

# DEVOS PLACE®

## Meeting Planner Guide



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Thank you for selecting DeVos Place Convention Center for your event. It is our goal to help you coordinate a successful convention, meeting or tradeshow in Grand Rapids.

The DeVos Place Meeting Planner Guide provides an in-depth orientation to using the facility. The intent of the guide is to provide detailed descriptions of services, staff functions (which include general services contractors, electrical contractors, audio visual suppliers) and any other company providing services directly to the facility.

These guidelines are intended to offer helpful advice for each step in the planning process.

### **About DeVos Place Convention Center**

DeVos Place is the premier convention center located in downtown Grand Rapids, Michigan. Nestled beside the Grand River, the picturesque riverfront setting is the perfect backdrop for your convention or tradeshow. DeVos Place offers a unique combination of meeting and exhibition space to accommodate a variety of events. Downtown Grand Rapids is located 15 minutes from Gerald R Ford International Airport and is easily accessible from all major interstates.

The Convention Center features a 162,000 square foot, column free exhibit hall, 40,000 square foot ballroom and 26 individual meeting rooms (32,000 square feet). Twelve spacious loading docks (including a wash bay and marshalling area) allow for easy access into the exhibit hall and ballroom.

In addition, DeVos Place features a 2,543 seat performing arts theater with loading docks and one loading ramp. Home to the Grand Rapids Symphony, Grand Rapids Ballet Company, Opera Grand Rapids and Broadway Grand Rapids, it can also serve as the perfect space for a general session or keynote address. DeVos Place is part of a vibrant downtown entertainment district featuring dining establishments, six museums and the 12,000 seat Van Andel Arena, all within walking distance. To learn more about Grand Rapids, please visit the Experience Grand Rapids website, [www.experiencegr.com](http://www.experiencegr.com).

Immediately adjacent to DeVos Place, world-class accommodations are available including the Amway Grand Plaza Hotel – Curio Collection by Hilton, JW Marriott, Courtyard by Marriott, AC Hotel, Hyatt Hotel and many more. All are within walking distance of DeVos Place and accessible by skywalk. DeVos Place offers the perfect setting for your next convention or meeting.

DeVos Place is managed by Legends Global. <https://legendsglobal.com>

### DeVos Place In-House Service Partners/Providers

#### Amway Grand Plaza Hotel

The Amway Grand Plaza Hotel, renowned for its culinary excellence, and being home to West Michigan's only Ruth's Chris Steak House, will provide your group with an in-house Sales and Catering team that will assist you in planning delicious offerings that will have your guests talking about their event for days.

The Amway Grand Plaza's experienced culinary team can provide selections for beverages, appetizers, and succulent main courses all masterfully prepared by Certified Master Chef, Josef Huber. Outside food and beverages are not allowed inside DeVos Place.

(616) 776 – 6400 / <https://amwaygrand.com/>

#### Art Craft Display

Art Craft Display provides a complete menu of trade show services and products including well-maintained booth equipment, drapery, tables, chairs and carpeting. Other services include floor plan design, a full-service sign department, convention management, freight handling, and the labor to make it all happen with ease.

(800) 292 – 2033 / <https://www.artcraftdisplay.com/>

#### Bluewater Technologies

Bluewater has the latest AV technology for any live event that you may have. From something as simple as a portable project rental to complete staging for any high-profile event, they have staged some of the largest projects in the world. Think of Bluewater when you want the very best in AV and Live Event Support. They provide lighting, audio and video specialists, as well as office support. In addition to Bluewater's staff, they work directly with the best technical experts in the industry to guarantee your satisfaction.

(616) 742-6641 / <https://bluewatertech.com/>

#### DK Security

DK provides event management services including uniform security, crowd control, armed security, undercover agents, executive protection and security consulting to venues that host a variety of public events such as concerts, sporting events, high-profile speaking engagements and trade shows.

(800) 535 – 0646 / <https://www.dksecurity.com/>

### Directions to DeVos Place Convention Center

#### From the North

##### Travel US-131 South

1. Exit on Pearl Street
2. At the end of the ramp, turn left onto Pearl Street, then a quick left onto Scribner Avenue.
3. Take Scribner Avenue to Bridge Street and make a right.
4. Go straight on Bridge Street which turns into Michigan Street at the river.
5. The entrance to the DeVos Place parking ramp will be on the right just past the river.

#### From the South

##### Travel US – 131 North

1. Exit on Pearl Street
2. At the end of the ramp go straight onto Scribner Avenue
3. Take Scribner Avenue to Bridge Street and make a right.
4. Go straight on Bridge Street, which turns into Michigan Street at the river.
5. The entrance to DeVos Place parking ramp will be on your right.

#### From the West

##### Travel I-96 East to US-131 South

1. Exit on Pearl Street
2. At the end of the ramp turn left onto Pearl Street, then a quick left onto Scribner Avenue/
3. Take Scribner Avenue to Bridge Street and make a right.
4. Go straight on Bridge Street, which turns into Michigan Street at the river.
5. The entrance to the DeVos Place parking ramp will be on your right.

##### Travel I-96 East

1. Use the Ottawa/Downtown exit (77C)
2. Turn right onto Michigan Street at the bottom of the ramp.
3. The entrance to the DeVos Place parking ramp will be on your left past Monroe Avenue before you cross the river.

#### From the East

##### Travel I-96 West to I-196 West

1. Use the Ottawa/Downtown Exit (77C)
2. Turn right onto Michigan Street at the bottom of the ramp.
3. The entrance to the DeVos Place parking ramp will be on your left just past Monroe Avenue before you cross the river.

### Facility Information

#### Parking

DeVos Place has parking conveniently located under the convention center. Access to the parking lot is on Michigan Street and Lyon Street. *\*Please note that you can longer access the underground parking garage if you are heading West on Michigan Street. No left-hand turns are permitted due to a semi-permanent concrete berm installed for a new crosswalk.* Parking facilities at DeVos Place are managed by the City of Grand Rapids.

Additional parking may be available in the City-County Building on Monroe Avenue (across from DeVos Place) or several other parking structures within walking distance.

Vehicles that are too large to fit in a parking structure may be given a permit to park on Scribner Street and Mount Vernon. during the dates of the event. Parking on Scribner Street and Mount Vernon is available for clients & vendors on a first come, first serve basis.

#### Buses

On Monroe Street there is a drop off zone to accommodate nine tour size buses for attendees. This area is designated as a loading zone. There is also a bus loop on Lyon Street between the hotel and DeVos Place.

#### Sidewalk/Exterior

At no time shall any vehicle be allowed to park on the sidewalks in front of DeVos Place.

#### Hours of Operation

Standard operating hours for the facilities are from 8:00 am until 11:59 pm. Arrangements for activities before or after these posted hours can be made through your Sales Contact/Event Coordinator. Your contract with the facility will show either these standard building hours or other hours agreed to at the time of contracting. Times earlier or later than standard building hours are subject to overtime charges, and exceptions not shown in your contract must be approved by your Sales Contact.

Once you have signed a license agreement, our Events Services Team will serve as your primary source of contact for services and equipment. An Event Coordinator will be assigned to you 6 months prior to your event.

#### Event Coordinator

An Event Coordinator will be assigned to work with you and your staff from initial planning through the close of your event. The Event Coordinator will help you with:

- Diagrams for all your event spaces
- Meeting room use schedules
- Scheduling first aid services, security, coat check, union personnel, etc
- Coordinating with other service suppliers such as audio-visual

### **Marketing for Events**

If you are interested in marketing support for your event, please let your Event Coordinator know and they will provide you with the DeVos Place Marketing Asset sheet. This sheet will provide more in-depth descriptions on the free marketing DeVos Place can do for you.

