STUDENT

EVENTS GUIDE

This document is here to assist the planning and direction of UWLSU partnered events. It is essential that this booklet is completed to an agreed standard of both parties, this document should be completed subject to the agreement of the date and event. Failing to do so or produce this document will result in your event and date not being approved or confirmed.

Please remember that **ALL** sections of this booklet (listed below) MUST be completed or altered and tailored to suit your event. If in the event you are not sure how to complete a section of this booklet please contact a UWLSU representative in good time before the deadline for assistance.

Please be aware that until this document is received the date proposed for your event will be provisional.

**STUDENT EVENTS AGREEMENT**

The combined agreement is for the support and facilitation of student-led events, a contract formed and governed under the terms, conditions and by-laws of the University of West London Students' Union.

This document is a component of the UWLSU student events guide. Failing to sign this document or the breaching of any of the following regulations will result in the event being cancelled or disciplinary.

The parties agree as follows:

1. **The planning process**– Both parties should contribute equally towards the planning process and cooperate on a regular basis. The clear responsibility and completion of tasks at an agreed date should be planned out within a realistic and effective time frame, the responsibilities of each should be clear and concise.

1. **External Parties/Companies** - Should any external parties or individuals be included as a partner or a supplier the student/students need to notify UWLSU before discussions are had or any decisions are made. This is to ensure the legal protection and safety of both the student/students as well as UWLSU are not jeopardized in any way shape or form. All externals will be checked against the UWLSU external party policy

1. **Event Setup and Event Pack down –**The student/students in partnership with UWLSU are responsible to arrive in good time or at an agreed time to assist in the assembling or setup of the venue being used. In relation to this the same applies for the pack down of the venue, the student/students must assist in the clearing away and tidying up after the event has come to a close.

1. **Guests –**Externals guests are permitted to have a ticket to the specified event and be signed in by a current student if the event is onsite.Alternatively, depending on the event one guest per student can be signed in on the day but this would need to be discussed and confirmed with UWLSU staff prior to the event.

1. **Budget –**During the Planning process of the event if funding is needed or required this should be agreed between both parties before any purchases are made. Any student groups or sports teams interested in putting money into a fundraiser/activity must be sure that they have no funds in their account before requesting or proposing funding.

1. **Tech Requests –**If any technical equipment is required for an event, a tech request list must be agreed, submitted and confirmed as soon as possible or at the latest 10 working days before an event is set to take place. Failing to do so can result in not guaranteeing certain equipment will be available for the proposed date

1. **Entire Agreement -**This agreement constitutes the entire agreement between the parties with respect to the subject matter of this agreement and supersedes all other agreements, whether written or oral, between the parties.

1. **Amendments -**No amendment to this agreement will be effective unless it is in writing and signed by both parties.

1. **Effectiveness -**This agreement will become effective when both parties have signed it. The date this agreement is signed by the last party to sign it (as indicated by the date associated with that party’s signature) will be deemed the date of this agreement.

1. **Counterparts; Signatures -**This agreement may be signed in one or more counterparts, which together will form a single agreement. This agreement may be signed electronically.
2. **Disclaimer –** Deadlines set for the completion of this document must be met, failing to meet the deadline for this document will result in the possible cancellation or termination of your event.

**EVENT TERMS AND CONDITIONS**

Terms and Conditions for Events here at UWLSU we operate a series of Terms and Conditions for our events. This is both for your safety, security and licensing reasons. Please note that by attending one of our events, ticketed or not, you agree to the below terms and conditions. Section

1: Purchase of a ticket or wristband is subject to the following terms and conditions;1. You need a valid ticket/wristband to get in to see the show/event.

 2. The venue management and/or event promoter (UWLSU) reserves the right to refuse admission. If you arrive late to an advertised last entry time, this constitutes grounds for a refusal of admission.

3. Please do not be offended if the venue management or promoter requests to see the contents of your bag. For certain events, the management also reserve the right to conduct security searches on admission by trained members of the security team.

4. Only in the event of the show/event being cancelled will your ticket be refunded.

 5. Reselling a ticket or wristband for commercial gain will result in the ticket being invalid and non-refundable.

 6. Sometimes the promoter (UWLSU) or event manager may need to make alterations to the advertised details of the performance/event at short notice. If this happens, the promoter (UWLSU) is not required to issue a refund or exchange of tickets/wristbands.

