OUR MISSION

Inspired by our region and located in the heart of Portland, the OCC is a gathering place for our guests to share their ideas and shape the future of our world. We’re passionate about advancing equity and prosperity, supporting our environment and cultivating meaningful relationships in our community.
On behalf of our entire team, welcome to the Oregon Convention Center and the beautiful state of Oregon. It is our commitment to provide world-class customer service in a first-class, recently renovated venue guided by a reimagine plan that ensures a safe event for you, your guests, and our community.

Our team lives for magic. We know that your experience here ripples around the globe -- innovating, driving commerce, and affecting change. We are forward thinking with a commitment to provide 22nd century services to you today. The Oregon Convention Center welcomes everyone. We are committed to advancing racial equity and social justice.

We are thrilled to be given the opportunity to collaborate with you to create a memorable experience for you and your guests. This Client Services Guide is designed to orient you to the Center and ensure a successful event.

We ask that you share the information in this guide with your staff, subcontractors and exhibitors. The Oregon Convention Center is more than a spacious, state-of-the-art facility. What really makes it work is our team who is eager to exceed your expectations. Team OCC brings decades of collective experience on every type of event imaginable. If you can envision it, at OCC, it can be done.

We have obtained the Global Biorisk Advisory Council STAR facility accreditation to meet and exceed the highest health and safety standards in the venue industry. And we are proudly committed to preserving our natural environment. By observing the provisions we have made for disposal of and sorting of recyclables, you may declare your gathering a green event.

Thank you for selecting the Oregon Convention Center. If your specific question is not addressed in the guide, please do not hesitate to contact anyone listed in the staff directory on our website. We look forward to working with you and providing you and your guests an unforgettable event experience!

Sincerely,

Craig M. Stroud
Executive Director
We give people a place to gather, invent, and celebrate. We know that what we do in here matters out there. We are motion. We are action. We are creative, we are a dynamic center in a dynamic place. Passionate about serving people and planet. Working toward positive change, and endless possibility. We are the Oregon Convention Center. We are living our GO.
A comprehensive event plan must be submitted to your Event Services Manager no later than 30 days prior to the first move in date.

Failure to provide required information by the established deadlines will result in additional fees and labor charges.

DUE NINETY (90) DAYS PRIOR TO THE EVENT

☐ Preliminary schedule of event
☐ Preliminary floor plans for exhibit hall and registration
☐ List of third-party contractors

DUE SIXTY (60) DAYS PRIOR TO THE EVENT

☐ Draft event agenda
☐ Floor plan requirements
☐ Breakout & session titles
☐ Electrical and Telecom needs
☐ Food and beverage requirements
☐ Event parking ingress/egress times
☐ Signage plan
☐ A/V equipment requirements
☐ Staffing requests (dock agents/marshals, medical, admission and box office staff)
☐ Third party security plan and/or police labor needs
☐ Exhibitor load-in/ load out plan and truck bay loading/unloading requirements

DUE THIRTY (30) DAYS PRIOR TO THE EVENT

☐ Certificate of Insurance
☐ Final event agenda
☐ Final floor plans required for Fire Marshal approval
☐ Ancillary event needs and room assignments
☐ Balance of rental fee
☐ 75 percent of anticipated food and beverage charges
☐ Catering orders/concession plan/special meal requests
☐ Special sustainability needs
☐ Rigging plot
☐ Exhibitor list
☐ Set pre-convention/post-convention meetings, as needed, with the OCC.
☐ Contact names and phone number of key event staff members
☐ Contact names and phone number of key third-party contractors

DUE FOURTEEN (14) DAYS PRIOR TO THE EVENT

☐ Final Audio Visual (AV) bid information and production schedule if applicable
☐ Review of OCC event document and floor plans

DUE SEVEN (7) BUSINESS DAYS PRIOR TO THE EVENT

☐ Final Guest Guarantees and remaining balance of actual food and beverage charges due
☐ Signed Beverage Event Orders
☐ Signed approval of OCC event document and floor plans via DocuSign
VENUE INFORMATION

ADA & ACCESSIBILITY
It is the Oregon Convention Center’s intention to provide all reasonable accommodation for persons with disabilities to assist them in attending events held at the Center. Please visit the accessibility section on our website for more information.