### **Day of Communication**

Day of communication is primarily by cell phone with your Event Coordinator. There is an option of radios - **one radio** will be allocated to you by your Event Coordinator. Rental radios may be ordered from Bluewater Technologies if you need to communicate amongst your staff.

### **Concessions**

A concession counter is located at the south end of each exhibit hall. Please arrange for hours and placement of concessions with both the Amway Grand Plaza Hotel Concessions Manager and your Event Coordinator. Most major concession stands in the DeVos Place accept credit cards. Note that some portable food locations do not accept credit cards.

### **Building Security**

Your Event Coordinator will work with you to arrange for any additional security staff required to service your event. In the interest of public safety, DeVos Place may, at its sole discretion, require the presence of Grand Rapids Police Officers during certain events. DeVos Place may require Grand Rapids Police officers to direct traffic on Monroe Street for shows that expect large crowds.

If your event requires armed guards, they must be sworn law enforcement officers, licensed to work in the State of Michigan (or Federal Officers such as the FBI, Secret Service, etc). At no time will armed guards, other than sworn law enforcement officers be allowed into the building.

We are responsible for providing a secure building perimeter (including loading docks) and a 24-hours security office where the emergency response system is monitored. In addition, we provide security and traffic control on the loading docks during move-in and move-out. They also manage our lost and found services. You have the option of contracting with an outside security company for dedicated details within your event space. When doing so, the selected company must provide us with specific documents to include a current insurance certificate and proof of workers' compensation coverage. It is our pleasure to provide you with secure entrances and public areas, as well as coordinating emergency services through our security office.

### **Meeting Room Keys**

Upon request, your Event Coordinator can provide you with keys to your specific rooms. A limited number of locks can be re-keyed to accommodate your specific needs. The charge for this service is \$150 per cylinder. Please let your Event Coordinator know how many keys you will need and the specific rooms. You will be asked to sign a waiver upon receipt of the keys. There is a \$500 fee charged for each key that is not returned. You are responsible for all keys issued for your event.

### **First Aid Services**

EMT's will be scheduled and billed to the event settlement for all public events held at DeVos Place. They will be scheduled one half hour prior to doors opening and will leave when the patrons are gone. Any event that is not open to the public and requests to have EMT's on site, may schedule them via their Event Coordinator.

### **Wheelchairs**

Wheelchairs are kept in the First Aid office. DeVos Place will have wheelchairs on site at all times for guests to use as needed. The DeVos Place security office will handle the distribution of all wheelchairs in conjunction with AMR and the Event Services staff. All users will be required to sign a wheelchair release at the time of check out as well as provide a Government issued ID.

### **Operations**

Our operations crews set all DeVos Place tables, chairs, staging, recycling and trash receptacles, and other equipment where and when you need it. Clients can move the chairs and tables on their own if needed. The operations crew will move the meeting room moveable walls into the right places and handle your changeover requirements with precision.

### **Room Changes/Changeover**

We provide your initial set-up at no charge, as long as we receive your set-up requirements in final form at least 30 days before your first move-in day. This includes all your non-exhibit areas (meeting rooms, offices, general sessions, meal functions, etc). However, you will be charged for labor costs for any changes to these *initial* set ups. If substantial changes are requested after we have scheduled our labor, you will be charged for the labor to set and/or change these areas.

### **Decorators**

Art Craft Display is preferred decorator in the facility. If you choose to an outside decorator, they will be required to sign a Facility Use Agreement with DeVos Place and provide the appropriate insurance documents.

### **Booth Cleaning**

DeVos Place will provide general maintenance of aisles, concourses, restrooms, and meeting rooms during the event. This does not include booth cleaning or the cleaning of the carpeting or other floor covering installed by a decorator. Your decorator will take care of the trash, carpeting and tables or whatever services you have arranged for them. DeVos Place staff will clean each night after the show ends and the decorator cleans in the morning before the show begins.

### **Decorative Materials**

Nothing may be taped, nailed, tacked or otherwise affixed to ceilings, painted surfaces, fire sprinklers, columns, fabric or decorative walls. This goes for surfaces throughout the building, not just in the exhibit hall – so you will see this rule again as it applies to meeting rooms and ballrooms. Please pass the word along to your staff, speakers, and exhibitors.

### **Balloons**

No lighter-than-air balloons will be permitted inside DeVos Place. The potential exists for balloons to trip detectors and set off the facility fire alarm system. The client shall be responsible for enforcing this provision. If vendors or decorators bring in helium ballrooms, the vendors/decorators need to sign a waiver, or the balloons will promptly be removed from the facility.

### **Trash Removal**

DeVos Place provides labor and removal of normal post-event trash at no charge. However, if the amount of trash is considered excessive, client shall be charged for excessive removal. For removal of all compactors and debris boxes, DeVos Place will invoice the client for any charges incurred.

### **Damage to the Facilities**

As the Licensee who has contracted for the use of the facilities, you are responsible for any damage caused by your staff, contractors, exhibitors, speakers, or attendees. This is intended to help us recover costs for repairing damage to the facility (which exceeds reasonable wear and tear) caused by anyone connected with your event. You will be kept informed of any damage occurring during your event, with both written reports and photographs, when possible. Inform guests and exhibitors of the rules that apply to them. Let them know that you will hold them responsible for any damage they cause in the facility.

### **Coat Check**

If your event requires ushers, ticket takers or coat check, your Event Coordinator will arrange for those personnel through our Front of House department. This department will provide equipment and staffing for coat check services. These areas will be designated in appropriate high-traffic locations where space is available in relation to your floor place.

We can provide this service based on your preference:

Hosted: You may provide hosted coat check at a cost to you for labor only. Talk to your Event Coordinator about volume, hours, and location for this service.

Non-Hosted: We will provide coat racks for self-check service.

### **Box Office**

For all public ticketed show, any costs associated with the use of the Box Office will be specifically be outlined in your Lease Agreement.

### **Novelty and Program Sales Policy**

The sale of programs and novelties at Grand Rapids Convention Facilities including DeVos Place Convention Center and the DeVos Performance Hall, is subject to service fees.

Please communicate with your Event Coordinator about any novelty sales relating to your event. The DeVos Place staff will sell all novelties during the run of your event. Commission due to the DeVos Place for novelty sales is as follows:

- 6% sales tax collected off the top
- 30% house of net after tax
- 70% of artist of net after tax

There will be no exceptions to the above rules without the specific consent of the General Manager.

### **Show Offices**

If you are using an exhibit hall, you may use the show office associated with that hall. These show offices are available for your use during your contracted times. Each office has a window that overlooks your hall and has a built-in PA system for your convenience. Show offices are located on the North end above the loading docks on the 2<sup>nd</sup> level, accessible by stair or elevator.

### **Stage/Risers**

DeVos Place owns two different types of staging:

Stage Sections: Grey Carpet or Black Slick side up

Dimensions: 4'x8'

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Heights: 48", 72" in 2" increments

Risers: Grey Carpet or Black Plastic (need a 2-week notice)

Dimensions: 6'x8'

Heights: 16", 24", 32", 40"

Please note, for safety's sake, all steps have rails and all staging/risers must have rails on the back and sides.

Staging and all other facility equipment is provided "as available for inventory". On very rare occasions, insufficient equipment may be available from inventory. If this should occur, equipment is provided to events on a first contracted basis. Inventory rented outside the facility is at the rental agencies' rate.

### **Maintenance**

Our Engineering Department ensures the heating, ventilating, air-conditioning, lighting, and other critical building systems work correctly for the comfort and safety of your staff, attendees, and exhibitors.

#### **Electrical and Water Services**

All electrical services are handled through the DeVos Place Maintenance Department. Electric order forms are available online at: <https://www.devosplace.org/p/visit/exhibitor-forms>  
An electrical service desk will be available during move-in hours of a trade show if our in-house decorator, Art Craft Display, is used for the event.

