



**GENERAL SERVICE CONTRACTOR GUIDELINES,
INFORMATION AND REGULATIONS**



INTRODUCTION

This section reflects the policies and regulations developed and applied by the Massachusetts Convention Center Authority (the MCCA) to the John B. Hynes Veterans Memorial Convention Center and the Allston Brighton Marshalling Yard (hereinafter Facility”). Any rules and regulations imposed by show management for specific events are in addition to those stated in this document. The Hynes rules and regulations are applicable, but not limited, to all General Service Contractors (GSC) , service providers and vendors as defined below. The MCCA reserves the right to change, modify, or add to these rules and regulations without prior notice.

DEFINITIONS

Massachusetts Convention Center Authority (MCCA) Facility

Consists of The John B. Hynes Veterans Memorial Convention Center (Hynes, herein referred to as “facility”). Information regarding the facility can be obtained at our website, www.massconvention.com or by calling 617-954-2000.

Show Management

The organization or individual contracting for the use of the Facility by means of a fully executed Event License Agreement (herein referred to as “Licensee”).

General Service Contractors/Decorator (GSC)

The primary Contractor designated to provide overall freight, drayage, decorating, signage, production, and theatrical and other event related services by the Licensee.

Service Provider(s)

Any company, business entity or individual providing event related services directly to exhibitors or show management in addition to those provided by the General Service Contractor.

Contractor(s)

Consolidation of terms referring to all General Service Contractors/Decorator (GSC), Service Providers and Vendors authorized to use the Facility.

RULES AND REGULATIONS

Show Management

Show management is required to hire an approved GSC to perform drayage, decorating, loading dock control, and the loading and unloading of freight. The trades people that perform these functions are employees of the GSC. Exhibitors and company-employees may participate in the off-loading and setup of their booth under certain parameters, see Exhibitor Participation Rules. Exhibit floor deliveries to the GSC, require that the GSC load/off-load all equipment and display material from commercial carriers/common carriers or van lines. Further, all vehicles received by the GSC, over 24 feet require GSC labor to off-load or load. The GSC for the event will have skilled craftsmen to assist exhibitors who wish to hire personnel to perform the above services. Arrangements for all temporary labor should be made through the GSC.

Facility Contact

The Facility is organized so that an Event Services Manager is assigned to every event. The Event Services Manager is the primary contact for Contractors and Licensees. All communication must take place between the Contractors and the Event Services Manager relative to activities taking place on-site.

CONTRACTOR CHECK-IN/OUT PROCEDURES

John B. Hynes Veterans Memorial Convention Center (HYNES)

All contractors are required to enter the facility through the designated Employee Entrance, located on the mezzanine level off of Dalton Street. The contractor supervisor is responsible for emailing labor lists to the Public Safety Manager at HynesLaborList@massconvention.com as soon as possible, but no later than 3:00 p.m. of the day before the labor call, or in the case of weekend/ Monday labor calls, Saturday Sunday and Monday labor lists must be received no later than 3:00 p.m. on Friday. These labor lists must include the date(s), time(s) and event name that the list applies to, and must be sorted in alphabetical order, last name, first name, middle initial. All supervisory and shop steward personnel must be identified as such on all labor lists, in addition to the names of all laborers expected to be working.

Please coordinate your labor calls with the Hynes Public Safety Manager at (617)-954-2111.

Once officially assigned work within the facility by the Contractor Company Supervisor, the contractor's employee, will approach the assigned Public Safety Officer and present the Officer with a current and valid photo identification card (preferably a State issued motor vehicle operator's license) issued to the contractor's employee seeking access to the facility. The Officer shall examine the presented photo ID to ensure that the person presenting the ID is the actual person requesting access to the Hynes. Once identification of the contractor's employee requesting access is verified and the contractor's employee appears on a current and valid labor list, the Officer will record the contractor's last name, first name, middle initial, date of birth and driver's license state and number from the presented ID. Once biographical information is recorded, the Public Safety Officer will issue official MCCA credentials to the contractor's employee in the form of a numbered colored wristband or MCCA photo ID. Issued credentials must be affixed before leaving the credential area; wristband IDs on the right wrist and photo IDs shall be worn on the outermost garment at all times by the contractor's employee while he/she is in the facility. This entry and credentialing process shall be repeated for all contractors entering the Facility each day, at all labor calls.

In the event that personnel appear at the entrances to MCCA Facility seeking access without the required photo ID in their possession; or the presented photo ID does not match the person presenting the ID; or the person does not appear on an official labor list; the name and organization of the person seeking such access shall be recorded by the assigned Officer and entry shall be denied (no exceptions, and no one can "vouch" for someone not in possession of a photo ID). Assigned officers have no discretion in applying this rule. It is absolute.

Issued MCCA Credentials MUST be worn (badges on the outermost garment; wrist bands on the right wrist) so that they are visible at all times. Failure to comply with this rule shall subject the offender to challenges from MCCA staff seeking proof that the offender has entered the facility properly. Repeated violations shall subject the offender to being removed from MCCA Facility indefinitely.

Lost/Missing Credentials

Lost/missing credentials shall be reported to, and recorded by, the on duty Labor Call Public Safety Officer. The MCCA, in its sole discretion, reserves the right to revoke credentials for violations of law, facility policies & procedures, and/or injuries against persons or property, and/or when the revocation of those credentials is in the best interests of the MCCA.

