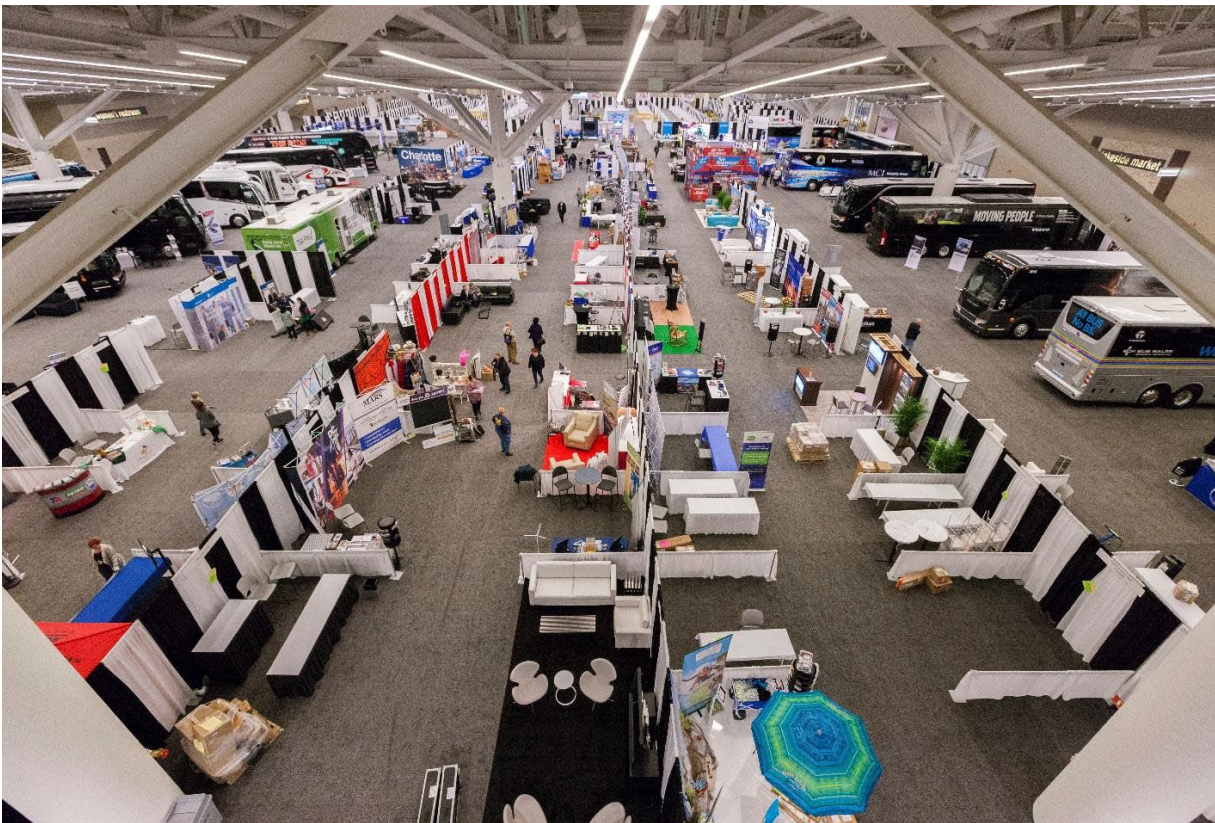


# General Service Contractor Guide



Revised 1/5/2025

## TABLE OF CONTENTS

TABLE OF CONTENTS .....	1
BANNER/SIGN HANGING .....	2
CLEANING SERVICES .....	2
ELEVATOR LOCATIONS, DIMENSIONS & WEIGHT CAPACITY .....	2
EXHIBITOR AND SHOW MANAGEMENT WORK RIGHTS .....	3
FACILITY FLOORING .....	4
FINES.....	5
FIRE AND SAFETY REQUIREMENTS .....	5
FLOOR PLAN APPROVALS .....	8
FLOOR WEIGHT LOADS .....	9
FORK LIFT OPERATION.....	9
FREIGHT/DRAYAGE DELIVERIES .....	11
GREEN PRACTICES .....	12
INSURANCE .....	12
LABOR – OUTLINE OF JURISDICTIONS .....	12
Teamsters Local 407 .....	12
Decorators Union 48U .....	13
Stagehands' Union Local 27 .....	13
Electrical Union Local 38 .....	13
LOADING DOCK .....	13
Parking/Designated Loading Dock Bays.....	14
Designated Loading Dock Bays .....	15
MARSHALLING YARD .....	15
OVERHEAD DOOR DIMENSIONS.....	15
PRIVATELY OPERATED VEHICLES (POV's) .....	16
RIGGING .....	16
RULES AND REGULATIONS .....	17
SAFETY & SECURITY NOTICES .....	18
TAPE .....	19
UTILITY DISTRIBUTION.....	20
FINAL ACKNOWLEDGEMENT .....	22

## BANNER/SIGN HANGING

Banner and sign requests must be submitted to the HCCC Event Manager sixty (60) days in advance to ensure proper usage of space when multiple events are in the Center. All sign requests, whether interior or exterior, must be approved by HCCC Management prior to placement. Services must be arranged through Mills James for any overhead signs hung from pre-approved overhead hanging points within the Center including but not limited to the Exhibit Halls and Grand Ballroom.

No signs can be taped on walls, doors, columns, windows. No nails, hooks, screws tacks, adhesives or metal wire are to be used to secure signs to finished surfaces within the Center. All interior signs must be on easels, T-stands, pipe and drape or hung with string. Placing signs on any fabric walls within the Center is prohibited. All costs associated with damage to the Center because of the placement/removal of signs will be the responsibility of the General Service Contractor/Show Management.