7. If allocated seats/areas have been issued to you, the venue manager or promoter (UWLSU) reserve the right to change this without refund.

8. By purchasing a ticket/wristband you are affirming your consent to the filming and/or sound recording of you as a member of the public whilst on the premises.

9. In the event of external guests attending, you must notify UWLSU with a list of guest names at least 5 working days prior to the event for approval.

10. We are sorry if any of your personal property is lost or damaged whilst in attendance of the event, however the promoter (UWLSU) and/or the venue is not responsible for personal belongings you choose to bring to an event.

11. The unauthorised use of any professional camera, video camera or any other sort of recording equipment is strictly prohibited.

12. The venue and/or promoter holds the right to amend additional terms and conditions without notification to ticketholders. Section 2 - Upon entry to one of our events, you adhere to the following;

12.1. Management always reserve the right of refusal upon your entry.

12.2. Management always reserve the right to remove you from the venue without reason.2. You agree to be photographed and/or filmed whilst in attendance.

12.3. UWLSU operates a strict Challenge 25 policy, if you look under 25 you will be asked to prove your age.

12.4. UWLSU is not responsible for the actions of outside contractors, such as Security staff. We apologise if you have a problem with one of our contractors and we ensure all members of contactor staff are fully qualified and in a position to be working for us, however we cannot accept any responsibility for their actions.

12.5. You will not be served alcohol is you appear to be too drunk.

12.6. You agree to follow instructions given by members of the UWLSU team.

12.7. You understand that any cloakroom operated means that valuables are left at your own risk.

**Partner/Student/Student Group ……………………………………………**

**UWLSU Lead …………………………………………………**

**UWLSU Management …………………………………………………**

**OPERATIONS PLAN**

**The operations plan is in place to allow anyone to pick up this document and run the event in case of any absence/emergencies. Please include as much detail as possible.**

**(DIRECTIONS ARE PROVIDED IN EACH SECTION IN RED, PLEASE REMOVE TO REPLACE WITH YOUR INFORMATION)**

**Event Name**

**EVENT DATE AND TIME**

**EVENT LOCATION**

**Event Description:**

Detailed description of what the event entails, who is involved and the delivery process. Try and bear in mind the following:

* Purpose of the event (what, why, and how)
* Who is involved (Planning, delivery and attendance)
* Use descriptive and exciting language (Why would and should people come to this)
* What would entice people to attend

**Event Description for Website**

Please also provide a descriptive and exciting description of your event to go on the website, make it as exciting and engaging as possible (you can even use emojis!):

**Audience Profiling:**

Who will be your main target audience and how you plan on engaging them? Will any externals be involved (Subject to approval)? How many people are you expecting to attend your event?

**Ticketing**

How the event will be ticketed, taking into consideration any types of ticket prices?

* Will there be different ticket types? (Give descriptions of why and how they will work, are they being launched at different times etc.)
* Are the tickets free or will you be charging for the tickets?

**Key Internal Contacts**

In this section place everyone who is part of the event, with contact numbers and their roles. This will ensure to make things easier in the event there is an emergency, any queries or contact at the time of the event/activity

**SU**

|  |  |  |
| --- | --- | --- |
| **Person** | **Role**  | **Contact, Number/Email** |
| Samuel Hickson | Event Manager |  |
| Dre Mbwese | Event Coordinator (UG) |  |
| Lara Oliver-Tomic | Event Coordinator (SLE) |  |
| Rob Carr | Licensee Holder  |  |

**Student Group/Students/Partner**

|  |  |  |
| --- | --- | --- |
| **Person** | **Role**  | **Contact and Number**  |
| Insert Name | Insert Role |  |
| Insert Name | Insert Role |  |
| Insert Name | Insert Role |  |

**Key Externals/Suppliers**

The supplier list is used for listing all the suppliers you may have on site and their main point of contact. Remember to include any external companies or personnel you make be working with during this event for example: DJs, music technicians, catering, performers, decorations, etc/

|  |  |  |
| --- | --- | --- |
| **Company** | **Products/Services Supplied** | **Contact Information** |
| Insert Company Name | Insert what supplier is providing |  |
| Insert Company Name | Insert what supplier is providing |  |
|  |  |  |

**Event Promotional Guidelines**

Please ensure you follow the below guidelines:

* All images/posters you send us must be in jpg/png format, and must be approved by your UWL lead coordinator before being printed.
* If you would like a poster on your Native page for ticket sales, it must be **1200px x 729px. Be sure to add all relevant information**
* If you tag UWLSU in your Instagram stories, we are potentially able to reshare it on our Instagram story.
* We are not able to post on our Instagram grid as these are reserved for UWLSU related content.