Identification Badges/Credentials

ALL Contractor personnel working in the Facility are required to wear company issued identification. If company identification is not available, a temporary work pass will be issued by the Contractor's representative.

Inspections

ALL bags, briefcases, backpacks and coolers etc. are subject to inspection. NO unauthorized personal vehicles will be allowed to park in the Loading Dock or Exhibit Hall areas at any time. There are no exceptions.

Damages

An MCCA representative designated by the General Manager for the Hynes will conduct a damage walk-through inspection prior to the move-in and after the move-out of every event. We encourage a representative of the GSC to take part in the walk-through. Failure to accompany the MCCA's Designated Representative assumes acceptance of all damages as noted during the walk-through. If the Authority determines that the Contractor/ Licensee is responsible for causing damage of any kind, the party agrees to reimburse the MCCA for the total cost of repair or replacement upon submission of invoice. This includes any residual items left in the Hynes including, but not limited to, tape, adhesives, paints, or other materials. Failure to promptly pay for damages will result in suspension or cancellation of the Contractor's permit to work in the Hynes until all outstanding balances have been paid.

Massachusetts Convention Center Authority (MCCA) Code of Conduct

The MCCA Code of Conduct provides general guidelines regarding the MCCA's expectations of contractor employee conduct while working on MCCA property. It is not intended to address every situation or behavior that may occur. The MCCA reserves the right to impose appropriate remedial action for any

inappropriate conduct not specifically covered in this code. The MCCA is the final authority on the interpretation of this Code of Conduct and on decisions relating to violations of the Code. This Code of Conduct is designed to help ensure that ALL contractor employees working in MCCA facilities conduct themselves in a friendly, courteous and respectful manner at all times and applies to all contractors working on all MCCA Property. Any violation of any rules contained herein, as determined by the MCCA, may result in violators being immediately removed, trespassed and/or face possible criminal prosecution.

1. **MCCA Identification:** All employees are required to wear MCCA issued identification on their outermost garment, carry on their persons a current and valid government issued photo identification (i.e. driver's license) at all times.
2. **Access to Work Areas:** The appropriate route to and from the work area is through the loading dock corridor or service corridors of MCCA facilities.
3. **Inspections:** ALL persons, bags, briefcases, backpacks, coolers, Authority lockers, vehicles, and other containers are subject to inspection at any time.
4. **Unauthorized Vehicles:** Unauthorized vehicles are prohibited from parking anywhere on MCCA property specifically in the loading dock area.
5. **Violence:** Fighting, physical violence, attempted physical violence, intimidation, creating a disturbance, horseplay, disorderly conduct or the use of abusive language toward any employee or visitor is strictly prohibited. No threats, pressure or coercion may be used by any person where the object is to influence any of the Authority's customers, users, licensees, exhibitors, clients, contractors, suppliers or attendees to use any particular vendors, products, services or goods.
6. **Weapons:** The possession of firearms, knives, explosives or weapons of any kind is strictly prohibited.

7. **Theft:** Theft, attempted theft, misappropriation of property or the aiding / abetting of such acts is strictly prohibited.
8. **Alcoholic Beverages and Controlled Substances:** The possession or use of alcoholic beverages and Controlled Substances is strictly prohibited.
9. **Solicitation of Tips, etc.:** Solicitation or accepting of tips, gratuities or property is strictly prohibited.
10. **Access to Events:** No one may use their identification badge, uniform or position as a means of admission into any event at MCCA facilities, unless that person is assigned to work in that area.
11. **Signs, Banners and Handouts:** The posting or placement of any notices, signs, placards, banners, announcements or distribution of any material or periodicals is prohibited.
12. **No Smoking:** By State Law, MCCA facilities are smoke free facilities.
13. **Reports to the Authority's Public Safety Department:** Every individual working on MCCA Property is required to report to the Public Safety Department the following: damage to any property or equipment; theft or unauthorized possession of any property or equipment; any unsafe condition or activity; and, any emergency, such as fire or medical emergency, any and all accidents involving physical damage to individuals, property or equipment.
14. **Violations:** Those contractor employees trespassed/ejected from MCCA facilities cannot regain access until such time that the contract employer has contacted the MCCA's Public Safety Department and the MCCA has subsequently approved the employer's personnel actions, including disciplinary action taken.

Gratuities Policy

It is against MCCA policy for any employee, agent, contractor or subcontractor, while working for the MCCA, to accept gratuities or gifts from the Licensee and/or any exhibitors. Offering of tips and gratuities

to any MCCA employee, agent, contractor or subcontractor is not necessary and strictly prohibited.

In the event the Licensee is approached or solicited by any MCCA or affiliated employee, please report this violation to the Public Safety Manager on duty at (617) 954-2222.

Exhibitor Product

Exhibitors are prohibited from offering or selling **any product(s)** to any employee, agent, contractor or subcontractor working at the BCEC.

At the conclusion of the event all products must be either:

- Removed from MCCA facilities by the exhibitor; or
- Properly disposed of; or
- Donated to a previously identified non-profit charity; or
- Sold to an established business with sales receipts supplied and produced on demand.