## CLEANING SERVICES

The HCCC provides cleaning services on an exclusive basis for show management, attendees and exhibitors. The HCCC is responsible to provide a clean "broom swept" event space prior to the first day of scheduled move-in and provide other cleaning services as arranged with show management and/or exhibitors. The General Service Contractors is responsible for removing any tape, carpet, equipment, pallets, crates, freight and any abandoned exhibit structures. Charges will apply for failure to remove these items by the licensed move out time.

## ELEVATOR LOCATIONS, DIMENSIONS & WEIGHT CAPACITY

Service elevators are the only elevators approved for the transportation of materials, gear and equipment. The use of passenger elevators for these tasks is prohibited. Elevator damages will be billed to Show Management and/or the General Services Contractor.

Elevator #	Type	Location	Opening Dimensions H x W	Elevator Dimensions H x W x D	Weight Capacity
S1	Service	NE Atrium/ SW HCCC	7'8" x 6'	8'6" x 6' x 9'	7,500 lbs.
S2	Service	Back of House (C2 to C3)	8' x 5'	9' x 5'9" x 8'9"	5,000 lbs.

S3	Service	Back of House (C3 to C4)	8' x 5'	9' x 5'9" x 8'9"	5,000 lbs.
S4	Service	C2 to Hall C (C3)	8' x 5'	9' x 5'9" x 8'9"	5,000 lbs.
S5	Service	C2 to Hall B (C3)	8' x 5'	9' x 5'9" x 8'9"	5,000 lbs.
S6	Service	Kitchen to C3M	8' x 3'6"	8' x 5'5" x 6'	3,500 lbs.
F1	Freight	Loading Dock	7'11" x 9'9"	7' 11" x 9' 9" x 19'9"	20,000 lbs.
F2	Freight	Loading Dock	7'11" x 9'9"	7' 11" x 9' 9" x 19'9"	20,000 lbs.
P1	Passenger	SW Atrium	8' x 3'6"	8' x 5'5" x 6'9"	3,500 lbs.
P2	Passenger	SW Atrium	8' x 3'6"	8' x 5'5" x 6'9"	3,500 lbs.
P3	Passenger	NE Artium/ SW HCCC	8' x 3'6"	8' x 5'5" x 6'9"	3,500 lbs.
P4	Passenger	NE Atrium/ SW HCCC	8' x 3'6"	8' x 5'5" x 6'9"	3,500 lbs.
P5	Passenger	By Meeting Room #1	8' x 3'6"	8' x 5'5"x 6'9"	3,500 lbs.
P6	Passenger	Lakeside (East) to C3	8' x 3'6"	8' x 5'5"x 6'9	3,500 lbs.
P7	Passenger	Lakeside (West) to C3	8' x 3'6"	8' x 5'5"x 6'9	3,500 lbs.
P8	Passenger	C3 to C4	8' x 3'6"	8' x 5'5"x 6'9	3,500 lbs.
P9	Passenger	C2 to Hall C (C3)	8' x 3'6"	8' x 5'5"x 6'9	3,500 lbs.

## EXHIBITOR AND SHOW MANAGEMENT WORK RIGHTS

Exhibitors and Show Management, using their own full-time staff may perform the following work in their booth of any size:

- Setting up and dismantling of exhibits or displays owned by the exhibitor or show management with the use of hand tools – power or otherwise.
- Assembling and disassembling their own products, materials, machinery or equipment.
- Installing of exhibitor owned signs, graphics, props, or decorative items not flown, rigged or attached to HCCC structures.
- Setting up of exhibitor drapery including the skirting of tables. This does not include pipe and drape.
- Delivering, setting up, plugging in, interconnecting and operating show management or exhibitor electrical equipment, computers, audio-visual devices and other equipment.
- Exhibitors/show management can self-unload Privately Operated Vehicles(POV's) in designated area(s) within the dock area using exhibitor full-time personnel using non-motorized lift or material handling equipment. The loading /unloading of non-Privately-

Operated Vehicles (POV) in the dock area should be performed by the General Service Contractor's personnel.

## FACILITY FLOORING

The Huntington Convention Center of Cleveland has two types of flooring throughout the facility: carpet and terrazzo. In an effort to ensure that we are preserving the physical aesthetics of the building, outlined are the facility protection guidelines that both contractors and clients are expected to follow during their time in on our premises.

### CARPET

Utility carts, golf carts and any motorized equipment (aside from ADA mobility devices) are limited to the exhibit halls only. If the usage of a forklift or motorized hand pallet jack is necessary on carpeted areas, then it must be fitted with tire covers/booties or carpet protection must be placed down and approved in advance by HCCC Management. Pallet jacks may not be used to transport freight/pallets/ boxes, etc. across carpeted areas. Back of the house service corridors are to be used for these purposes and the pallets must be broken down and placed onto push carts or dollies provided by General Service Contractor. **Stickers or any adhesive based floor decals/graphics are strictly prohibited within all areas of the areas of the Center without prior approval by HCCC Event Manager.**

Any scissor/boom lifts used in common space or ballroom space must have tires designed for indoor use and be fitted with tire covers/booties. When operating these types of lifts, a second ground person must be used to ensure that the lift operator does not run over and damage any of the electrical floor box covers. Any damaged electrical floor box covers will be replaced by HCCC and all related costs will be charged to the GSC responsible for the damages.

Vehicles being displayed in any carpeted areas, such as our grand ballroom must follow the fuel operated vehicles guidelines listed on page 4, as well as carpet tiles placed under each wheel and drip pans placed under the engine to prevent any fluid leaks onto carpet. Damage to carpeted areas will be subject to charges for repair.

### Terrazzo

There are two locations within our facility that have terrazzo flooring: the Atrium in the Atrium Building and the Lakeside Entrance. Consisting of chips of marble, quartz, granite, glass and other suitable material- these custom floorings are carefully maintained by building



personnel and **adhering any adhesives to either flooring is strictly prohibited.**

On rare occasions, a client and/or contractor may be given special permission for the use of gaff tape on these surfaces. The use of the adhesive material should not exceed two days, any further needs beyond the 48-hour window will not be approved.