**Build Schedule**

The build schedule is the most important part of the operations plan. This is the section where you input all the relevant timings into the plan so that you can work to a schedule. Build Schedules should allow times between different tasks and assigned members of the team should have tasks to complete at certain times. Feel free to edit the table below per day.

|  |
| --- |
| **NAME OF EVENT**  |
|
| **DATE** |
| **Time** | **Who** | **What** |
| 5PM | ALL  | Setup Begins  |
| 5.15PM  | ALL | Team Briefing |
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**RISK ASSESSMENT**

Use this section to include any hazards that you feel may happen during your event. Be as accurate as you can taking into consideration all elements of your event. This is a template and includes all of the basics, please remove any hazards that do not apply to your events and add ones that you deem appropriate. (Examples below)

**Risk Assessment –**

|  |  |  |
| --- | --- | --- |
| **Event:** | **Dates** | **Date RA Undertaken**  |
| **Venue** | **RA Undertaken by**  | **Distribution** |
| **Halls/Rooms:** | **Organiser** |
| **Signed for**  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Department**  | **Role** | **Staff Member** | **Date** |
| UWLSU – C&B  |  |  |  |
| UWLSU – CMT |  |  |  |
| Student/Student Group |  |  |  |

**Scope of risk assessment**

This assessment covers

**Visitor Profile**

Age range 18-40. Seated attendance of 200, expecting 1% of visitors to be wheelchair users, 1% of visitors to have access requirements, i.e. visual impairment, hearing impairment, 10% of students will NOT have attended events like this before.
It is expected that students may have consumed alcohol prior to the event starting.

|  |  |  |  |
| --- | --- | --- | --- |
| Probability (P) | Severity (S) | Calculation of Risk (R) | Action Level  |
| 5 Almost inevitable4 Very likely3 Likely2 Unlikely1 very unlikely | 5 Multi death/injury4 Single death or vsi3 RIDDOR major injury2 RIDDOR 3 day1 Minor/first aid  | Prob

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 5 | 5.M | 10.H | 15.H | 20.H | 25.H |
| 4 | 4.L | 8.H | 12.H | 16.H | 20.H |
| 3 | 3.L | 6.M | 9.H | 12.H | 15.H |
| 2 | 2.L | 4.L | 6.M | 8.H | 10.H |
| 1 | 1.L | 2.L | 3.L | 4.L | 5.M |
|  | 1 | 2 | 3 | 4 | 5 |

 Severity  | Low – No action required |
| Med – Justify/review for each event day |
| High – Immediate action/further controls needed |