Any MCCA employee, agent, contractor or subcontractor working in MCCA facilities who is determined to be removing and/or accepting from another event related product(s) is subject to immediate termination of employment or prohibition from working at all MCCA facilities.

ALL PERSONS, VEHICLES, BAGS, CONTAINERS, ETC. ARE SUBJECT TO SEARCH.

Work in Harmony Agreement

The Contractor agrees that its employees can at all times work in harmony with other elements of labor engaged at the Facility.

Contractor Employee Break Areas

Contractor personnel, regardless of jurisdiction, affiliation, or employer, may not take breaks or lunch in public areas (prefunction spaces; meeting rooms; front of house hallways and corridors; exhibit halls after move in is completed, etc.) of MCCA Facility. It is the responsibility of the contractor to monitor their personnel in this regard. If satisfactory compliance is not evidenced immediately upon receipt of these policies, additional staff will be scheduled to monitor activities in these areas at the contractors' expense.

Elevators and Escalators

The MCCA reserves the right to assign elevator operators as it deems necessary at either facility at the GSCs cost. Contractor employees are not permitted to transport equipment or material on escalators at any time. When possible, all deliveries should be made using the service elevators. Light loads are permitted on passenger elevators only to those areas not serviced by freight elevators. Failure to adhere to these regulations will result in the disabling of the passenger elevators and escalators.

Freight Elevators

The MCCA reserves the right to assign elevator operators as it deems necessary. It is understood that when MCCA designated personnel are not assigned to operate freight elevators, contractor personnel will be designated to operate them and will do so in a manner consistent with posted operating procedures and accepted safety practices. It is also understood that the MCCA retains authority over scheduling and priority for use of freight elevators unless such authority is delegated in writing to the GSC in advance of such use. The MCCA reserves the right to establish and when necessary, revise all policies and procedures governing the use of freight elevators. Contractors shall be held responsible for any damage to the freight elevators as a result of negligent operation, including over-loading and improper procedures.

Emergency Procedures

In the event of an emergency, all work will cease until further notice. Please listen for instructions via the public address system or from MCCA Public Safety Department staff.

To Report an Emergency in the Hynes

- Call the Public Safety Command Center at 617-954-2111 or Ext 2111 from a house phone
- Report the following:
 - Nature of Emergency
 - Location
 - Your name
- Remain at the scene if safe to do so

Building Evacuation

- If it is necessary to evacuate the facility:
 - Listen for directions via the public address system
 - Direct individuals to the closest exit
 - Prevent individuals from re-entry until "All Clear"

Do not begin operations for rescue or continue event-related work until you have been instructed to do so by the Public Safety Department. Please contact your Event Services Manager for more information regarding emergency procedures.

Equipment Layover Requests

The Hynes does not provide or reserve permanent storage areas for Contractors. The Authority reserves the right to approve all proposed layover areas. All requests for storage or equipment layovers must be made by the GSC in writing and depicted on the Hynes Truck Marshalling & Loading Dock Storage Plan.

Facility Equipment

Contractors may not use, move, rearrange, or compress Facility equipment including, but not limited to the following: public safety/life safety equipment, such as fire extinguishers, automatic external defibrillators (AED's), tables, chairs, brooms, risers, staging, ladders, podiums, trash receptacles, and tilt trucks without express written permission from the Authority. All Facility equipment used without permission will be confiscated or charged for at Authority standard rental rates.

FREIGHT AND LOADING DOCK POLICIES

Freight and Loading Dock Policy

The MCCA has established the following procedures for the safe and efficient operation of the Hynes Loading Docks. All Contractors must adhere to the following policies and procedures. Articles, exhibits, fixtures, displays, and property of any kind and description shall be brought into and taken out only at and through such approved loading areas as the MCCA may designate from time to time.

At the Hynes, neither the Boylston Street nor the Prudential entrances are approved loading areas. When two or more events require loading dock access, the MCCA will work with the Licensee and/or drayage schedule. The MCCA Loading Dock supervisor is responsible for the overall operation of the Loading Dock.

Storage of Freight Containers/Crates

The storage of materials and equipment shall never impede general operating space, workshops, offices, electrical or telephone closets, payphones, storage rooms, stairwells, security cameras, exit doors and dock levers. Storage of containers in loading dock

areas (docks, bays and platforms) is permitted once the GSC has formally submitted its loading dock/ truck marshalling. Storage in Meeting Rooms is strictly forbidden.

Bone Yards

Bone yards are allowed at Hynes with approval. The proposed location(s) must be identified on a floorplan to be submitted by the GSC. The proposed bone yard location(s) cannot block any ingress or egress of the exhibit hall floor and cannot block/hide Automatic Defibrillators (AEDs) and Fire Extinguishers. Emergency exit signs must be visible. These areas are to be kept clean, well organized and maintained by the GSC on a daily basis. Failure to comply with any and all of the aforementioned will result in the loss of this privilege in its entirety by the GSC at all MCCA facilities.

NOTE: Facility equipment may not be moved, removed, or repositioned to make room for Contractor storage.

