



CONVENTION & SPORTS FACILITIES

HBGCC Service Provider Policies

The Convention & Sports Facilities Department is committed to continuous improvement of the safety and operations for our employees, partners, and guests.

We follow the Core Values set fourth by the City of San Antonio:

Teamwork: We work together to make San Antonio better

Integrity: We model ethical behavior

Innovation: We are driven by continuous improvement

Professionalism: We are qualified, skilled and committed.

Effective May 1st, 2025 the updated policies and procedures outlined in this packet will be implemented at the Henry B. Gonzalez Convention Center (HBGCC).

The attached policies and procedures apply to all Licensee's, Preferred Partners, Exclusive Partners, Companies contracted by Licensee/event personnel, Visit San Antonio volunteers, Contractors, Construction personnel, and Vendors doing business within the Center.

The areas covered include Code of Conduct, General Procedures, Loading Dock Procedures, Forklift Flag procedures, Shipping and Receiving, Procedure for Minors, Exhibit Hall & Ballroom Trash Disposal Procedures, Forklift Propane Tank Use and Storage, Employee Safety Sponsorship & Branding and instructions for protecting the Terrazzo Floor, Carpeting and Lecterns. As an attachment you will find our current Emergency Action Plan (under review), Emergency Evacuation Diagrams, and Fire Regulations from SAFD.

We appreciate your partnership, communication of this information to your employees, and your assistance with enforcing these guidelines to create a safe and improved environment for all who work and visit our Center.

Effective Date: May 1st, 2025



CONVENTION & SPORTS FACILITIES

Code of Conduct

Welcome to the Henry B. Gonzalez Convention Center.
It is our mission to enrich San Antonio's economy and community through exceptional people, events, and facilities.

We ask all our guests, vendors, staff, and contractors to conduct themselves in a respectful way in accordance with the code of conduct, all laws, and local ordinances.

1. Smoking inside the HBGCC and its loading docks is strictly forbidden. You must be at least 25' away from the building to smoke. Violators will be ejected from the site and banned from the building.
2. Wear appropriate clothing.
3. Disruptive and disrespectful behavior is prohibited.
4. Possession of alcoholic beverages are only approved through in house catering. Open beverages can only be enjoyed in designated areas.
5. No solicitation.
6. No loitering.
7. Sleeping on the footprint is prohibited unless in a leased non-public space authorized by Licensee.
8. No photographs or video recordings for commercial use is permitted unless with a permit.
9. Unruly, unethical, and disrespectful behavior, including inappropriate language, is strictly prohibited.
10. The Henry B. Gonzalez Convention Center is committed to maintaining a facility that is free from hostility, violence, and threats of violence. Acts of such nature or any hostile acts will not be tolerated.
11. Those acting without care for others or refuse to follow the procedures of the Henry B. Gonzalez Convention Center and the City of San Antonio may be evicted from the site and banned from the facility.

Video surveillance is in effect in large parts of the Convention Center footprint.

See Something, Say something.

Henry B. Gonzalez Convention Center Security: 210-207-7773



CONVENTION & SPORTS FACILITIES

Procedures for Contractors

PURPOSE:

This procedure identifies the safe and routine utilization of the Henry B. Gonzalez Convention Center (HBGCC) Loading Docks. Companies contracted by Licensee, event personnel, Visit San Antonio Volunteers, Contractors, Construction personnel, and Vendors doing business within the Center, hereafter referred to as “contractors” to enter and exit the Convention Center, loading dock check-in guidelines, smoking areas, and areas for taking breaks and lunches.

RESPONSIBILITY:

All “contractors” will be responsible for following these procedures and guidelines.

PROCEDURES:

- The entry location and check-in point for all contractors will be located at the Guard Booth at the East Loading Dock (Hall 1&) or West Loading Dock (Hall 3&4). Access to the HBGCC through the loading docks is controlled by in house security.
- Each company conducting business at the HBGCC will be responsible for issuing an Employee Manifest to the Facilities Security Manager at least 2 days prior to the scheduled event.
- The manifest must include employee names and days they are scheduled to be at the HBGCC.
- Names of employees not included on the original manifest must be added by the appropriate supervisor before scheduled start time.
- Contractors must check in with a government issued ID and will be given a wristband for the day. Wrist band colors change daily.
- At least one Security guard will be assigned to the check-in station.
- At this time, contractors will not need to checkout at the end of their shift.
- Employees with all HBGCC exclusive vendors must check in daily at the Loading Dock unless they have an issued HBGCC badge issued by Security.

