



2010 Approved Caterer List

Aramark

(Preferred In-House Caterer)

301 West 13th Street
Kansas City, MO 64105
Office: 816-221-2737
Fax: 816-221-7978
Contact: Elizabeth Hamilton
Hamilton-Elizabeth@Aramark.com
www.Aramark.com

Affordable Catering

7222 W. 75th Street
Overland Park, KS 66204
Office: (913) 262-3044
Fax: (913) 384-4134
Contact: Jayme Bilyeu
Info@AffordableCateringKC.com
www.AffordableCateringKC.com

Bonterra Catering

320 North McGee
Kansas City, MO 64116
Office: 816-842-7484
Fax: 816-842-2104
Contact: John Shene
JShene@BonterraCatering.com
www.BonterraCatering.com

Brancato's Catering Services

12416 Grandview Road
Grandview, MO 64030
Office: (816) 765-4707
Fax: (816) 767-0844
Contact: Greg Scott
GScott@BranccatosCatering.com
www.BranccatosCatering.com

Hyatt Regency Crown Center

2345 McGee
Kansas City, MO 64108
Office: 816-398-4930
Fax: 816-398-4931
Contact: Kelly Tobja
KellyTobja@Hyatt.com
www.CrownCenter.Hyatt.com

Kansas City Catering

3018 South 44th Street
Kansas City, KS 66106
Office: (913) 831-0764
Fax: (913) 831-1271
Contact: Brownie Simpson
KCCatering@kc.rr.com
www.KCCatering.com

Kansas City Marriott Downtown

200 West 12th Street
Kansas City, MO 64105
Office: (816) 855-4498
Fax: (816) 855-4403
Contact: Tim Gordon
TGordon@KCMarriott.com
www.Marriott.com

Lon Lane's Inspired Occasions

6306 Morningside Drive
Kansas City, MO 64113
Office: 816-444-8372
Fax: 816-444-0084
Contact: Linda Drussell
Linda@TheCaterCo.com
www.InspiredOccasionsKC.com

Westin Crown Center

1 East Pershing Road
Kansas City, MO 64108
Office: (816) 391-4424
Fax: (816)
Contact: Rick Wing
Rick.Wing@Westin.com
www.E-Westin.com/CrownCenter



EXCLUSIVE & PREFERRED SERVICE PROVIDERS ADDENDUM B

Concessions / Merchandise / Coat Check: Cash purchase of food, beverages, exhibitor catering, programs, novelties, tobacco products, records, tapes, recordings, souvenirs, t-shirts, books, magazines, photographs, flowers, opera glasses and use of coat check rooms.

Aramark Sports & Entertainment
Elizabeth Hamilton, Director of Sales & Marketing
Hamilton-Elizabeth@Aramark.com
816-221-2737

Utility Connections / Internet / Telecommunications: Utility service connections for compressed air, water, gas and electricity. Basic telephone service, analog, digital line systems and internet service.

Green Wave
Mark Dresslaer, General Manager
MarkDresslaer@Yahoo.com
816-588-1995

Business Center / Ballroom Rigging Inspections: Business Center services available for copies, printing, computer services, supplies, etc. Rigging inspections performed in meeting room/ballrooms.

Swank Audiovisual
Sandy Hipsh, Director of Operations
SHipsh@SwankAV.com
816-513-5652

Box Office Services: Hard tickets, rolled tickets and computer generated tickets available. Computer ticketing services exclusively provided by TicketMaster™.

Shellie Hardisty, Box Office Manager
Shellie_Hardisty@KCMO.org
816-513-5079

Carla Budd, Asst. Box Office Manager
Carla_Budd@KCMO.org
816-513-5076

Parking - Auditorium Plaza Garage: Parking facilities are first come, first served basis. Parking fees for event attendees, exhibitors and other show personnel will be charged according to Standard Parking rates. Validation options available through APG Office.

Standard Parking
816-421-3764

Event Security: Ushers, Ticket Takers, Crowd Directors, Badge Checkers, Overnight Security, Off-Duty Police.

Crowd Systems, Inc.
Keith Adkins
KeithAdkins@CrowdSystems.com
816-756-1775

NPB Companies
Norman Smith
Norman@NPBCompanies.com
913-908-4371

Stagehands & Teamsters: All rigging must be performed by a local union rigger. General practice is for stagehands to do construction, (including carpentry, props, displays) dismantling of exhibits not done by exhibitors, operation of all theatrical lighting and sound in the Music Hall, including spotlights. Any loading/unloading and delivering by use of a forklift must be done by a local teamster. Persons associated with events may use their own dolly, hand cart or hand-carry items in the facility. The Music Hall requires the use of stagehands and teamsters for events.

Local IATSE 31
Gary Thomas, Business Agent
IALocal31@Earthlink.net
Business: 816-842-5167
Cell: 816-223-6743

Preferred Audiovisual: Lighting, sound, LCD projectors, overhead projectors, sound systems, rigging, pipe and drape, dry erase boards, etc.

Swank Audiovisual
Sandy Hipsh, Director of Operations
SHipsh@SwankAV.com
816-513-5652

Preferred Caterer: Front-of-house, backstage, meetings, banquets, conventions, trade shows, receptions.

Aramark Sports & Entertainment
Elizabeth Hamilton, Director of Sales & Marketing
Hamilton-Elizabeth@Aramark.com
816-221-2737

Preferred Decorator: Signage, pipe and drape/dryage, show office set-ups, exhibits, vendors, booths, carpet, furniture, stagehands, riggers, teamsters, etc., for all types of events.

