Hilton

San Francisco

Contractor / Vendor Working Guidelines

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CONTRACTOR / VENDOR
POLICIES AND PROCEDURES

The Hilton San Francisco welcomes the services of the many vendors associated with various events hosted at our hotel. We pride ourselves on being a world class hotel and continue to portray this image throughout the hotel.

The following policies must be adhered to by all contractors/vendors when providing contracted services on property. A copy of these policies is provided to our clients so they are also aware of all of the policies.

1. The Employee Entrance located at the back of the hotel on Ellis Street near the Loading Dock is the **ONLY** designated entrance and exit for contractor/vendor employees.

2. All contractor or vendor employees will be required to check in with the Timekeeper **daily** to receive a Visitor's Pass for the day. To receive a pass, a company photo identification which identifies the vendor they are working for must be presented to the timekeeper. **This pass must be worn for access to any area beyond the loading dock during all phases of set-up, operation, and teardown. In addition to the visitor's pass, contractors or vendors must also wear their photo company identification that identifies the vendor they are working for.**

   Note: For those vendors that will be having more than 10 employees per day entering the hotel, arrangements must be made in advance with the Catering, Meetings/Conventions or Loading Dock department so a separate area can be set-up near the loading dock for their employees to check-in and receive Visitor Passes. **The vendor will be responsible for providing their own management personnel to operate this desk and pass out badges to their employees**. A list of the names of the individuals that were given the passes will need to be turned into the timekeeper on a daily basis.

   The only exception to the above rule will be for those vendors/contractors who will be issued a badge from the Convention or Meeting planners with the name of the group and name of the individual on the badge.

   Hotel security and management will do periodic checks of the passes and any vendor employee who is found not wearing the pass will be escorted off hotel property immediately.

3. Consumption of any alcohol (to include liquor, beer or wine) or illegal drugs on job sites during working hours is strictly prohibited. Noncompliance to this rule will call for immediate request to leave the property.

4. Under no circumstances are vendors/employees to use the Hotel Employee Cafeteria.

5. The Hilton San Francisco will not be held responsible for contractor's/vendor's property on Hotel premises.

6. All bags and boxes are subject to a Security check upon entering or leaving the building. Any refusal of the required inspection will be cause to bar the said contractor/vendor from the hotel premises.

7. All contractors/vendors must stay in designated job site areas; "straying off" to any other areas of the hotel will not be allowed under any circumstances.

8. The Hilton San Francisco respects the privacy of our Hotel guests. Large group gatherings in restaurants while in work attire will not be permitted. If meals are taken in hotel restaurants, small parties of up to 4 persons will be allowed.

   Note: Abusive behavior and/or lack of respect for hotel guests and employees while in Hotel restaurants will not be tolerated and will be cause for barring the said contractor/vendor from the hotel premises.

9. All contractor/vendor work areas must be kept clean and safe at all times; Hotel employees are not responsible for cleaning up after a job set up, during excursions, or job teardown. If deflated balloons, used florals/greenery, floral remains, sawdust from construction, paint, etc., guide wires remaining after a job, or any other form of trash remain after job completion, there will be a charge for the clean-up by the hotel based on the items (**Minimum charge - $2,000 per incident).**

10. Any form of shouting, use of profanity, or confrontation with hotel guests or hotel employees in any area of the hotel will not be tolerated and will be cause for barring the said contractor/vendor from the Hotel premises.

11. Each contractor/vendor company will be responsible for providing a primary contact or supervisor along with a pager number for the individual. The designated contact or supervisor will be responsible for the actions of their employees at all times while on the hotel premises and will respond positively to Hotel Security or Management when addressed.

    The designated contact or supervisor will be responsible for informing and ensuring that all crew members involved in any phase of production (either on a full or part-time basis) are made aware and knowledgeable of the condition listed in this policy.

12. All contractors/vendors will be required to wear uniforms during performance of their contracted job duties while on site. If no uniforms are provided, the Hotel requires that all workers are dressed with shirts, shoes, long pants or dress shorts; **tank tops, bare backs, bathing suits, torn clothing or T-shirts with offensive pictures or language will not be permitted during performance of job duties.**

13. Family members and friends are not allowed to hang out at the job site and/or visit with contractors/vendors while on property. The job site should remain a working environment at all times.

14. At no time is any employee of the contractor/vendor to smoke inside the hotel.

UNION REGULATIONS

The Hilton San Francisco is a union hotel and honors local union labor jurisdictions. Some of the regulations are listed below; however it is the responsibility of the vendor/contractor to contact the union directly to clarify any areas to ensure they are honoring all labor jurisdictions.

LOADING/UNLOADING OF TRUCKS

The local Teamsters Union is responsible for the unloading and loading of ALL trucks that are 24' or longer.

All trucks with audio-visual equipment must be unloaded and loaded by either Teamsters or the stagehands union, Local #16 and Local #85.