The following areas may not be used for storage, or blocked under any circumstances:

- Emergency exits
 - Fire/Life Safety Equipment (fire extinguishers; automatic defibrillators AED's), etc.
- Facility storerooms and storage areas
- Airwall pockets
 - Back of the House Service Corridors (MC), A/V companies use this extensively for meeting rooms)
- Traffic lanes
- Restrooms
- Food & Beverage locations and holding kitchens
- Public lobbies, areas, and corridors
- Freight free aisles
- Compactors and debris boxes
- Elevators
 - Stairwells
- Administration offices
- Mechanical spaces

The MCCA reserves the right to retain or relinquish all storage areas based upon need. In addition, all equipment left in the Facility or in areas not approved for storage by Contractors will be removed and disposed of at the expense of the Contractor(s).

Storage of Propane Tanks

During move in, event, and move out days, propane tanks shall be stored safely (cages), removed on a daily basis if empty and in accordance with MCCA rules and regulations. Propane tanks will not be stored within the Hynes under any circumstances. Propane tanks must be removed from the Hynes after each event.

Contractors are not allowed to store propane tanks in any location at the Hynes. Tanks are to be disconnected from the forklifts and/or other machine and removed from the property before the loading dock is vacated. It is the responsibility of the contractors to have these tanks removed on a daily basis.

Hazardous Materials

Each GSC/Service Provider shall have in place a written plan and materials on site to contain any liquid spills occurring on MCCA property due to equipment failure (forklifts, carts, GSC vehicles, etc.), or the transporting of event/show materials. Spills include, but are not limited to hydraulic fluid, fuel, battery acids other outer corrosives. The plans must include a method to prevent spills, containment and a procedure for the proper disposal of materials. All spills must be reported to the Public Safety Department at the time they occur.

Cleanliness of Loading Docks

Time must be set aside by the GSC/ Service providers to perform a daily clean up of the loading dock area. All debris must be disposed of, and decorating materials and forklifts, as well as other equipment, must at all times be arranged in an orderly fashion, in order to maintain a safe and clean loading dock area (dock, bays, platforms). At the completion of an event, convention, or tradeshow, the loading dock area must be left in a clean and orderly manner that satisfies MCCA standards.

If a GSC/ Service Provider are found to be negligent of this policy, they will be subject to a cleaning charge for this area.

Pallet Removal and Carpet Pad

The GSC shall remove wooden pallets and shipping crates from the exhibit hall floor as soon as possible. Wooden pallets and shipping crates are not permitted in the exhibit halls during events.

If a GSC/ Service Provider are found to be negligent of this rule, they are subject to all cleaning / miscellaneous charges associated with the removal of these materials.

Material Handling Equipment

Contractors will at all times observe and abide by posted Authority operation and safety rules/signs. All forklifts that operate within the Facility must be equipped with the proper, functional safety devices (seat belts, horn, lights, strobe warning lights for visual moving of equipment, and a backup tone). All equipment operators must, at all times drive with caution and reduced speed. It is the responsibility of the GSC/ Service Provider to ensure that all equipment operators are fully licensed or certified with applicable state and any other applicable agencies. Mechanized equipment is not allowed in any carpeted areas.

GENERAL SERVICE CONTRACTORS/ DECORATING GUIDELINES

Floor Plans

Effective September 1, 2009, General Service Contractors are required to utilize the base plan provided by the MCCA. Ten (10) months prior to the event, the GSC shall forward six (6) full-scale copies of working floor plans to your Event Services Manager for initial Public Safety Floorplan Review . This must also include usage of a bone yard. Six (6) copies of accurately scaled floor plans of the event, convention or tradeshow must be submitted to the Event Services Manager, no later than sixty (60) days prior to move-in, for final approval. Floor plans should include the size and location of all aisles, service aisles (minimum 10-foot), automated external defibrillators (AEDs), all pipe and drape lines including perimeter lines and baffles, utility floor ports, fire extinguishers and hoses, exits, entrance units, exhibits, General Service Contractor booths, food stands or bars, registration areas, information tables, and other displays, anticipated bone yards. Plans must be at least 1/32" scale and have the name and date of the show or event written on each sheet. Under no circumstances will a GSC be allowed to move-in without an approved Floor Plan.

The Licensee is required to construct, operate, and maintain the event according to approved floor plans. Any changes required by the Authority must be made and re-submitted to the Authority prior to move-in.

The GSC or Show Manager will be responsible for covering any costs incurred by problems with the floor plans.

Floorings

Forklifts, electric carts, motorized equipment and other vehicles are not permitted on carpeted, tiled, or stone floor areas throughout the Facility. Vehicles which are approved for use in exhibition or display areas must be protected by Visqueen®, Masonite®, Homasote®, tarpaulin, plywood, or comparable protective material is to be used to prevent damage from tires, leaks, oil, etc. It is the GSC/ Service Provider's responsibility to clean, repair and/or report any stains, cracks or other damages that may occur despite precautionary measures being taken. It is the GSC/ Service Provider's responsibility to assure that any stains, cracks or other damages are reported to the MCCA and repaired in the event that these damages occur despite such precautionary measures.

Floor Markings

The GSC shall use the standard stick or ball-type chalk in marking exhibit floors. Liquid chalk, water paint, or liquids of any other nature are not allowed. Costs of removing liquid chalk, paint or other marking methods will be the responsibility of the Licensee. Shoe polish is not permitted.