George E. Fern, Decorating Company
Rick Tyner, General Manager
RTyner@GeorgeFern.com
816-221-0525



POLICY & PROCEDURES

BUILDING OPERATING GUIDELINES

Signage and Decorations

- 1) Decorations, signs, posters, etc., may not be taped, nailed, tacked, or otherwise fastened to ceilings, painted surfaces, columns, glass doors, marble, fabric, or walls.
- 2) Signs used in the building, must be produced by a professional sign company or computer-generated. Hand-made signs or signs written in long-hand will not be allowed in the building.
- 3) Paint, shoe polish, tape, tape residue, etc. must be removed from all surfaces prior to move-out.
- 4) Signs and banners may be attached to the building where permanent devices are located. The Facility Manager must approve all other locations in advance. All signs need to be placed in sign holders and not placed on doors, windows, or walls.
- 5) No drilling of the structure is allowed. Any means of attachment must be non-destructive to the structure.
- 6) Helium balloons are not allowed inside the facility. The Facility Manager may approve helium balloons if they are an integral part of the display.
- 7) Glitter and adhesive-backed decals are not permitted in the facility or on the premises.
- 8) The Convention and Entertainment Facilities' permanent graphics, signs, or displays may not be visibly blocked or relocated. Temporary signs can not be repositioned without prior approval from the Facility Manager.
- 9) All labor requirements for move-in/out, setup of display areas, etc. shall be the responsibility of show management and/or exhibitors and their service providers.

Facility Use

- 1) Clear access is to be maintained to exhibit hall concession stands and restrooms at all times.
- 2) Movement of operable walls (air walls) is to be accomplished by Convention and Entertainment Facility personnel only.
- 3) Only Convention and Entertainment Facility staff and Fire Department personnel will be allowed on the roof for any reason. Nothing is to be placed on the roof.

- 4) All doors to the mechanical rooms, operation rooms, and offices need to be kept clear and free of draping or storage by exhibitors and service providers.
- 5) Utility panels, switch gear, hose cabinets, standpipes, and fire floor ports must remain accessible at all times.
- 6) No temporary or permanent cables or wires will be installed in public or non-public areas without prior permission from the Facility Manager. Approved cables or wires must be plenum rated and installed by Capital Electric and removed upon client contract expiration by Capital Electric.
- 7) Electrical/mechanical rooms are restricted access areas with only authorized personnel allowed.
- 8) There are no surface mounted drains in the Exhibit Halls. Therefore, floor ports will not be used for the dumping of any substances.
- 9) Center posts cannot be removed from doorways without the prior approval of the Facility Manager.
- 10) Escalators and passenger elevators are for use by the general public, and may not be blocked or used to transport equipment or freight.
- 11) Escalators will be turned on during open days. Freight elevators and docks will be available for move-in and move-out.
- 12) Arena and theater seats may be removed to accommodate special stage/production setups. There is a fee to remove and reinstall seats. Seats are to be removed and installed by Convention and Entertainment Facility staff only.
- 13) Floor load limit for Exhibit Hall B is two hundred (200) pounds per square foot. Floor load limit for Exhibit Halls A, C, D, and E is three hundred (300) pounds per square foot. Floor load limits for all other areas is one hundred fifty (150) pounds per square foot.
- 14) Motorized equipment with tracks or metal wheels is not permitted to be mobile within the facility.
- 15) Utilities to exhibits are subject to be turned off during non-show hours. Twenty-four hour power is available upon request, and is subject to additional charges.

Building Inspection

- 1) Damage to the Facilities' property or equipment shall be the responsibility of the Lessee and/or the person or organization causing such damage. Show management and service providers are invited to inspect leased areas prior to move-in and following move-out. Damages should be reported immediately to the Convention and Entertainment Facilities.
- 2) The Convention and Entertainment Facilities will conduct an inspection prior to move-in and after move-out of all events.

Housekeeping during Move-in, Event, and Move-out (for Exhibits)

- 1) The Convention and Entertainment Facilities cleaning personnel will clean prefunction areas, restrooms, non-carpeted aisles, and common areas. The Convention and Entertainment Facilities provide the show a clean hall upon move-in, and the hall shall be returned back to the Convention Facility after move-out in clean condition.
- 2) During show times, the Convention and Entertainment Facilities will provide policing of the aisles, trash removal, restroom cleaning and stocking, and dock policing and cleaning.
- 3) The Convention and Entertainment Facilities will perform a daily post-show cleaning of the restrooms and non-carpeted perimeter areas of the exhibit hall. The decorator has the responsibility to clean and vacuum aisle carpet, booth carpet, and to remove trash from booths.
- 4) During move-out, the decorator must remove any and all debris or trash left as a result of removal of decorations, banners, and signage. This also includes all cabling, eyebolts, tape residue from Exhibit Hall floor, and any other temporary apparatus installed for a specific show or event.
- 5) Recycling of aluminum, plastic, cardboard and paper is encouraged by all vendors, exhibitors and clients.
- 6) Bulky items or high trash events that require additional dumpster pulls will be charged to the client.

Public Areas

- 1) The lobbies, permanent food facilities, and all parking lots are considered public areas and, generally, not under lessee control. As such, the following guidelines apply:
 - a. All activities utilizing public areas, such as registration, special exhibits or displays, etc., require the advance approval of the Facility Manager.
 - b. Activities must take into consideration the requirements of other tenants utilizing the facility.
 - c. Service desks and related “behind the scenes” work stations in the public areas require the prior approval of the Facility Manager.

Ballrooms and Meeting Rooms

- 1) Exhibits with 10x10 booths and limited utility needs may be allowed in meeting rooms. Larger exhibits are generally not allowed in ballrooms or meeting rooms. Exceptions will require prior approval of the Director of the Convention and Entertainment Facilities, and may be subject to additional fees.
- 2) The floors in carpeted areas must be covered with Masonite or similar material whenever heavier wheeled vehicles, dollies, etc. need to be used.
- 3) Equipment that is used in the ballrooms or meeting rooms must either have non-marking (white rubber) wheels, or wheels must be wrapped in plastic.
- 4) Forklifts are not allowed inside meeting rooms under any circumstances. Forklifts with protective tire covering or floor covering are allowed in Ballroom 2501 with permission of the Facility Manager.

- 5) Floor load limits for the ballrooms and meeting rooms are one hundred fifty (150) pounds per square foot. No exceptions are allowed.

Windows and Doors

- 1) Nothing is to be taped on glass, walls, or doors at any location in the facility.
- 2) The Convention and Entertainment Facilities staff can remove doors in some areas of the building. There will be a charge for removing and re-installing doors. This service should be requested from the Facility Manager.