EXHIBIT REGULATIONS

The local Teamsters Union is responsible for the driving of trucks, unloading of trucks and delivery of all drayage and equipment to the exhibit hall.

Local #85 is responsible for set-up of the exhibit hall.

Individual Exhibitors may only bring into the ballroom what they can carry in one (1) load and set-up within 30 minutes with no tools. Exhibitors will not be allowed to use hotel equipment to move their materials into the ballroom. All exhibits that do not meet these criteria must be set-up by the stagehands/decorators unions.

Hotel employees may not deliver/pick-up any freight or packages into/from the exhibit area. In the event that the Package Express must bring a box to the area, there will be an additional charge and they will only go to the front door and will not be allowed to enter the ballroom.

The exhibit electrical contractor hired by the Exposition/Drayage company must be approved by the Hilton San Francisco (See separate regulations) and be a member of the Local Electrical Union.

All hanging from the ceiling in the exhibit area must be arranged in advance through the Hotel Ballroom Engineering Department.

AUDIO-VISUAL

The Hilton San Francisco requires that all sound and lighting equipment, and the labor to install, operate and remove, and the hanging of any equipment from the ballroom ceilings be provided by the hotel Ballroom Engineering department for all functions on hotel property. Deviation from this policy must be approved by the Hotel General Manager.

All Audio-Visual companies must follow the guidelines and hiring requirements of the local stagehand unions, Local #16 and Local #85 for all events in the Hilton San Francisco.

PREREQUISITES FOR LOAD-IN/OUT

A complete diagram of staging, hang points, electrical requirements, fire permits, and any additional permits required by State or Federal regulations must be presented to and approved by Meetings & Conventions or Catering Department one month prior to the event.

It is the responsibility of the vendor to get all events which involve outside staging/draping and exhibit/demonstration diagrams approved by the local Fire Marshal and submitted to the Meetings & Conventions/Catering office at least 14 days prior to the meeting. NO VENDOR WILL BE ALLOWED TO MOVE-IN INTO THE HOTEL UNTIL THE FIRE MARSHALL APPROVED PLAN IS RECEIVED!

All load-in activity from the Loading Dock to the Ballroom areas will be monitored by Hotel Personnel on a daily basis. All set-ups must be within approved Hotel guidelines and will be done in accordance with local fire codes and OSHA requirements.

The hotel Loading Dock is conveniently located for easy access to the Ballroom. A schedule of load-in/load-out times must be submitted to the Loading Dock, Catering or Meetings & Conventions office no less than 10 days prior to start date for all activities, including all sub-contractors that have been hired by the vendor.

LOAD-OUT

Upon "loading out" at the completion of a show or set-up, a final walk-through of all areas and facilities utilized will be conducted with the contractor/vendor, contracted cleaning company representative, Meetings & Conventions/Catering or Loading Dock representative. Any damages to the areas and facilities utilized by the contractor/vendor will be the responsibility of the contractor/vendor; estimated repair costs will be quoted by an Engineering representative in agreement with said contractor/vendor.

Estimated repair costs will be the sole responsibility of the contractor/vendor; full payment will be required prior to departure.

FREIGHT ELEVATOR

If the contractor would like to use the Hotel Freight elevators, a Hotel elevator operator must be hired at a rate of $35 per operator per hour with a four-hour minimum. After 8 hours, the rate will increase to $50 per hour. This must be arranged and **paid in full** no less than 10 days prior to the start date. If it is not arranged in advance, the vendor will either have to use the service elevators, or if the hotel is able to obtain a last-minute operator, the vendor will be charged $100 per hour, with a four-hour minimum which must be paid prior to move-in.

The Elevator Operator will control elevator traffic, as at times the freight elevator will need to be used by the Hotel.

During Teamster/vendor break periods, the freight elevators must be left empty so that the elevator may be used for other purposes.

MOVING EQUIPMENT

The contractor /vendor must supply their own transportation devices (to include: flatbed trucks, forklifts, electric and manual pallet jacks, packaging materials and equipment) to move equipment in and out; carts or lifts should be electrical. It is imperative that the vendor provide sufficient amounts of equipment to move the drayage as it is against hotel regulations to lend any hotel equipment to outside contractors or vendors.

Forklifts must have a back-up light and must be Liquid Propane Operated Lifts. Spare LPG tanks must be stored on racks on the loading dock. The only way a forklift is to be operated in the meeting space is with hotel management and security department present due to limitation of height clearance and fire code standards. All forklifts and electric pallet jacks must only be used by experienced Teamster drivers who are certified by OSHA. Please bring a copy of the certificate for the Loading Dock Manager to review.

Protective Floor boards (carpet on bottom side) must be provided by the vendor and used when moving in drayage or any other heavy freight into the ballrooms. All boards must be in place before drayage may be brought to the exhibition hall. Protective boards may not be stored on the loading dock. The existing marble floor in the ballroom foyers should be properly protected with carpeted floor boards when utilizing heavy equipment.

