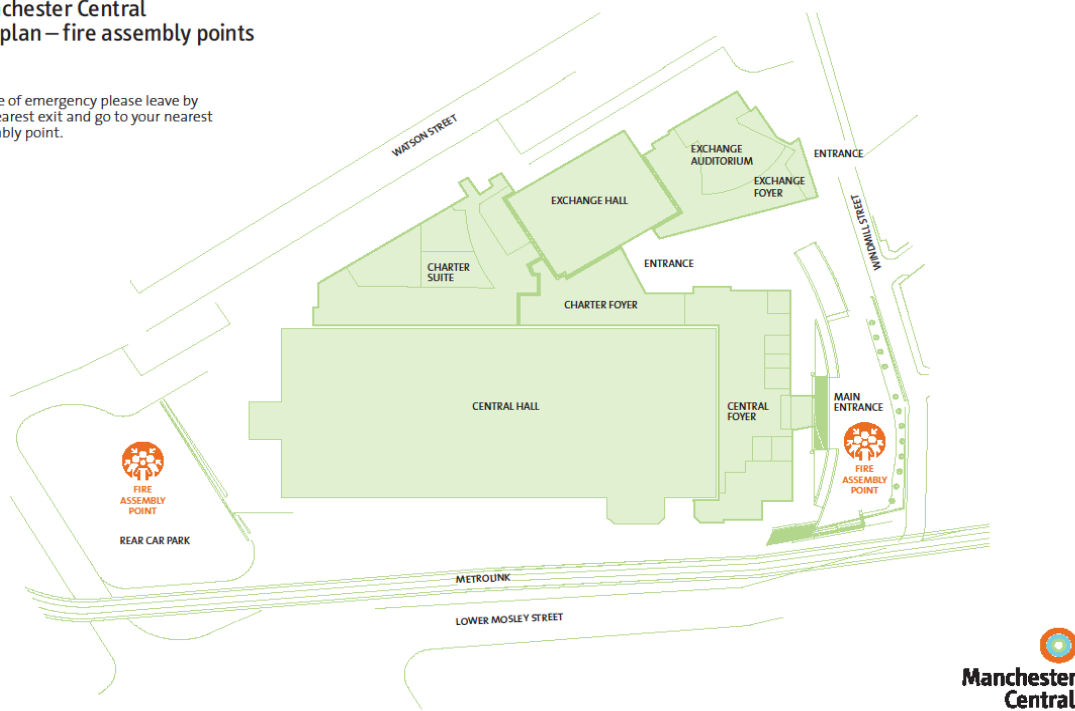
If it is deemed that the fire cannot be extinguished, an evacuation will be initiated by the venue staff. A PA announcement will be broadcasted as follows:

***“Attention Please! Attention Please!  
Will everybody leave the building by the nearest exit. This is an emergency.  
The staff will assist and direct you.  
Please do not use the lifts.”***

On hearing this, everyone in the venue is to evacuate via the nearest emergency exit. During build and break periods, we may require assistance from a designated person of your team to evacuate your contracted spaces. In most cases this would be your H&S floor manager and will be discussed at the emergency briefing with the venue Event Manager. All persons in the venue are to make their way to one of the following fire assembly points – front forecourt or rear car park; as per map below.

### Manchester Central site plan – fire assembly points

In case of emergency please leave by the nearest exit and go to your nearest assembly point.



At each fire assembly point, a member of the venue staff will be in an orange/red hi-vis with the words 'Fire Warden' on the back. They will take control of the assembly point and be the venue's point of contact for all information. In all evacuation circumstances, everyone is to remain at the Fire Assembly Point until further information is disseminated by the Fire Warden.