Material Handling Equipment – Lobby Areas, Meeting Rooms, Carpeted Areas

Mechanized equipment is not allowed in any lobbies, meeting rooms, or carpeted areas. Only rubber wheeled carts may be used to transport items across tiled or stone flooring. Published load limits of any floor areas and ceiling tracks will not be exceeded. No hand-trucks, carts, or other devices to move equipment or freight will be allowed in meeting rooms or carpeted areas, without the use of plywood, Masonite®, Homasote® or Visqueen®. Heat tape and double-face tape may NOT be used on carpeted or terrazzo floors. Any floor coverings over permanent carpet must be approved in advance by your Event Services Manager and General Manager.

Floor Protection for Meeting Rooms, Ballroom, Carpeted Lobby, Prefunction, and Registration Areas

Responsibility for protecting all carpeted areas and walls rests solely with the Contractor performing the work in carpeted locations. This applies to areas

receiving crates, pallets, freight, boxes, road cases, or other large/heavy materials likely to cause carpet/ wall damage. No cutting of carpet, foam core or other materials is permitted at the Hynes without proper floor protection. All areas (exception being the exhibit hall floor) that require double sided tape, must utilize Bron Tapes (800-782-8807; specify the following product – Low Tack Double-Face, product #BT 100 DX)

The following rules will be strictly enforced:

- All contractor equipment is subject to inspection and approval by the MCCA.
- Double sided tape at MCCA Facility – Bron Tapes 1.800.782.8807 – Low tack double face (Product # BT-100DX)
- Battery-powered equipment is prohibited from use in the meeting rooms and ballrooms.
- All forklifts are prohibited from use in the meeting rooms and ballrooms.
- Flat trucks with polyurethane and polyolefin wheels with a diameter of not less than five inches are approved for use in the meeting rooms and ballrooms without floor protection.
- Homasote®, Masonite® is required with approved flat trucks, furniture dollies, forklifts, pallet jacks and all other equipment and crating. This type of equipment is not allowed off the Homasote®, Masonite® at anytime.
- Aerial lifts and scissor lifts on carpeted surfaces must be equipped with wheel covers and diapers for battery and hydraulic mechanisms.
- Electric carts are not allowed in the meeting rooms and ballrooms at any time.
- Wheeled fiberglass cases with clean wheels are allowed on carpeted areas without protection.
- If any carpeted area is to be covered with contractor carpet, a ¼" tempered masonite with seams taped, must be laid over visqueen before the contractor carpet is installed.
- Only polycoated cloth tape, coated with high quality and high shear adhesive that will not deposit residue upon removal, will be allowed.
- Electric vehicles may not be parked on carpeted surfaces for charging.

- Motor vehicles used for display must be pushed to their designated locations. A drop cloth large enough to cover the entire undercarriage of the vehicle must be used during display. Vehicles may not be started or moved under power for any reason while on carpeted surfaces.
- Any items that are likely to snag carpet fibers or leave a residue may not be used on carpeted areas without 100% protection. This includes paint, adhesives, soil, grass, flowers, chalk, water, non-permitted tape, screws, nails, Velcro, rough lumber, metal, lass, or other similar items.

Carpet Damage and Repair

The cost to repair damage to carpeted areas will be billed to the appropriate party. Failure to promptly pay for damage will result in suspension or cancellation of the Contractors' permit and result in withdrawal of permission to enter or work in the Facility until outstanding balances have been paid. Initial enforcement will be provided through the use of MCCA staff. If satisfactory compliance is not evidenced immediately upon receipt of these policies, additional staff will be scheduled to monitor activities in these areas at the Contractors' sole expense.

Public Aisles

Public aisles must be a minimum of ten feet (10') wide. A request(s) for an aisle less than ten feet (10') must be approved in writing by the MCCA Public Safety Department. Service aisles (double-back drape) must be adjacent to any booth receiving any utility, must be placed so that a utility box is inside of the aisle, and must be masked by double-back drape. No exhibitor materials can be stored in this service aisle. Additional charges will be incurred by the Licensee for any booth needing a utility that is not adjacent to a service aisle.

Back of the House Service Corridors

The storage of event freight or equipment in the meeting room or ballroom service corridors is strictly forbidden. Eating or loitering in the service corridors is strictly forbidden. The stored or affixed equipment in the service corridors is for the exclusive use of the MCCA or its vendors.

Exterior/Interior Signage Plan

Graphics may not be placed anywhere externally/ internally at either facility without submitting a written plan to your Event Services Manager forty-five (45) days prior to move-in for review and approval. The

written plan should include graphic use, location, installation schedule and removal schedule. The type of material and application method is required in writing. If any clean up is required, the MCCA will provide such service and bill all charges to the Contractor. Graphics and tape are not allowed on mirrors at any time without prior written approval through the Event Services Manager.

Temporary Waivers

A temporary, one-time procedure waiver may be applied for in writing to your Event Services Manager and/or General Manager. Written plans for the procedures waiver must be received forty-five (45) days in advance of the event, convention or tradeshow. Approvals are nontransferable between events or from year to year. Contractors will receive a written approval if the procedure is accepted.

Recycling Program

All Contractors will comply with the Facility' Recycling Program, which is designed to achieve operating goals established by the MCCA. The Hynes provide many outlets to dispose of recyclables, including metal, cardboard, glass, and mixed paper. Please contact your Event Services Manager for more information.