ANIMALS
Animals or pets, except for ADA Service Animals, are not permitted in the OCC except as an approved exhibit, activity or performance legitimately requiring the use of animals. The request for approval for such animals to be on the premises must be received in writing in advance (a minimum of seven (7) business days) prior to the event and must be approved by the OCC Executive Director. Minimum qualifications for consideration include:

• Client and/or Animal Handlers will be responsible for any legal actions or liabilities if the animals harm anyone.
• The animals will not be allowed in the facility outside of show hours.
• The animals must be contained in the exhibitor’s area.
• All clean-up after the animals will be the responsibility of the show or exhibitors.

BUILDING ACCESS
OCC Department of Public Safety secures the building each night and opens the building in the morning. Event Managers assist in determining the daily opening and closing times of the building. Please communicate your access needs to your Event Manager during the planning process.

An OCC Public Safety Agent unlocks the lobby doors each day on an as needed basis. The decision on which doors to unlock, and when, is event-driven and is based on the information provided by you. Factors considered when determining which doors to unlock include security concerns, valuables in lobby areas, attendee entrance points, public or private event and if, and where, there will be badge checking or ticket taking.

DEPARTMENT OF PUBLIC SAFETY
The Oregon Convention Center’s public safety staff provides 24-hour coverage for general building security. Event-specific security must be hired from the Qualified Security Providers List.

Please contact your Event Manager for detailed information regarding staffing or if your event requires any specialized security due to the needs of a specific guest speaker, sporting/athletic activity, etc.

Certain events may require police officers. If this is the case, the Public Safety Manager will contract this service directly with the police union. The event will be billed for all service through the OCC billing process.
**DISPLAY VEHICLES**

Vehicles that are on display are subject to the following conditions:

- Gas tanks are less than one-fourth full.
- Gas caps are locked or sealed.
- Batteries are disconnected.
- Drip pans are placed under vehicles.
- Vehicles are clean and dry.
- Fire Marshal approval.
- Keys will be tagged by an OCC Event Manager and stored at the Security Console until move-out.

Automobiles and trucks may be displayed in some lobby areas. Carpeted areas require protective measures, which may be provided by the OCC’s Operations Department. Applicable costs are applied for vehicle ingress/egress at the prevailing rate.

Displaying of any vehicle containing LPG gas propane must have such containers reduced to atmospheric pressure before bringing them into the building.

**DRONES**

Drones are only permitted in the venue with the express written permission of the OCC Executive Director.

**EVACUATION PROCEDURE**

The official evacuation assembly area is at the statue of Martin Luther King Jr. near the MAX light rail station, located at the corner of Northeast Holladay Street and Northeast MLK Jr. Blvd.

**Emergency Guidelines**

**FIRE MARSHAL REGULATIONS GENERAL**

**FACILITY RULES**

1. All decorative materials must be flame proofed or of a type acceptable to the Fire Marshal’s Office. Use of bark dust, mulch, chips or hay, etc., is not allowed unless pre-approved by the Fire Marshal’s office.

2. No flammable gases, liquids or solids, are allowed in any building, enclosed tent or structure. Two (2) 16.4 oz. bottles of propane are permitted in a booth at any one time. All other bottles must be stored outside the building and secured.

3. Booths with canopies larger than 10’ x 10’ are not allowed unless approved by the Fire Marshal’s Office. All canopied booths must have a working smoke detector properly mounted in the canopy. If cooking in a canopied booth, a fire extinguisher is required.

4. Any enclosed structure larger than 100 sq. ft. in floor area must have a working smoke detector properly mounted in the structure. All doors or windows to the structure are to be left open.

5. Natural gas lines used to run a fireplace, etc., must have a shut-off valve by the appliance(s) and be accessible. All persons working in the booth shall be instructed in the location and operation of the shut-off valves to the appliances and to the building. Natural gas fireplace displays must have a safety pilot kit providing automatic shut-off if no flame is detected. Additionally, each fireplace must have a carbon monoxide detector with an alarm and a protective barrier to safeguard against the risk of being burned. No wood burning fireplaces are permitted.
6. Portable space heaters are not allowed unless approved by the Fire Marshal’s Office.

7. Displaying of any vehicle containing LPG gas propane shall have such containers reduced to atmospheric pressure before bringing them into the building.