For exhibits requiring water, there is a hook-up charge for water. To arrange for water to a booth, please contact Art Craft Display at (616) 791 – 8024. Exhibitor must remain at their booth until the water level is sufficient and Art Craft Display has turned off the water and removed the hose.

In case of leakage, exhibitor must take any and all steps necessary to stop the leak. If timely reparation does not take place, exhibitor may be required to drain the equipment and may or may not be allowed to fill up again. Client may be billed for water damage to the facility or equipment if the damage is caused by the display. Exhibitor must wait until facility maintenance personnel are able to assist with draining the equipment and remain at their booth until the equipment is fully drained.

#### **Telecommunications**

Our maintenance department installs telephone lines and instruments as well as high-speed internet service. Phone lines may be ordered by filling out the phone line service order online at <https://www.devosplace.org/p/visit/exhibitor-forms>.

Phone lines do not come with a telephone instrument and are available for an additional charge. DSL lines require a minimum of 45 days advance notice.

#### **Rigging Rules, Regulations and Ratings**

Safety is the primary concern of DeVos Place Convention Center related to hanging and rigging in the facilities. Hanging and rigging carry a significant liability for the responsible party, and it is our goal to eliminate any potential problems or hazards before they occur.

These rules and regulations are applicable to everyone using the facilities for hanging and rigging without exception. Failure to follow these rules and regulations will result in the immediate removal of those items which are not in compliance.

The time required of the House Rigger to review “non-compliant” hanging or rigging will be billed to the general services contractor.

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**Hanging** – a straight down (dead hang) from any approved hang point (ballroom) or panel point (exhibit halls). Hanging is limited to 1,500 lbs in the Ballroom per point and 2,000 lbs per panel point in the Exhibit Hall.

**Rigging** – hanging which requires bridling, side loads, trusses and/or exceeds 1,500 lbs.

- Hanging must be performed by Local 26 Union Riggers who are familiar with the house hang points and rules and regulations.
- All rigging must be performed by qualified and trained riggers.
- All rigging must meet O.S.H.A. and A.N.S.I. regulations and conform to the manufacturer's specifications.
- All rigging is subject to inspection by DeVos Place Convention Center management.
- DeVos Place does not allow the use of Brindles.

### **Ratings**

Exhibit Halls A, B and C

These areas are rated at 2,000 lbs per hang point (panel point) straight down. Maximum load capacity per beam is 15,000 lbs. Areas around the "Box Truss" between Exhibit Hall A and B have a maximum capacity of 100,000 lbs.

### **Ballrooms**

This area is rated at 1,500 lbs per hang point. Maximum load capacity per beam is 15,000 lbs.

### **Sign Cables**

All signs must be hung by Art Craft Display. They will ensure that each sign is hung using the proper cable for the application.

### **Sprinkler Pipes and Brackets**

These cannot be used for hanging or rigging under any condition.

### **Aluminum Ceiling Tile Tracks**

These may not be used for hanging with scissor clips or any other devices.

### **Moveable Wall Tracks**

These may not be used for hanging.

### **General Instructions**

- All hanging and rigging hardware fasteners and gear must be O.S.H.A. and A.N.S.I. approved.
- All homemade trusses must have engineering specifications in order to be installed. Any truss not manufactured by a recognized truss company will be considered homemade.
- All chain hoists have proof of load test certificate as required by A.N.S.I. B30.16. All hang points, devices, wires, clips, etc. used for hanging and rigging must be returned to their normal condition or removed, as appropriate, after each event. If not, the work will be performed by the House Rigger and billed to the general services contractor.

Rigging from the hang points throughout the facility is subject to approval by our management staff and is expected to meet industry safety standards. These are found in The Rigger's Manual by W.G. Newberry and are generally accepted as the industry standards. Bridling from hang points in any other area is strictly prohibited. Hang points in the Ballrooms are rated for 1,500 pounds. Any rigging not meeting the above standards will be moved and re-rigged at your cost.

Incorrect rigging poses unacceptable risks to anyone on the floor below, and bridling can damage hang points, compromising their load-handling capacity.

### Miscellaneous Show Floor Considerations

1. All decorations, drapes, signs, banners, plastic displays, hay, split bamboo, combustibles, etc. must be flame-retardant. Table coverings with overhang greater than 6" must also be flame-retardant. Items that require treatment with a flame-retardant product will be subject to a flame test prior to or during show hours. Wood panels greater than ¼" original thickness are considered flame-retardant. \*The use of oilcloth, tarpaper, sisal paper, nylon, Orlon and certain synthetic materials cannot be made flame resistant, and their use is strictly prohibited.
2. Displayed vehicles must be indicated on submitted floor plans and are subject to the following restrictions:
  - Gasoline and Diesel in fuel tanks limited to less than ¼ tank. Vehicles with no or non-functioning fuel gauges will not be allowed in public assembly areas without prior approval by the center and GRFD.
  - Battery cables must be disconnected with the cable ends taped over to prevent sparking.
  - Fuel tank fill caps must either be locking or taped shut.
3. There must be no obstructions at least 10' in front of the fire doors. All cables must go over designated fire exit doors. All cabling crossing service entrances must be taped down and covered with carpet or a cable ramp and clearly marked with yellow tape.
4. Votive candles and sterno are permitted in DeVos Place with the following guidelines: The candle (including flame) must be held in a non-flammable votive (i.e. glass) and must be placed on a sturdy surface. Votive candles must be a tea light or smaller in size. Oil burning lanterns are not permitted in DeVos Place.
5. All candles in assembly occupancies must have the flame enclosed and protected.
6. Candles must be in a container with a substantial and wide base which will not allow for the candle to be easily tipped.
7. The containers must be tall enough so as not to permit combustible objects placed on top to easily ignite.
8. The containers must be located in a manner so as not to allow for ignition of clothing, drapes or other combustibles.
9. Candles or other open flame devices can never be located in an aisle or exit or be passed from one person to another.
10. LPG (propane), CNG (compressed natural gas), kerosene, gasoline or any flammable chemical or material are prohibited in DeVos Place Convention Center.
11. Combustible storage is not allowed on the event floor. Combustible storage is specifically prohibited in dead areas, behind booth drapes or in unsold areas. Empty cardboard boxes intended for repackaging must be removed from the event floor and booth storage of literature/brochures is limited to full boxes that can be easily stored under tables in the booth.

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12. Compressed gas tanks are allowed on the event floor with prior approval by a DeVos Place Event Coordinator. All compressed gasses brought into DeVos Place must be contained in an approved cylinder, which must be properly secured to prevent tipping or falling over. Tanks must be properly labeled for contents.
13. Fog and/or pyrotechnics are controlled by the Fire Marshall of the City of Grand Rapids. Inform your Event Coordinator as soon as possible of any special effects your event may require so proper arrangements can be made. In the case of either of the above, a Fire Watch must be present during any rehearsal of such effects as well as the run of the event.

### Technical Specifications

#### Electrical Systems

There are two power distribution systems in DeVos Place: 120/208-volt 3 phase and 277/480-volt 3 phase used in the exhibit halls. Ballrooms and meeting rooms utilize 120/208-volt 3 phase power. Exhibit Hall A, B, and C have 152 total floor boxes that provide up to 100 amps 3 phase 120/208 volts which can be broken via distribution box. They also incorporate 120v circuits, telephone, and internet jacks. Some boxes also have coax available along with fiber optical capabilities. 480v power in increments up to 200 amps 3 phases are available from overhead bus duct and are capable of being placed at different locations through the exhibit halls. Show power at 200a and 400 amps 208v 3 phase can be provided at each end of the exhibit hall to accommodate production type events. These panels located in electrical rooms accept standard industry style camlok connectors.