BREAKS AND LUNCHES

- Contractors may take their breaks in the designated area located at City Café (located at behind Exhibit Hall 4B/West Loading Dock).
- Sleeping inside the HBGCC is not permitted unless approved by Licensee within a contracted space not visible to the public.



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SMOKING/VAPING

- Smoking and vaping are permitted in designated smoking areas only.
- Smoking and vaping are only permitted when at least 25 feet away from the building.
- Smoking, nor vaping is permitted on the Riverwalk or in Hemisfair Park.
- Smoking, nor vaping is permitted inside the Convention Center the West or the East Loading Dock.

LEFT OVER ITEMS

Licensee and exhibitors are responsible for removing all merchandise and items from the HBGCC by the end of last contracted date. Donations of merchandise must be coordinated with Licensee and Event Services Coordinator. Labor, contractors, in house vendors, nor HBGCC employees are permitted to accept these items as a gift.

BIKES, SCOOTERS, ETC.

- For safety reasons, bicycles, tricycles, scooters, skateboards etc., are not permitted to be ridden into the loading docks or secured to handrails or other building structures. A bicycle rack is located directly inside the East and West Loading Dock which may be used by contractors and employees.
- Skateboards, scooters, bicycles, hover boards, Segway's etc., are not permitted inside the HBGCC.

RIGGING

- All rigging needs to be coordinated with the exclusive rigging contractor, Encore.
- Any item that is less than 250lbs and does not need to be attached to truss and motors, can be hung by the decorator.
- Any items over 250lbs must be hung by Encore.
- Any item, regardless of weight, that requires the use of truss and motors must be hung by Encore.
- Rigging done by partners must adhere to industry standards. The only thing that should be in between steel cables and bailing wire is burlap bags. The burlap keeps the beams from being damaged.
- It is the responsibility of the company doing the rigging to remove all additaments used in the rigging: zip ties, ceiling wire of various gauge, burlap, fishing line-various gauge and tie Lines.
- No carpet or padding should be used, only burlap.



CONVENTION & SPORTS FACILITIES

Loading Dock Procedures

PURPOSE:

This procedure identifies the safe and routine utilization of the Henry B. Gonzalez Convention Center (HBGCC) Loading Docks. Licensee, companies contracted by Licensee, event personnel, Visit San Antonio Volunteers, Contractors, Construction personnel, and Vendors doing business within the Center, hereafter referred to as “contractors”.

RESPONSIBILITY:

All visitors, Licensee’s, exhibitors, and “contractors” will be responsible for following these procedures and guidelines.

PROCEDURES:

- Anyone who enters to the HBGCC through Hall 1-2 (East Loading Dock) and Hall 3-4 (West Loading Dock) loading docks are required to check in at the Security Guard Booth entry point. The Security Guard will scan IDs into the database and issue a HBGCC wristband. Wristband colors will change daily.
- Event attendees and the public will not be permitted access to the loading docks unless prior approval has been given by the Facilities Security Manager.
- Privately Owned Vehicles will be issued a 20-minute parking pass to load or unload.
- The speed limit inside the loading docks is 5 miles per hour.
- Parking, unloading and staging of equipment in a fire lane or on loading dock ramps is strictly prohibited, unless a prior approval from Facilities Security Manager has been issued.
- Propane tanks must be stored in cages at East Docks inside the designated area marked by a yellow square (see Procedures for Forklift Tank Use and Storage in HBGCC Service Provider Policies for further details).
- Deliveries of equipment such as boom lifts, forklifts and scissor lifts outside of contracted dates will not be accepted unless prior approval from Facilities Security Manager has been issued. These must also be picked up no later than the last contracted date. Licensee is responsible for storing these items in assigned bays.
- Freight and other mail should arrive no earlier than the Licensee’s first contracted date and no later than the last contracted date. All early and late deliveries will be refused (see Procedures for Shipping and Receiving for further details).
- Gate 1 is located on the East Loading Dock by Tower of the Americas Way. This is an exit only gate and requires Licensee to hire Off-Duty SAPD to staff the gate for it to be opened.