When designing stage sets, screens, draping, etc., safe and proper access into ballroom areas from back service corridors must be established. Safe access paths into each room must be created; obstruction by equipment, cables, A/V cases, etc. will not be allowed.

All electrical cables, cords must be secured to the floor and not be a hazard to hotel guests or staff in any way. It is the responsibility of the production company/vendor to ensure that all items are in accordance with Hotel, State, and OSHA fire and safety codes.

All hangings in ballrooms must be done by the Ballroom Engineering Department and arranged in advance. Special precautionary measures must be addressed prior to installation of equipment that will be supported by these hang points. Please alert the hotel staff as to what points will be utilized and the p/psi measurement for each point.

TELEPHONES

Contractors/vendors are not allowed to use any office phones unless authorized by hotel management for business purposes. Otherwise, public pay phones are available for use.

The Hilton San Francisco has an in-house telephone department. Please contact our communications department at (415) 771-1400, Extension 6321 to obtain telephone order forms.

PARKING & STORAGE

Upon approval of the loading dock manager, trucks and containers may be **temporarily** parked at the Hotel Loading Dock and must be removed as soon as they are emptied. Vehicles used in the delivery, transportation, or storage of equipment cannot be left on Hotel property overnight or parked along Ellis Street overnight without the written permission of the Loading Dock Manager or the Catering/Meetings & Conventions department. Arrangements for removal of vehicles or containers will remain the responsibility of the contractor/vendor. Any vehicles left on Hotel property overnight, without written hotel approval, will be towed at the vendor's expense.

Based on availability, permit truck parking is available on Ellis Street (located directly off the loading dock) for a maximum of 4 days. If the vendor would like to use this area, they must request in advance that the Loading Dock Manager apply for a parking permit from the city. The permit is good for up to 7 days and the charges will be determined based on the number of required meters. If a permit is required for over 7 days, the hotel will have to apply for two separate permits. All charges for the permits will be responsibility of the vendor and are due in advance of the event, unless direct billing has been established.

Double parking is not allowed on Ellis Street at any time and is closely monitored by the SFPD. Any tickets for double parking will be the responsibility of the vendor.

Storage of equipment (i.e., A/V cases, shipping crates, etc.) will not be allowed in the Loading Dock, in any service corridors or stairwells behind the Ballroom areas, or in any Ballroom space without written permission from the Catering/Meetings & Conventions Department or the Loading Dock Manager. It is the contractor's/vendor's responsibility to arrange for storage of these items in either a prearranged, specified storage room (upon availability) or behind sight lines of production.

At all times, storage of equipment in any area will not hinder accessibility to service areas for Hotel employees and will meet all OSHA requirements.

Vendors/contractors are not allowed to utilize "reserved" parking spots in the loading dock.

CLEANUP RESPONSIBILITIES

The contractor/vendor is held completely responsible for leaving the facility or facilities utilized in the same condition prior to load-in. This will include disposal of trash, pros, cardboard boxes, etc. and vacuuming of room (exhibits), service elevator landings and hallways used to access exhibit/function areas.

Should an area be deemed unacceptable after completion of a show or set-up, the Hotel will assess a "cleanup" fee, **minimum $2,000,** directly to the contractor/vendor involved; payment of this 'fee' will be the sole responsibility of the contractor/vendor. If a fee is charged, the contractor/vendor will not be allowed to operate at the hotel until the fee is paid in full.

SECURITY

The Hilton San Francisco will not assume any responsibility for the damage or loss of any merchandise or items brought into the hotel. Security can be arranged through our recommended outside security company - Corporate Security (415) 543-3460 at their current prevailing rates.

CODE OF SAFE WORK PRACTICES

All contractors and/or vendors are required to follow Loading Dock Safe Work Practices and all departmental safety rules, along with the following Code of Safe Work Practice.

SAFE WORK CONDITIONS

1. Aisles and emergency exits shall be kept free of debris at all times and maintain a minimum width of 24".

2. Floors shall be kept clean and dry.

3. Floors and platforms shall be kept free of projections, obstructions, holes and loose boards.

4. Machinery and equipment shall be arranged to maintain a 24" wide aisle for safe egress from building, or a warning sign shall be posted with padding to increase safety.

5. Exits shall never be blocked or obstructed.

6. Fire extinguishers shall not be blocked or obstructed at any time.

7. Safety devices and guards shall not be removed and/or will be replaced before operating any machine.

8. All control buttons and switches shall be properly identified as to its function and purpose.

9. All control buttons and switches shall be color-coded.

10. All emergency equipment shall be inspected regularly and kept in good working order.

11. All unsafe work conditions shall be reported to Dock Manager or the Assistant Director of Safety & Security.

12. Report all accidents or illnesses immediately to a supervisor or Dock Manager.

13. Report any safety device that is missing or inoperative i.e. machine guards, emergency stop buttons

14. Return tools, equipment and/or keys to proper storage place after use.

15. Oily rags and containers that contained flammable liquid shall be disposed of in covered metal containers immediately after use and emptied each day.