350 lbs. per square foot load capacity
125 lbs. per square foot load capacity
125 lbs. per square foot load capacity
125 lbs. per square foot load capacity

Please inform your Event Manager if there are any concerns regarding floor load capacities.

All floor plans must be pre-approved by the Fire Marshal and your Event Manager. The approvals must take place a minimum of thirty (30) days prior to the first contracted event day. Once Fire Marshal has approved the floor plans any changes within seven (7) days of the event will incur charges.

All tradeshow booths must be set on a 30-foot center with minimum 10-foot aisles. When laying out 10’ x 10’ booths, all utility boxes must fall on the back of the booth so that utilities are accessible. Failure to do so will result in additional labor charges billed to show management.

The Events Department will provide up to three revisions of CAD Drawings at no charge. Additional revisions will be charged to the Licensee at the prevailing labor rate.

Tradeshow floor drawings are not complimentary and will be charged at the prevailing labor rate.

Contact your Event Manager for a copy of the OCC floor plan template in AutoCAD (dwg or dfx format); other formats are available upon request.

Concrete
Carpet
Carpet
Carpet

Fog machines, smoke effects, or laser light shows will not be permitted without the express written approval of the OCC Executive Director. Approved use of fog machines or water-based hazers will require a smoke watch during scheduled usage. Smoke watch is charged at the prevailing rate.

Levy is our dining and hospitality partner at OCC and oversees all aspects of food and beverage. You can expect to see the very best of Portland represented through chefs from the surrounding area, cuisine showcasing diverse cultures, locally sourced ingredients, and sustainable produce from nearby farms.

Levy Catering Menu
Our cafés and concessions offer a wide variety of entrées, snacks and beverages for any time of day and for any type of appetite. From fresh bakery goods and organic coffee, to deli sandwiches, to classic hot sandwiches and sausages, to local microbrews, wines and spirits, your guests will always find something to their liking.

OCC has four freight elevators. Freight elevators 2 and 4 access the Oregon Ballroom. They are accessible via the service corridor behind the A, B and C meeting rooms on the exhibit hall floor level. Freight elevator 15 accesses the Portland Ballroom via the service corridor directly behind the ballroom. Freight elevator 18 accesses the parking garage, loading dock and Portland Ballroom service area.

Use of any freight elevator must be pre-arranged through your Event Manager. For the safety and well-being of all individuals, freight elevators are not licensed for passenger use.

<table>
<thead>
<tr>
<th>Elevator Bank</th>
<th>Rate Load</th>
<th>Door Size</th>
<th>Interior Dimensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oregon Ballroom Elevators (2)</td>
<td>11,500 lbs.</td>
<td>9'8&quot; W x 10' H</td>
<td>10' W x 12' D x 10' H</td>
</tr>
<tr>
<td>Portland Ballroom Elevator (1)</td>
<td>5,000 lbs.</td>
<td>4'6&quot; W x 8' H</td>
<td>5'4&quot; W x 8'9&quot; D x 8' H</td>
</tr>
<tr>
<td>Garage Freight Elevator (1)</td>
<td>20,000 lbs.</td>
<td>10' W x 10' H</td>
<td>9'10&quot; W x 24' D x 10' H</td>
</tr>
</tbody>
</table>

In consideration of all individuals needing use of these elevators, furniture and equipment cannot be transported in public elevators.

Helium balloons are not permitted in the facility.

Keys and secure cores for meeting rooms, ballrooms and exhibit halls may be ordered from the Event Manager with advance notice (a minimum of thirty days prior to the event).

The OCC provides one complimentary standard key per room. Additional keys are $15 each. Secure core keys are $75 per core. Keys are to be returned on the last day of the event. Fee for standard keys not returned is $125 per key. Fee for secure core keys not returned is $275 per key.

Lighting during ingress/egress will be at energy efficient levels suitable for working. House lighting levels during event days are arranged with your Event Manager. Specialty lighting is available for a fee through OCC’s GO Production Services.

All lost and found articles are catalogued and stored for thirty (30) days. After that time, items are donated or disposed of at the sole discretion of the OCC.

Any inquiries regarding lost and found items should be directed to 503-731-7882 or email a detailed description to GuestExperience@oregoncc.org
The Oregon Convention Center reserves the right to capture events using photographs and video for its own records, publicity and promotional purposes.