Terrazzo Floor and Carpet

- 1) Damage other than normal wear and tear will be at client expense.
- 2) No pallet jacks, pallets, heavier wheeled vehicles, dollies, etc. are allowed on the terrazzo or carpeted floor without the floor first being covered in Masonite or similar material.
- 3) No metal-wheeled carts of any sort are allowed. All wheeled carts must have either pneumatic/semi-pneumatic wheels or rubber/neoprene-covered wheels.
- 4) Motorized carts may not be used in carpeted areas.
- 5) Boom and scissor lifts will be allowed upon approval of the Facility Manager. Tires must be wrapped. No lifts may remain parked on the floor. If outriggers are needed, they must be positioned on a 12" X 12" piece of plywood a minimum of ¾" thick.
- 6) To protect the carpet, it is required to put down Masonite, visqueen, plywood, or extra carpet on the floor for crate movement or wood pallet placement. Carpet squares will be provided by the facility, as available, when requested.
- 7) No metal, wood, or plastic shall come in direct contact with the floor. This includes crates, exhibits, freestanding sign units, trusses, etc. Nothing shall be cut with a knife blade in direct contact with the floor.
- 8) Low adhesive tape or double-faced tape is allowed on the hard surface floors (i.e., not carpet). All tape and tape residue must be removed at the close of the event.
- 9) In order to protect floors from oil, gas, or battery acid leaks, visqueen must be used underneath motorized equipment on display, both while the equipment is on display, and to line the path for the equipment to be moved in and out.

Loading Docks and Parking Areas

- 1) Control of the dock is the responsibility of the lessee.
- 2) Per City Ordinance, smoking is not allowed within 20 feet of any entrance to the facility. All smoking areas must be located on the apron away from the loading and dumpster areas.

- 3) Dock usage is under the direction of the client when contracted to adjacent space. Use of docks for loading and unloading to facility locations without a joined dock location will be under the approval of the Facility Manager. Parking of unauthorized vehicles will be ticketed and subject to towing at the owner's expense.
- 4) Trash containers/dumpsters and compactor will remain accessible from dock and apron locations.
- 5) No parking is allowed in fire lanes, service streets, vacant exhibit halls, loading dock areas, or any other location posted "No Parking." Unauthorized vehicles will be removed or towed at the owner's expense.
- 6) When two or more events require loading dock access, service providers, under the direction of the Facility Manager, will generally work out mutually agreeable dock utilization schedules. The decision of the Facility Manager will prevail in cases of conflicts.
- 7) No loading, unloading, or parking is allowed on plazas, sidewalks, or public entrances without prior approval of the Facility Manager.
- 8) Trailers cannot be unhooked from vehicles while inside the building.
- 9) No parking is allowed on 13th Street between Broadway Street and Central Street during event days. Temporary parking in this area for loading and unloading is permitted on the street during the move-in and move-out days of the event. Parking on the sidewalks is not permitted.
- 10) Blocking of truck door eye sensors and parking of metal items on truck door loops is not permitted.
- 11) North Dock access to Broadway Boulevard during the below listed times will require the hiring of a Kansas City Police Officer to direct traffic at the expense of the lessee.
 - Daily 6:00 a.m. – 9:00 a.m.
 - Daily 4:00 p.m. – 6:00 p.m.

HVAC

- 1) On open event days, the temperature will be maintained at 72 degrees Fahrenheit for a 12-hour period. If longer hours are required, there will be an additional charge.
- 2) On closed event days, the temperature will be maintained between 60 degrees Fahrenheit and 80 degrees Fahrenheit, depending on outside ambient temperature conditions.
- 3) No air conditioning or heating will be provided during show move-in/out except in cases where the client has agreed to pay for the additional expense.
- 4) Open exterior doors may adversely affect the temperatures in the space. When exterior doors are continuously open, interior space temperatures will not be maintained.

Electrical

- 1) Cables are not to be run through the grillwork covering the return/supply air vents in the facility or through the HVAC ductwork.

- 2) The Convention and Entertainment Facilities has an exclusive provider for electrical services, including portable generators, within the facility. This includes all exhibit halls, meeting rooms, temporary structures, parking lots, and outside grounds.
- 3) All equipment must be properly tagged or marked with complete information as to the type and/or amount of current voltage, phase, frequency, horsepower, fuel use, etc.
- 4) Electricians are authorized to cut temporary carpet to permit installation of service unless otherwise directed.
- 5) All approved electrical cords must be at least 17-gauge and 3-wire grounded type. Two-wire ungrounded cords (zip cords or rip cords) are UNACCEPTABLE. All exposed non-current-carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.
- 6) The Convention and Entertainment Facilities is not responsible for voltage fluctuations or power failures. If your equipment has strict tolerance for voltage, then you must bring your own regulating device.
- 7) All equipment, regardless of power source, must comply with federal, state, and local codes. The Convention and Entertainment Facilities reserves the right to inspect, at the exhibitor's expense, all electrical devices and connections to ensure compliance with all codes. The exclusive electrical service provider is obligated to refuse connections when wiring is not in accordance with City Electrical Ordinance.
- 8) All material and equipment furnished by the Convention and Entertainment Facilities shall remain the property of the City and shall be removed only by Convention and Entertainment Facility personnel at the close of the show.
- 9) Wall and outlets located on columns are not part of a rented space. Separate outlets must be ordered.
- 10) All wiring and/or cabling, i.e. coax, data, or fiber optic cables, (with the exception of internal booth wiring) must be installed by Convention and Entertainment Facilities' electricians or exclusive provider.
- 11) An invoice for any damage will be given to the lessee's representative. The lessee will be financially responsible for all damages.
- 12) All electrical wire used in the facility must be plenum (fire) rated.

Freight

- 1) Escalators and passenger elevators are for use by the general public, and may not be blocked or used to transport equipment or freight.
- 2) Freight elevators are to be used for all freight and equipment movement.
- 3) Vehicles (car, truck, van, SUV, etc.) are prohibited on freight elevators.
- 4) All crates stored on the covered dock must maintain a twenty-four (24)-inch clearance from the ceiling and fire sprinkler heads. Crates must be stored in such a way as to maintain a clear drive aisle for emergency vehicles.