SAFE WORK CONDITIONS: - Continued

16. A qualified person shall perform all maintenance of equipment. Do not attempt to fix it yourself. Lockout/Tagout procedures are to be followed.

17. Horseplay and running are forbidden.

18. Smoking is allowed ***ONLY*** in designated "smoking areas."

19. Proper hygiene (i.e., washing hands) shall be practiced when leaving or returning to work areas for breaks and lunch.

20. Vendors/Contractors shall use proper lifting techniques as outlined in the Back Injury Prevention Program, to avoid over extension when lifting.

21. Personal firearms or other weapons are not allowed on property.

22. Vendors/Contractors must report all unsafe work practices to their supervisor and/or Dock Manager.

23. Vendors/Contractors must know the Hotel's fire evacuation procedures and must follow appropriate directions from their supervisor and/or Dock Manager.

24. Vendors/Contractors shall be familiar with the Emergency Procedures Plan.

25. Uniforms provided by Vendor/Contractor shall be worn at all times. Hotel ID badges must also be worn.

26. An MSDS shall be provided to Dock Manager for any chemicals that will be used or brought onto the property. Dock Manager will in turn send the information to the Assistant Director of Safety and Security.

27. Vendors/Contractors shall refer to container label or MSDS for recommended personal protective equipment for any hazardous chemical or substance being used.

28. Vendors/Contractors who require the use of the forklift must be certified and be in possession of certification when driving vehicle.

BILLING

Unless requested by the authorized client contact and the Hotel's group billing coordinator, all production-related charges will be the sole responsibility of the production company/vendor. All estimated charges will be due in advance and are subject to normal prepayment schedules. If credit needs to be established, contact the Hotel's Credit Office for credit application and approval.

NOTE: IN ADDITION TO THE ABOVE RULES/REGULATION, PLEASE SEE THE ADDITIONAL POLICIES FOR SPECIFIC VENDORS INCLUDED IN THIS PACKET.

POLICIES AND PROCEDURES FOR:

PRODUCTION/AUDIO VISUAL COMPANIES

The Hilton San Francisco requires that all sound and lighting equipment, and the labor to install, operate and remove, be provided by the hotel for all functions on hotel property. Deviation from this policy must be approved in writing by the General Manager.

1. It is the responsibility of the production company to submit all floor plans for events with special sets (outside equipment brought in) to the Fire Marshal no less than 14 days in advance. No set-up will begin until the Fire Marshal approved plan is received.

2. Pyrotechnics at any level are not allowed.

3. It is solely the responsibility of the production to ensure they are within all union regulations and have hired the appropriate union personnel.

4. A schedule of activities in the hotel must be submitted to the Catering or Meetings & Conventions Manager 14 days in advance.

5. All additional "EXIT" signs must be illuminated and battery-operated.

6. Storage space for outside A/V companies will be the sole responsibility of the company. The Hilton San Francisco will make every effort to secure space, once notification is given, but is under no obligation to provide such space. If space is available, the audio/visual vendor will be charged rack rate for such space.

7. No equipment or cases are to remain in the "back of the house areas at any time. Any empty cases are to be removed from the hotel and brought back for load-out.

8. The vendor is completely responsible for leaving our facility in the condition as it was given to them. This includes disposal of all trash, props, cardboard, plastic electrical ties, confetti, balloons, etc. If a dumpster is required, it must be delivered and picked up in the same day. All charges to be incurred by the outside company. All floor surfaces must be covered with a protective covering during all load-ins and load-outs. Cleaning fees may be necessary should damage require more than traditional sweeping and vacuuming.

9. Sound levels are to be appropriate for the contracted space and are not to interfere with activities of any other group. Actual meetings in progress take precedence over any sound check or rehearsal. Please respect any request regarding sound levels you may receive from Hotel Management. The Hotel reserves the right to immediately terminate any event in the case of inappropriate sound level.

POLICIES AND PROCEDURES FOR:

OUTSIDE SOUND/LIGHT VENDORS

The Hilton San Francisco requires that all sound and lighting equipment, and the labor to install, operate and remove, be provided by the hotel for all functions on hotel property. Deviation from this policy must be approved in writing by the General Manager.

If written approval is given by the General Manager to bring outside sound and lighting equipment, the following policies and procedures would be in effect:

1. In order to ensure that there is no damage to the meeting space, the hotel will require at least one (1) hotel engineer to be present during times the hotel feels appropriate. The current per hour charge would be passed on to the outside vendor.

2. All light and sound would need to be ground supported, unless arrangements are made with our Ballroom Engineering department to rent the hanging points as well as hire hotel labor to hang any items.

3. Portable sound systems and speakers would need to be brought in for every room where amplification is required.

4. There will be a charge per amp, per phase, per day at the prevailing rate for all electrical hook-ups that the vendor will be responsible for.