The OCC logo for reproduction and inclusion in your materials is available from your Sales Manager or via the OCC website at [oregoncc.org/planners/event-services/show-marketing-and-branding].

Photos of OCC can be found here: [flickr.com/photos/oregonconventioncenter].

As stipulated by the U.S. Copyright Act, performing rights organizations such as ASCAP, BMI and SESAC collect composer royalties for the public performance of their music. Per OCC’s client agreement, client licensees are responsible for the licensing of any music used at their events.

The OCC is only able to provide licensed music via the selection of channels included with our Comcast DMX service, which can be used legally within our facility. Using any other music source may incur a fine if the client has not paid for its use, whether it be Spotify, iTunes, CD, YouTube, etc. or a live performance of copyrighted music.

The OCC does not arrange copyright licenses for event clients. Please refer to the designated Performing Rights Organization (ASCAP, BMI, SESAC, or other) for more information.

Finalized floor plans must be submitted to your Event Manager for review and Fire Marshal approval. The OCC will apply on your behalf for the public assembly permit, and any applicable charges will be included in your final invoice. If any additional permits are required, per the Fire Marshal, your Event Manager will follow up with more information.

Public assembly permits must be submitted no later than 21 days from the date of the event. If submitted after that date, the fee will be doubled.

A one-time room set shall be provided complimentary for the run of show in Ballroom and Meeting Room space as specified in the License Agreement. Any changes to the initial room set will be subject to a room turn fee.

Go Production Services must review and approve all rigging in the facility. A rigging plot showing loads and method of suspension is due to the OCC thirty (30) days prior to your event day for final approval. No live loads are permitted in the ballrooms and must be approved by Go Production Services in exhibit halls.

All rigging is subject to inspection at a prevailing hourly rate. Any changes required by the OCC Management will be made at the expense of Show Management. Technical information and load capacities are available upon request.

The use of propane within the building must be approved by OCC and the Fire Marshal’s Office. It is imperative that you contact your Event Manager if you, or one of your exhibitors, requires the use of flammable gas. Specific propane permits are mandatory per the office of the Fire Marshal.
PERSONAL TRANSPORTATION

MOBILITY
Mobility vehicles for the use of personal transportation is permitted in the venue.

MOTORIZED
Motorized Personal Vehicles such as standing/sitting scooters, carts and segways are permitted only on the concrete exhibit floors. Vehicles must be operated in a safe manner with speeds no greater than brisk walking (5 mph).

RECREATIONAL
Recreational Personal Vehicles such as Bicycles, skateboards, roller blades, roller skates or other types of recreational transportation are not to be used in the facility at any time.

SIGNAGE
Easels and temporary signage are limited in public spaces due to the signs provided throughout the facility. If signage is necessary in public spaces, it must be approved by your Event Manager and be of a professional convention quality (no hand-made or paper signs taped to boards are permitted).

SHIPPING & RECEIVING
The Oregon Convention Center will not accept delivery of any show materials or freight. Freight or shipping carriers must deliver freight to the attention of Show Management’s official service contractor.

If your event does not have an official service contractor, material may be received no more than three (3) days prior to the move-in day of the event. Each shipment will incur a $25 freight handling fee and a $5 per pound storage fee. Shipments that arrive via pallet will be charged a $1 per pound storage fee.

All shipments received by dock staff will remain on the loading dock until commencement of move-in. At that time, the shipments will be the responsibility of Show Management to transfer to desired contracted spaces.

Delivery address must reference the name of the event, location (ie. hall or meeting room), event date(s), and show contact name.

Oregon Convention Center
777 NE Martin Luther King Blvd.
Portland OR 97232
Event/Location/ Event Date(s)
Show Contact Name

SMOKING
The Oregon Convention Center prohibits smoking within the building and within 25 feet of all building entries, outdoor air intakes and operable windows. Smoking of any kind, including vaporizers, is strictly prohibited inside the facility.

STORAGE
Crates, cardboard boxes, hazardous materials, waste products, gases and other packaging and holding materials are prohibited from being stored or staged within the facility or on the loading docks. They may be kept in trailers with closed, unlocked doors, or in available loading bays.