Due to its proximity to the Atrium terrazzo, any equipment that needs to be moved into the Atrium Ballroom must be done through the back of house corridor.

If a client opts to place equipment and/or displays on any of the facility's terrazzo surfaces, it is the responsibility of the contractor to ensure that the floor is protected. The contractor must take active measures in using proper floor protection in a manner that reduces the risk of property damage. Any scissor/boom lifts or pallet jacks used in the common space or ballroom space must have tires designed for indoor use and be fitted with tire covers/booties.

**FINES** Willfully or negligently disregarding the active protection of the terrazzo flooring will result in the cost of the repairs and/or cleaning being equally presented to both the client and the contractor.

ASM Global at the HCCC is committed to maintaining a safe and secure work place for all, as well as, ensuring the Center is maintained in a first-class manner free of excessive wear and tear and avoidable damages. As a result, the HCCC reserves the right to enforce the policies/rules laid out within this Guide. Fines may apply to General Service Contractors for repeated failure to observe the policies/rules within this Guide and those that are directly related to safety and potential damage to the Center. Fines will be imposed in the following manner:

- 1<sup>st</sup> Offense Warning
- 2<sup>nd</sup> Offense \$50 fine
- 3<sup>rd</sup> Offense \$100 fine
- 4<sup>th</sup> and beyond \$250

The HCCC's Safety and Security department will issue a "violation form" to GSC.

## **FIRE AND SAFETY REQUIREMENTS**

We have listed some of the more common key items below regarding the rules and regulations related to Fire safety within the HCCC. This is not a complete list and final authority on these items rests with The Cleveland Fire Department.

**Display Vehicles** - When exhibiting motor vehicles inside the HCCC, the vehicle will be required to:

- Disconnect the battery
- Reduce the amount of gas to ¼ tank or 5 gallons, whichever is less
- Lock or tape shut the gas cap
- Use a drip pan under vehicle's engine
- Avoiding all carpeted areas of the building

**When Cooking** – The Cleveland Fire Department or the HCCC will require a test of all cooking equipment prior to the opening event.

- Food producing grease laden vapor is prohibited
- Cooking and heating devices shall be placed on non-combustible surface and separated 2' from any combustible item and separated from the public by 4'
- Each exhibitor must provide a 20BC fire extinguisher or an approved automatic extinguishing system located in their booth

**Open Flame** – The use of open flame devices is not permitted within the Center. The following devices may be permitted upon prior written approval from the Cleveland Fire Department:

- Votive candles must have their flames recessed at least 1" below the top edge of the glass container.
- Sternos
- Butane/propane single burners using no more than a 1 lb. canister

**Compressed Gas** – The use of compressed gas is permitted within the Center with prior approval by the Fire Department and/or HCCC under the below conditions:

- Cylinders are limited to 1 lb. capacity and a booth may only contain one cylinder at any one time. Reserve cylinders shall be limited to (20) and must be secured in a safe area not accessible to the public. Location must be detailed on "Plan of Operations" form and submitted to ASM Event Manager for review and approval at least 3 weeks prior to the first scheduled move in day.
- Propane tanks used for forklifts etc. must be stored outside of the Center on the exterior dock secured within an approved cage. These tanks are not permitted to be stored within the Center at any time.
- Service Contractors must detail their propane storage plan prior within the GSC – Plan of Operations form and submit to HCCC Event Manager for approval 3 weeks in advance of the first scheduled load in day.

**Floor Plan Layouts** - The exhibit area requires:

- Open emergency exits. Exhibits and/or equipment are not permitted to block exits
- 10' clearance around all emergency exits with clear unobstructed access
- 15' clearance from main entrance/exit
- Crate storage in designated and approved area(s)
- At least 3' clearance in storage (boneyard) area from all walls and airwalls
- In the event an illuminated exit sign is blocked from floor level view by pipe and drape or any other set up, it is the responsibility of the GSC to create a baffle (opening) and provide and install a temporary illuminated EXIT Sign designating the egress access route to the nearest fire exit at their own expense. The placement of the temporary exit sign must be reviewed and approved by the HCCC Public Safety Manager or the HCCC Assistant General Manager.

**Exhibit Booths/Material** – All decorative material including drapes and fabric displays must be a fire-retardant material and exhibitor/contractor will be required to present current certificate.

**Covered Exhibits of 300 Sq. Ft. or More:**

- Materials or décor must be made of non-combustible materials.
- Certificate of treated materials must be presented upon request.
- Must install a battery-operated smoke detector with audible alarm.
- Must have 20 lb. BC rated fire extinguisher placed within booth and readily visible.

**Multi-Level Exhibit Structures:**

- A detailed scaled plan must be submitted and approved by the HCCC. Plan to include registered architect or engineer's signature or stamp, show name and dates, directional information and exhibit dimensions.
- Materials or décor must be made of non-combustible materials.
- If covered area is over 300 sq. ft. then see additional requirements under the "Covered Exhibits of 300 sq. ft. or more" section above.
- If second level is to be occupied then must post maximum occupancy at base of structure and all applicable codes related to safety/egress etc. must be maintained including, but not limited to, proper exit signage and number and size of stairwells.
- Must be reviewed and approved in advance by the Cleveland Fire Department or the HCCC.



### **Equipment/Material Storage:**

- Service Contractors must identify their storage plan for crates, equipment and materials at least 3 weeks in advance to the HCCC. All boneyards and crate storage areas are to be placed on the floor plan and detailed within the GSC – Plan of Operations Form.
- All crates/equipment storage areas must be kept neat and clean and have designated aisles and egress routes and cannot block or impede access to the HCCC's exits.
- Crates/equipment are not permitted to be stacked higher than 10' at any time and a designated overnight guard is required when crates/equipment are stored within the HCCC.
- Areas of the dock marked with red striping must be kept clear at all times.