5. There is no storage available in the hotel for any vendor equipment, therefore any storage area would need to be arranged directly with the association/company hiring the vendor.

POLICIES AND PROCEDURES FOR:

ELECTRICAL CONTRACTORS

1. All work performed by the electrical contractor will be done in accordance with professional electrical standards and codes, utilizing the latest applicable equipment. All work must conform to N. E. C., San Francisco Building Code and all the laws pertaining thereto. Tradeshows and their exhibitors are not allowed to do any electrical work.

2. Electrical contractor service will begin from the main power source in the ballroom or exhibit space of hotel and include all electrical services for the electrical customers (whether for an association or an exhibitor) to include all power, related materials and equipment, and labor to provide the necessary services to the electrical service customer.

3. Electrical contractor will receive all advance orders and interface with all electrical service customers on electrical requirements. Electrical contractor will provide service desk space and personnel and accomplish all billing and collections for electrical services it provides.

4. **Electrical contractor will remit forty percent (40%) of its actual electrical billing to the Hilton San Francisco.** Actual electrical billing means all outlets and lighting billed by electrical contractor to tradeshows, exhibitions, events, associations or exhibitors needs. Actual electrical billing excludes labor.

5. Electrical contractor will remit said percentage payment with itemized billing documentation to the Hilton San Francisco within forty-five (45) days following the close of the applicable tradeshow.

6. Prior to the start of any electrical work, electrical contractor will discuss, with a designated representative of the Hilton San Francisco's Property Operations Department, a layout of the stated event. Copies of permits and drawings will be delivered to and approved by Property Operations before actual work begins. Approval or disapproval will be given within seven (7) days requested.

7. Electrical contractor will defend, hold harmless, and indemnify the Hilton San Francisco Joint Venture from and against all liability, cost and expense (including reasonable attorney's fees resulting from claims of injury (including death) to persons or damage to property arising out of electrical contractors negligent provision of electrical services for electrical service customers.

8. Electrical contractor shall provide the Hilton San Francisco with a Certificate of Insurance verifying Commercial General Liability coverage with a minimum of $5,000,000 combined single limit liability per occurrence, and Workers Compensation coverage with a statutory minimum of $500,000 combined single limit of liability per occurrence. Additionally, the certificate shall name the Hilton San Francisco Joint Venture and its officers, directors and employees as additional insureds as to electrical contractors' negligent provision of electrical services for electrical service customers.

POLICIES AND PROCEDURES FOR:

EXPOSITION/DRAYAGE COMPANIES

1. Prior to finalizing exhibitors' kits, a copy must be sent to the Meetings & Conventions Manager for approval.

2. As Presentation Services is the official in-house A/V provider for the Hilton San Francisco, they are to be included as the A/V contractor in all exhibitors' kits, unless the client has decided to use another A/V company for their events at the hotel.

3. The Hilton San Francisco has an in-house telephone department and the telephone order forms must be included in all exhibitors' kits. Please contact our Communications department at (415) 771-1400, extension 6321 to obtain order forms.

4. All exhibitor drayage must be sent to the Exposition/Drayage warehouse for storage. This point should be emphasized in the exhibitors' kit sent to the individual exhibitors. The hotel reserves the right to refuse all shipments sent to the hotel prior to the exhibit hall set-up date. If the exhibitor arranges with the hotel and the drayage company to have its shipment arrive on set-up date, it is the responsibility of the Exposition/Drayage company to take receipt and possession of the freight.

5. All packages/freight from the exhibit area for pick-up by selected carriers will be the responsibility of the drayage company to inspect forwarding labels and bills of lading. The Drayage company will have the exhibitor sign a document releasing the hotel's liability and accountability over the packages/freight turned over to the drayage company for pick-up from the hotel.

6. It is the responsibility of the Exhibition/Drayage Company to hire a teamster to direct traffic while the tractor-trailers are pulling in or out of the loading dock. Additionally, if the tractor nose is on the sidewalk, it is the responsibility of the Exposition/Drayage company to hire a teamster to divert pedestrian traffic around the sidewalk.

7. The Exposition/Drayage Company must establish a manned work station on the loading dock **and** in the exhibit hall. Each work station should have either a house phone (does not make outside calls) or an outside DID line. The current charge is $300. Usage charges are assessed for calls made on a DID line. Current charges will apply and are the responsibility of the Exposition/Drayage Company.

8. A head foreman must be present at all times on the loading dock during move-in and move-out, as well as a lead supervisor located in the exhibit hall.

9. During break periods, one Exposition/Drayage representative must be present in the exhibit hall and one representative must be present on the loading dock, in order to receive and distribute freight to meet exhibitor requirements.

10. A walkie-talkie with the Drayage/Exposition company's channel must be provided to the Loading Dock Manager during the entire move-in and move-out of the exhibit hall.

11. If the hotel elects to accept drayage for exhibitors prior to set-up date, the Exposition/Drayage company will take possession of the freight on the loading dock on the set-up date.