The Fire Warden will control the reoccupation of the venue in the following order:

- 1. Venue Staff

- 2. Clients/Organisers (Clients will be required to pass back through security)
- 3. Exhibitors (Exhibitors will be required to pass back through security)
- 4. Delegates/visitors (Delegates and visitors will be required to pass back through security and bag search)

### 1.3 Containment Procedure

A venue containment is unlikely but may occur under very extreme circumstances when it is safer and more practical to keep everyone contained within the venue; this will be until the facts of the situation are established. Examples of this include, but are not limited to, external chemical spillages, releases of toxic fumes, or a terrorist incident or threat to life. Each incident will have its own risks and characteristics and will be managed by trained venue staff.

If it is deemed safer to remain in the venue due to an external situation, or obtained information, then the venue will lock down and a PA announcement will be broadcasted as follows:

***“Attention Please! Attention Please!  
The Containment Plan is now in effect, the Containment Plan is now in effect.  
There has been an external incident and we are now in lock down; no one is to leave the building  
until further notice.  
Please close all windows and move yourself away from any areas with glass, to a place of safety.  
Please do not leave the building until further notice. Thank you.”***

### 1.4 Suspicious items

Explosive devices come in all shapes and sizes and are frequently packaged in items that appear to be harmless i.e. plastic carrier bags. They are sometimes fitted with an anti-handling device and no attempt should be made to move one.

**It is of the utmost importance** that each exhibitor nominates enough staff members to ensure the observance of the instructions below.

If a suspect package is discovered on your stand, your designated responsible member(s) of staff will immediately telephone the Security Control Room (0161 834 2700 ext.2206) or inform a member of Manchester Central Convention Complex staff/steward. It is important that the package or suspect article is not disturbed and **under no circumstances should it be touched.**

The Incident Controller (IC) will now take appropriate action and follow the Manchester Central emergency procedures for a suspect package.

Please ensure that your staff DO NOT make any reference to delegates/visitors about a suspect package in their stand or location or use words such as BOMB, DEVICE, or EXPLOSIVE. We do not want to create any unnecessary panic. The situation will be escalated accordingly.

If it is necessary to clear the building, the following message will be broadcast over the public address system:

***“Attention Please! Attention Please!  
Will everybody leave the building by the nearest exit.  
This is an emergency. The staff will assist and direct you.  
Please do not use the lifts.”***

**The venue strongly recommends that exhibition staff leave their belongings and leave the building immediately. The venue will not be responsible for any damage, loss howsoever caused.**

In the event of an evacuation of the Central Hall, exhibitors' staff are requested to gather at the nearest assembly point, as indicated above. If these areas are not appropriate, you must follow instructions from the venue Fire Warden at the assembly point. You must remain at the designated assembly point so that the venue can readily instruct event organisers or exhibitors to return to their stands/locations when the emergency is over.

The Incident Controller wishes to stress the importance of a constant check being made on the contents of exhibitors' stands to see that no unidentified package, case, or bag has been left lying around. In any case of doubt, the article should not be touched. Inform the persons above.

It must be stressed that extra vigilance on the part of everyone is vital.

### **1.5 Threat of a lethal device left in the venue**

In the very extreme and unlikely circumstances that you or the venue receive a threat that a device has been planted within the venue, it is of vital importance you try to remain calm.

If you receive a threat to the venue or your event, try to keep the person talking as long as possible. Inform your Event Manager by the quickest means possible.

Please familiarise yourselves with the following:

- Please be aware, before passing on any information, the caller making the threat may ask for a specific person or department e.g. Event Manager, Sales Department.
- Gaining as much information as possible is vitally important. Try and establish the following:
  - What is the threat?
  - Accent?
  - Background noises
  - Any codes given
  - Any locations mentioned
  - Any timings mentioned
- Pass the information on as quickly as possible so it can be assessed and acted upon.

Manchester Central Convention Complex has detailed emergency procedures, in which all staff are trained, to ensure everyone's safety. Please ensure all your staff are familiar with these procedures to help ensure your event runs safely.

We would like to take this opportunity to thank you for your understanding and for supporting Manchester Central in its emergency preparedness.

All recipients must ensure that their colleagues and staff are familiar with the requirements of these procedures.