**Miscellaneous** – The following items are prohibited unless prior approval is granted from the HCCC and/or Cleveland Fire Department:

- Hazers/fog machines (water based are the only type permitted in the Center)
- Pyrotechnics
- Welding, cutting/brazing equipment
- Cut trees, or other similar decorations
- Any electrical equipment that does not conform to the National Electric Code or is not UL approved

### **FLOOR PLAN APPROVALS**

Detailed scaled floor plans are required for exhibit halls, registration areas and any special-events containing unique set ups. Floor plans must be reviewed and approved by the Fire Marshal as well as the HCCC at least 6 months in advance. Final plans must be received for review at least 1 month prior to event date. Once received your Event Manager will have plans reviewed. Plans may be submitted by email and must adhere to the following:

- CAD format sent to Event Manager in PDF to scale
- All drawings are to show entire hall used, exits and fire extinguishers locations
- Include registration, bone yard, crate storage, food and beverage areas and service desk locations
- Include name of event, general service contractor, load in, open and load out day(s) of event

- Aisle locations and dimensions including a minimum of 10' aisles unless approved in advance by HCCC management
- Floor plans must show floor boxes

## FLOOR WEIGHT LOADS

<b>Exhibit Halls</b>	350 lbs. per square foot
<b>Grand Ballroom</b>	350 lbs. per square foot
<b>Atrium Ballroom</b>	125 lbs. per square foot
<b>Atrium</b>	100 lbs. per square foot
<b>Meeting Rooms</b>	125 lbs. per square foot
<b>Common Space Areas</b>	100 lbs. per square foot
<b>Loading Dock Access Bridge</b>	Rated HS -20

## FORK LIFT OPERATION

The following policies and procedures must be followed by ALL Fork Lift Operators within the Center. General Service Contractors' are responsible for ensuring that their employees or staff under their direction are following the below policies and procedures in addition to the rules and regulations of OSHA. ASM reserves the right to further enforce these rules and act accordingly in the event they are not being adhered to.

### General Rules

- All operators of forklifts are required to have the appropriate safety training and valid up to date certifications as per OSHA regulations. Records of these certifications must be readily available on site at the Center upon request.
- **Propane tanks are not permitted to be stored within the Center during show days. Propane tanks must be removed and placed outside of the Center in the designated propane storage area on the outer loading dock.** ASM may permit (1) propane tank to be left on (1) forklift during show days in case a need arises during the event.
- Gas containers are not permitted to be stored within the Center at any time.
- General Service Contractors are responsible for ensuring that all forklifts are inspected before and after their use within the Center.

## **Propane Powered Trucks Used at the HCCC**

- Storage and Handling of liquefied petroleum gas shall be in accordance with NFPA Storage and Handling of Liquefied Petroleum Gases (NFPA 58-1969).
- Contact Safety and Security Manager for assistance in setting up LPG storage in the designated storage area outside of the loading dock.
- The fuel cylinder must always be secured in the provided brackets when the truck is in operation using the index pin as a reference point as per the truck manufactures instructions.
- If there is a leak in the fuel system, shut off the fuel cylinder valve and take the truck out of service by locking and tagging out. Chief Engineer (Safety Manager) and Director of Operations (Safety Director) must be notified immediately.
- Close the valve on the fuel cylinder when work with the forklift is done for the day.
- If a fuel cylinder leaks, immediately turn off the fuel cylinder valve and take it outside to an area well away from the building and any sources of ignition.
- Notify Security of the situation and ask them to notify the Chief Engineer (Safety Manager) and Director of Operations (Safety Director). Secure the area and allow the cylinder to empty itself. Do not attempt to make any repairs to the cylinder.
- Do not operate while smoking, eating, drinking or near any cutting, welding, or open flames.

## **Safe Fork Lift Operations**

- When a powered industrial truck is left unattended, load engaging means shall be fully lowered, controls shall be neutralized, power shall be shut off, and brakes set. Wheels shall be blocked / chocked if the truck is parked on an incline.
- ASM considers a powered industrial truck unattended when the operator is 25 ft., from the vehicle.
- When the operator of a powered industrial truck is dismounted and within 25ft., of the truck the load engaging means shall be fully lowered, controls neutralized, brakes set, and the ignition key removed to prevent movement.
- All traffic regulations shall be observed, including authorized Center speed limits < **5 mph**. A safe distance shall be maintained approximately three truck lengths from the truck ahead, and the truck shall be kept under control at all times.
- The driver shall be required to slow down and sound the horn at cross aisles and other locations where vision is obstructed.

- If the load being carried obstructs forward view, the driver shall be required to travel with the load trailing and reverse warning signals must be operational including lights and sound.
- The driver shall be required to look in the direction of, and keep a clear view of, the path of travel.
- Stunt driving and horse-play will not be permitted and is subject to disciplinary action.
- Only loads within the rated capacity of the truck shall be handled.
- Eating, drinking or the use of head phones or electronic devices is prohibited while operating fork lifts in the Center.
- Warning lights and audible sounds must be operational when fork lift is in reverse.
- Forklifts not possessing the above safety features will be banned from the facility until such time they are fully operational and safety features are in place.

## **FREIGHT/DRAYAGE DELIVERIES**

The HCCC will not accept freight deliveries including, but not limited to, UPS and FedEx before, during or after an event. The General Service Contractor must be on site to receive any advance shipments you may have arriving to the Center, including any additional rental equipment. Due to limited storage space, all freight, including packages, mail, etc., must be shipped to your warehouse and delivered to the HCCC during the designated move-in period. Any freight scheduled for delivery to the HCCC during move-in periods should be addressed with the event name, contractor name, booth #, to 1139 West 3<sup>rd</sup> Street, Cleveland, OH 44113. Charges will apply to General Service Contractor/Show Management for any materials shipped to the HCCC outside of the designated move in/show days when labor and/or storage is needed within the HCCC.

