



ampa
events

**EVENT
OPERATIONS
PROCEDURES
MANUAL**



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EVENT OPERATIONS PROCEDURES

UNIFORM REQUIREMENTS

Personal Appearance and Hygiene

A professional appearance is expected at all times while representing Ampa at a client event. Although it is understood that in the process of your work you will get dirty and or sweaty, efforts must be taken to maintain a professional appearance at all times. All Ampa employees must be in uniform for the duration of the event installation and take-down. All uniforms must be in good condition (clean, not wrinkled, no holes, etc.) All workers should have hair that is well kept, and facial hair that is either recently shaved or well groomed. The appearance of multiple tattoos, piercings, and other modifications should generally be minimized. Work boots are recommended but athletic shoes are also permitted. Any technicians that are remaining onsite for the actual event must be attired in a manner appropriate for the event. The event producer will brief you with details ahead of time. Please note that you may need a change of clothes to meet the uniform requirements if you are required to be onsite for the duration of the actual event.

Professional Conduct - Attitude

Our clients hire us with the expectation of superior customer service. Interactions with clients, other vendors, and your co-workers should be professional, courteous, polite, and respectful at all times. Even when clients are not speaking to us directly, they are listening and watching how we conduct ourselves. Please be cognizant of this as you are installing and be aware of your language choices and interactions with other vendors and co-workers. All conversations and interactions should exclude vulgar words, remarks, or gestures, even among your fellow co-workers.

TRAVEL TO EVENT

Once the truck is loaded and ready to leave Ampa, the driver should perform a visual inspection of the vehicle to ensure that the truck is properly loaded, secured and sufficiently strapped. Check for load balance, tire pressure, and that the truck mirrors are adjusted properly for safe travel. Upon completion of the visual inspection and any corrective actions taken to ensure a safe load, the driver will call the client and notify of the estimated arrival time.



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Safe and courteous driving is expected at all times. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. It is Ampa's expectation that all drivers follow and adhere to all applicable state motor vehicle regulations while traveling. Seat belt usage is required by the driver and all passengers at all times. Cell phone usage is prohibited by the driver unless it is blue tooth enabled and only when absolutely necessary. Texting is forbidden. If cell phone use is needed, a non-driving staff member should initiate any phone usage while the truck is on the road.

ARRIVAL AT EVENT LOCATION

Upon arrival, the driver should either proceed to the loading dock or secure parking as close to the venue location as possible. Check the truck pack for specific parking procedures. In many DC locations, someone must stay with the truck at all times, especially if the truck is double parked.

For efficiency and consistency reasons, Ampa policy is for one person to interact with the client and/or other vendors while on-site. If you are approached by a client or other vendor with questions, all questions should be politely and respectfully directed and/or deferred to the lead installer and/or event producer for the job.

The lead installer will seek out the client contact for introductions. Once the client has been located, the lead installer will walk the site to get a thorough understanding of the site layout. Find a good staging area for the equipment on site. Walk the route from the truck to the site to plan efficient moving of equipment. Before load in begins, the lead installer will communicate the staging plan with all crew.

If there are any temporary labor staff expected at the job site, the lead installer will meet them, introduce them to the Ampa crew, and ensure all staff are in proper uniform before work begins.

UNLOAD - EQUIPMENT STAGING

Equipment should be removed from the truck in accordance with the staging instructions. Unless there are special circumstances that have been discussed prior to the event, all equipment should be taken to the staging areas. Keep a continuous flow of equipment moving at all times until the truck is empty.



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INSTALLATION

It is the crew member's responsibility to review all pre-production information in advance of arrival. Upon arrival, all crew should have copies of floor plans and special instructions ready for use. The lead installer will communicate any last minute details that may have come up during the walk-through.

When installation begins, build and install time critical items first: dance floor, large stage sets, bars, anything that will take longer time and/or more labor to install properly.