Ballrooms are served via 34 total floor boxes comprising 3-120-volt circuits, telephone, internet, and coax. Wall boxes at 100 amps 120/208-volt 3 phase are installed at various wall locations throughout the ballrooms.

Meeting rooms are served with floor boxes comprising 2-120-volt circuits, telephone, and internet jacks.

#### Lighting System

All exhibit halls are furnished with a combination of 250 watt – 400 watt LED fixtures with a range of 3000k (yellow) to 5000k (white) light. We also have 500-watt quartz dimmable lighting that can be utilized for productions, banquets, and other functions.

The Ballrooms have a combination of incandescent lights, HIDS, and (6) large chandeliers.

Meeting rooms consist of a combination of fluorescent and incandescent lighting which are operated manually at control panels within each room.

#### Exhibit Hall Lighting

Full exhibit hall lighting can be provided up to 30 minutes prior to the scheduled opening of your exhibit program and up to 30 minutes following closing each day. Our energy conservation commitment does not allow for exceptions to the 30-minute limit. Show level lighting can be provided before or after the 30-minute windows at an hourly rate. Work light levels will be maintained during move-in and move-out time, as well as before opening and after show closing.

### **HVAC (Heating, Ventilation & Air Conditioning)**

During show hours, DeVos Place will provide general lighting, ventilation, and heating/air conditioning for ordinary use by the occupants for their comfort and safety. During move-in, move-out, rehearsal, and non-event hours, heating or air conditioning may not be provided or provided at minimum comfort levels. Lighting levels during these hours will be limited to work or security status. At your request, increased levels of these utilities will be provided at additional expense.

Exhibit Halls A, B, and C are served by 16 air handles, 3 – 450-ton chillers and 3 heat exchangers provided hot water for heating. Climate control is achieved in several way to include using outside air, using outside and a combination of return air, or using a chiller to create chilled water for cooling and steam heat exchangers created hot water for heating. There is always a minimum of 15 percent fresh air allowed into the system.

Ballrooms are served by four air handlers, 2 -650-ton chillers and steam to create hot water at the 3 steam heat exchangers. Climate control is the same as in the exhibit halls. Meeting spaces can separately cooled and heated via air handler and terminal unit combinations.

### **Audio Visual Services**

Bluewater Technologies is our preferred, in house supplier of audiovisual, sound reinforcement, projection and other related services. They are the only authorized operator for the DeVos Place Convention Center house sound systems. Many meeting planners do have contractual relationships with other audio-visual suppliers, which you are welcome to work with. However, all labor must be scheduled through the Union IATSE, Local 26.

### **DeVos Place House Sound System**

A fixed sound system is installed in all the meeting rooms which are all operated by Bluewater Technologies. This system can provide excellent sound for speakers and announcements. The Exhibit Halls have an overhead sound system. This system works well for announcements and as a paging microphone, but it is not suitable for a presentation. Paging microphones set up in the show office that corresponds with your hall free of charge. Additional paging microphones are available for a fee. The lobbies in the Grand Gallery do not have a built-in sound system. If you desire to have announcements and/or music made in these areas, a free-standing sound system will need to be installed.

### **Media Promotions**

Media falls into three categories: Print/Digital, Radio and Television. Each group must advance their needs prior to the event with their Event Coordinator. All facility equipment and services will be charged for media usage. This includes electrical hook-ups, telephone lines, tables, chairs, risers, etc. All media groups are subject to the same Exhibitor Guidelines as vendors displaying at the convention center. This includes signage, banners, stickers, tape, etc. You are responsible for informing your Event Coordinator of which charges are approved by the show use by the media. These charges will be included on your event settlement. Parking for live broadcast vehicles is limited around the facility. DeVos Place does not have free parking to offer press vehicles, journalists, or on camera “talent”.

### Union Labor Requirements and Jurisdictions

DeVos Place has a signed labor agreement with IATSE Local #26. The agreement is comprehensive. Please coordinate your needs as specifically as possible with your Event Coordinator. It is helpful to have a timeline of rehearsals if you have a full production. For smaller events with less AV needs, you will need to communicate exactly what equipment will be used and what will be happening on stage at any time.

If your event includes a general session or a large meeting that utilizes staging, lighting, large-scale video and sound reinforcement, or a major theatrical presentation, your Event Coordinator will work with you're A/V company to arrange Union labor to help during load-in and load-out. Regardless of whom you select as your audio-visual supplier or your production company, the facility's Union House Heads staff must be used.

The House Head acts as the union steward for the crew and offers a thorough understanding of jurisdictional requirements. The House Heads are experienced technicians who understand our building systems and has a responsibility for using them correctly and efficiently. More importantly, their knowledge of the buildings systems and infrastructure offers cost-effective staffing and commensurate savings to you.

Listed below is a brief description of stage technicians, how they are assigned and working conditions:

**DEPARTMENT HEADS:** Responsible for stage crew personnel, equipment and safety with regards to the specific event. They will be assigned when the personnel or equipment of a specific department will be used for the function. Head Carpenter, Head Electrician, Head Sound and Head Video are department head positions.

**STAGEHANDS:** All stage technicians not designated as department heads. For example, carpenters, electricians, sound, projection and spot light operators. Depending on your event, you may or may not request labor by specific departments. Stagehands called by "department" work only in assigned departments. The DeVos Place Event Coordinator will determine with the event meeting planner if the stage technicians will be called by department, or called as "hands". When called as "hands", crew will work as needed for the event set-up. Truck loaders are a separate department and do not cross department lines. Likewise, hands do not unload or load vehicles.

**RIGGERS:** Stage technicians that specialize in securing loads to the supporting steel of the venue. Chain hoists, motors, trusses, signage, and all materials that present a potential hazard or liability if improperly secured will be rigged by stage employees trained for these tasks. The number used varies and is set by the Event Coordinator of DeVos Place after reviewing the needs of the event with the client's event planner.

**LOAD-IN:** Also called "in", "take in", "move-in" or "set-up" The period designated for the assembly, construction, setting or re-setting, before or between shows. This is paid at the applicable hourly rate. Crew working the load-in will be paid until completion of the set-up, but never less than four (4) hours.

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**LOAD-OUT:** Also called “out”, take out”, “move-out” or “strike” The period designated for disassembling, striking, storing, or loading out of a show or event. This is paid at the applicable hourly rate. Crew working the load-out only (not working the session, event, or show) will be paid until completion of the out, but never less than four (4) hours.

**PERFORMANCE RATE:** Show rate is applied for performances, presentations, or rehearsals of events except non-commercial convention and trade shows. The DeVos Place Event Coordinator will make the determination if your event will be paid at a performance rate, or as an industrial rate event. Performance rate is a flat rate for actual performance time: 3 ½ hours, inclusive of ½ hour prior to schedule start time. All other show hours will be paid at their applicable hourly rate.

**INDUSTRIAL RATE:** On the industrial rate system there is no distinction between an “in, “show” or “out”. All calls are treated as the same with a four (4) hour minimum required for each employee called. Industrial rate is applied to non-traditional events that do not fit the “performance” or “show” rate definition. Multi-day/Multi-hall convention, certain trade shows, and events contracted as industrials are examples. Determination to use the industrial rate structure will be made by the DeVos Place Event Coordinator assigned to your event.