- 5) Limited crate storage is allowed in the exhibit halls if there is at least ten (10) feet of space between the trade show floor and all outer walls. There should also be appropriate cross aisles to allow access to fire exits. No freight is to be set on the fire floor ports.
- 6) The Convention and Entertainment Facilities does not accept freight shipments for exhibitors or lessee. Freight must be consigned to the official show service providers or lessee during the lease period.

Hazardous Work Areas

- 1) Exhibit halls during move-in/out, loading dock areas and “back of house” service areas are considered “Hazardous Work Areas.” Any and all unsafe conditions or activities are to be corrected promptly. Safety is of primary concern in designated hazardous work areas. As such, the following guidelines will be strictly enforced:
 - a. Absolutely no drinking of alcoholic beverages.
 - b. No horseplay, practical jokes, etc.
 - c. Use or possession of illegal or controlled substances of any kind is prohibited.
 - d. No speeding or reckless use of vehicles or equipment will be permitted.
 - e. No gasoline, kerosene, diesel fuel or other flammable liquids may be stored, permanently or temporarily, in hazardous work areas. Propane storage will be allowed outside the building if stored on approved racks.
 - f. Exit doors may not be blocked with freight, equipment, display material, etc.

Security

- 1) The Convention and Entertainment Facilities maintains 24-hour security for the building perimeter, parking grounds, and interior public areas.
- 2) Unless approved by the Facility manager, lessee will be required to provide security in loading dock areas, at emergency exits, registration areas, and any other area being used by lessee from the time of initial occupancy until completion of move-out. Security will be at the expense of the lessee.
- 3) All service providers and show-related working personnel, temporary labor, etc., will enter and exit the building through the designated entrances and are to have the proper identification badge.
- 4) Exterior exhibit hall exit doors and loading dock exit doors are not to be propped open. Automatic closing devices are not to be removed or tampered with.

Sound and Lighting Guidelines

- 1) The customer will have the option of utilizing the service provider of their choice for sound and lighting services.
- 2) The facility’s preferred provider, Swank Audiovisual must perform all patching services.

Rigging Guidelines

- 1) The facility’s preferred provider, Swank Audiovisual, must be hired for rigging inspections in rooms 2103, 2215, Great Hall 3501, and Grand Ballroom 2501. Any rigging damages will be the responsibility of the lessee.

- 2) All beams and ceiling joists must be protected with carpet or adequate material wherever wires and cables make contact, unless they are rubber or plastic coated. Wires and cables must not make contact with any ceiling structures, including, but not limited to, ducts, pipes, speakers, and lighting fixtures.
- 3) No additional holes will be made in plaster, or any ceiling material, for additional rigging points without prior approval of the Facility Manager.
- 4) Lessee will be required to provide a written rigging plot identifying all rigging points and loads before the loads are installed.
- 5) Appropriate rigging harness and fall arrestors must be utilized in a safe manner as required by law. The Facility Manager must approve riggers that will be used for this service.
- 6) All OSHA regulations and guidelines are to be adhered to at all times.

Basic Fire Code Regulations

- 1) Exhibit hall floor plans must be submitted to the Facility Manager prior to the scheduled opening for Fire Marshal approval.
- 2) All exhibit floor or registration plans are to include the following information:
 - a. Perimeter aisles of ten (10) feet must be included on all four (4) sides of the floor plan.
 - b. Official name of the show, sponsoring organizations, dates, and names of service providers must be provided.
 - c. All plans are to be drawn to scale.
 - d. Primary entrance doors and emergency exits must be readily determined.
 - e. Service desk locations should be indicated.
 - f. Service provider storage areas or "bone yards" must be clearly marked if located on the floor.
 - g. Specify if aisles are to be carpeted.
 - h. Distinction between pipe and drape or hard walls is to be clearly indicated.
 - i. Temporary exhibit floor food service areas are to be clearly indicated.
 - j. Fire floor ports are to be clearly identified.
 - k. Users of the Facility should be aware when planning activities in Halls D and E that there can be a perception of movement, created by rhythmic activity such as dancing, marching, certain machines, etc. Please consult the Facility Manager for specific details.
 - l. Hard copies of plans are available through the KCCEC Sales or Event Services Departments. Plans may also be downloaded, in AutoCad or AutoCadLT format. Consult the Facility Manager to receive a link.
- 3) Submit plans to the Convention Center Manager before erecting a structure as a display inside an exhibit building, unless the decorative and construction materials are non-combustible or flameproof.
- 4) All exit doors serving any occupied areas of the building must remain unlocked, unobstructed, and in proper operating condition. Exit signs must function properly and be visible from all areas.
- 5) All exits, hallways, and aisles leading from buildings or tents are to be kept clear and unobstructed at all times.
- 6) Equipment is not allowed on the show floor level of Lobby 2400.

- 7) All curtains, table skirts, drapes, and decorations must be either be constructed of flameproof material, treated with an approved flame proofing material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as necessary to maintain the flame proofing effect.) All such material is subject to inspection and flame testing by the Fire Marshal. No combustible materials, merchandise, or signs shall be attached to, hung from, or draped over flameproof side and rear divider draperies of booths, or attached to table skirting facing aisles, unless flame proofed.
- 8) All sawdust and shavings shall be stored and maintained in a manner approved by the Fire Marshal.
- 9) All evergreen used for decorating must be flame retardant, live, and growing (no cut trees) and balled in burlap. No pine boughs or cuttings are allowed.
- 10) Automobiles, trucks, boats, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside any building, shall have no more than five (5) gallons of fuel, or one-fourth (1/4) of a tank, whichever is less. All fuel tanks shall be locked or effectively sealed, and battery cables shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in the event of an emergency. Any vehicles requiring battery power for demonstration must use an auxiliary power source.
- 11) The storage of combustible shipping containers must be confined to areas approved by the Fire Marshal.
- 12) The use of open flames, burning, or smoke-emitting materials as part of an act, display, or show must have prior approval from the Fire Marshal.
- 13) Combustible waste is to be collected as it accumulates, and stored in noncombustible covered containers which are emptied at least once each day.
- 14) The use of liquefied petroleum gases inside buildings, tents, or any other areas is restricted, except by special permit, and is subject to field inspection. Plans to use liquefied petroleum gases must be submitted for approval.
- 15) The Convention and Entertainment Facility is a non-smoking facility. Smoking is prohibited within the facility at all times. Outdoor smoking must be positioned at least 20 feet from any entrance to the facility.
- 16) Approved fire extinguishing equipment must be provided and maintained in all areas as designated by the Fire Marshal.
- 17) All booths having cooking demonstrations that use liquid propane gas equipment must have a 2A-10BC fire extinguisher.
- 18) All standpipes and hose cabinets shall be kept clear and unobstructed at all times.
- 19) The use of welding and cutting equipment for demonstration purposes must be by permit from the Fire Marshal.
- 20) The demonstration or use of equipment using liquid fuel in the building is restricted, and is subject to plan review and permit. Cylinders of compressed gases are prohibited, unless approved by the Fire Marshal, and shall be secured in an upright position.

