## 

**Events:** A guide to help us manage event risks

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**December 2014**

**INTRODUCTION**

Members of the public visit our campuses in large numbers for a multitude of events every year. All these events require a lot of planning. One of the things we must consider is any risks that arise from hosting these events. Good planning ensures potential insurance claims for injuries to members of the public are avoided. This protects us against potential claims arising from injuries and having to pay legal costs. It also protects the university’s reputation.

This document provides guidance on matters to consider when organizing events. We’ve spoken to many members of the university community across the regions. We’ve also looked at procedures used in other universities. You are required to tailor the provided plan/task list to your event.

This guide has been produced to help you assess some of the risks relating to such events.

This document has the following sections:

**SECTION 1:** Basic points about events.

**SECTION 2**: Matters to consider in planning an event.

**SECTION 3:** This is a table for recording basic event information.

**SECTION 4:** This is an assessment task list template for events. The details are not exhaustive but hopefully should help you in planning your event.

**SECTION 5:** This is a risk analysis template for theassessment task list template. It uses the same categories as the assessment task list. This will enable you to link your risk assessment to the planning process in a clearer way.

We’ve obtained a lot of information through questionnaires (especially from Regional Campus colleagues) and discussions with USP staff in SAS, Campus Life, CRC, DVC(RI), Marketing, Property/Facilities) preparing this document. Thanks to all our colleagues for their considered input into our various drafts.

We would encourage all colleagues to contact relevant departments when planning their events. Their in-depth expertise and assistance with compliance to procedures will be invaluable in ensuring that your events run smoothly.

We hope you find the guide useful.

**Director of Assurance and Compliance**

**December 2014**

**SECTION 1: BASIC POINTS ABOUT EVENTS**

**BASIC POINTS ABOUT EVENTS**

* Ensure USP is adequately protected.
* Complete basic risk assessments and compile a task list to ensure all matters ae covered.
* Consult with relevant colleagues as you plan your event.
* When arranging the event it is important to review your task list on a regular basis to ensure deadlines are met and/or additional tasks are identified.
* After reviewing the details the best decision may be not to arrange the event or activity considered as part of the event. This might be because the event or activity imposes too great an obligation or risk on USP. Adjustments to an event programme might be called for. This should be discussed with senior colleagues.
* **Liability:** This broadly means having a binding obligation. Being liable is being responsible for something, such as paying for services for your event or protecting against damage. You find liability clauses in contracts. They vary a lot. Examples include exclusions (meaning you’re not liable for something), limitations (covering up to a certain loss amount) or restrictions (covering only specific types of loss or damage). We need to ensure our liabilities are properly minimised.
* **Public Liability insurance:** Thisprovides USP with cover for bodily injury and/or property loss and damage to third parties in connection with USP activities. Please contact the Assurance and Compliance section if you need further details.

For more details, see our guide on managing contracts and talk to colleagues in the Procurement team for further advice

**SECTION 2: MATTERS TO CONSIDER IN PLANNING AN EVENT**

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| **Have clear lines of responsibility** |
| * There must be a nominated coordinator to plan and manage the event * The coordinator must ensure event arrangements address compliance with legislation and university health and safety codes of practice * The coordinator must ensure procedures are in place to address the risk of injury and damage, as well as weather issues |
| **Prepare well in advance** |
| * Allow adequate time to carry out risk assessments, obtain specialist advice and complete tasks by the event date * Ensure enough time is left to organize anything with statutory agencies and avoid non-compliance risks * Ensure any event registration processes are set up |
| **Schedule any assistance required** |
| * Allow adequate time to liaise with other staff so they can schedule any input you need to organize the event * Discuss specific tasks/risks with other USP staff/departments for their input * Request for assistance from other departments. For example, ITS, Campus Life, Security, Procurement, Property/Facilities, OHS, Finance, Marketing, Assurance/Compliance etc. |
| **Prepare an event planning checklist** |
| **Event planning checklist**  Assign a person responsible for specific tasks and set deadlines to reduce planning risks. This avoids tasks being overlooked or missed.  **Risk Assessments**   * Complete a risk assessment involving staff, students, or contractors/vendors etc. * Ensure the risk assessment takes account of the conditions relating to the venue. * Ensure the risk assessment takes account of regulatory risks. * In general determine extent of the risk and evaluate if existing controls are adequate or reduced the risk as to reasonably practicable. |
| **Learn lessons after the event ends** |
| The coordinator should obtain feedback from staff involved in the event. This should include:   * Reviewing incidents reported * Reviewing risk assessments for any revisions for future events * Identify potential incidents which may have occurred during the event and add these to the risk assessment for future events |