Each stage technician is paid at the base hourly rate with the following exceptions:

- Meal penalty will be incurred after five (5) hours. One regular hour of pay, in addition to their current rate of pay, will be paid hourly, until a meal break is provided. (One half hour break if hot meal is provided by client, paid time to consume or one-hour break).
- If the stagehand(s) are on break – no AV may be used. Doing so will result in the stagehands being paid for any time at which they were not there and AV was being used. This includes, but is not limited to, turning on or setting up the AV equipment prior to the union staff being on call each day.
- Overtime: Employees will receive overtime time and one half (1 ½ x) after eight (8) hours work in one day.
- Double time: (2x) the regular hourly pay will be paid on Holidays.
- Double time: (2x) the regular hourly pay will be paid on industrial events hours worked between 12 a.m. – 8 a.m.
- Time and one half (1 ½ x) will be paid on Performance event hours between the hours of 12 a.m. – 8 a.m.
- Eight turn-around – an employee working without a eight (8) hour break between calls for the same event will receive time and one half (1 ½ x) for the duration of the work day until such time as he/she received a break of at least eight hours.
- Employees will be paid one full hour at applicable hourly rate for any portion of an hour worked.
- Calls for labor cannot be changed with less than forty-eight (48) hours of notice to DeVos Place Event Coordinator.
- A five (5) minute break for each hour worked will be provided during each four-hour call.
- Performance events: Each technician will be paid four (4) hour minimum load in and if necessary, continue hourly until the load in is complete. Also, technicians will be paid a four (4) hour minimum move-out and if necessary, continue hourly until the out is complete.
- Industrial events: four (4) hour minimum load in and if necessary, continue hourly until the load in is complete. Stagehands that work the event then go directly into the load out will be paid at their applicable hourly rate until load out is complete. All other conditions apply. Stagehands who are called back to do a load out only (not working the show portion of the event), will be

## Meeting Planner Guide

paid at least a four (4) hour minimum, and if necessary, continue hourly until the move-out is complete.

- If any theatrical or musical production is filmed, taped, or broadcast for any commercial purpose, those employees will receive additional wages equal to the wages of each received (for working the portion taped.) (Whether based on straight time, overtime rate, or performance rate.)
- For DeVos Performance Hall any work on the grid is considered rigging. For hanging motors in DeVos Performance Hall, the minimum rigging team is two up-riggers and one down-rigger.
- For DeVos Place any work on the grid is considered rigging. For hanging motors in the Ballrooms, the minimum rigging is one up-rigger and one down-rigger. For the Exhibit Halls, two up-riggers and one down-rigger are required. Please ask the Event Coordinator for load points. Send event diagrams to the Event Coordinator fourteen (14) days prior to the contracted move-in date.
- Loaders will be paid the hand rate, subject to the four (4) hour minimums and other conditions as listed. Semi-trailers require four loaders, twenty-two foot trucks or less require two loaders.
- Legends Global and the union will honor all yellow card attractions.

The Event Coordinator will assist in determining what staff is required based on the activities and equipment being used during the event. If requested, a full estimate will be created prior to arrival based on those activities and equipment.

### Exhibitor Guidelines

Thank you in advance for your cooperation in ensuring that everyone has a safe and successful event. The importance of following these guidelines will help make sure your show does not get delayed and will stay on the opening schedule. The Convention Center has a temporary vehicle delivery area on the loading dock. This space is reserved to allow safe access for exhibitors to transport materials to and from their exhibit areas. Show Management will publish the dates and times established for the use of the loading zone in advance of the show.

- Exhibitor Vehicle Access During Move In/Out – Must use loading dock entrances at the DeVos Place Convention Center only. There are no load-in privileges at any other entrances.
- Passenger elevators may not be used for transporting freight. There is no on-site freight storage and we do not accept deliveries on your behalf at DeVos Place Convention Center prior to the first contracted move-in day of the event. Contact Art Craft Display or your decorator company to arrange for shipping and storage.
- Exhibitor Building Access During Move In/Out – please use the service entrance on the loading dock. All exhibitors must fill out an informational sheet, so the dock guard has their information in case the vehicle must be moved.
- Bring Your Own Carts – Carts on site are only available if you are using Art Craft Display as your decorator. Art Craft Display has a limited number of flatbed carts available on a first come, first served basis. Carts are checked out at the loading dock. Please return the cart when finished. You are encouraged to bring your own cart to expedite the load in process.
- Parking – Parking is available at DeVos Place and several parking ramps in the immediate area. Parking in the loading area is prohibited.
- Exhibitors Hiring Labor – Exhibitors who hire other than the official show decorator for booth installation and dismantling, must notify Show Management of the names of their I&D staff in writing not less than 30 days in advance of the event. Access of I&D staff must be coordinated through the official show decorator.
- Children under 16 are not permitted on the show floor or loading docks during move-in and move-out times.
- Floor Tape – the use of single-sided or double stick foam tape, single side or double stick cellophane tape, or masking tape is prohibited on any surface in the Convention Center. Please check with your decorator for approved material.
- Exhibitor Utilities – Utilities must be ordered 14 days prior to the event (Air/Water/Drain, electrical and telephone services). Service order forms are available through DeVos Place Convention Center. All multiple booth areas should include a layout with utility locations with the order. This will help everyone set the order accurately. Services may be ordered during load in at the floor rate through the exhibitor service desk.
- Exhibitor Fire Safety and Decoration – All fire, safety and Convention Center regulations must be strictly followed. No propane, acetylene or other flammable or explosive materials are allowed. Gasoline powered vehicles may be displayed with a maximum of ¼ tank of gas (no exception). The vehicle gas cap must be taped or locked, the battery cables disconnected, and ends taped. Tanks of compressed air or gas must always be chained and secured.

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- Exhibitor Signs, Decorations or Banners – Decorations may not be attached to any surfaces in the building. No holes may be drilled, cored, or punched into the building. All equipment used must be stable without bolting or anchoring to floors or walls. Decorations that may result in excess labor charges and/or flyers to be signed include: lighter than air (helium) balloons, crepe paper, cellophane, confetti, cotton, cornstalks, leaves, evergreen boughs/trees, glitter, sheaves of grain, streamers, straw, paper, vines, etc. Poster putty is allowed on glass or plaster wall surfaces. For overhead or heavy signage please contact Art Craft Display.
- Exhibitor Food Samples – Subject to Show Management approval, those who manufacture, process or distribute food as their normal course of business and wish to distribute food samples, may be allowed. This is provided food samples are no larger than bite size and beverage sizes no larger than 3 ounces. Please contact the Amway Grand Plaza Hotel and your Event Coordinator for approval prior to your arrival.
- An exhibitor, who does not manufacture, process or distribute food as their normal course of business and would like to distribute food items, must purchase these items from the Amway Grand Plaza Hotel. Please contact the Amway Grand Plaza Hotel to purchase food and beverage services.
- All cooking plans must be submitted in advanced for approval by the Fire Department. Fire extinguishers will be needed in the booths if there are any open flames. Plans must adhere to General Fire Safety/Cooking Guidelines. Client/Vendor must also have a temporary food license and adhere to the health department guidelines.
- Exhibitor Giveaways – Samples may not include stick-on decals, lighter than air (helium) balloons, glitter, etc.
- Tobacco Free – DeVos Place Convention Center is a smoke and tobacco-free environment. Please do not smoke in the facility. Smoking cannot occur within 10 feet from any entrance.
- Gratuity Policy – We are here to serve you. No gratuities should be offered to employees.

### **Michigan/Lyon Street-Freight Elevators, Ramps, Loading Docks, Marshalling Yard**

DeVos Place has two sets of loading docks: The Lyon Street loading docks (located on Lyon Street on the south end of the building), services the DeVos Performance Hall, Ballrooms, and the Monroe Meeting rooms. The Michigan Street loading docks (located on Michigan Street on the north end of the building) ***\*Michigan Street loading dock is only accessible by coming eastbound on Michigan Street.*** Michigan Street Dock services the Exhibit Halls and Grand Gallery. Lyon Street loading dock services Ballrooms, Monroe Rooms, Grand Gallery meeting rooms, Grand Gallery Overlook and River Overlook meeting rooms. Exhibitors will need to check-in with the Guard on the loading dock, letting him know which booth they are in and in which event/show they are participating. The guard will direct them to the dock available for their show. You will receive a temporary dock pass.