|  |
| --- |
| **Venue** |
| Hazard | Consequences | Who is at risk | P | S | R | Controls | P | S | R | Action | STAFF |
| High volume of students moving around the seated table area.  | Sprains, bruises, broken fingers toes, head injury, dislocation, loss of consciousness, panic. Potential movement of furniture &/or live electrical equipment.  | Students, Staff | 4 | 2 | 8 | Tables will be placed in such a position that there is 1.5m between chair-to-chair. Ensure the areas are well lit and monitored by staff. Provision for show-stop procedure to be put in place.  | 2 | 2 | 4 | M | All Staff |
| Slips & Trips in the venues.  | Sprains, bruises, broken fingers toes, head injury, dislocation, loss of consciousness. | Students,Staff | 4 | 3 | 12 | Ensure regular checking for hazards. Ensure all UWLSU staff know to report any spill or trip hazards and deal with them where appropriate. Ensure all parts of venue are adequately lit and all bar staff have adequate cleaning training and equipment. | 2 | 3 | 4 | L | All Staff |
| Sound | Hearing loss or impairment | Students,Staff | 2 | 4 | 8 | All sound levels to be set at a safe level. Monitored by competent and trained sound technicians.  | 0 | 4 | 0 | L | Dre Mbwese/Samuel Hickson |
| Ventilation  | Overheating, dehydration, irregular temperature  | Students, Staff | 2 | 4 | 8 | All windows unlocked and can be opened or closed. Venue heaters available for use. Air conditioning will be on in Freddies. Water and refreshments available for staff and students. Free drinking water available at the bar and on all tables.  | 0 | 4 | 0 | L | Will Davies/ Rob CarrLara Oliver-TomicDre MbweseSamuel Hickson |
| Addition of set & technical equipment to the load-bearing truss.  | Sprains, bruises, broken bones, head injury, dislocation, loss of consciousness, panic. Exposure of live electrical equipment. Falls from height. | Students, Staff | 2 | 5 | 10 | All work at height will be conducted by a trained professional with working knowledge of safety precautions to take. All equipment will be secured using the appropriate load baring safety chains. | 0 | 5 | 0 | L | Dre MbweseSamuel Hickson |
| Potential breach of perimeter &/or suspected trespass.  | Unauthorised individuals in the building, causing overcrowding.  | Students,Staff | 4 | 3 | 12 | Accreditation systems have been put in place and security told to question any members of the public/staff who do not have the appropriate accreditation. Windows and doors secured. Perimeter checks to be completed by security.  | 0 | 3 | 3 | L | SMR security |
| Potential venue emergency situation. | Fire/Acts of Extreme Violence/Terror/flooding/power-cuts all resulting In single or multiple deaths. Sprains, bruises, broken fingers toes, head injury, dislocation, loss of consciousness. | Students, Staff | 1 | 5 | 5 | All duty management staff have had training in the handling of emergency situations and escalation procedures. Door searches are to be conducted on all individuals entering the building by approved SIA Search Operatives. Students advised to report any suspicious behaviour to a member of staff. | 0 | 5 | 0 | M  | Rob Carr, Security, Students, Staff |
| **Students** |
| Hazard | Consequences | Who is at risk | P | S | R | Controls | P | S | R | Action | STAFF |
| Under 18’s | Underage consumption of alcohol. Staff being put in vulnerable situations regarding the safeguarding of minors. Students being put in vulnerable situations.  | Staff, FE Students | 3 | 3 | 9 | SIA Trained Security will ID all students upon entry to the building.Anyone under the age of 18 will not be permitted entry to the venues. Ages of students in attendance will be check upon ticket purchase  | 0 | 3 | 0 | M – Continual Monitoring  | Will DaviesRob CarrEvents team |
| Excessive alcohol consumption | Sickness, slips, sprains, breaks, loss of consciousness, Students being put at risk, or in risk situations.Students in vulnerable situationsPanic | Students,Staff | 5 | 4 | 20 | Bar Staff/security trained on identifying students who have had too much to drink.First aiders on site at all times events with high footfallFree drinking water available at the bar and on all tables.  | 4 | 4 | 16 | H – monitor though the event | Will Davies  |
| Students walking between their accommodation and the venue | Students being put at risk, or in risk situations.Students in vulnerable situationsPanic | Students  | 4 | 4 | 16 | Students Union managing comms and ensure the safe entry and exit of the venue.  | 2 | 4 | 8 | M | Samuel Hickson |
| Social Media  | LibellousOffensive/reputation damaging  | StudentsUWLSU staffUWLSUVenue Staff | 4 | 1 | 4 | Comms team to monitor output on social media Respond and report any action that may cause a risk. | 2 | 1 | 2 | L | Clair White |
| **Staff** |
| Hazard | Consequences | Who is at risk | P | S | R | Controls | P | S | R | Action | STAFF |
| Tiredness/exhaustionfatigue | Staff behaviour becomes a risk to them and the people around them | Staff | 5 | 4 | 20 | All staff work to a rota. Must have 8 hours off between shifts. Staff encouraged to leave site when they are not on rota. Encouraged to take regular breaks. Provide a ‘safe space’ staff room on site. Ensure the staffs get home safely.Staff hours will be managed with later start times for those working into the evening, late night.  | 3 | 4 | 12 | M | Samuel Hickson |
| Dealing with student issues and queries | Staff put into vulnerable situationsStaff put at risk.  | Students,Staff | 4 | 3 | 12 | Ensure all staff know the protocol and adhere to it. Ensure staff know where to turn to for support when needed. Ensure all staff know the process for students getting advice from the university. | 2 | 3 | 6 | M | Samuel Hickson |
| **Fire & Electrical** |
| Hazard | Consequences | Who is at risk | P | S | R | Controls | P | S | R | Action | STAFF |
| Electric shocks and electric fires  | Burns, Single death, multi death.  | StudentsUWLSU Staff Venue Staff | 2 | 5 | 10 | All equipment that is brought on site is PAT tested. All electrics brought on site should be declared to the organiser. Electrics fitted by one contractor. Ensure contractor employs trained and competent staff. Wires to be slung from roof where possible. Where not to be taped down | 2 | 5 | 10 | H | Rob CarrSamuel Hickson |
| Fire | Burns, Single death, multi death. | Students,Staff | 2 | 5 | 10 | Ensure all venues have a specific risk assessment. Ensure all staff and delegates are briefed on evacuation procedure. | 2 | 5 | 10 | H | Rob CarrSamuel Hickson |
| **Food** |
| Hazard | Consequences | Who is at risk | P | S | R | Controls | P | S | R | Action | STAFF |
| Allergens  | Allergic reactions, Ilness, Death, and swelling  | StudentsUWLSU Staff Venue Staff | 2 | 5 | 10 | Ensure all food prepared is shop bought, with packaging or labelling clearly displaying any allergens. Always have someone stationed and briefed on allergens if what is being consumed.  | 1 | 5 | 5 | M | Will DaviesRob CarrSamuel Hickson |
| Food Poisoning  | Illness, multi-ilnness cases, students or staff unable to work or study | Students,Staff | 2 | 4 | 8 | Ensure if food is prepared in a kitchen the adequate RAMS is in place from both parties. to ensure the parties preparing and handling/serving food hold a minimum of level 2 food safety certificate  | 1 | 4 | 4 | L | Will DaviesTamara JohnsonRob Carr |