Limited storage of required show management and event contractor equipment may be permitted within the facility if the area is identified on the floor plan, has adequate fire suppression systems, and has been approved by Facility Management and the Fire Marshal.
AUDIO VISUAL SERVICE

GO PRODUCTION SERVICES
The Oregon Convention Center GO Production Services offers unbeatable event planning, simplified billing and easy coordination between all Convention Center event, operations and catering services.

Our team has expertise in producing superior events at the Oregon Convention Center. We offer a complete line of inventory and highly customizable systems ensuring you amazing control and flexibility over your show.

THIRD-PARTY AUDIO VISUAL
GO Production Services is the preferred provider of audio visual services at OCC. You are not required to use their services for your event. However, they are uniquely positioned to provide anything from simple meeting room needs to full-scale AV production. Should you choose to use an outside audio visual provider for your event, GO Production Services can provide rental equipment and access to our house sound system.

Access times are required to fall within the contracted times. If additional set-up time is needed by your audio visual provider, arrangements for a move-in day will need to be made with your Sales Manager.

Storage for third-party audio visual is not provided.

BRANDING
Enhance visibility and customize your event for success. Branding opportunities are available inside and outside our walls.

- Digital Signage
- Elevator & Escalator Decals
- Interior Banner Placement
- Restroom Mirror Clings
- Spire & Crescent Lighting
- Street Pole Rentals
- Window & Floor Clings

Visit the Marketing & Branding page on our website for more information.

CLEANING
Cleaning of contracted areas is included in the basic room rental. However, depending on the nature of these events, additional cleaning fees may be incurred. OCC has obtained the Global Biorisk Advisory Council (GBAC) Star Accreditation. The GBAC STAR Facility Accreditation Program is performance-based and designed to help facilities establish a comprehensive system of cleaning, disinfection, and infectious disease prevention for staff and venues.
Your Event Manager will be able to assist in identifying areas that have potential cost implications. The OCC is the exclusive provider of cleaning and vacuuming of aisle carpet and exhibitor booths.

Show management and exhibitors must remove all signage, exhibit materials, and place debris in the appropriate recycling bins, with a broom swept floor by the end of their contracted move-out time. Any debris left will incur a charge to the event for removal. The OCC is not responsible for any items left beyond the contracted time.

**ELECTRICAL SERVICE**

Electrical services are provided exclusively through the Edlen. The resale of OCC electrical services is not permitted.

Floor plans of electrical floor boxes are available upon request. A labor charge will be added if exhibit booths are not lined up on the designated floor boxes. The OCC charges for electrical service in all meeting rooms, ballrooms, lobbies and exhibit halls.

Client and third-party audio visual providers must use their own extension cords to extend preordered electrical services to their equipment. Any client or third-party audio visual provider supplied extension cords must be UL listed, 120v, 14-3 or larger, double insulated extension cords that are in good condition with no missing ground pins or visible defects in the insulation. The use of client or third-party audio visual contractor supplied extension cords will incur an electrical services fee.

All OCC equipment that is not returned will be charged to the responsible party. Please inform the Event Manager when finished with cords/equipment so it can be picked up and placed back into inventory.

Use of portable or car batteries for powered booth displays is not allowed. Temporary power must be provided by Exhibitor Services by ordering in advance.

**EVENT SECURITY**

**EVENT SECURITY/THIRD-PARTY SECURITY PROVIDERS**

Show managers wishing to hire security services specifically for their events must select a company from the Qualified Security Providers List on the OCC website. (Specific types of events, at the discretion of the OCC management, may be required to hire third-party security services.) The companies on this list have applied, met certain criteria (experience, licensing, equipment, etc.) and have been approved to provide security services within the Convention Center. Security providers not previously approved will not be allowed in the building without prior written consent of the OCC Executive Director.

**EXHIBITOR SERVICES**

Edlen promotes and sells a full range of exclusive in-house services directly to exhibitors, provides a point of contact for exhibitors who are interested in purchasing additional services and assists exhibitors and show management during an event.

Exhibitors may order services online at oregoncc.org/exhibitors.

Please work with your Event Manager to determine when the service desk will be staffed. Service Desk staffing may include staffing during heavy times or a “Hot Phone” if full staffing is not required.