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Forklift Flags

PURPOSE:

This procedure identifies the proper utilization of forklift flags at the Henry B. Gonzalez Convention Center (HBGCC). The purpose of the Forklift Flags is to be able to identify the event and driver of any given forklift on the footprint. Licensee, Companies contracted by Licensee, event personnel, Visit San Antonio Volunteers, Contractors, Construction personnel, and Vendors doing business within the Center, hereafter referred to as “contractors”.

RESPONSIBILITY:

All visitors, Licensee’s, exhibitors, and “contractors” will be responsible for following these procedures and guidelines.

PROCEDURES:

- Anytime more than three forklifts are utilized on the HBGCC footprint during a single event, to include move in and move out, forklift flags are to be utilized.
- It is the responsibility of the Licensee to ensure that forklift flags are utilized, however, the execution of the below procedures may be delegated to the General Service Contractor or Production Company.
- If any of the forklift flags are damaged or go missing while in the custody of the “contractors”, Licensee will be responsible for replacing the entire set of flags.
- Forklift flags will be provided by HBGCC Security on the first move in day to either Licensee, General Service Contractor, or Production Company.
- Three different color sets numbered 1-20 are available.
- A binder with signature sheets and polices will be provided with the forklift flags.
- Upon the conclusion of the last day of move out the binder and forklift flags are to be turned in to the Security Guard at Hall 1-2 (East Loading Dock) or Hall 3-4 (West Loading Dock).



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Shipping and Receiving

PURPOSE:

This procedure ensures the timely and secure delivery of freight and other mail. Companies contracted by event personnel, Visit San Antonio Volunteers, Contractors, Construction personnel, and Vendors doing business within the Center, hereafter referred to as “contractors”.

RESPONSIBILITY:

Licensee, “contractors” and exhibitors will be responsible for following these procedures.

PROCEDURES:

- The Henry B. Gonzalez Convention Center (HBGCC) does not have a Shipping and Receiving department.
- Freight and other mail should arrive no earlier than the Licensee’s first contracted date and no later than the last contracted date.
- Licensee is responsible for arranging personnel or a general service contractor to address the shipping and receiving of freight and mail at the HGBCC during contracted dates.
- All early and late deliveries will be refused.
- Special shipping and receiving needs outside of contracted dates and what can be provided through your general service contractor can be addressed to the UPS Store, the HBGCC exclusive provider of business office services, at 210-258-8950.



CONVENTION & SPORTS FACILITIES

Procedures for Minors

PURPOSE:

This procedure ensures the safety of minors during heavy duty move in and move out activities. Companies contracted by Licensee, event personnel, Visit San Antonio Volunteers, Contractors, Construction personnel, and Vendors doing business within the Center, hereafter referred to as “contractors”.

RESPONSIBILITY:

Licensee, “contractors” and exhibitors will be responsible for following these procedures.

PROCEDURES:

- No one under the age of 18 will be allowed into Loading Docks, Exhibit Halls, Ballrooms or meeting rooms during move in and move out activities that include the use of forklifts, scissor lifts, boom lifts, rigging and moving of heavy equipment.
- If there is an issue with someone trying to accompany a minor into above listed areas during move in and move out Security will be contacted immediately.



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Exhibit Hall and Ballroom Trash Disposal Procedures

PURPOSE:

This procedure identifies the correct operation of the Henry B. Gonzalez Convention Center (HBGCC) as it pertains to trash collection and disposal. This sections covers Exhibit Halls, Loading Docks, and Ballrooms. Licensee, companies contracted by Licensee, event personnel, Visit San Antonio Volunteers, Contractors, Construction personnel, and Vendors doing business within the Center, hereafter referred to as “contractors”.

RESPONSIBILITY:

All visitors, Licensee’s, exhibitors, and “contractors” will be responsible for following these procedures and guidelines.