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| --- | --- | --- | --- |
| **Action Points** |  |  |  |
| Hazard | Controls | Staff  | Action Points |
| High volume of students moving around the seated table area.  | Tables will be placed in such a position that there is a 1.5m chair-to-chair gap. Ensure the areas are well lit and monitored by staff. Provision for show-stop procedure to be put in place.  | All Staff | * Use a measuring stick to ensure the gap is present between all tables.
* Mark the floor prior to laying tables.
* Monitor the tables throughout the evening.
* Restrict the ingress and egress to ensure safe passage of students.
 |
| Slips & Trips in the venues.  | Ensure regular checking for hazards. Ensure all UWLSU staff know to report any spill or trip hazards and deal with them where appropriate. Ensure all parts of venue are adequately lit and all bar staff have adequate cleaning training and equipment. | All Staff | * Create a designated “Spills Kit” with the appropriate equipment to remove spills.
* Ensure we have a stock of wet floor signage.
* Designate a specific member of staff to complete venue checks at half-hour intervals.
 |
| Sound | All sound levels to be set at a safe level. Monitored by competent and trained sound technicians.  | Samuel Hickson | * Check sound levels during sound check period.
* Fit a decibel monitor at the front of house position.
* Brief sound staff.
* Provide ear plugs.
 |
| Ventilation  | Proper Ventilation working in venue. Venue heaters available for use. Water and refreshments available for staff and students. Free drinking water available at the bar and on all tables.  | Rob Carr Samuel Hickson | * Ensure requests have been sent to facilities for the management of airflow.
 |
| Addition of set & technical equipment to the load-bearing truss.  | All work at height will be conducted by a trained professional with working knowledge of safety precautions to take. All equipment will be secured using the appropriate load baring safety chains. | Samuel Hickson | * Ensure all new and existing fixtures are signed off by approved contractors.
* HSE Certificates should be copied for all load-baring safety equipment.
 |
| Potential breach of perimeter &/or suspected trespass.  | Accreditation systems have been put in place and security told to question any members of the public/staff who do not have the appropriate accreditation. Windows and doors secured. Perimeter checks to be completed by security.  | Rob Carr Security | * Ensure the correct perimeter has been set up.
* Brief staff on importance of appropriate accreditation.
* Brief security on accreditation types.
* Guest List to be provided to security
 |
| Potential venue emergency situation. | All duty management staff have had training in the handling of emergency situations and escalation procedures. Door searches are to be conducted on all individuals entering the building by approved SIA Search Operatives. Students advised to report any suspicious behaviour to a member of staff/  | Rob CarrSamuel Hickson Security, Students, Staff | * Ensure all staff are up to date and briefed on UWLSU’s emergency procedures and chain of command.
* Ensure all evacuation signage is present and not covered.
* Brief staff on the importance of reporting suspicious behaviour.
 |
| Covering of security-gates in Students’ Union Café | Security will be positioned on the gates to give direction and open the last gate on request.  | Security  | * Do not leave the gates unattended at any point.
 |
| Under 18’s | SIA Trained Security will ID all students upon entry to the building.Anyone under the age of 18 will not be permitted entry to the venues.   | Security,Samuel Hickson | * Brief security and bar staff on our challenge 21 procedure.
* Check all attendees DOB upon sign up to the event.
 |
| Excessive alcohol consumption | Bar Staff/security trained on identifying students who have had too much to drink.First aiders on site at all times events with high footfallFree drinking water available at the bar and on all tables.  | Will Daies Samuel Hickson | * Brief bar staff not to serve people under the influence.
 |
| Students walking between their accommodation and the venue | Students Union staff managing comms and ensure the safe entry and exit of the venue.  | Samuel Hickson | * Distribute communications to all students on safe modes of transport.
* Provide UBER/GETT codes to all students.
 |
| Social Media  | Comms team to monitor output on social media Respond and report any action that may cause a risk. | Clair White | * Continue the monitoring of all social media.
* Create an official #tag for the event, meaning all social media streams can be monitored at ease.
* Brief communications team on good & bad comms.
* Pre-prepare disaster management communications.
* Brief staff on the importance of refusal to comment.
 |
| Tiredness/exhaustionfatigue | All staff work to a rota. Must have 8 hours off between shifts. Staff encouraged to leave site when they are not on rota. Encouraged to take regular breaks. Provide a ‘safe space’ staff room on site. Ensure the staffs get home safely. | Samuel Hickson | * Set up area for staff to break.
* Publish the staff rota and monitor staff morale.
* Brief staff on importance of drinking water and rest.
 |
| Dealing with student issues and queries | Ensure all staff know the staff protocol and adhere to it. Ensure staff know where to turn to for support when needed. Ensure all staff know the process for students getting advice from the university. | Samuel Hickson | * Ensure duty managers are up to date with training.
* Brief staff to refer difficult situations to duty management or Tegan Pickles.
 |
| Electric shocks and electric fires  | All equipment that is brought on site is PAT tested. All electrics brought on site should be declared to the organiser. Electrics fitted by one contractor. Ensure contractor employs trained and competent staff. Wires to be slung from roof where possible. Where not to be taped down | Samuel Hickson  | * Ensure all equipment is PAT tested, check this before the doors are opened.
* Obtain any electrical safety certificates for hired equipment from contractors.
* Ensure all cabling is secure and sign off before event.
 |