MOTORIZED EQUIPMENT/FORKLIFTS

Only individuals possessing a current and valid hoisting license under 520 CMR 6.0 and M.G.L. Chapter 146 §§ 53-55 and §§ 64-67 may operate forklifts, mobile elevating work platforms or articulated lifts. The operator is required to have the appropriate class license in their possession and available for inspections.

Forklift operators are required to conduct and document daily inspections of equipment at the beginning of each day or change in shift. The GSC will maintain an approved inspection sheet on-site and available for inspection by the Public Safety Department. The GSC shall maintain the original inspection sheet on file for a minimum of 180 days after the last day of the event.

The Contractor with approval from the Hynes will develop an identification program for forklifts and those personnel that are operating the forklift, lifts or motorized equipment.

The GSC must post safety-related signage at all high traffic intersections.

The GSC must have its forklift, lifts and motorized equipment supplier on an annual basis inspect and paint said equipment. The MCCA reserves the right to remove all equipment that is not in compliance with this regulation.

No forklifts, lifts or motorized equipment are allowed on unprotected carpeted, tiled or stone surfaces.

Forklifts/motorized equipment may not use emergency exits or exit door – all freight must travel through portals reserved for freight access.

Mechanized equipment may not be started or operated within the exhibit hall for the first fifteen (15) minutes after the exhibit hall closes to the public for the day or final closing of the event. Motor vehicles, farm, yard and recreational equipment are also included in this section.

Forklifts/motorized equipment operated on MCCA property must have fully functional and proper safety equipment including seat belts, horn, and strobe warning light, backup tone, headlight and taillights. Forklifts/motorized equipment shall not be used on MCCA owned roadways.

Registered, insured, and marked vehicles owned by the GSC/Service Provider may be used on MCCA roadways, while conducting official business only.

Forklifts and other motorized equipment are forbidden in all MCCA Parking Areas

All GSC forklifts and motorized equipment are prohibited from entering and/or operating within any and all MCCA parking Hynes, whether public or private.

Forklifts/motorized equipment must pass all emissions and safety standards as required by OSHA and the Hynes including reverse indicators and seatbelts.

All Contractors are responsible for the proper operation of all motorized equipment and proper licensing/permitting of their employees. It is the responsibility of the employer to provide training in proper operation of all motorized equipment. Failure to abide by these rules may result in the suspension or cancellation of the Contractors' permit to operate within the Hynes.

The MCCA reserves the right to remove, at the expense of the Contractor, all equipment or personnel not complying with these regulations.

All forklifts and motorized equipment – including rental equipment) – must be removed from the Facility within 24 hours after an event, convention or tradeshow.

Motorized Equipment Safety and Speeding

Contractors must enforce safe speed limits for all equipment operating in the Hynes including but not limited to trucks, forklifts, electric carts, delivery vehicles, etc. Electric carts may not be used in any public areas. Contractors must keep all electric carts off carpeted areas at all times, including carts assigned to Licensee. The GSC must post safety-related signage at all high traffic intersections. The MCCA reserves the right to remove all equipment or personnel not complying with these regulations.

TAXES, LICENSES, CERTIFICATES AND PERMITS

Contractors must obtain and keep current all applicable business licenses, certificates, permits and certifications as may be required by Federal, State or local laws or regulations and shall pay all taxes required including sales, excise and use tax. In addition, all entities conducting business with the MCCA must register with the Secretary of State's Office where required by law. All Contractors working on-site may at the discretion of the MCCA be required to display a permit issued by the MCCA showing compliance with the Facility' rules, regulation and permit requirements.

INSURANCE AND INDEMNIFICATION

The Contractor shall indemnify and save harmless the MCCA from all suits, actions, claims, demands, damages or losses, expenses, and costs of every kind and description to which the MCCA may be subjected to or put by reason of injury (including death) to persons or property resulting from, in connection with, or growing out of any act of commission or omission of the Contractor, its agents, servants, employees, visitors, guests, contractors, subcontractors, or any and all other persons or corporations dealing with the Contractor in any way in the occupancy and use of the Facility At the request of the MCCA, the Contractor shall initiate and complete all activities, including any legal proceedings, necessary to effect resolution of any such suits, actions, claims, or demands, except as set forth herein.

The Contractor shall also maintain, in a company or companies authorized to do such business in the Commonwealth of Massachusetts and which are satisfactory to the MCCA in the exercise of the MCCA's reasonable judgment, commercial general liability insurance on an occurrence basis. Such insurance shall cover claims by any person for bodily or personal injury, death or property damage occurring in connection with or arising out of the Licensed Event, with combined single limit coverage per occurrence of not less than \$1,000,000, \$2,000,000 general aggregate, which coverage shall name the MCCA as an additional insured. The Licensee shall also maintain workers' compensation insurance as required by law including employer's liability coverage in the amount of \$100,000 by accident and \$100,000/\$500,000 by disease.

The Contractor shall also maintain admitted insurance satisfactory to the MCCA under compulsory insurance laws of Massachusetts for vehicles licensed herein. For all other vehicles, the Contractor shall maintain Comprehensive Business Automobile Liability insurance naming the MCCA as an additional insured, insuring any owned, non-owned and hired vehicles to be used in and out of the Facility, such policy to insure loading or unloading hazards with limits of liability of at least a combined single limit of \$1,000,000, subject to umbrella excess.