The HCCC will not accept C.O.D. shipments under any circumstances nor will the HCCC accept responsibility for costs associated with freight deliver/pick-up during non-assigned periods.

The HCCC will not be liable for the security of freight left in the Center, nor can we assume responsibility for the shipping of such freight. Freight left on the floor will be considered "forced freight" and will be handled through the General Service Contractor.

The General Service Contractor(GSC) must submit to the HCCC Event Manager their plans for a marshalling yard, dock utilization, on site loading dock contact as well as any arrangements with carrier drop off and pick up times on the "GSC Plan of Operations Form" at least 3 weeks prior to the first scheduled day of load in.

## GREEN PRACTICES

The HCCC is committed to facilitating the most environmentally friendly event as possible. As such we ask you to help us achieve this through the following:

- Fill out as accurate as possible the GSC Plan of Operations Form provided to you from the Event Manager so that our operation staff can set the building systems according to occupancy.
- Open top dumpsters are NOT to be used for cardboard or other recyclable materials, we have a recycling location on site at dock 8. Contact the Event Manager for additional details and procedures. The HCCC reserves the right to charge the General Service Contractor for placing any recyclable materials into any open top dumpsters.
- Include our Center Recycling Information within the exhibitor kits.
- Communicate with the Event Manager or Operations Manager bulk items to be left behind for donation.

## INSURANCE

The HCCC must have a valid certificate of insurance on file evidencing the required limits and specific additional insured verbiage required. Contact the Event Manager for more information if needed.

## LABOR – OUTLINE OF JURISDICTIONS

Union labor is intended to maintain consistent levels of quality service for your event. Listed below are the various labor unions that perform work within the Center and the services they provide through your General Services Contractor.

Union personnel are not permitted to approach exhibitors/show management regarding work rules or jurisdictional items. All concerns regarding these topics are to be directed to the General Service Contractor or HCCC Management.

Exhibitors and Show Management using their full-time personnel have the right to perform certain work within the Center. Exhibitor and Show Management work rights are detailed on page 3.

### **Teamsters Local 407**

- Teamsters perform unloading and reloading of show management/exhibitor materials consigned to the General Service Contractor and/or exhibitor when conducted in the HCCC dock area for shipments requiring forklifts.
- Unload/reload and deliver exhibitor material requiring a forklift to exhibitor's booth.
- Operate forklifts when necessary to perform such work inside booth area.

### **Decorators Union 48U**

- Perform the unloading/reloading of the General Service Contractors' decorator equipment, including the use of forklifts in the performance of such work as well as the installation and removal of all exposition equipment owned or leased by the service contractor including displays, fixtures utilized by show management or exhibitors inclusive of service contractor owned staging.
- May perform the installation or removal of exhibitor owned displays located within areas outside of the exhibit hall when exhibitors require 4 hours or less of contiguous labor to perform such work.

### **Carpenters' Indiana/Kentucky/Ohio Regional Council of Carpenters Union**

- Perform the installation and dismantling of exhibits/displays.
- Perform the crating and uncrating of exhibits/displays.

### **Stagehands' Union Local 27**

- Unloading, and load out of staging and theatrical gear that is owned or leased by anyone other than the general services contractor shall be performed by union stagehands.
- Stagehands' union personnel perform work associated with the installation/removal of the following: A/V equipment; theatrical equipment (lighting/sound); props and scenery.
- Meeting room presenters may load, unload and operate personal sized hand carry A/V equipment.
- Installation and removal of such gear (listed above) requiring rigging and attachment to HCCC will require use of in house preferred A/V contractor.

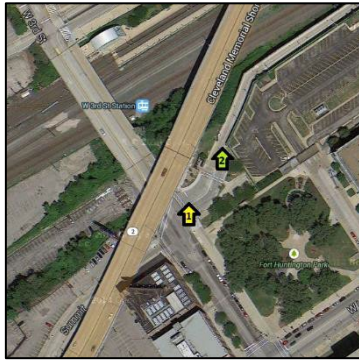
### **Electrical Union Local 38**

- Electrical work within the HCCC is an exclusive service provided by the HCCC's electrical contractor.
- Perform distribution of power.
- Provide labor for electrical connections when signage rigged/hung overhead requires power.

## **LOADING DOCK**

The address for the HCCC's loading dock is 1139 West 3<sup>rd</sup> Street, Cleveland, OH 44113. The loading dock's normal hours of operation are Monday through Friday 7am – 5:30pm and Saturday from 7am – 12:30pm unless otherwise dictated by the needs of our events. The loading dock is enclosed and climate-controlled featuring (17) dock bays. The HCCC will staff a loading dock guard at the entrance to the dock. The HCCC will handle the management of POV's only.





The General Service Contractor is responsible for coordinating the arrival/departure and placement of deco. and freight trucks within the dock area. In addition, the HCCC requires the General Service Contractor to do the following regarding the loading dock:

- Fill out GSC Plan of Operations Form including the amount of dock space they are requesting at least 2 weeks prior to the first scheduled load in day.
- Schedule appropriate labor to be present during load in/out times to ensure proper management of loading dock. The Center will only assist in traffic control within the loading dock. General Service Contractors will be responsible for the placement and logistics of decorator and freight trucks within the loading docks they have been assigned.
- In addition to union personnel a representative from the General Service Contractor **MUST** be stationed on the dock to facilitate the move in and move out of freight.
- Notify Event Manager of marshalling plan and submit details. (See GSC Plan of Ops. Form)
- Remove all empty trucks and trailers from loading dock bays unless requested and approved (IN ADVANCE) by HCCC Management. (See Plan of Operations Form)
- Notify Event Manager and submit for approval a detailed plan for empty crate storage. (See GSC Plan of Ops. Form)
- Coordinate with carriers such as UPS and FedEx when the permitted drop off and pick up times will be during load in and out.
- Notify the HCCC of the propane storage plan. (See GSC Plan of Ops. Form) All propane must be secured and stored in the designated "propane storage location" which is located on the east wall of the loading dock drive lane **outside** of the Center.
- Areas of the dock marked with red striping must be kept clear at all times.