Appendix 1 **Basic Emergency Scenarios and Contact Details**

* Director – Tye McMahon
* Events and Participation Manager – Samuel Hickson
* Commercial Operations Manager – Rob Carr

**Authorising “non-registered” students**

Non registered UWL students have to be signed in by a current UWL registered student with security. Anyone who signs in a guest is responsible for their guest.

**Fire**

Fire procedures will be told to staff at the beginning of each event and everyone will be aware of the appropriate fire evacuation procedure. At external venues, their staff will be in charge of fire evacuation. In the event of a fire UWLSU will take its lead from the external venue.

**Removal**

If a student needs to be removed from an event, special procedures apply and these issues should be referred to the Duty Manager before any action is taken. In the event of a student being removed from the premises, security will ensure that they are safely taken home in a taxi and not placed directly on the street.

**Incidents**

A variety of other incidents may occur and at least 1 member of first aid trained staff will be on site. If incident requires further assistance emergency services will be called by the University Security Team.

**Liaison Point**

In the event of a serious incident or problem, the following should meet in the Directors office in UWLSU: Duty Manager, Security Supervisor

**Outside of Normal working hours:** In the event of an emergency outside of working hours the trained members of the management team (or relevant staff members) will be on call. If the incident needs escalating, the call should go directly to Kat. Sabbaticals should not be dealing with emergency issues during events.

**Duty Management Training**

All duty managers must be fully trained in the emergency procedures and duty management protocol.