**Event Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Campus**  **Faculty, School or department** |  |
| **Your budget** |  |
| **Objective of the event** |  |
| **Description of the event**   * **Attach brochures and other documents** |  |
| **Estimate of number of participants**    **Type of participants (i.e.: USP staff/students, public participants, etc.)** |  |
| **Approval for the event confirmed.** |  |
| **Event dates (From-to)** |  |
| **Coordinator and contact details** |  |
| **Event committee members or N/A** |  |
| **Venue secured** |  |
| **List USP departments/ schools you contacted. Specify contact person and reason such as for their information and/or assistance** |  |
| **Registration form prepared where required** |  |
| **Website notification of the event has been arranged** |  |
| **MOU/contract/written terms have been agreed where the event involves another partner** |  |
| **Where goods/services are required, the suppliers are agreed in compliance with financial procedures** |  |

The following is an example list. It’s based on information provided about our events and event checklists used in other universities. It does not identify every matter. However, we hope you find the content useful for planning your event.

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| **TASK** | **Completion date** | **Assigned to** | **Date complete** | **N/A** | **NOTES** |
| **INITIAL PLANNING MATTERS** |  |  |  |  |  |
| Budget is prepared |  |  |  |  |  |
| Event coordinator appointed |  |  |  |  |  |
| Event committee formed |  |  |  |  |  |
| Materials for the event, like tables, maps, invitations, certificates and trophies are ordered/prepared |  |  |  |  |  |
| Publicity planning completed and scheduled for relevant print/ web media, etc. |  |  |  |  |  |
| Any transport arrangements required are in place |  |  |  |  |  |
| Agreements/contracts/MOUs required with partners and vendors have been agreed |  |  |  |  |  |
| Property and Facilities confirm that no work planned at the venue at the time of the event |  |  |  |  |  |
| Staffs to help with set up of facilities, etc are scheduled.  (ie: ITS, Campus Life, Security, Procurement, Property/Facilities, OHS, Finance, Marketing, Assurance/Compliance etc.) |  |  |  |  |  |
| **VENUE RISK ASSESSMENT** |  |  |  |  |  |
| Confirm medical support is secured where this is required |  |  |  |  |  |
| Confirm venue facilities are assessed as adequate for numbers expected and the risk assessment of the site is completed |  |  |  |  |  |
| Confirm issues for persons with disabilities have been risk assessed with input from the Disability Office |  |  |  |  |  |
| Ensure evacuation arrangements are clear for attendees in case of the risk of emergencies |  |  |  |  |  |
| Ensure emergency contact arrangements are clear for attendees in case of the risk of emergencies |  |  |  |  |  |
| Ensure security arrangements are confirmed and security risk assessed where necessary |  |  |  |  |  |
| Emergency contact information is clearly notified to attendees |  |  |  |  |  |
| Any special activities, like visiting an island or fieldtrip are properly risk assessed and activity plans finalised |  |  |  |  |  |

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| **COMPLIANCE MATTERS** |  |  |  |  |  |
| Confirm compliance with government regulations (i.e.: license, police) |  |  |  |  |  |
| Confirm compliance with USP policies and procedures (i.e.: liquor, parking, OHS) |  |  |  |  |  |
| **INSURANCE** |  |  |  |  |  |
| USP’s insurance cover is confirmed as adequate for this event |  |  |  |  |  |
| Outside vendors have appropriate insurance confirmed. (ie: entertainment, services, goods etc) |  |  |  |  |  |
| **CASH HANDLING AND CUSTODY RISKS** |  |  |  |  |  |
| Cash handling procedures are in place |  |  |  |  |  |
| Cash security procedures are made for the event on the day |  |  |  |  |  |
| **BACK UP PLANS** |  |  |  |  |  |
| Any necessary backup plan/s (support, major equipment, key speakers/participants, outdoor activities etc.) are in place in case of emergency |  |  |  |  |  |

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| **WEEKS/PERIOD LEADING UP TO THE EVENT** |  |  |  |  |  |
| Initial planning signed off as complete |  |  |  |  |  |
| Venue risk assessments have been completed |  |  |  |  |  |
| Compliance to procedures prior to the event have been confirmed |  |  |  |  |  |
| Insurance arrangements have been confirmed |  |  |  |  |  |
| Cash handling procedures are in place |  |  |  |  |  |
| Back up plans are in place for any emergency |  |  |  |  |  |
| Any matters not completed are scheduled for completion and signed off |  |  |  |  |  |