### **Parking/Designated Loading Dock Bays**

Parking within the loading dock is prohibited unless approved in advance by HCCC Management and an appropriate dock pass has been issued. Violator's may be towed at owner's expense.

## **Designated Loading Dock Bays**

The General Service Contractor may use the loading dock bays designated below based on the events contracted space. However, the designations below function only as a guide and are not guaranteed to be available for use. A detailed dock utilization plan is required to be submitted by all General Service Contractors to the Event Manager so that we can best coordinate the most efficient use of our loading dock bays especially when we have multiple events requiring the loading dock. In the event General Service Contractors need additional time, storage or access to the HCCC loading dock an early move in form must be filled out and submitted to the HCCC Event Manager approval. If available and approved the cost to store trailers in the HCCC dock space beyond the licensed period is \$50/day per trailer.

### **Notes:**

- Loading dock bays #8 and #9 contain our recycling and trash compactors
- Bay #19 is the location of our open top dumpster if event needs require us to have on site
- Hydraulic dock levelers are located at bays #3, #5, #10, #12, #16, #20
- Note: Dock #20 cannot accommodate 53 foot trailers or larger
- Dock bay 11 has a column blocking the dock bay

## **MARSHALLING YARD**

The HCCC does not have an onsite marshalling yard. Show Management and the General Service Contractor are responsible for submitting a detailed truck marshalling plan to the HCCC in advance for their review.

Contact: Jimmy Popovich at (412) 812-0946 to set up the Marshalling Yard located: 799 E. 79<sup>th</sup> Street. The cost is \$25.00 per vehicle (subject to change). Please contact your Event Manager for additional details regarding this.

## **OVERHEAD DOOR DIMENSIONS**

Location	Overhead Doors	Opening Dimensions H x W	Ceiling Height*	Dimensions
Hall ABC	4	-	25'x40'*	547' x 631'
Hall AB	2	-	25' x 30'	547' x 308'
Hall BC	3	-	30' x 40'	318' x 631'

Hall A	1	20'Wx13'6"H	25'	231' x 252'
Hall B	1	20'Wx13'6"H	30'	317' x 308'
Hall C	1 (North) 1 (South)	19'W x 9'6"H 19'W x 12' H	30'-40'	317' x 324'
Loading Dock	1	20'W x 13'6" H	-	-

## PRIVATELY OPERATED VEHICLES (POV's)

Exhibitors and show management are permitted to loading/unloading their materials from their vehicles within the designated POV area, designated by the HCCC, under the following guidelines:

- The vehicle or trailer storage/cargo area is no longer than 12' in length.
- The use of motorized material handling equipment is prohibited. Hand carrying items and the use of two and four-wheel dollies is permitted.
- As a courtesy to fellow exhibitors, the HCCC will permit up to 20 minutes for unloading within the designated POV area. Requests for additional time must be authorized by the Event Manager.
- Vehicles to be loaded/unloaded should remain in the loading dock and should not be driven onto the exhibit floor unless prior approval has been given through the Event Manager. If show management and/or exhibitors require assistance or the use of dock height loading/unloading, this work should be performed by the General Service Contractor's personnel.
- Third party vendors will be allowed to perform their own loading/unloading from the designated POV area without the use of motorized lift equipment or motorized material handling equipment.

## RIGGING

The only area in the HCCC where rigging from the ceiling is permitted is in the exhibit halls and Grand Ballrooms. Rigging is to be done as close to the pre-installed rigging points as possible and only from the structural steel, not from any duct work or sprinkler piping. A detailed rigging plan showing locations and weight loads etc. must be submitted to the HCCC's exclusive provider of rigging services Mills James Productions for review and written approval. There is to be no rigging of signs, banners, lights, sound, etc. from any other ceiling in the HCCC, including: atrium

lobby, common-space areas, registration area, meeting rooms, corridors, etc.

- **Exhibit Hall Rigging Points:** 2,500 lbs. per point (dead hang) - 1 point every 30'
- **Grand Ballroom Rigging Points:** 1,500 lbs. per point (dead hang) - 1 point every 15' East to West and 1 point every 8' North to South

## RULES AND REGULATIONS

The following policies and procedures are provided to avoid any possible financial penalties and/or unnecessary problems with our valued customers and contractors.

- Any alteration or activity that could leave lasting effects or damages to the HCCC is prohibited.
- Show Management and the Service Contractor will do a walk-through inspection with the Event Manager on the 1<sup>st</sup> move in day and the last move out day for damages to the Center. Show Management will be invoiced for any damages incurred during move in, show and move out days.
- HCCC equipment (i.e. forklifts, scissor lifts, pallet jacks, or any type of cart) is not for loan or use by subcontractors.
- All operators of forklifts, scissor lifts, boom lifts or other mechanized vehicles are required to have all appropriate safety training and certifications as per OSHA regulations. A pre-inspection checklist must be filled out and the records retained by the Service Contractor. Any equipment designated unfit for operation must be locked and tagged out of service. The service contractor is responsible for providing all personal protective equipment and necessary safety gear as per OSHA regulations.
- Equipment and materials must not be leaned or placed against walls, any painted surfaces and artwork. Reasonable distance and care should be maintained at-all-times.
- The use of nails, staples, tacks, tape, etc. is prohibited on walls, air-walls, columns and ceilings. Holes may not be drilled, cored, or punched into any surface of the HCCC. Show Management will be charged for all repair expenses.
- Escalators/passenger elevators are provided for the use of the general-public and may not be blocked or used to transport equipment or freight unless approved in advance by the HCCC.
- The contracted space is to be returned in the same condition as it was received. This includes, but not limited to the removal of all marking and carpet tape and tape residue on the exhibit floors.
- A fire watch is required when hazers or fog machines are used inside the HCCC by the Cleveland Fire Department. All machines must be water-based machines and require prior written approval from HCCC management.