**OCC Terms of Service**
GUEST EXPERIENCE

ADMISSIONS
Admissions Staff roles include ticket taking, badge checking, staff luggage and coat checks, meal or session badge scanning, ushers, gate attendants, elevator operators and any other position that acts as an entrance monitor. This is an exclusive service. Please provide staffing requests to your Event Manager and they will schedule the positions needed.

TICKETING
Ticket sales are an exclusive service provided by OCC staff and all arrangements will be made with the Guest Experience Manager. OCC has partnered with TicketsWest to offer advanced ticket sales. Show Management is billed for labor costs, ticket printing, and credit card fees. These charges are applied to the final invoice.

WELCOME CONCIERGE
The Welcome Conierge assists guests in making their experiences at OCC pleasant, informational and educational by:

- Providing a warm welcome and excellent customer service.
- Directing guests to events and appointments in the venue.
- Answering general information questions.
- Providing assistance in identifying desired locations and services for visitors.

INTERNET SERVICES
The OCC has several WiFi internet options available to clients, exhibitors and attendees using our extensive building-wide WiFi network. Our network has the capacity of over 8,000 simultaneous users with the ability to add additional bandwidth when needed. Standard internet access speeds range from 1Mbps to 10Mbps, with overall bandwidth availability up to 10Gbps.

High speed internet access along with onsite customer support is provided exclusively by the OCC. There are several options available including custom log-in and sponsorship pages. Please contact OCC Telecommunications at 503.731.7834 for a custom quote.

Complimentary WiFi provides up to 512Kpbs per connection and is available in all lobbies and meeting rooms. This service is available for simple tasks such as checking email, text-based social media or light web browsing.

MEDICAL SERVICES

ATHLETIC TRAINERS
An Oregon licensed athletic trainer is required for all athletic events. Clients can arrange for trainers through the Oregon Athletic Trainers’ Society.

EMERGENCY MEDICAL TECHNICIANS (EMTS)
All events with an expected attendance of 1000 or more are required to have an EMT onsite during event hours.

The OCC has two fully equipped First Aid Rooms one located in the Pre-Function A Lobby and the other located outside Exhibit Hall E. EMTs may be contacted by picking up any house phone and dialing 7575 or contacting any OCC staff member.
**PARKING & LOADING DOCKS**

The Oregon Convention Center has on-site parking. 800 spaces along with disabled parking are available. All OCC parking is on a first-come, first-served basis. Overnight parking in the garage is prohibited.

The parking garage offers four Electric Vehicle (EV) charging stations (two on each level). Spaces are indicated by brightly lit green murals and are available on a first-come, first-served basis.

An exhibitor parking lot containing 120 spaces is available at a cost to show management or to individual exhibitors. The lot is located directly across from the main loading dock on N.E. First Avenue. Contact your Sales Manager for rental information.

Parking is not permitted on the loading dock or in any of the loading bays except for the purpose of loading and unloading. In addition, parking is not allowed on any sidewalk or plaza area around the venue.

Shuttle buses may use the turn-out lanes provided along N.E. Martin Luther King, Jr. (MLK) Boulevard and N.E. Holladay Street to drop off passengers only. Drivers must always stay with their buses. Buses are not permitted to park in these lanes for extended periods.

**PARKING ALTERNATIVES**

TriMet MAX light rail trains stop directly adjacent to the OCC, as well as daily Portland Streetcar and bus service (Line 6).

The OCC has bike racks outside all main building entrances and on both levels of the parking garage. There are designated motorcycle-only parking spaces in the garage. (Motorcycles pay regular parking rates.)

A rideshare designated turn-out lane is located on MLK Jr. Blvd just south of the main entrance.

**LOADING DOCK**

Exhibitor and freight entry to the Oregon Convention Center is via the main loading dock off N.E. First Avenue.

The facility features eighteen (18) loading bays, all with load levelers, and 20-foot high by 18-foot wide door capacities. Our docks feature two drive-in ramps and direct access to exhibit hall floors from three roll-up doors.

Each exhibit hall has limited drive-in access through the roll-up doors. Roll-up door sizes vary from 20 to 22 feet tall to 18 to 20 feet wide. Specific measurements of roll-up doors are available from your Event Manager.

Personal vehicles may not be parked in the loading dock area except for temporary loading or unloading.