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| **DAY BEFORE AND ON THE DAY OF THE EVENT** |  |  |  |  |  |
| Set-up in advance (i.e. day before): Ensure the location is secure  Confirm building access: keys/unlock doors for the event |  |  |  |  |  |
| Check your detail list: venue, facilities, supplies, signs are set-up, staff are available, etc. |  |  |  |  |  |
| Conduct tests and inspections of any equipment like sound system. etc., and ensure any risks and faults are addressed |  |  |  |  |  |

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| **ON THE EVENT DAY** |  |  |  |  |  |
| Ensure any incidents are clearly documented in case of potential insurance claims/complaints |  |  |  |  |  |
| Regular checks: facilities, supplies, cleaning etc. |  |  |  |  |  |
| Secure and facilities used against the risk of theft/loss at the end of the event |  |  |  |  |  |

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| **LESSONS LEARNED** |  |  |  |  |  |
| Final meeting: Discuss event and any lessons learned |  |  |  |  |  |
| Prepare brief summary of the event, including participant comments, attendance, location/facilities were adequate, vendor performance, final costs etc. for committee/sponsor(s). |  |  |  |  |  |
| Make any final payments to contractors/vendors |  |  |  |  |  |

**Appendix C**

**Risk assessment template**

The following template will assist you in noting your event risks. We’ve taken the main headings from the task list at section 4 in putting the template together. When you do your evaluation, refer back to the points you have listed under each heading from your event task list. This should help you note any actions required to manage your event risks.

This is general guidance on reviewing event risks. There may be other matters you need to consider for specific events. We would emphasize that you should speak to other USP departments as listed above in cases of concern or doubt. The Assurance and Compliance section will also provide advice on risk and insurance matters for you.

We’ve provided some examples below to help you in putting together the risk assessment for your event.

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| **Areas to be addressed** | **Risk** | **Action notes** | **Completed** | **date** |
| **VENUE RISK ASSESSMENT** |  |  |  |  |
| All incident procedures are in place and notified to appropriate persons | Injury and/or damage. Not reported as procedures were not in place.  Emergencies: participants not aware of contact details. | Communication plans for incidents designed and notified to participants in an appropriate format |  |  |
| Food preparation is undertaken in hygienic conditions and complies with relevant legislation | Illness, reputation damage etc. | Providers have insurance cover/ appropriate training and certification. |  |  |
| Planned additional activities. | Injury, loss/damage of personal property. | Assess risks for each activity and decide if the activity should be included in the event agenda. |  |  |
| Special considerations for outdoor events:   * the site will be suitable in all weathers and that any staging/structures will be safe in bad weather conditions; * there are no trip, slip or other similar hazards to the public; * wet or windy weather will not cause any other additional hazards;   Provide facilities to enable people with disabilities to gain access and take part in the activities. | Avoid injuries,  Reputation damage. | OHS inspection indicates the event conditions are adequate.  Alternative back-up option in case of inappropriate weather are in place as appropriate |  |  |
| **COMPLIANCE** |  |  |  |  |
| Ensure any statutory permits and other regulatory requirements are in place. | Fines, Reputation damage, requests to cancel event. | Verify with country government department and police. |  |  |
| **INSURANCE** |  |  |  |  |
| Event requires insurance cover as it is very large | Insurance cover not in place as event requires specific coverage or higher limits. | Confirm coverage with Risk/Insurance Unit. |  |  |
| Medical attention and USP insurance.  USP liability insurance requires the first aid person to be qualified. Does not provide coverage for third party. | Incident not covered under USP insurance. | Review third party insurance coverage. If needed contact Risk/Insurance Unit for assistance. |  |  |
| **CASH HANDLING** |  |  |  |  |
| Cash handling and management arrangements are in place | Theft and loss. | Procedures in place ensuring safety of person handling cash and cash. |  |  |
| **BACK UP PROCEDURES** |  |  |  |  |
| Prepare any back-up procedures:   * Power outage. Generator available. * Water is not available. * Faulty majority equipment (i.e.: ITS) * Main presenter, support staff (i.e. ITS), other major participants not able to attend (i.e. sick) | Not able to continue with event.  For major events this could create conflicts, reputation damage as well as participants requesting for refund of registration fee and other conference expenses. | Confirm that all back up actions are taken and any equipment like standby generators is in place. |  |  |

**RISK TEMPLATE**

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| **Areas to be addressed** | **Risk** | **Action notes** | **Completed** | **date** |
| **INITIAL PLANNING** |  |  |  |  |
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| **VENUE RISK ASSESSMENT** |  |  |  |  |
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| **COMPLIANCE** |  |  |  |  |
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| **INSURANCE** |  |  |  |  |
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| **CASH HANDLING** |  |  |  |  |
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| **BACK UP PROCEDURES** |  |  |  |  |
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