The Contractor shall also provide and maintain occurrence forms of concurrent umbrella excess liability insurance with a minimum occurrence limit of \$10,000,000.

The Contractor uses the Facility at its own risk, and the MCCA shall not be liable to the Contractor or to any person on the premises or at the Facility under arrangements made with the Contractor for any damage, injury or claim, including without limitation such matters resulting from the acts or omissions of third parties, excepting solely any damage or injury attributable to the negligence, gross negligence or willful misconduct of the MCCA or any other liability imposed on the MCCA by law.

The Contractor shall hold the MCCA harmless and indemnify the MCCA and release the MCCA from any claims, losses or damage to any property removed from the Facility by the Contractor, its agents, servants, employees, visitors, guests, contractors, subcontractors, or any and all other persons or

corporations dealing with the Contractor in any way in the occupancy and use of the Facility.

TRUCK MARSHALLING YARD USE

The MCCA currently operates marshalling yards in Allston/Brighton. The MCCA in its sole discretion may make marshalling yard assignments to Hynes events.

Requests for access and use of MCCA Marshalling Yard resources must be made and scheduled through your Event Services Manager by completing the Hynes Loading Dock, Truck Marshalling and Dock Use Plan from indicating specific needs as detailed below.

General Rules, MCCA Truck Marshalling: Allston/Brighton Yard

Authorized Contractor will inspect the marshalling yards daily. Safety problems will be promptly reported to the Hynes Loading Dock Manager for the Allston/Brighton Yard.

Rules governing the use of the marshalling yards are as follows:

Effective immediately all GSCs will be required to use the MCCA truck marshalling locations.

1. Such use of the Marshalling Area must be coordinated through the Hynes Operations Department. Requests should be made and scheduling accomplished through the MCCA Loading Dock Supervisor. In the event of multiple requests over the same time period, the MCCA will make yard assignments.
2. Contractors shall only utilize those areas and delineated parking spaces, (as shown on the attached map) for truck marshalling to and from events at the Convention Center.
3. The Contractor shall indemnify and save harmless the MCCA from all suits, actions, claims, demands, damages or losses, expenses, and cost of every kind and description to which the Authority may be subjected to or put by reason of injury (including death) to persons or property resulting from, in connection with, or growing out of any act of commission or omission of the Contractor, its agents, servants, employees, visitors, guests, contractors, subcontractors, or any and all other persons or corporations dealing with the Contractor in any way in the occupancy and use of the Marshalling Area. At the request of the MCCA,

the Contractor shall initiate and complete all activities, including any legal proceedings, necessary to affect the resolution of any such suits, actions, claims, or demands, except as set forth herein.

4. The Contractor agrees to maintain the Marshalling Area in a clean, safe and orderly manner. No accumulation of litter, trash, debris or other disposable material will be permitted on the premises. The Contractor shall not commit or suffer waste or impairment of the Marshalling property.
5. The Contractor covenants that it will not occupy or use the Marshalling Area, nor allow it to be occupied or used for any purposes other than those for which it is customarily used, nor in any way to occupy or use the property, nor allow it to be occupied or used in other than a proper or fitting manner, nor in a manner contrary to any law of the Commonwealth or to any ordinance or by-law of the City of Boston.
6. The Contractor will immediately inform the MCCA of any hazardous condition that exists at the Marshalling Area.
7. Vehicles shall not stay in the Marshalling Area beyond the assigned dates of the Licensed Event.
8. The MCCA does not take responsibility for the safety or security of any individual or vehicles using the Marshalling Area.
9. The MCCA has sole discretion as to the use and occupancy of the Marshalling Area.
10. No parking of any private vehicles, unrelated to deliveries and pick-ups of the Hynes, of any kind by the Contractor, its agent, employees, contractors and subcontractors or others, shall be permitted in the Marshalling Area at any time. Further, the Contractor acknowledges that no parking spaces have been reserved for its exclusive use at the MCCA Marshalling Yard.
11. All posted restrictions and regulations must be adhered to.
12. If dock space is required for marshalling activity, this must be coordinated with the Loading Dock Supervisor from the facility.

Overnight parking on MCCA property is prohibited. There is no overnight parking of privately owned

motor vehicles or trucks, tractors and/or trailers allowed on MCCA property unless expressly allowed.

Loading Dock, Truck Marshalling and Dock Storage Plans

Loading Dock, Truck Marshalling and Dock Storage Plans are required to be filed by the GSC electronically with the MCCA Transportation and Public Safety Departments. This plan is designed to capture the GSC's anticipated needs for an event, including:

- GSC Name and primary on site contact person's cell phone number
- Move in Dates and Times
- Move out Dates and Times
- Marshalling Yard hours of Operation
- Loading Dock hours of Operation
- Transportation agent dates and hours of operation
- Number of Trucks and POV's anticipated
- Earliest Labor Calls each move in and move out day
- Loading Dock Storage Needs

The document is also used by the MCCA Transportation and Public Safety Departments to staff for police details, marshalling yard hours, labor call dock entry control points and general loading dock coverage.