- 21) Propane tanks may not exceed five (5) pounds LPG capacity and require Fire Marshal approval. All tanks must be turned off and disconnected at the end of every day. Show management must provide appropriate fire extinguishers and have them readily available at all times LPG is in the building.
- 22) There shall not be obstruction, such as vehicles parked in doorways or barricades across sidewalks, blocking exit doors from the outside of any building.
- 23) No curtains, drapes, or decorations shall be hung in such a manner as to cover any exit signs.
- 24) No vehicles shall be parked in fire lanes outside of buildings.
- 25) No flammable liquids shall be used or admitted inside of buildings except by approval of the Fire Marshal.
- 26) Artificial lighting, such as lanterns and candles, requires prior approval of the Facility Manager.
- 27) The use of sterno-gel is prohibited.
- 28) Each exhibitor shall provide an approved, noncombustible container with an approved cover for daily accumulation of waste material.
- 29) The use of all gas-fired heating units, either portable or stationary, shall be in accordance with the City Code. The use of the "Salamander" stove is strictly prohibited.
- 30) Fire fighting and emergency equipment, including fire extinguishers, fire hose cabinets, floor fire ports, fire alarm pull stations, and standpipes, may not be hidden or obstructed. If fire floor ports are in a carpeted area, the carpet must be marked and cut to allow for access.
- 31) Combustible waste, such as broken crates, empty boxes, packing material, etc., may not be stored in exhibit halls, meeting rooms, or exit areas.
- 32) Under no circumstances will crate storage or equipment storage be permitted to obstruct emergency exits from any area of the building.
- 33) Crate storage is the responsibility of the appropriate service provider. Limited crate storage is allowed in the exhibit hall if there is at least ten (10) feet of space between the trade show floor and all other walls. There should also be appropriate cross aisles to allow access to fire exits. Service providers need to submit all crate storage plans to Event Services for approval.
- 34) Crates may be stored in certain areas of the dockyard not restricted by shipping.
- 35) Crates may be stored on exterior dock walls as well as in certain areas along the dock apron itself, maintaining a twenty-four (24) inch distance from the ceiling. Crates may be stored inside trailers in the dock wells.
- 36) All electrical equipment must be UL approved. All gasoline engines must be AGA approved. Refer to electrical and utility rates for detailed electrical, gas, water, and compressed air requirements for exhibits.

- 37) All emergency exits, hallways, and aisles leading from the building are to be kept clear and unobstructed. Vehicles in fire lanes or blocking exhibits, etc. will be removed at the owner's expense.
- 38) The use of welding equipment, open flames, or smoke-emitting material as part of an exhibit must be specifically approved on an individual basis by the Facility Manager.
- 39) Written specifications may be submitted to Event Services to require Fire Marshal approval.
- 40) Fire lanes must be maintained at all times on the loading dock and in the parking garages.
- 41) For more information on fire code regulations, call the Fire Marshal's office at (816) 784-9100.

Food and Beverage Guidelines

- 1) All alcohol, with the exception of wine served with a plated-meal function, concessions, and novelty sales must be arranged through Aramark Sports & Entertainment who is the exclusive provider of these services.
- 2) Catering at the Convention Facilities allows clients to select from an approved list of caterers.
- 3) In general, donated food will not be allowed. Requests for the use of donated food and beverages must be approved, in advance, by the Director and coordinated through Aramark Sports & Entertainment.
- 4) Due to liquor licensing laws (Missouri Statute 311.200 and City Charter Section 10-335), no alcohol is permitted beyond the premises specified in the liquor license.
- 5) Sample-size food, of one (1) ounce or less, and/or beverage products consisting of three (3) ounces or less may be distributed by exposition sponsoring organizations and/or their exhibitors upon authorization of the Show Manager and the Facility Manager. Samples of *alcoholic beverages* require special arrangement through the Facility Manager.
- 6) Backstage catering is for hired talent, stagehands, and to allow for rider requirements. Backstage catering is not subject to our exclusive catering contract.

Miscellaneous

- 1) Animals in the facility, for reasons other than assisting disabled persons, must have prior approval from the Facility Manager, and must be permitted through Animal Control.
- 2) All plantings, water features, etc. must have waterproof plastic materials underneath the exhibit.
- 3) Displays with temporary concrete ramps leading into exhibits must have plastic between the exhibit hall concrete floor and the temporary ramp.
- 4) Events or circumstances not covered in these building and operating guidelines may be subject to special consideration and stipulations as deemed appropriate by the Director.



EMERGENCY PROCEDURES CLIENT REFERENCE GUIDE

SECTION I: OVERVIEW

POLICY

- I. The Kansas City Convention Center will take all necessary precautions to ensure the safety and best interests of the public in the event of an emergency. Staff will coordinate with emergency personnel, event management and tenants to achieve these goals.

II. PURPOSE

The purpose of this guide is to establish a short term emergency response procedure intended to protect lives and property. These procedures are not intended to cover specific situations but are emergency responses suitable for most emergency conditions.

An emergency is defined as any condition that exists or could occur and endanger the safety of occupants in the facility. In the event of an emergency, it may become necessary to evacuate a portion or all of the facilities according to established emergency procedures.