PROCEDURES:

- During move in and move out the Henry B. Gonzalez Convention Center (HBGCC) will place rolling trash receptacles (gooses) throughout the areas of exhibit halls. Decorator is responsible for placing trash inside them, and convention center operations are responsible for monitoring and emptying gooses when needed.
- Decorator and/or Exhibitor Appointed Contact is responsible for emptying exhibitor trash cans, removing any tape that is applied to the floor and disposal of all leftovers from exhibit spaces to include brochures, signage, etc.
- Staff from the HBGCC is not authorized to clean or empty trash cans inside exhibitor booths or on carpeted areas.
- In the event that exhibits are not removed and the space is not vacated by licensee by the time and date listed on the contract, the HBGCC is authorized to remove and/or store personal property for a short period and if not reclaimed becomes property of the City of San Antonio and treated as a Lost and Found Item.
- If additional waste services are required, like additional dumpster pulls or additional open tops, you must make the accommodations through United Rental or another waste management group. The HBGCC will not make any special accommodations for such requests.



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GUIDELINES FOR PROPER TRASH DISPOSAL:

OPEN TOPS: Bulk and irregular waste that are non-recyclable, such as carpet tubing, isle signs, foam reader post boards and metal.

RECYCLE COMPACTOR: Recyclable items such as cardboard (big boxes must be broken down), pamphlets, glass and aluminum, as well as recyclable trash bags 33 gallons or less.

TRASH COMPACTOR: Non-recyclable items such as food, trash from exhibitor booths and non-recyclable trash bags 33 gallons or less.

GOOSES: Smaller trash items during move in and move out.

No pallets, large wooden crates, carpet or carpet padding are to be disposed of in HBGCC trash units. The General Service Contractor and Licensee is responsible for removing these items from the property.



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Procedures for Forklift Propane Tank Use and Storage

PURPOSE:

This procedure identifies the safe and routine use of propane tanks in the dock area for employees of the Convention and Sports Facilities Department. Licensee, companies contracted by Licensee, event personnel, Visit San Antonio Volunteers, Contractors, Construction personnel, and Vendors doing business within the Center, hereafter referred to as “contractors”.

RESPONSIBILITY:

All “contractors” will be responsible for following these procedures and guidelines.

PROCEDURES:

- The use of propane tanks in the West Loading Dock (Halls 3 & 4) is authorized when used with associated required equipment. All propane cylinders must be secured to machinery using proper brackets and tie downs.
- At no time are loose cylinders to be placed on floors, docks, hallways, roadways, or parking areas. This poses an explosion hazard if unsecured cylinders are crushed by moving vehicles or equipment.
- Propane tanks must be stored in cages at East Loading Dock (Hall 1 & 2) inside the designated area marked by a yellow square.
- Temporary movement of storage cages into the West Loading Dock is authorized if the purpose is to load cages into trucks for transport or changing out multiple tanks on equipment. Once loaded, the truck must exit the dock area. Once tanks on equipment are changed, cage and empty cylinders must be removed from dock area. Storage of cylinders and cages in trucks long term while inside dock area is strictly prohibited.



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Instructions for Terrazzo Flooring

PURPOSE:

Provide clear instructions to be followed when crossing or using the Terrazzo floors.

RESPONSIBILITY:

Clients/Decorators/Partners must follow these procedures in order to protect the floor surface.

PROCEDURES:

- No pallets, pallet jacks or wheeled objects are authorized on or crossing the terrazzo flooring. Objects should be carried or transported on carts with rubber or polypropylene style wheels.
- All lifts/forklifts with black tires should have the tires covered prior to going on the terrazzo floor.
- MGM tape (photo attached) is the preferred tape to be attached to the terrazzo floors. If this tape cannot be acquired, masking tape or painters tape can be used. Once the MGM tape (or masking) is applied, any other tape can be placed on top of it.
- When metal or aluminum framing and/or plates are going to be used on the terrazzo it is to be placed on top of carpet or a floor mat (rubber, or plastic).
- When moving objects on the Terrazzo it is not acceptable to push or slide the objects across the floor. Objects should be carried or placed on carts.
- Any chairs, carts or cabinets will have polypropylene/rubber style wheels or will be used on a floor mat (rubber, or plastic).
- All spills or requests for furniture to be relocated should be reported to the Event Coordinator immediately in order to receive assistance.





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Instructions for Carpet Protection

PURPOSE:

Provide clear instructions to be followed when crossing or using the carpeted areas of the Henry B. Gonzalez Convention Center.

RESPONSIBILITY:

Clients/Decorators/Partners must follow these procedures when performing work in carpeted locations.