**LOADING DOCK STAFFING**

A Dock Agent and Marshal are required during all exhibitor move-in and move-out times unless otherwise approved by your Event Manager.

**TELEPHONE SERVICES**

The OCC provides single-line analog or multi-line digital phone services. For a fee, speaker and conference phones, long distance access, voice mail and other services may be provided upon request. House phones are available in each meeting room, ballroom lobbies and pre-function areas.
SUSTAINABILITY

We are continually working to be the most sustainable event facility in the world — and the first choice as a venue for green meetings. Together, our administration, staff and partners, have worked to earn LEED Platinum® the highest level of certification from the U.S. Green Building Council’s® Leadership in Energy and Environmental Design™ program. Earning LEED Platinum® is rare, and over the years OCC has identified, prioritized and implemented numerous energy and water efficiency projects within the venue and manages storm water through our innovative rain garden. In 2014, we earned APEX/ASTM certification, the first standards created uniquely for green meetings and events. This program, verified by the Green Meeting Industry Council (GMIC), gives us a roadmap for planning sustainable events, helping vendors and guests practice green habits, and working with our community to support the environment. To maintain our certifications, we continue to track our results, raising the bar in our industry.

COMPOSTING

The OCC collects food waste for compost. Collection points are located throughout the facility and are marked “Food Only”.

DONATIONS

If you would like to leave items in the facility for donation, you must get pre-approval to ensure the material or items can be donated. You must provide in writing (via email) the details of the material being left (type/quantity) to your Event Manager as well as who will be picking up the items and when.

Items left for pre-approved donation may include food and beverage, conference materials, building materials, and items deemed reusable by OCC.

RECYCLING

The OCC is committed to recycling and provides recycling areas within the exhibit halls for exhibitor use. In addition, there are specialized recycling containers with designated labels throughout the facility to meet event waste needs. Please identify any specialized waste removal needed for your event. This includes debris from theme décor set-ups (trees, plants, bark-mulch, etc.) or as a result of your event activities (food sampling, non-reusable crates/wrapping, etc.).

There are additional costs to Show Management for removal of excessive trash, pallets, bark dust, mulch, etc. The Event Manager will be able to advise you in greater detail.

More information about the OCC’s sustainability efforts and service offerings is available at oregoncc.org/about/sustainability.
WASTE DIVERSION POLICY

The purpose of this policy is to reduce the amount of waste (e.g. material that cannot be recycled, composted, donated, or reused by the company that produced it) brought in and left behind at the Oregon Convention Center. In support of this goal, the OCC has determined that it must change its approach to waste management and partner with our stakeholders. The OCC has developed this policy to further encourage innovation, waste minimization, and re-use. Along with a waste diversion deposit OCC will prohibit certain materials in the building and the full deposit will be forfeited if materials are left in the building that cannot be recycled, composted, or donated. The deposit will fund the additional labor required by the OCC to sort materials and pay disposal fees.

As part of the policy, the following items are prohibited and not allowed in the facility:

- Any hazardous substance or item containing a hazardous substance
- Any signage that cannot be recycled, or reused excluding decals or window clings
- Foam core signage
- Helium balloons
- Single use plastic bags used for purchases and conference bags provided by show management or vendors to collect show items

The following items are allowed in the building; however, they must be removed at the end of the event:

- Banners (vinyl)
- Electronics, furniture or equipment
- Carpet, carpet scraps, or carpet padding
- Items that are unable to be donated such as plaques or trophies
- Pallets

The following recyclable items generated by the event must be placed into proper receptacles:

- Styrofoam (please check with your Event Manager to make sure this is currently recyclable onsite)
- Cardboard boxes and signs
- Construction debris
- Food donations
- Food scraps
- Glass containers
- Kitchen grease
- Paper
- Plastic film and shrink wrap
- Plastic containers, pots and buckets
- ** Plants, trees and yard debris
- Metal containers
- Scrap metal
- Vinyl tablecloths
- Wood

**Pre-approval required, and additional fees may apply

The OCC provides recycling containers for exhibitors, decorators and attendees that include separate streams for recyclable, compostable and landfill materials and requires a broom swept exhibit hall show floor upon the end of the contracted time and date of the space.
THANK YOU!