The most probable conditions requiring emergency procedures are fire and bomb threats. Severe weather, medical situations, civil disturbance or other type of emergency situations may also require emergency procedures.

III. EMERGENCY BRIEFING AND FACILITY LAYOUT

The Kansas City Convention and Entertainment Facilities include Bartle Hall, Convention Center, Grand Ballroom, Conference Center, Municipal Auditorium, and 2100-3500 meeting rooms. The facility is located between 12th Street and 16th Street and Broadway Boulevard and Wyandotte Avenue.

The Kansas City Convention & Entertainment Facilities' communication system is located in the Security's Control Center. The Security Control Center is located on 14th Street between Broadway Boulevard and Central Street. The Control Center is equipped with a direct telephone line to the Kansas City, Missouri, Fire Department. The security division shall be responsible for communications and coordination with emergency responders. (Police, Fire, and Ambulance)

When an emergency occurs, on duty management will report to Security Control Center. If this area is not available, then the Maintenance Operations office should be used. The Maintenance Operations office is located off 14th Street between Central Street and Wyandotte Avenue. Once briefed of the situation, the event coordinator will contact and brief show management. Show management should have their staff briefed and dispatched to zone locations as assigned by the event coordinator. The designated zones are listed below:

Zone 1 - Level III Exhibit Halls A-E, Lobby 2400
Meeting location: Center pylons between halls D-E

Zone 2 - Conference Center, Grand Ballroom and Lobby 2300
Meeting location: Prefunction Conference Center 2500 Level

Zone 3 - Municipal Auditorium (Arena, Music Hall, Little Theatre, Exhibition Hall)
Meeting location: Fireplace Room in Music Hall

Zone 4 - 2100–2200 meeting rooms, Barney Allis Plaza and Auditorium Parking Garage
Meeting location: Lobby 2200

VI. NOTIFICATIONS

The first person aware of an emergency situation should contact security by telephone (513-5111) or employee radios. To prevent attendee overreaction to an emergency, emergencies reported over internal facility radios will be identified by the following color codes:

CODE RED	FIRE
CODE BLACK	BOMB
CODE GREEN	NATURAL DISASTER (TORNADO)
CODE BLUE	IMMEDIATE EVACUATION SITUATION

- The Kansas City, Missouri, Fire Department will be the first organization that is contacted in the event of a fire, major structural or building damage, chemical spill or a major medical emergency.
- The Kansas City, Missouri, Police Department will be the first organization that is contacted in the event of a bomb threat or major crimes against persons or property.
- The event coordinator will be the liaison with show management for emergency procedures. They will instruct show management of safe zone locations and updates.

SECTION II: EMERGENCY SITUATIONS

I. NON-EVACUATION EMERGENCY

When a threat may affect the events in progress, which does not require an evacuation of the facility, City security will notify the event coordination staff. The event coordinator will provide event management with necessary information. Appropriate persons should convene at Security Control Center. The level of the threat will be issued by the security manager and director of the Convention Center for the purpose of maintaining safety within the facility. If the security manager and director are not in the facility, the senior management person or event coordinator will work with the security supervisor on duty and coordinate with hired security and reposition building and event staff to zones, as necessary.

When the emergency has passed, an “all clear” will be issued to the event coordinator by City security. The event coordinator will inform event management and event security. Event status and instructions will be provided to patrons.

II. TORNADO PROCEDURE FOR SPACE EVACUATION

Security monitors weather reports 24 hours a day. If a tornado warning is issued the security desk officer will issue a CODE GREEN. The event coordinator will notify the show manager that, for safety reasons, certain areas must be cleared.

When weather affects events in progress, which require an evacuation of internal meeting space, City security will notify the event coordination staff. The event coordinator will provide event management with necessary information. Appropriate persons should convene at Security Control Center. The level of the threat will be issued by security personnel monitoring the weather. The event coordinator will work with the security supervisor on duty and coordinate with hired security to move patrons to basements of each building, internal administrative hallways, and back hallways of the 2200 series meeting rooms. Bridges and lobbies will be cleared to avoid injury from falling glass or debris.

When the emergency has passed, an “all clear” will be issued to the event coordinator by City security. The event coordinator will inform event management and event security. Event status and instructions will be provided to patrons.

(A list of facility exits is included on pages seven through nine.)

III. FACILITY EVACUATION

Determination of the need to evacuate the facility must include input from management, security, and emergency responders. The senior member of building management, event coordinator and security supervisor should be briefed concerning the emergency. Immediately thereafter, the event manager will be informed of the emergency and whether building management feels that an evacuation will be necessary. In the case of FIRE, the decision to evacuate should be influenced by the size, location, and nature of the fire, or if ordered by the Fire Department.

In the case of a BOMB THREAT, the decision to evacuate is determined by an evaluation of the following: a) the type of event in progress; b) any previous threats; c) input from emergency personnel on the scene. (Refer to Bomb Threat Section VI.)

Building staff will assist show management in designating certain areas, away from the building, as assembly points to account for their personnel. These assembly point locations should be Barney Allis Plaza (12th Street to 13th Street; Central Street to Wyandotte Avenue), the parking lot at 16th Street and Central Street and the Church parking lot at 13th Street and Broadway Blvd. One or all of these assembly points may be used depending upon which building is being evacuated and the number of people attending the event.

Once safe exterior locations have been determined, the event coordinator will reposition hired security staff and City staff to assist the evacuation of each occupied location. Announcements will be made in each location explaining the need for orderly exiting of the area, safe exit locations, and exterior assembly locations.

Upon completion of the evacuation, security staff and event security will be posted at all entrances to the facility to prevent unauthorized persons from entering. When an “all clear” is given, security staff, event security and event management will direct attendees to appropriate lobbies. At the designated location

badges, or other identification, will be checked, if required. Facility staff will stand-by to assist patrons or responders.

PLEASE NOTE:

- **In case of fire do not use the elevators.** Staff should be assigned to all elevators to prevent use until they can be locked off or turned over to Fire Department personnel.
- All able persons entering an evacuated area should watch for persons requiring assistance.

(A list of facility exits is included on pages seven through nine.)