Once the exhibitors have parked their vehicles in the loading dock, they must unload their items onto a cart. Flatbed carts and pallet jacks will be available from your decorator, but in limited supply. If exhibitors have their own personal cart, dolly or other item that would assist them in transporting their items into the exhibit hall we would encourage them to bring it for their personal use. After their items have been removed from their vehicles and placed in the vicinity of their booth, they must return to the loading dock and remove their vehicle. Vehicles are to be removed from the loading dock before exhibitors spend time “setting up” or “arranging” their booths. Failure to remove a vehicle from the loading dock could result in towing.

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Parking is available in the DeVos Place Parking Ramp which is directly beneath the building and can be accessed from the entrance on the north west corner of the DeVos Place on Michigan Street. Additional Parking may be available in the City-County Building on Monroe Street (across from DeVos Place).

Exhibitors have multiple options for re-entry into DeVos Place after they have parked their vehicle. If they park in the parking ramp below DeVos Place, they may take any of the elevators up to the DeVos Place Grand Gallery. The other option is to re-enter the building through the Grand Gallery doors on Monroe Avenue.

Vehicles may not be left in the loading dock for any reason except for load-in or load-out purposes without the approval of the building. Load-out will not begin until the time approved by the presenter of the event. Carts, pallet jacks, etc. will not be available until the arranged load-out time. The loading dock interior and exterior doors will not open until the time posted in the show program.

Exhibitors are asked to disassemble their booths and transport their items to the loading dock upper walkway before retrieving their vehicles.

### **Freight Elevator**

If arranged prior to load-in/load-out, exhibitors may use the freight elevator in Exhibit Hall B to shuttle materials to and from the parking ramp. The freight elevator will be operated by a security guard, at an additional expense to the event settlement. This is a great option for events that have a lot of vendors arriving with personal vehicles and small trailers. This option must be advanced with your Event Coordinator at least 3 weeks prior to your event start date.

### **Scribner Street Staging/Marshalling Yard**

Scribner Street (west side of the Grand River) may be used as the Marshalling Yard/Staging Area for exhibitor vehicles wishing to use the loading docks during load in to DeVos Place. All vehicles must check in with traffic control on Scribner Street.

Vehicles arriving at DeVos Place loading dock without having checked in on Scribner will be refused access to the docks and routed to Scribner Street for check in. Scribner Street is a one-way street heading north and can be accessed from Pearl Street.

Traffic control guards will be stationed on this street. Exhibitors are to check in with the guard and provide the name of their event, booth number and company name. Exhibitor vehicles will be held on Scribner Street until the scheduled load-in begins, or until space is available on the loading docks. The guard will let them know when to proceed onto Michigan Street eastbound to the DeVos Place loading docks. The guard will give each vehicle a voucher which will allow them to access the dock.

Marshalling yard use must be planned with your Event Coordinator at least 3 weeks prior to your event start date.

### **Vehicles**

Vehicles are permitted in exhibit hall areas strictly for purposes of loading and unloading freight. Unless they represent an integral part of a display, vehicles may not remain parked in the exhibit halls. Display vehicles must conform to State and City fire codes as it pertains to fuel tanks and battery connections. Vehicles, because of the flammable nature of fuel tanks and their ability to obstruct exit ways, cannot safely remain in the high traffic exhibit halls.

### **Empty Crate Storage**

Crate storage is not permitted on-site at DeVos Place. Once exhibit materials have been unloaded, crates must be removed by your service contractor. DeVos Place does not provide any storage for exhibitors. All materials for a show may be delivered on the first day of the contracted time and must leave at the end of the contracted time. DeVos Place does not arrange for items to be shipped or stored.

Our in-house decorator, Art Craft Display (616) 791 – 8024, may be contacted to arrange for storage. The event will be charged excess rent for each hour that materials stay in the building if not properly pre-arranged. The Grand Rapids Fire Department will enforce this safety requirement.

### **Exhibit Floor**

As outlined in your license agreement, you are responsible for returning the exhibit floor in the same condition you received it. Simply put this means that all cleaning of the exhibit floor is provided in optimum condition to each event at the time of their move-in. Every event expects to receive the facility clean and clear and ready for installation by their service contractor.

When using permanently carpeted areas as exhibit space, your service contractor must lay heavy duty visqueen over the permanent carpet before bringing freight or material handling equipment into the area. Your service contractor must take protective measures to avoid damaging permanently installed carpet.

### **Freight Deliveries**

We cannot accept any freight or materials (including overnight freight services) prior to your contracted move-in date. Your official service contractor or freight carrier must deliver and accept all freight shipments delivered to our facilities during your move-in period. All exhibitor goods must be sent to the attention of your service contractor.

DeVos Place will not accept any freight or property on behalf of exhibitors or other parties. It is the client's responsibility to advise all exhibitors and other parties. All shipments arriving prior to contracted days can be handled by Art Craft Display, our in-house decorator, if arranged for with them in advance. DeVos Place does not arrange for outbound shipments.

### **Hand Carried Freight**

Move in or move out through the DeVos Place Convention Center lobbies is strictly limited to hand carried items. All load in and load out of show materials must be done through the loading docks. At no time shall the Grand Gallery (main convention center lobby) or passenger elevators be used for load-in, load-out, or restocking of materials. The general rule is for hand carried items, if you can legally bring it on an airplane, you can take it through our front doors. Dollies and four-wheel carts are prohibited.

Material that requires the use of the wheeled or mechanical equipment must be delivered to the exhibit floor via the loading docks.

The escalators and elevators connecting the lobbies to the exhibit level are designed for passenger use only. They are not capable nor intended to carry heavier loads and can be damaged by carts loaded with freight.

### **Signs – Banners – Window Graphics**

No signs, banners, or flags may be displayed on the interior or exterior of the buildings unless approved by your Event Coordinator. DeVos Place has permanent directional signage in all areas of the building. Any additional signage may be provided by the client. DeVos Place does not allow anything to be pinned, taped, tacked, stapled, or otherwise attached to walls. Nothing may be suspended from the meeting room ceilings.

All large banners and signs that you would like to hang must be facilitated through Art Craft Display. Small signs may be hung using poster putty on painted surfaces only. Signs may not be adhered to the building in any other way. Signs may not be hung on brick walls. It is recommended that signage be made of a sturdy nature (such as foam core). Easels may be rented from either an AV company or decorator. Please notify your presenters, exhibitors, staff and guests of this important guideline.

### **Animals**

Animals, other than guide or service animals, are allowed in DeVos Place only for exhibits, demonstrations, and/or entertainment. All animals for those purposes must be approved by management and any proper permits must be obtained. All sanitary needs of animals will be the sole responsibility of the client.

### **Food Industry Tradeshows**

If food show exhibitors either give away or sell food or beverage products not provided by our inhouse catering department, show management is responsible for notifying Amway Grand Plaza Concessions for assistance in obtaining a blanket health permit covering exhibitors.

For all shows other than food industry shows, any exhibitors that either gives away or sells food or beverage products not provided by our inhouse catering department must contact Amway Grand Plaza Concessions and obtain their own individual health permits. It is show management's responsibility to inform their exhibitors of this requirement and to determine that all such permits are in place prior to show opening.

When we provide the food or beverage product, it is our health permit that protects the consumer. When we do not provide the product, we cannot be held responsible for its safe consumption. Therefore, show management must assume responsibility for safeguarding the public's interest.

Any questions as to whether this applies to your event, contact the Food & Beverage Sales Manager at the Amway Grand Plaza Hotel, or contact the public health office here in Grand Rapids where the permits are issued:

Environmental Health Division  
700 Fuller Avenue N.E.  
Grand Rapids, Michigan 49503  
Administrative Health Officer  
(616) 632 – 6900  
[www.accesskent.com/health](http://www.accesskent.com/health)

### Fire Extinguisher/Gas Specifications

#### Compressed Gasses

If the event will be bringing in any compressed gasses, you must notify and get approval for such by the Event Coordinator prior to the event. All compressed gasses brought into DeVos Place must be contained in an approved cylinder, which must be properly secured to prevent tipping or falling over. If the client has rented compressed gas tanks, we remind them to make sure a “pick-up” date is scheduled so tanks will be removed from the facility at the end of your contracted event time.