12. The Exposition/Drayage company must provide Safety signs while performing their task in the loading dock and exhibit areas.

13. It is the sole responsibility of the Exposition/Drayage Company to clean exhibitor booths. The Exposition/Drayage company may arrange to have the aisles only cleaned by the hotel staff at a charge of $2.00 per square foot per day. Excessive trash removal will be charged accordingly. Otherwise, it will be the responsibility of the Exposition/Drayage company to clean the aisles, unless indicated differently in the Hotel sales contract with the client. Arrangements for hotel staff services as indicated above, must be requested at least two weeks prior to opening of Exhibit Hall.

14. The hotel will turn over a clean, cleared and vacuumed exhibition hall to the Exposition/Drayage company on the date of set-up. In return, the exhibition hall must be given back to the hotel in the same condition (clean, cleared and VACUUMED) at the time that is outlined in the client's contract. If the Exposition/Drayage company goes beyond the contracted time without prior written authorization from the hotel, there will be a charge of $1,000 per hour, for every hour the vendor goes over the contracted time. If the Exposition/Drayage company does not give the hotel the exhibition hall back clean, cleared and vacuumed, there will be a $5,000 fine charged to the Exposition/Drayage company. The Exposition/Drayage company will not be allowed to work on hotel property again, until the above charges are paid in full.

15. Packages/pallets may be staged on the loading dock for pick-up by a selected carrier upon approval from the Loading Dock Manager and for a period not to exceed 24 hours.

POLICIES AND PROCEDURES FOR:

ON-SITE SHIPPING COMPANIES

1. The vendor must provide their own moving equipment and packaging supplies. No moving equipment will be provided and any packaging supplies requested will be purchased at current prices. Credit card payment will be due prior to delivery of any supplies.

2. All delivery/pick-up schedules for packages for the shipping company must be arranged with the loading dock manager at least ten (10) days in advance. If advance scheduling does not take place, the shipping company will not be allowed access to the Loading Dock.

3. All movements by the shipping company must utilize the Service elevators. Under no circumstance is a Guest elevator to be used for movement of materials. If the vendor would like to use the freight elevator, an elevator operator must be hired, two weeks in advance at $25 an hour, with a four-hour minimum.

4. Any movement of boxes requested to be handled by the Package Room will be charged at $5.00 per box. Credit card payment will be due prior to delivery of any boxes.

5. **The Loading Dock will not designate any staging or holding area for packages processed by the shipping company**. All staging and holding must be in assigned meeting space from the organization which hired the shipping company.

6. Preferred courier labels and envelopes will not be provided to any exhibitor utilizing the services of the shipping company.

7. The return address on all labels put on packages shipped by the shipping company should clearly indicate the name of the shipping company on them.

8. A management contact and telephone number must be provided to the hotel to refer inquires of missing boxes to after the end of the event.

9. The shipping company must be clear of the meeting space being used at the time indicated in the sales contract with the client. Unless written approval is given in advance by the hotel, if the vendor leaves their items in the area beyond the contracted time there will be a $1,000 charge for each hour over the contracted time. The shipping company will not be allowed to work in the hotel again, until such charges are paid in full.

POLICIES AND PROCEDURES FOR:

CONTRACT SECURITY COMPANIES

1. Every Contract Security Officer coming on duty, shall sign in & out at the Hilton San Francisco Security Control Station on a daily basis.

2. No Contract Security Officer shall carry a firearm on the premises.

3. No Contract Security Officer shall be assigned by a Contract Security Company who has been convicted of a Felony involving theft, arson, assault with a deadly weapon, murder, rape or burglary.

4. No Contract Security Officer shall solicit, accept or attempt to remove any item from any exhibit, display, or other functions in the Hilton San Francisco complex.

5. While on duty, no Contract Security Officer shall smoke in public, drink alcoholic beverages, or act in any manner which would reflect disfavorably upon himself (herself), his (her) employer or the Hilton San Francisco.

6. Contract Security Officers shall remain in their assigned areas of responsibility at all times.

7. The Hilton San Francisco reserves the right to remove any Contract Security Officer from the premises at any time, to be replaced immediately at the expense of the Contract Security company.

8. The Contract Security Company shall sign the attached "Hold Harmless agreement."

9. The Contract Security Company shall provide an Insurance Policy with the minimum amount of One Million Dollars naming the Hilton San Francisco and Hilton Hotels Corporation as co-insureds.

10. The Contract Security Company shall provide proof of Workers Compensation (Minimum: $1,000,000) to include Personal Injury which includes False Arrest; Detention; Imprisonment, or Malicious Prosecution; Libel; Slander; Defamation; Violation of Right of Privacy; Wrongful entry of eviction or other Invasion of Right to Privacy Occupation.