IV. IMMEDIATE EVACUATION

When someone becomes aware of an emergency situation (out of control fire, explosion, party armed with a deadly weapon) that demands an **immediate evacuation** in an area of the facility, evacuate the area and notify security of the action being taken and the reason at the first opportunity. Security Control Center can be reached at 816-513-5111 or by dialing 0 on any house phone. The security desk officer will immediately dispatch security officers and other employees to assist in the immediate evacuation of that area. The desk officer will notify the proper emergency response unit (police or fire).

Upon completion of the evacuation, security staff and event security will be posted at all entrances to the facility to prevent unauthorized persons from entering. When an “all clear” is given, security staff, event security and event management will direct attendees to appropriate lobbies. At the designated location badges, or other identification, will be checked, if required. Facility staff will stand-by to assist patrons or responders.

PLEASE NOTE:

- **In case of fire do not use the elevators.** Event and facility staff should prevent elevator use until they can be locked off or turned over to Fire Department personnel.
- All able event and facility staff entering an evacuated area should watch for persons requiring assistance.

(A list of facility exits is included on pages seven through nine.)

V. TERRORIST THREAT

No plan can cover all the possible circumstances. Each incident will require the use of common sense on the behalf of the receiver of the threat

The level of the threat will be determined by the security manager. The security manager will contact KCPD and other information providers regarding the situation. The event coordinator will be briefed by the security manager. The event coordinator will contact show management and organize any recommended actions.

If evacuation is deemed necessary, the event coordinator will assign staff to zones to assist in the evacuation. Upon completion of the evacuation, security staff and event security will be posted at all entrances to the facility to prevent unauthorized persons from entering. When an “all clear” is given, security staff, event security and event management will direct attendees to appropriate lobbies. At the designated location badges, or other identification, will be checked, if required. Facility and City staff should stand-by to assist patrons or responders.

VI. BOMB THREAT

No plan can cover all the possible circumstances. Each incident will require the use of common sense on the behalf of the receiver of the threat

Bomb threats are typically received through phone calls. The caller will normally state the message and hang up. The recipient of the call should work to collect as much possible information about caller and bomb location.

Once a call is received, security should immediately be contacted at 816-513-5111. Security will dispatch necessary personnel to the recipient of the call. Security will contact the event coordinator on duty and senior member of management on duty to convene at Command Post. The event coordinator will contact show management to inform them of the situation and necessary precautions or recommended evacuations. Once official emergency personnel arrive to the facility, a formal evaluation of the threat will occur. Prior to an evacuation, input will be received from City management, show management and under the direction of emergency personnel.

If a strange item or possible explosive device is found, DO NOT TOUCH IT. Move away from the area and notify management or security. Explosive devices can be small enough to fit into a radio-size case. They do not always make noise. If you have a walkie-talkie radio, Nextel or cell phone, do not use it in the vicinity of the object. House phones are located in each lobby and meeting rooms 2100, 2200 and 2501. Dial 0 or 35111 for in-house security.

A CODE BLUE will be issued and security dispatched. Security will notify emergency personnel. Security will evacuate the area of the object until emergency personnel has arrived. Upon that time, staff and show management will be under the direction of emergency personnel procedures.

A decision to evacuate the building should only be made after all facts have been investigated and on the recommendation of emergency personnel in conjunction with building management. Items that will be considered are: (1) An actual or suspected bomb had been located, (2) A review of the facts indicate it to be in the best interest of persons in the facility. Before evacuation, the event coordinator will brief show management and dispatch hired security to building zones.

Remember, a determined and well-trained terrorist would likely place a second device, timed to go off after the first, where he predicts people will go for safety. Routes and final locations for evacuation will be provided to show management to ensure persons are located in appropriate areas per emergency personnel recommendations.

Upon completion of the evacuation, security staff and event security will be posted at all entrances to the facility to prevent unauthorized persons from entering. When an "all clear" is given, security staff, event security and event management will direct attendees to appropriate lobbies. At the designated location badges, or other identification, will be checked, if required. Facility and City staff should stand-by to assist patrons or responders.

To assist in prevention of building access to unwanted persons, entrances to the facility not in use and non-public areas will remain locked. Please inform event staff to close doors that may be found propped open.

BOMB TRHEAT - RECIPIENT INFORMATION

As the receiver of the bomb threat, information provided about the call and caller is the key to the facility's successful reaction to the situation.

Most threats are made by phone and are short in nature. Try to keep the caller on the line as long as possible to gain more information. The most important information to obtain is the “who”, “when” and “where” of the device and caller. Make note of the callers’ voice, tone, try to determine age, race, accents, mood, and make note of any background noises.

When a bomb threat is received, the caller immediately has a psychological edge. If he is allowed to retain that edge, information will likely not be collected. Don’t give any hint of being nervous or attempt to take over the call. Make the caller explain, verify, and explain again, until information is obtained. A plea that you don’t have the authority to contact someone in upper management can get the caller working for you.

To check the credibility of the call and to see if the location can be centralized, ask about a fictitious location in the facility. Such as, “Is the bomb in the nursery room?” Try other areas like cafeteria or library. If the caller answers yes, then it can be considered a hoax. If the location is described, write it down as it may be a room with equipment, electrical, paint cans or other item that the search can be narrowed to fit.