Install all equipment per the contract. If the client requests you to move something before it is fully installed, be polite and respectfully direct the client to the lead installer or the production manager to discuss. Any installation changes will be communicated to you by the lead installer. **Do not alter the installation plan unless the lead installer has specifically instructed you to do so.**

Make an extra effort to make the equipment look fantastic! Clean furniture, fluff/spruce topiaries, centerpieces, fabric dressings, etc. Clean and tweak lighting for best effect.

After item installations are completed, store all cases, bins, and boxes out of the client's view and site worker's way for the duration of the event. To facilitate a simple and efficient load out, store all packing materials in close proximity to the equipment it belongs with when removing them from the event areas. (i.e. put bar socks inside pedestals, etc.) If the staging area is needed for the event, you may have to remove storage items from the location and store them in the truck.

Once the installation is complete, the lead installer will walk through the event with the client to ensure that all equipment has been installed as contracted. If changes are needed, the lead installer and/or event producer will review with client to determine what needs to be done and whether additional charges will apply. The lead installer will communicate with the crew any changes or alterations that need to be done in order to complete the installation.

All crew members not working the event need to be offsite and/or out of sight. It is recommended that all staff not working the event leave the location except if someone is needed to stay with the truck.



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Once installation is complete, the lead installer will complete the Plan vs. Actual form. Design and labor must be tracked for each event to help with future planning. If the design changes on-site, we need to know why. If installation takes longer than expected, we need to know why. This form helps to gather this information and evaluate how to improve efficiencies in future events.

PHOTOGRAPHY

A designated crew member will be responsible for taking pictures of the event installation. When taking pictures, use the following guidelines:

1. Capture the important features of the event installation (bars, stage sets, etc..)
6. Exclude crew and other site workers from the photos
7. Use the “Rule of Thirds” to position the most important elements of the photo
8. Use sight lines and symmetry to focus the angle of the photo.
9. Minimize walls, floors, and other “dead” space in the pictures so the focus is on the item or the “look” that you are photographing.
10. Take pictures of individual items - don’t just take full room shots. Close up photos of individual items helps us to enhance our ability to promote these items in the future.
11. Adjust the aperture setting when taking pictures of lighting. Never use the auto flash as it will negatively impact the lighting features of the picture.

EVENT STAFF EXPECTATIONS

Onsite technicians should be appropriately dressed and in uniform prior to the start of the event. If leaving after installation, always return early to ensure that all equipment is ready to operate at the beginning of the event. Regular check-in and communication with the client is expected for the duration of the event. When performing onsite event functions, blending into the background during an event is expected at all times when guests are present. All employees are expected to be polite and respectful at all times to clients, other vendors, guests, and fellow crew members.

STRIKE

All load out crew must arrive back at the event location 15-30 minutes prior to end of any event. The lead installer will communicate strike instructions to all crew members.



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Once the event has ended and the client has instructed us to take down, all crew should begin to take down equipment in the order it needs to go on the truck.

1. Inspect all equipment as it is broken down for any damages from the event. Notify the lead installer if anything is broken or damaged.
2. Verify all equipment that was brought to the event is still on-site. Use the pick list to determine if anything is missing and notify the lead installer if anything is unaccounted for during take down.
3. Repackage the equipment using the appropriate storage devices they arrived in - (i.e. blankets, socks, bins, etc.)
4. Write notes for work orders for repairs/replacements of broken/missing equipment using the toe tags and damage forms in the truck pack.

STAGING - TRUCK RE-LOADING

Begin loading the truck as soon as it is feasible at the end of an event. Pack up items in the order they will be loaded onto the truck. Stage all re-packed items and materials to facilitate efficient re-loading of the truck. Pack up equipment in the order that they'll be loaded onto the truck. Ensure that items to be loaded into the truck first are easily accessible. Stack equipment in a manner that allows for easy item recognition. Any rental items that will be picked up at the event location from other vendors should be staged separately and clearly identified.