The GSC/Service provider understands that any requests for extensions or changes to the original plan will have an additional cost implication to the Show Client for staff to keep the docks in operation

MCCA Event Service Managers will electronically transmit the plan graphic to the GSC servicing the event 6 months in advance of the first day of move in.

The GSC must complete this plan AS SOON AS POSSIBLE, BUT NO LATER THAN 3 MONTHS FROM THE FIRST DAY OF MOVE IN of the event being serviced. The completed plan must be sent to "MCCA Loading Dock & Truck Marshalling Plan" group email (WHAT IS the email). This group email jointly notifies the Transportation and Public Safety officials at the Hynes who are responsible for review and approval of these plans. In the event that there are questions and/or concerns regarding the plan, a MCCA Transportation or Public Safety Manager will contact the GSC.

The Loading Dock, Truck Marshalling and Dock Storage Plan are incorporated within this document below. Completing the document is self explanatory and it is

imperative that as much detail as possible be provided as early in the preplanning process as possible.

GSC Marshalling Team

A marshalling team is required during move-in/move-out to effectively manage the movement of all Contractor vehicles and freight at the Facility. This team is responsible for coordinating all Contractor activity based on requirements set forth by the Authority during all move-in/move-out periods. Required Marshalling Teams are distinct to the Hynes. The requirements for each facility are as follows:

Hynes Marshalling Team

The following positions are part of the General Service Contractor marshalling team and are responsible for the respective duties listed below.

GSC Dock Manager

- Remain in constant communication with the marshalling yard to ensure that the appropriate number of vehicles is deployed to the Facility when space permits.
- Coordinate with GSC and freight hauler staff at the top of Cambria Street to ensure that vehicles are being allowed dock access in the order they arrive to the facility, or in the order necessary to fulfill event requirements.
- Efficiently manage the inbound and outbound activity and correct any issues that arise involving Contractor activity.
- Ensure that all vehicle drivers are dropping trailers and removing unnecessary equipment from the loading dock to prevent gaps in activity periods due to overcrowding.
- Remain in contact with the MCCA Loading Dock Supervisor and is held accountable for the overall production of Contractor activity during all move-in/move-out periods.
- It is the responsibility of the GSC Dock Manager to respond to all requests made by MCCA personnel in a timely and effective manner.

Marshalling Yard Attendant

- Manage and ensure that the staging of vehicles in the yard(s) is maintained to the standards set by the MCCA.

- Deploy the appropriate number of vehicles to the facility as requested by the GSC Dock Manager/Marshalling Team.
- Remain in constant contact with other team members to ensure success during move-in/move-out periods.

Cambria Street Attendant

- Remain at the top of the Cambria Street.
- Direct all drivers that will be loading / unloading to the marshalling yard to be staged appropriately.
- Allow access to vehicles only when requested by the GSC Dock Manager/Marshalling Team.
- Building deliveries for the facility must not be delayed. All such deliveries should be coordinated with the GSC Dock Manager/Marshalling Team and the MCCA's Dock Manager to ensure access to the next available dock by.
- Direct all POV's to the bottom of Cambria Street as they arrive at Cambria Street.
- Manage Cambria Street efficiently and report any problems to the GSC Dock Manager/Marshalling Team, and or the MCCA Loading Dock Manager.
- Ensure clear and unobstructed passage for all monthly Pilgrim parkers who are entering the garage at the bottom of Cambria Street.
- The only vehicles that should be staged on Cambria Street; should be those that were deployed from the marshalling yard and are pulling into the loading dock.
- At no time should a vehicle be staged on Cambria Street in excess of 30 minutes.
- Remain in constant contact with other team member to ensure success during move-in/move-out periods.

Additional Considerations

- Based on the size/volume of freight of each event, two additional employees may be required to assist with traffic concerns both inside and on the exterior perimeter of the loading dock. This requirement will be determined by the Authority upon review of the truck marshalling plan for each event and the Contractor will be notified.

- It is the responsibility of the Contractor to adhere to the policies and procedures set forth by the MCCA while on MCCA property.
- Staffing these positions is critical to the functionality of the loading dock area—building access could be delayed significantly if these guidelines are not followed.
- The MCCA Loading Dock Manager will oversee the loading dock operation and will guide the Contractor so that the use of the loading dock can be maximized at all times.
- This plan in no way limits the GSC to only the positions stated in this plan. If in the opinion of the GSC, other GSC personnel are needed to conduct an efficient, safe and orderly dock operation, the GSC must take action to staff such positions.

MISCELLANEOUS

[Written Requests for Permission](#)

All special requests for the following items must be addressed in writing in accordance with the ‘Standard Operating Procedure for General Service Contractor/Decorator Requests’, at least 48 hours in advance.

- Early move-in, late move-out
- After hours and 24-hour access

Requests for the following items must be made no less than forty-eight (48) hours in advance:

- Use of gasoline powered machinery
- Departure from Hynes rules regulations and policies.

RECEIPT OF MCCA GENERAL SERVICE CONTRACTORS AND SERVICE PROVIDERS RULES AND REGULATIONS

Prior to providing services within the Facility, each Contractor must return to the MCCA one signed copy of the most recent edition of the “General Service Contractors and Service Providers Rules and Regulations” indicating acceptance of these rules and regulations plus the following items:

- Certificate of Insurance
- Contractors License(s), Certifications, Permits (if applicable)