SECTION III: FACILITY EXITS

As each facility has numerous available exits, evacuation routes will vary and be identified through appropriately posted signage, time permitting. **EVACUEES WILL BE CAUTIONED NOT TO USE PARTICULAR EXITS IF THE EMERGENCY IS LOCATED IN THAT AREA.**

BARTLE LEVEL I

SALES OFFICE AND ACCOUNTING

- EAST THROUGH ARENA PLAZA GARGAGE
- WEST TO THE ESCALATOR LEADING TO LOBBY 2200

CATERING OFFICE

- FRONT DOOR TO THE ESCALATOR LEADING TO LOBBY 2200
- FRONT DOOR AND WALK EAST THROUGH ARENA PLAZA GARAGE
- EAST DOOR AND HEAD SOUTH TO “A” DOCK

EVENT SERVICES

- FRONT DOOR TO THE ESCALATOR LEADING TO LOBBY 2200
- FRONT DOOR AND WALK EAST THROUGH ARENA PLAZA GARAGE
- REAR DOOR OF EVENT SERVICES AND HEAD SOUTH TO “A” DOCK

BARTLE LEVEL II

2100 SERIES ROOMS

- SOUTH, EAST, AND WEST LOBBY DOORS
- FIRE STAIRS ON THE NORTH END OF THE EAST AND WEST HALLWAY

2200 SERIES ROOMS

- NORTH, EAST AND WEST LOBBY DOORS
- FIRE STAIRS ON THE EAST AND WEST SIDE
- SOUTH THRU EAST HALLWAY TO LOBBY 2300

LOBBY 2300

- FIRE STAIRS TO CENTRAL STREET
- NORTH TO LOBBY 2200
- CONFERENCE CENTER BRIDGE

LOBBY 2400

- EAST DOORS TO CENTRAL STREET
- SOUTH STAIRCASE TO LEVEL III AND GALLERY LEVEL

BARTLE LEVEL III

HALL A

- NORTH DOCK DOORS
- FIRE STAIRS ON THE EAST AND WEST SIDE

HALL B

- FIRE STAIRS ON THE EAST AND WEST SIDE OF HALL A
- NORTH DOCK IN HALL A
- HALL C FIRE STAIRS ON THE EAST AND WEST SIDE

HALL C

- FIRE STAIRS ON THE EAST AND WEST SIDES
- HALL D TO THE WEST DOCK
- CONFERENCE CENTER BRIDGE
- HALLS A & B TO NORTH DOCK DOORS

HALL D

- WEST DOCK
- HALL C FIRE STAIRS ON THE EAST AND WEST SIDES
- CONFERENCE CENTER BRIDGE
- HALL E THRU SOUTH DOCK DOORS

HALL E

- SOUTH DOCK
- LOBBY 2400
- HALL D TO THE WEST DOCK
- CONFERENCE CENTER BRIDGE

CONFERENCE CENTER

1500 LEVEL

- NORTH LOBBY DOORS
- EAST, SOUTHEAST AND SOUTHWEST FIRE EXITS

2500 LEVEL

- SOUTHEAST AND SOUTHWEST FIRE EXITS
- EAST HALLWAY HEADING SOUTH TO WYANDOTTE AVENUE
- LOBBY 2300

3500 LEVEL

- SOUTHEAST AND SOUTHWEST FIRE EXITS
- GRAND STAIRCASE TO LOBBY 2500
- HALL D TO WEST DOCK

GRAND BALLROOM

2501 BALLROOM

- DOCK DOORS ON THE NORTH AND SOUTH ENDS, WEST SIDE
- SOUTHWEST TO CENTRAL STREET
- SOUTH PLAZA TO 16TH STREET
- SOUTHEAST TO WYANDOTTE AVENUE
- NORTHEAST TO WYANDOTTE AVENUE

MUNICIPAL AUDITORIUM - ARENA

ARENA FLOOR/RISERS

- EXIT THRU EAST, WEST AND NORTH LOBBIES

UPPER ARENA LEVELS

- PEDESTRIAN RAMPS TO LOBBIES

MUNICIPAL AUDITORIUM - MUSIC HALL

ORCHESTRA

- FRONT OF HOUSE TO STREET LEVEL
- SOUTH FIRE EXIT DOOR TO CENTRAL AVENUE
- REAR ENTRANCE TO 13TH STREET

LOGE

- STAIRCASES TO STREET LEVEL
- FIRE STAIRS ON SOUTH SIDE

LOWER BALCONY

- EXIT THRU BALCONY LOBBY AND PROCEED DOWN STAIRS TO 13TH STREET

UPPER BALCONY

- EXIT THRU FIRE STAIRS AT NORTH AND SOUTH SIDES TO CENTRAL STREET

MUNICIPAL AUDITORIUM - LITTLE THEATRE

- FRONT DOORS TO 13TH STREET
- BRASS DOOR TO LOBBY
- EAST DOOR TO WYANDOTTE AVENUE

MUNICIPAL AUDITORIUM - EXHIBITION HALL

MEZZANINE LEVEL

- EAST AND WEST DOORS TO STREET
- SOUTH STAIRS ON EAST AND WEST SIDE TO 14TH STREET
- NORTH DOORS TO AUDITORIUM PLAZA GARAGE

EXHIBITION HALL FLOOR

- SOUTH STAIRS TO 14TH STREET
- NORTH STAIRS TO AUDITORIUM PLAZA GARAGE



SECURITY GUIDELINES FOR EXHIBITORS

As a courtesy, the Convention and Entertainment Facilities will provide security for the building on a 24-hour basis during the entire exhibit period. The furnishing of such service is in no case to be understood or interpreted by exhibitors as a guarantee to them against loss or theft of any kind. Convention and Entertainment Facilities will not be liable for, or carry any insurance on, exhibitor property or fixtures. For this reason, exhibitors are encouraged to carry insurance on their exhibits at their own expense.

Following are some additional security recommendations:

- 1) Ship materials with a qualified carrier and be sure to lock trunks/crates.
- 2) Securely tape or band cartons and under no circumstances mark the name or type of articles contained therein.
- 3) Furnish shipping company with an accurate and complete bill of lading.
- 4) Consider hiring additional security for the booth.
- 5) Avoid leaving valuables in booths overnight.
- 6) Ask the show manager for permission to store valuables.
- 7) Do not hesitate to report suspicious parties to the Convention and Entertainment Facilities security department at (816) 513-5111.
- 8) Do not leave the booth unattended during the set-up period.
- 9) Do not leave valuable exhibit materials or personal items under tables or displays.
- 10) Do not leave purses, briefcases, small laptop computers, CD players, cell phones, pagers, or software/hardware in the booth.
- 11) At the close of the exhibit, remove equipment as quickly as possible.
- 12) Never leave the booth space unattended.
- 13) If at all possible, have someone remain in the booth space until the shipment is picked up by official service personnel.
- 14) Promptly report any missing items or suspicious persons to security.

For further assistance, call the Security Office, 24 hours a day, at (816) 513-5111.