#### General Fire Safety Guidelines

DeVos Place is committed to making sure that your event is safe for all participants. Your Event Coordinator is familiar with the Fire Marshall’s guidelines and is responsible for making sure that they are followed. Safety is our number one priority for your event. The purpose of these guidelines is to communicate the information necessary to maintain acceptable levels of fire and public safety within DeVos Place Convention Center. These are minimum fire safety requirements which apply to all events.

Grand Rapids Fire Department’s (GRFD) Fire Prevention Bureau (FPB) is responsible for enforcement of the International Fire Code (2003) as adopted in the Grand Rapids Municipal Code. Covered under the Fire Code are existing commercial occupancies (that is, every type of building except 1- and 2 family dwellings) and new installations of fire protection systems in buildings.

FPB Inspectors respond to complaints of unsafe conditions by the public. They also inspect temporary cooking and gathering facilities (festivals, etc) for fire safety.

Floor plans are reviewed by the Convention Center. After review, floor plans will be approved or required changes will be indicated. The Event Coordinator will communicate with the client on required plan revisions. A copy of all approved plans will be sent to the Fire Marshall for their records. In special circumstances the Convention Center will present the Fire Marshall with the plans for approval. The Fire Marshall may conduct a final walk through of the show prior to doors opening and may also randomly inspect during show hours. Fire Marshall inspections are required for all events which involve access by the general public. The cost of the inspection and any private shows that involve cooking will be outlined in your cost estimate and billed to the show on settlement.

#### Points to Consider in the Permit Process

1. Booth sales cannot begin until floor plans have been reviewed and approved by the DeVos Place Convention Center.
2. Plans must be submitted to the DeVos Place Convention Center at least 45 days before the first move in day.
3. Floor plan drawings should be at least 8½” x 11”. The drawing should indicate aisles and aisle widths, booths and exits for all meeting rooms and all proposed usage of lobby areas.

### Open Flames/Special Events

1. For special events or special religious ceremonies which may utilize an unprotected candle or open flame device, permission must be obtained from the Fire Prevention Bureau prior to the event or ceremony.
2. An operational permit, issued by the Fire Prevention Bureau, is required for all instances of open flame use in an assembly occupancy. The Fire Official will determine if the device, methods of use and precautions allow for the issuance of a permit.

### Exhibit Hall Guidelines

1. A clear exit aisle or pathway must be maintained in all rooms being used as exhibit halls.
2. Aisles: Display booth aisles, theater style, banquet style and classroom style sets: the exterior aisles must be 10 feet wide (interior aisles may be no smaller than four feet wide). Aisles in the meeting rooms must be four feet wide. All fire exits will be maintained with a clear designated aisle. Under no circumstances may fire exits be blocked by objects, booths, etc.
3. The storage of crates, cardboard boxes and fiber cases is not permitted in the service corridor. These areas are established for use by the DeVos Place Convention Center.

### Cooking Guidelines: Unvented Cooking in Indoor Facilities

These guidelines provide the protocols that permit the use of unvented and portable equipment cooking operations within exhibition venues or other indoor facilities. These guidelines were developed to ensure cooking operations are conducted in a safe manner so as to prevent personal injury or property damage. The following provisions must be followed and any variance from them must be pre-approved by the Grand Rapids Fire Department.

It is further understood that all events which perform cooking operations will be subject to Fire Department inspection at the completion of set up and during the cooking operation itself.

It is the responsibility of the Show Manager to advise vendors/exhibitors and all other responsible parties of the following provisions and provide them a copy of this document.

Fire Department staff will be made available upon request to determine if a cooking operation or method will be allowed which is not currently addressed by this document.

### Set Up Plans

Plans shall show booth arrangement, cooking device placement and combustible storage, shall be submitted to the GRFD prior to the set-up of any cooking area/exhibit. The plans shall show all details of the proposed set up. No exhibitor or vendor shall occupy space in the facility without approval from the show.

### Egress

The maximum travel distance permitted within an exhibit enclosure or cooking area to an exit access aisle shall not exceed 50 feet.

Portable cooking equipment that is not flue connected shall be permitted only as follows:

1. All cooking devices must be of the listed and approved type. This means all appliances to be used for cooking must be approved by Underwriters Laboratories, Factory Mutual, Warnock

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Hersey or another recognized testing laboratory. Further the devices must be used in the manner prescribed by the manufacturer. No other devices are permitted.

2. Equipment fueled by small heat sources that can be readily extinguished by water, such as candles or alcohol burning equipment, including solid alcohol shall be permitted to be used, provided precautions satisfactory to the GRFD are taken to prevent ignition of any combustible materials.
3. Candles shall be permitted to be used on tables for food service where they are securely supported on substantial non-combustible bases with protected flames and located to avoid danger of ignition of combustible materials and approved by the GRFD.
4. Most equipment or process involving open flame dishes shall be permitted to be used, provided that safety precautions such as placement of devices, location of combustibles, placement of fuel shut offs and extinguisher availability meets the approval of GRFD.
5. The GRFD shall impose controls on the quantity and location of combustible material being used or stored adherent to the cooking operations or equipment set up. Normally combustible storage will be limited to a one day supply and located at least 36 inches from any cooking device.
6. Acoustical and decorative materials including, but not limited to, cotton, hay, straw, paper, moss split bamboo and wood chips must be flame retardant treated to the satisfaction of the GRFD. Documentation of such treatment must be provided.
7. Natural gas appliances shall be limited to residential use group. The Show Manager will have the responsibility for ensuring the piping, feed lines and fittings are listed and approved for use with the appliances for ensuring all connections are leak free.
8. Temporary electrical panels which provide the shut off capability for electric cooking devices must be located at least 36 horizontal inches from any device.
9. All cooking devices shall maintain a 48-inch clearance from the public by a barrier acceptable to the GRFD.
10. Cooking equipment for frying utilizing combustible oils or solids as a cooking medium must be of the listed and approved type. These appliances must have lids which are immediately available to cover the cooking medium.
  - a. Whether used individually or in a group, the aggregate cooking surface(s) of any grouping cannot exceed 2 sq. feet.
  - b. They can only be used on non-combustible surface material.
  - c. The groupings must be kept at a horizontal distance of not less than 24 inches from each other or any combustible material.

### **Prohibited Indoor Cooking Fuels/Sources**

- Refillable LP gas containers, wood and charcoal are not permitted.
- Non-refillable LP containers not exceeding 2 lbs. can be approved for use by the GRFD. Any modification in the container size must have GRFD approval for prior use.
- Open flame cooking in assembly occupancies can only occur where there is approved fire suppression.
- Where alcohol is used as part of the cooking/presentation of food, adequate precautions must be in place. The burning of alcohol or other fuels for display or entertainment is prohibited.

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- Chafing dishes and food warmers can only be used with approved solid fuel in containers no larger than 8 ounces.
- The use of all Class I and II liquids, charcoal and LP gas inside of an assembly occupancy is not permitted. LP gas may be approved by the Fire Official in some circumstances if the containers are the 1 – 2-pound size.

### Fire Extinguisher Classifications

Each cooking area shall be equipped with a minimum 2A10BC dry chemical fire extinguisher. Cooking areas that use combustible oils or solids as a cooking medium must be equipped with an additional approved K Model fire extinguisher. Additional K Model extinguishers will be required for any cooking operation with four or more combustible oil or solid cooking devices.