- Helium balloons are prohibited inside the HCCC.
- Entrance Unit and/or Registration counter placement is limited to the actual entrance of the show space. No other location can be used without the prior written approval of the HCCC.
- Entrance units must be a minimum of 10' away from exhibit hall doors.
- The moveable air-walls in the exhibition halls, ballroom, and meeting rooms must be operated by HCCC personnel only.
- Service contractors are not permitted to use pallet jacks on carpeted areas. They must be broken down and transported on flat beds, dollies or push carts from service corridors.
- All carts and vehicles must utilize headlights while driving, obey the 5 mph speed limit, and be inspected prior to each use.
- To provide a secure and safe environment, the propping open of exterior or interior doors is strictly prohibited within the Center unless approved in advance by HCCC Management.

The [HCCC Event Planning Guide](#) goes into greater detail and will be adhered to in all areas not covered by this document. Ask the Event Manager or visit web site at [www.clevelandconventions.com](http://www.clevelandconventions.com) for the most updated version.

## SAFETY & SECURITY NOTICES

- **Employee and Contractor Check In:** All those performing work in the building are required to enter the Center through the employee entrance and check in with the HCCC Security Command Center. Appropriate ID must be worn in a visible location at all times. (acceptable forms are ESCA WIZ Badge and/or HCCC employee badge) The employee entrance is located on the North side of the Atrium Building and can be accessed via Ontario St.
- **Site Management:** General Service Contractor's (GSC's) site supervisor must be identified and contact information provided to Event Manager and must be on-site at-all-times while work is being performed within the Center to ensure compliance to all Center and OSHA regulations.
- **Safety Policy Violations:** HCCC reserves the right to remove any personnel creating an unsafe work environment or violating any safety policies of the Center.
- **Personal Protective Equipment:** All appropriate personal protective equipment must be used by all GSC's staff while at the Center. When circumstances require all persons must wear protective headwear, footwear, eye protection etc. as per OSHA regulations.
- **Contractor Equipment:** All operating equipment brought in by the GSC's must be maintained in a safe operating condition and operated only by trained staff and where required by law must be operated by certified

staff. HCCC reserves the right to require the removal from the Center any faulty, unsafe or sub-standard equipment.

- **Chemicals:** GSC's are required to submit copies of Safety Data Sheets to the HCCC for any products used in the Center prior to their use.
- **Security Coverage:** The HCCC Safety & Security Department provides coverage for the Center each day.
- **Security Command 24-hour phone number: 216-928-1601**
- **Security Posts:** Certain areas of the building will have posted Security Staff, based on event hours. This could include the entrances to the building and entrances to the exhibit hall. Familiarize yourself with these posts during the event.
- **Automated External Defibrillators (AED) and Fire Extinguishers:** Strategically located throughout all levels of the HCCC.
- **House Phones:** Strategically located throughout all levels of the HCCC.
- **Medical Emergency:** Please contact our security command center at **216-928-1601** or locate the nearest security guard so that we can properly direct the First Responders and Paramedics to the location.
- **Wheelchairs:** A limited number of wheelchairs are available for attendees, for in-house use only, and are free of charge. A photo ID must be presented to sign out a wheelchair.
- **No Smoking Policy:** Smoking (cigars, cigarettes, pipes, electronic cigarettes, etc.) is prohibited in all areas of the center, including but not limited to exhibit halls, meeting rooms, corridors, stairwells, restrooms, elevators, or on the loading dock. Designated smoking areas are on the street level away and must be 50' from the entrances and exits. Propping/wedging of doors is strictly prohibited. Employees must re-enter the Center through the employee entrance or other designated unlocked entry point.
- **Emergency Evacuation:** In the event of an emergency, evacuate the building, and loading dock in an orderly fashion utilizing the nearest marked emergency exit to street level. Upon evacuation, move out from underneath the building. Once the alarm has been cleared, permission to re-enter the building will be given only by an authorized member of the HCCC Staff.

## TAPE

The General Service Contractor is responsible for the removal of all tape and tape residue from the exhibition hall(s), common-space, and meeting room floors. The repair cost for any damage caused to a surface using such tape or any tools used for removal will be billed to Show Management and/or the General Services Contractor. The approved double-faced tape for the exhibit floor is Polyken 105 C or approved equal. The only approved tape for the ballroom, meeting rooms or any other carpeted area is Gaffers tape. **Tape or any adhesives of any kind are strictly prohibited for use on the Terrazzo floor areas of the Center Including the Atrium and the HCCC Lakeside Lobby.**



## UTILITY DISTRIBUTION

### Electrical General Information

Overall the Center has an 11,400-volt service and 800 amps consisting of 3 separate feeds for redundancy. This service gets broken down to (6) substations each consisting of 480 volt at 5,000 amps.

- **Edlen Electric** is our exclusive utility (electric, plumbing, water, compressed air) contractor. For additional information, questions or requests contact Edlen Electric at 216-928-1540
- ONLY Edlen Electricians can access the floor boxes/wall panels in the Exhibit Halls, Grand Ballrooms, Atrium Building Ballrooms, Meetings Rooms, Common Spaces, or the Atrium
- Complimentary wall outlets are in Meeting Rooms and Ballrooms not to exceed 2,000 watts per outlet
- If additional power is needed contact Edlen Electric
- If distribution of power is required, contact Edlen Electric
- If your event will have exhibitors or vendor tables that require utility services, contact Edlen Electric for pricing and rate sheets
- Any power requiring 208V or higher MUST consult with an Edlen Electrician