PROCEDURES:

- The use of high residue tape is prohibited on carpet. Use of low residue tape such as Venture 4229 Surface protection Tape-2" or Polyken 105C – 2" is required. MGM Tape can also be utilized.
- Any carpeted areas in the HBGCC is required to be protected from heavy objects (exceeding 1500 lbs.) driving on it. The mandatory method of protection is Visqueen (6 millimeter) or additional carpet laid upside down on the area to be driven. No other method will be permitted.
- Forklifts may not be used in permanently carpeted areas.
- No cutting of carpet, foam core or other materials is permitted on carpeted areas without protection.
- Electric vehicles may not be parked on carpeted surfaces for charging.
- The use of paint, glue, inks, dyes, oil, solvents, or other industrial liquids or adhesives is not permitted without 100% protection.
- Scissors, boom, knuckle, and all other lifts require 100% protection from damage including tire wrapping, non-marking tires, or tires covered with carpet tape or Ironman Visqueen.
- Any items that are likely to snag carpet fibers or leave a residue may not be used on carpeted areas without 100% protection. This includes paint, adhesives, soil, grass, flowers, chalk, water, non-permitted tape, screws, nails, Velcro, rough lumber, metal, glass, or other similar items.
- Any cost accumulated with failure to comply with these policies will be charged to the appropriate party.



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Instructions for Lecterns

PURPOSE:

Provide clear instructions to be followed when using HBGCC Lecterns.

RESPONSIBILITY:

Clients/Decorators/Partners must follow these instructions when using HBGCC lecterns.

DIMENSIONS:

Height: 48"

Acrylic Sign: 15"T x 23"W

Signage knobs are 21" from left to right and 13" from top to bottom.

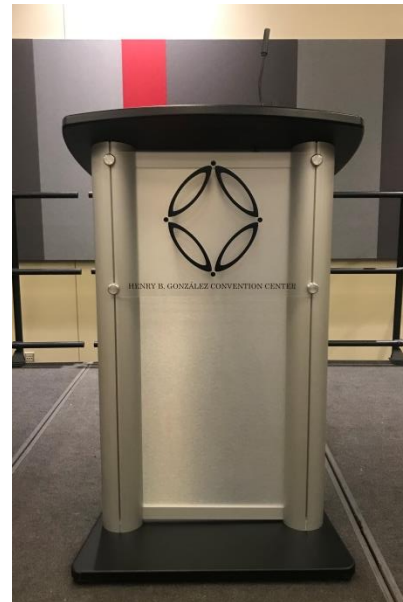
NOTE TO DECORATORS:

Glue dots are the only approved material to attach any signage to the lecterns: ½" Dot Shot – Super High Tack.

Velcro will not be allowed.

The HBGCC glass seal is not to be removed at any time.

Failure to comply with these guidelines will result in a fee.





CONVENTION & SPORTS FACILITIES

Employee Safety

To promote a safe work environment for all HBGCC partners with the Office of Risk Management to identify possible Risks for staff and partners. As a partner at our facility, you will need to comply with the expectations below.

	OFFICE OF RISK MANAGEMENT
Safety Expectations	
We want everyone to return home the same way they arrived at work, safely. We believe the safety and health of our employees is top priority in every job that we perform.	
As a client, you are expected to:	
<ol style="list-style-type: none">1. Take responsibility for your own behavior and actions.2. Comply with all safety policies, standards, and procedures that apply to your job.3. Maintain good housekeeping in your work area.4. Not knowingly commit unsafe acts.5. Intervene to address unsafe conditions or behaviors	

If you have any questions, please contact Priscilla Montez, Safety Coordinator at 210-207-3641 or 210-323-6623 or via email at Priscilla.Montez@sanantonio.gov



CONVENTION & SPORTS FACILITIES

HBGCC Sponsorship and Branding Program

PURPOSE:

Provide clear guidelines that need to be followed by Licensee, companies contracted by Licensee, event personnel, Visit San Antonio Volunteers, Contractors, Construction personnel, and Vendors doing business within the Center, hereafter referred to as “contractors”.

RESPONSIBILITY:

Clients/Decorators/Partners must follow these procedures when using spaces within the HBGCC for branding and sponsorship.

PROCEDURES

Recognizing the potential for greater advertising opportunities both Sales and Services will work together to help promote the program and promote the use of branding opportunities throughout the building.