FIRE CLASSIFICATIONS

**BEFORE  
USING A FIRE  
EXTINGUISHER  
LOOK FOR ONE OF  
THE FOLLOWING  
SYMBOLS  
THESE SYMBOLS  
INDICATE WHAT  
TYPES OF FIRES  
AN EXTINGUISHER  
IS MEANT TO  
BE USED ON**

LETTER SYMBOL:	PICTURE SYMBOL:	FOR USE ON:
		ORDINARY COMBUSTIBLES SUCH AS TRASH, PAPER, WOOD AND TEXTILES
		FLAMMABLE LIQUIDS
		ELECTRICAL EQUIPMENT
		COMBUSTIBLE METAL
		COMBUSTIBLE COOKING MEDIA

Reorder: NHE-50953 www.ComplianceSigns.com

### Electrical/Gas Hook Ups

All electrical hook ups that will be used in any cooking operation must utilize only listed and approved materials, be kept secure, routed to reduce trip hazards and be approved by event staff and the GRFD. All gas piping, feed lines and fittings must be listed and approved for use with the appliances, and all connections must be inspected to ensure that they are leak free. An emergency power cut off must be provided for all exhibitor/vendor areas.

### **Floor Plan Approval**

All floor plans must receive approval from the Grand Rapids Fire Marshall prior to selling any exhibit space. These plans must be prepared and drawn to scale. If you need assistance in creating a scaled diagram, please contact us and we will be delighted to assist you with this task.

All plans must be approved by the fire department. Laying out your exhibit program or large seated sessions can be complicated, as each building has different safety requirements peculiar to local regulations.

### **Fire Exits**

Under no circumstances may fire exits be blocked by objects/booths/etc. There will be a ten-foot (minimum) aisle required between booths or table set up and the exit. It is imperative that you communicate with your Event Coordinator and provide them with a floor plan as far in advance of your event as possible, but no less than thirty business days. Fire Marshall Guidelines are strictly enforced.

This informational handout is a reference guide for the most common aspects of General Fire Safety guidelines and indoor cooking operations. These guidelines are not intended to cover all aspects of life in a public assembly facility.

For further information regarding local ordinances, or to obtain fire department approval prior to an event, please contact:

Grand Rapids Fire Prevention Bureau  
38 LaGrave SE  
Grand Rapids, MI 49503  
(616) 456 – 3819 or (616) 456 – 3900  
[www.grcity.us](http://www.grcity.us)

### Sustainability

#### **Environmental & Sustainability Initiatives**

Legends Global is committed to our corporate environmental responsibility. This commitment to the communities where we do business is based on the principles that the company was founded on. Legends Global is an international company doing business around the world and is proud of its Green Initiatives in the venues that we manage and in the communities that we live and serve. We are committed to ensuring that we are a 'socially responsible' company and take our commitment to the environment and the communities in which we operate seriously.

#### **Maintaining A Recycling Program in the Facility**

Simply put, whatever is recyclable is recycled. Legends Global works with local companies and the City of Grand Rapids recycling programs to properly separate and handle all recyclable materials, ensuring reuse as their final destination. This endeavor extends to not only the ground level, but also to guests who are provided labeled containers throughout the facility to dispose of waste in their proper receptacles.

#### **Promoting Near Term Green Energy, Water, Food, Waste and Packaging**

Legends Global works with our caterer and other local organizations to sustain a program utilizing food and facility waste. This practice helps local farmers enrich the soil while reducing the need for chemical additives, which enhances local farm equity and product freshness. Additionally, we ensure that our catering partners are adopting environmentally friendly utensils, serving pieces and packaging made from corn and potato starch that quickly biodegrade. From concessions to catering, all packaging and utensils are used with this policy whenever possible.

#### **Local Network of Green Partners/Vendors**

Legends Global actively seeks/contracts suppliers and vendors who make green initiatives a priority in their daily business. These suppliers include local companies dedicated to environmentally sound practices, as well as national vendors who have undertaken green/sustainable practices as an everyday objective.

#### **Promote Sustainable Programs to New and Existing Clients**

Legends Global consistently communicates our environmental policies in various ways (i.e. via electronic newsletters and on our website) to engage all employees, suppliers, customers, attendees, stakeholders and the media. We also ensure that our staff is informed of the most current event planning environmental strategies and initiatives.

By implementation of these environmental policies, we are better able to serve our customers, while supporting sustainability and enabling cost reductions in the community that we serve.

### **Legends Global - Managing Globally - Acting Locally**

Current Sustainability Practices at DeVos Place:

- Reduced energy costs by installing automated faucets and flushing systems (reduces water use and energy approx. 40% compared to traditional fixtures)
- Building has a membrane style roof that is light in color to reflect heat away from building
- Minimizes power usage by using computer-controlled lighting and HVAC system
- Uses recycled office products and eliminated desktop printers by utilizing one central printer/copier whenever possible
- Is transitioning to use of green chemicals for cleaning and soap products in restrooms
- Initiated a single-stream recycling program with recycling stations positioned throughout DeVos Place
- Enacted Energy Management Programming in building supports systems
- Enacted Employee Energy Conservation Awareness Program
- Donates computers to non-profit organizations after office updates to reduce waste
- Promotes employee battery recycling with the support of the Rechargeable Battery Recycling Corporation

As the exclusive food/beverage provider for DeVos Place and DeVos Performance Hall, the Amway Grand Plaza Hotel has also adopted the following green initiatives:

- Allowing majority of condiments, beverages, and other food items at buffets and restaurants to be offered in bulk instead of individually packaged
- Buying food products from local farmers, including free range and organic products
- Offering vegetarian meal selections in all restaurants which consumes less land base and energy to produce
- Recycling leftover catering meals to “Oscars”, the in-house cafeteria for staff and donating food to Mel Trotter Ministries, God’s Kitchen, and other local soup kitchens
- Using locally based company “Spurt Industries” to process leftover food waste into compost (approx. 18,000 lbs of waste per month gets processed; largest food waste recycler in downtown Grand Rapids)
- Utilizing reusable cutlery, dishware, and linens as well as silk centerpieces and soy-based tea lights to prevent unnecessary waste

### **Other Sustainable News About Grand Rapids**

DeVos Place Convention Center was awarded Green Venues Michigan Certification in 2010. Green Venues Michigan is a statewide "green" certification program for entertainment venues, convention centers, and similar facilities. It is designed to encourage (and assist) facilities to adopt cost saving, green practices which conserve natural resources and prevent pollution. It was created by the Michigan Department of Energy, Labor & Economic Growth (DELEG) and is administered by the Bureau of Energy Systems. The Green Venues Michigan program was modeled after the Green Lodging Michigan program.

DeVos Place finished in second place in the 2nd Annual Michigan Battle of the Buildings Energy Summit in 2016. The Michigan Battle of the Buildings Program is an awards recognition program

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that was created with the purpose of reducing energy use in all Michigan commercial and industrial buildings. The program, along with partners such as Consumers Energy and DTE Energy, encourages energy-efficient practices by rewarding building owners and operators for their forward-thinking energy operations in this free, friendly competition. The Michigan Battle of the Buildings is the only state-wide energy competition in the country and Michigan is being recognized on a national level.

DeVos Place is one of the founding members of the Grand Rapids 2030 District, which aims to meet the 2030 Challenge that will dramatically reduce environmental impacts of building construction and operations.

Grand Rapids has been named Green Generation Customer of the Year by Consumers Energy, May 2009.

The City of Grand Rapids was inducted into the U.S. Environmental Protection Agency's Green Power Leadership Club. The induction recognizes organizations that have significantly exceeded the EPA's minimum purchase requirements of green energy, February 2009.

FastCompany, a national business magazine, has named Grand Rapids "America's Greenest City," saying the region has more green buildings per capita than any other U.S. city, October 2008.