### Exhibit Floor

Floor ports are located every 30' x 30' grid

<b>Electric</b>	Each floor port includes (1) 100 amp 120v/208v 3 phase. This can be broken down into the following: <ul style="list-style-type: none"><li>▪ 20 amp 120C/208v 3 phase</li><li>▪ 30 amp 120v/208v 3 phase</li><li>▪ High Power connections including up to 480v are available.</li></ul>
<b>Water</b>	<ul style="list-style-type: none"><li>▪ Each floor port includes a water supply 3/4" male quick coupler</li><li>▪ Drain is 4" iron drain with dome strainer</li></ul>
<b>Compressed Air</b>	<ul style="list-style-type: none"><li>▪ Multiple types of connections are available based on PSI and CFM.</li></ul>
<b>Telecommunication</b>	<ul style="list-style-type: none"><li>▪ (6) RJ-45 jacks for telephone and internet connections. (where applicable in floor ports)</li><li>▪ (2) Microphone connections (where applicable on walls)</li></ul>

## **Grand Ballroom**

<b>Electric</b> Floor Boxes	Floor boxes - (28) total with each containing a 20 amp and a 30-amp outlet broken down as follows: <ul style="list-style-type: none"> <li>▪ Grand Ballroom A – (8) floor boxes</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Grand Ballroom B – (12) floor boxes</li> <li>▪ Grand Ballroom C – (8) boxes</li> </ul>
<b>Electric</b> Wall Outlets	Wall outlets – Broken down as follows: <ul style="list-style-type: none"> <li>▪ Grand Ballroom A - (6) – 30 amp outlets (10) - 20 amp outlets</li> <li>▪ Grand Ballroom B - (3) – 30 amp outlets (4) - 20 amp outlets</li> <li>▪ Grand Ballroom C - (5) – 30 amp outlets (7)- 20 amp outlets</li> </ul>
<b>Electric</b> Other	<ul style="list-style-type: none"> <li>▪ (1) 400 amp 208V 3 phase (is available in each ballroom from service corridor)</li> <li>▪ (1) 200 amp 208V 3 phase (is available in each ballroom from service corridor)</li> </ul>

## **Grand Ballroom Common Space**

<b>Electric</b>	Walls/Columns <ul style="list-style-type: none"> <li>▪ (17) 30 amp 208v 3 phase (walls and columns)</li> </ul> Walls Only <ul style="list-style-type: none"> <li>▪ (6) 20 amp 120v circuits (walls only)</li> </ul>
<b>Telecommunication</b>	<ul style="list-style-type: none"> <li>▪ Cat 6 data and single and multi-mode fiber optics located throughout the area within the wall outlets</li> <li>▪ Cisco Enterprise Telephony System</li> <li>▪ Internet Protocol Television (IPTV)</li> <li>▪ ISDN lines available upon request</li> </ul>

## **Atrium Ballrooms**

<b>Electric</b> Floor Boxes	Floor Boxes - (14) total floor boxes spread throughout the Atrium Ballroom with each containing a 30 amp and a 20-amp outlet broken down as follows: <ul style="list-style-type: none"> <li>▪ Atrium Ballroom A - (7) floor boxes</li> <li>▪ Atrium Ballroom B – (7) floor boxes</li> </ul>
<b>Electric</b> Wall Outlets	Wall Outlets- Broken down as follows: <ul style="list-style-type: none"> <li>▪ Atrium Ballroom A - (2) 30 amp, (5) 20 amp and (1) 60 amp</li> <li>▪ Atrium Ballroom B - (3) 30 amp (5) 20 amp and (1) 60 amp</li> </ul>

<b>Telecommunication</b>	<ul style="list-style-type: none"> <li>▪ Cat 6 data and single and multi-mode fiber optics located throughout the area within the wall outlets</li> <li>▪ Cisco Enterprise Telephony System</li> <li>▪ Internet Protocol Television (IPTV)</li> <li>▪ ISDN lines available upon request</li> </ul>
<b>Electric</b> Other	<p>South Wall Atrium Ballroom (1) 200 amp 208V 3 phase, (1) 100 amp 208V 3 phase</p> <ul style="list-style-type: none"> <li>▪ (1) 200 amp 208V 3 phase, (1) 400 amp 208V 3 phase (is available from north service corridor)</li> </ul>

### **Atrium**

<b>Electric</b> Floor Boxes	<ul style="list-style-type: none"> <li>▪ Floor Boxes - (12) floor boxes spread throughout the Atrium with each containing a 30 amp and a 20-amp connection.</li> <li>▪ Wall Outlets – Broken down as follows: <ul style="list-style-type: none"> <li>○ 60 amp 208v 3 phase (wall on north end).</li> </ul> </li> </ul>
<b>Telecommunication</b>	<ul style="list-style-type: none"> <li>▪ Cat 6 data and single and multi-mode fiber optics located throughout the area within the wall outlets</li> <li>▪ Cisco Enterprise Telephony System</li> <li>▪ Internet Protocol Television (IPTV)</li> <li>▪ ISDN lines available upon request</li> </ul>

### **Meeting Rooms**

<b>Electric</b>	<p>Electric: Each room contains:</p> <ul style="list-style-type: none"> <li>▪ 60 amp 208v 3 phase</li> <li>▪ 30 amp 208v 3 phase</li> <li>▪ 20 amp 120v circuits</li> </ul>
<b>Telecommunication</b>	<ul style="list-style-type: none"> <li>▪ Cat 6 data and single and multi-mode fiber optics located throughout the area within the wall outlets</li> <li>▪ Cisco Enterprise Telephony System</li> <li>▪ Internet Protocol Television (IPTV)</li> <li>▪ ISDN lines available upon request</li> </ul>

## FINAL ACKNOWLEDGEMENT

### **Huntington Convention Center of Cleveland General Services Contractor Manual**

I have read the General Services Contractor's Manual and will comply with the rules and regulations detailed within. I understand that failure to comply with them may result in financial or other penalties as deemed appropriate.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_