11. The Contract Security Company shall provide proof of the company's Employee Fidelity Bond.

12. All Contract Security Officers shall wear a uniform as deemed by the Contract Security Company at all times. The uniform shall be professional in nature and shall include a picture ID and nametag with company name and or logo. Jeans, shorts and sneakers, even if considered part of the Contract Security Company uniform, are not considered professional attire and therefore are not to be worn when working at the Hilton San Francisco. Any Contract Security Officer failing to meet uniform standards will be replaced immediately at the expense of the Contract Security Company.

Page 2: Contract Security Requirements

13. Any Contract Security Officer found sleeping while on duty will be removed from the premises and replaced immediately at the expense of the Security Company. The individual found sleeping will not be allowed to work at the Hilton San Francisco at any future time.

14. In order to adequately provide coverage, the following staffing must be provided: With three (3) or more Security Officers on a twenty-four (24) hour continual schedule, a Supervisor will be required.

15. With five (5) or more Security Officers on a twenty-four (24) hour continual schedule, a Supervisor and Relief Officer will be required.

16. All Contract Security personnel are required to be state licensed, bonded and thoroughly trained in compliance with the State of California standards of the Department of Consumer Affairs, Bureau of Security and Investigative Services.

17. The Contract Security Company shall provide a current copy of the company's Patrol Operators (PPO) license and San Francisco Business license.

18. The Contract Security company shall provide to the Hilton San Francisco the contracted schedule of when and where all security offices will be located no later than 48 hours prior to the event start date.

19. The Contract Security company shall provide the Hilton San Francisco a 24-hour access telephone or pager number for any emergencies.

20. The Hilton San Francisco security department will not be responsible for providing break relief for any Contract Security company. Break coverage is solely the responsibility of the Contract Security Company.

21. It is the responsibility of the Contract Security company to update all forms that are required on an annual basis or prior to each occasion the Contract Security company works in the Hilton San Francisco (NO LATER THAN 48 HOURS PRIOR TO START DATE OF THE EVENT). If these forms are submitted later than 48 hours prior to the start date of the meeting, there will be a $200 processing charge which will be the responsibility of the Contract Security Company.

22. If any of the above rules are violated, the Hilton San Francisco reserves the right to immediately remove the Contract Security company and all its agents from the hotel and ban them from working at the Hilton San Francisco at any future time.

LOADING DOCK FACT SHEET

1. The Loading Dock is 14' high and 19'3" wide.

2. The Loading Dock has two bays. The largest may accommodate a tractor-trailer 48' in length and 13'6" in height or a 52' tractor trailer with the nose of the tractor on the sidewalk The second bay may accommodate a tractor-trailer no longer than 24' long and 12' high. A 36' tractor-trailer may utilize the smaller bay, however the nose of the tractor will be on the sidewalk.
   Please note: If the tractor trailer nose is on the sidewalk, it is the responsibility of the Exposition/Drayage company to hire a teamster to divert pedestrian traffic around the sidewalk.

3. The belly of the tractor-trailer must have a clearance of at least 12".

4. Both the larger and smaller bays have hydraulic ramps which measure 6' wide x 6'9" long (high bay) and 70" wide x 90" long (low bay).

5. The large bay also has a hydraulic lift (8' wide x 18' long) which may accommodate a car or van with up to 20,000 lbs. maximum capacity.

6. The Dock can handle trailers with cabs, not extending on the sidewalk, up to 55'5" long.

7. The following trailers will not fit at the Dock but can be unloaded on the street with a forklift:
   - Trailers with refrigerator units on top.
   - Older style electronic trailers that have belly boxes 12 inches from the ground.
   - Overextended cabs or trailers.

8. The newer style electronic trailers with "Air Ride" will fit at the dock with belly boxes that are at least 20 inches off the ground.

9. When scheduling move-in or move-out time you can move 10,000 lbs. of freight per hour with an experienced crew.

10. If freight is blanket wrapped, please allow two hours at the dock, and two and a half hours off the street.

11. When movements need to be made to rooms in Building #3 - 4th and 6th floors, suites and Building #1 Vista and suites, make sure you measure doors and hallways to make sure freight will fit before committing rooms.

FREIGHT/SERVICE ELEVATOR FACTS

BUILDING #1 FREIGHT ELEVATOR
Ballrooms Accessed: Plaza, Franciscan & Imperial
Dimensions: 23'9" long, 11'9" wide, 9'6" high
Door opening: 11'9" wide, 7'10" high
Capacity: 20,000 lbs.

BUILDING #1 SERVICE ELEVATORS
Meeting Room/Ballrooms Accessed: All of Building #1, Franciscan Ballroom
Entrance dimensions: 3'6" wide, 7' high
Elevator dimensions: 4'6" wide, 6'6" high
Capacity: 3,000 lbs.

BUILDING #2 FREIGHT ELEVATOR
Ballrooms Accessed: Continental Ballroom, Yosemite & Grand Ballroom
Dimensions: 22'1" long, 10'4" wide, 10'1" high
Door opening: 10'4" wide, 9'10" high
Capacity: 20,000 lbs.