1. **Sales**- the team will start the process. During all site visits throughout our facility, the team will introduce our program and opportunities, highlighting the available space for branding as well as providing examples of successful opportunities used by other clients. This will help the client start exploring opportunities.

New language has been added to the rental agreement through its addendum to better highlight the program and making the client responsible to adhere to our policies.

Sales will follow up with a link to the Branding and Sponsorship program incorporated in the email that includes the countersigned agreement, this email marks the event as turning definite.

This link will also be included in all communications with the client this point forward, including request for insurance and deposits.

2. **Events**- Once the event is turned over to the Event Services team, they will include the program and its requirements on the first communication with the client.

During Site Visits the Event Coordinator will follow up with the client, highlighting the program and opportunities available within the space. They will get the specific contact from the client that deals with this program and share the information and answer any questions they might have.



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The Event Coordinator will continue following up to make sure they have all details regarding any branding opportunity used by the client. As part of the program brochure spaces to be used with the client will be specified and highlighted in the form in the back.

3. **Onsite during Event-** Once the event starts moving in the Event Coordinator will keep a close watch to make sure all agreed spaces are used according to plan. Once the setup is finished, a scheduled Audit walkthrough with the Event Manager and the Sales and Services Administrator will be conducted with the approved form to confirm space is being used as agreed and all potential revenue opportunities have been taken into consideration.

If any discrepancy is noted, the Event Coordinator will advise the client. Event Coordinator will include all charges in the final billing with oversight of the Event Manager.



CONVENTION & SPORTS FACILITIES

Exhibitor Samples & Food Promotion Requests

PURPOSE:

Provide clear guidelines that need to be followed by Licensee, companies contracted by Licensee, event personnel, Visit San Antonio Volunteers, Contractors, Construction personnel, and Vendors doing business within the Center, hereafter referred to as “contractors”.

RESPONSIBILITY:

Clients/Decorators/Partners must follow these procedures when events need to provide samples and food promotions. All arrangements need to be coordinated with RK Culinary, exclusive food and beverage provider of the HBGCC.

PROCEDURES

1. Exhibitors may provide food samples of their individual brand name products (i.e., Coca-Cola, Pace Picante Foods, etc.)
2. Exhibitors may provide food samples if doing so is a customary part of the overall event (i.e. food shows, convenient store trade shows, culinary events, etc.)
3. The serving of generic products (i.e., frozen yogurt, ice cream, popcorn, cookies, coffee, bottled water, etc.) by exhibitors for the purpose of drawing attention to their booth is permitted only when the product being served is purchased from our exclusive caterer.
4. If an exhibitor wants to attract exhibitors to his booth by giving away fresh popcorn, the machine and the popcorn product must be obtained from our exclusive caterer. Exhibitors are permitted to provide and use their own serving vessels (buckets, tubs, bags) to serve the popcorn. Often times, an exhibitor will provide serving vessels with their logo on them.
5. All claims by an exhibitor that the generic product they wish to provide is not offered by our caterer must be verified with the catering sales staff. If it is determined that a product is not available through our caterer, the RK Group and the Events Services Manager will decide whether or not to allow the exhibitor to provide and serve the product.
6. Distribution of individual pieces of hard candy or chocolate mints from any source is allowed.



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7. Samples of non-alcoholic beverages may be distributed on sight only under the following conditions.
 - a. Samples are served for “on the spot consumption”.
 - b. Samples sizes are four (2) ounces or less.
 - c. The product is the brand name of the exhibitor or is distributed by the exhibitor.
8. Service of any alcoholic beverage must be arranged through our exclusive caterer.
9. Arrangements for the receiving and storing of products approved for sampling must be coordinated through our exclusive caterer.
10. Requests to serve food and / or beverage samples outside of these parameters must be submitted in writing to the EC and the RK Group. The written request must come from the customer (licensee), and must contain the name of the exhibitor(s) or sponsor(s), and the product(s) to be served (bottled water, candy, cookies, popcorn, yogurt, soda, coffee, etc.). RK Group’s recommendation is submitted to the GM of the Convention Center for approval.
11. All such requests will be handled on a case-by-case basis. Occasionally, approval may be granted to the exhibitor for a fee.