BUILDING #2 SERVICE ELEVATORS
Meeting Room/Ballrooms Accessed: All of Building #2, Yosemite Ballroom, Grand Ballroom
Entrance dimensions: 3'8" wide, 7' high
Elevator dimensions: 9'1" long, 5' wide, 10' high
Capacity: 4,500 lbs.

Note: With extended hole height, clearance increases to 168' height.

BUILDING #3 SERVICE ELEVATORS
Meeting Room/Ballrooms Accessed: All of Building #3, Continental Ballroom, 4th floor, 6th floor
Entrance dimensions: 3'8" wide, 6'6" high
Elevator dimensions: 6'6" wide, 7'9" high, 4'6" depth
Capacity: 3,000 lbs.

BUILDING #3 KITCHEN FREIGHT ELEVATORS
Meeting Room/Ballrooms Accessed: Continental Ballroom
Entrance dimensions: 5' wide, 7' high
Elevator dimensions: 9'2" long, 7'2" wide, 8' high
Capacity: 6,000 lbs.

MEETING ROOM FACTS

FLOOR LOAD LIMITATIONS

Grand Ballroom	250 lbs. per square foot
Yosemite Ballroom	100 lbs. per square foot
Imperial Ballroom	75 lbs. per square foot
Plaza Ballroom	75 lbs. per square foot
Franciscan Ballroom	100 lbs. per square foot
Continental Ballroom	250 lbs. per square foot

DOOR DIMENSIONS (FROM FREIGHT ELEVATOR ACCESS)

Grand Ballroom	17'1" wide, 10'11" high
Imperial Ballroom	12' wide, 7'11" high
Plaza Ballroom	11"10" wide, 8' high
Franciscan Ballroom	11'10" wide, 7'11" high
Continental Ballroom	
East Corridor entrance	9' high
North Corridor entrance	7'11" high

OTHER FACTS: See attached

CERTIFICATE OF INSURANCE REQUIREMENTS

A certificate of Insurance is required for all vendors working within the Hilton San Francisco. The following are the minimum insurance requirements.

COMPREHENSIVE GENERAL LIABILITY

Combined Single Limit	$2,000,000.00

WORKERS' COMPENSATION AND EMPLOYERS LIABILITY

"Workers Comp-Statutory Limits"	$500,00.00
"Employer's Liability"	100,000.00

AUTOMOBILE LIABILITY (IF APPLICABLE)

Combined Single Limit	$1,000,000.00

ADDITIONAL INSURED

All entities must be named on the Certificate of Insurance as additional insureds:
1. Hilton San Francisco
2. Hilton Hotels Corporation

The Certificate of Insurance will be required (1) month prior to the start of the convention.

CONTACTS TO KNOW:

Fire Marshal:
Mr. Glen Austen
698 Second Street
San Francisco, CA 94107-2015
(415) 558-3300
- Must submit 3 copies and a self-addressed envelope

Unions:

Local 16
(415) 441-6400
Mr. Rod McLeod/F.Y. Crowley

Local 85
(415) 826-8585 (Hiring)
(415) 330-8500 (General Information)

CONTRACTOR/VENDOR
POLICIES AND PROCEDURES
HOTEL AGREEMENT

THE AGREEMENT is entered into as of the _____day of _____, 200___, by and between HILTON HOTELS CORPORATION, a Delaware Corporation (hereinafter referred to as "Hilton"), as agent for HILTON HOTELS CORPORATION (hereinafter referred to as "Owner") dba HILTON SAN FRANCISCO (hereinafter referred to as "Hotel"), and _____ (hereinafter referred to as "Vendor/Contractor").

WHEREAS, from time to time, customers of the Hotel (hereinafter referred to as "Customer") will desire to retain the services of Vendor/Contractor in connection with meetings to be held at the Hotel.

WHEREAS, Hotel and Hilton will permit Customer to retain Vendor/Contractor on the condition that adequate indemnity is provided.

NOW, THEREFORE, in consideration of the covenants herein contained, the parties agree as follows:

Vendor/Contractor assumes entire responsibility and hereby agrees to protect, indemnify, defend and save the Customer, Owner, Hilton and their employees and agents harmless against all claims, losses or damages to persons or property, governmental charges or fines and attorney's fees arising out of or caused by Vendor/Contractor's performance or non-performance of Vendor/Contractor guard services at the Hotel, excluding any such liability caused by the sole negligence of the Customer, Hotel, Owner, Hilton their employees and agents.

_____
(Vendor/Contractor)

_____ Lisa Russi, Director of Meetings & Conventions
Name/Title

_____ _____
Signature Date Signature Date

IT IS OUR INTENTION TO KEEP THIS AGREEMENT & SUPPORTING DOCUMENTS IN FORCE AND ON FILE THROUGH DECEMBER 31 OF EACH CALENDAR YEAR. NEW DOCUMENTS WILL BE REQUIRED ANNUALLY.

*** Please tear off this page, sign and return with all relevant documents to hotel. ***