The lead installer will verify equipment return using the pick list prior to the equipment being loaded onto the truck. Once an adequate amount of equipment has been staged and verified with the pick list, the lead installer will assign "runners" to move equipment from the staging area to the truck to maintain efficiencies.

Properly load the truck for safe transport:

1. Heavy items on the floor, properly stacked.
2. Fill all airspaces, within reason.
3. Secure all equipment in the truck.

When all equipment has been loaded and checked off the pick list, properly secure the truck for transport and storage.



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RETURN TO AMPA

Ensure that all crew members are accounted for and have completed their electronic timecard for the event. For temporary staff, ensure that the lead installer or the event producer has a signed timesheet copy for each temporary staff member to give to the bookkeeper upon returning.

For events outside of the Richmond area, if staying overnight, proceed to the hotel and ensure that the truck is secured and parked properly.

If a capable driver is not present, do not attempt to return to the Ampa warehouse. Lead installers will determine if it is safe to make the return trip once load out is complete. If the driver can't safely drive back to Ampa and there are no other authorized drivers at the event, the lead installer may use discretionary judgment and secure hotel rooms for the crew to ensure a safe return.

If driving back to the Ampa warehouse, drive safely and courteously. If returning from a metro DC location, remember to stop at Flying J, exit 105, on I-95 for refueling and to check the truck load.

Upon arrival at the Ampa warehouse, park in the designated truck location, clean out and dispose of any trash from the truck cab, and lock the truck. Place any payments, time sheets, and receipts in the bookkeeper folders. Return keys, event binder, backpack, and camera.

Secure the warehouse and office before leaving.



DC TRAVEL AND EVENT GUIDELINES

TRAVEL INFORMATION

1. Estimated travel time from Richmond to Metro DC area:

1. Northern Virginia Locations - 2.5 hours
2. DC locations - 3 hours
3. Metro DC Maryland locations - 3.5 hours
4. Baltimore area - 4 hours

For planning purposes, expect travel to be at least 45 minutes after crossing into the District of Columbia for most venues in the area.

Please note that these times do not include time for meal breaks. Actual times may vary depending upon traffic conditions.

2. Updated Traffic Information:

For current traffic information, tune the radio to WTOP (103.5 FM in the DC area and 107.7 FM in the Fredericksburg area). Traffic conditions are frequently updated and many times alternate routes will be suggested and/or advised.

3. Directions

Directions will be provided in the truck pack for each event. However, should you need to revise directions for unexpected road closures or if the delivery schedule changes once you are enroute, you will need to update directions on your own. There are many roads in the DC area where trucks are not allowed. There are also many roads with truck restrictions. Ensure that when updating your original directions that you specify **truck travel** when using GPS to obtain an accessible route.

Some general guidelines:

1. When traveling from Virginia, use 395 north to Route 1 and take the 14th street bridge exit. If you continue on 395 past route 1, you may wind up in a situation where you can't clear the tunnel on the exits.



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2. Truck traffic is prohibited on all parkways in the DC area - this includes Rock Creek Parkway, George Washington Parkway Potomac Parkway, and Memorial Bridge.
3. Trucks are also not permitted on 17th St NW between Constitution Ave and H St NW.
4. Truck traffic around the Capitol Building area is also restricted between 3rd St NW to the West, Constitution Ave NW to the north, Independence Ave SW to the south, and 2nd St. NE to the east.
5. Additional truck restrictions may also exist on a temporary basis. It is advised to check wtopnews.com under traffic for updated truck restrictions and/or road closures both the day before and the morning of delivery.

PARKING

Truck Parking

Most hotels and venues in Washington DC will not allow parking at their loading docks for extended periods. Loading docks in DC (hotels in particular) are quite crowded. In most cases, we will be given a pre-arranged time at the loading dock. It is important to adhere to the vendor loading dock schedule as this time has been reserved specifically for us. If we miss our assigned time, we will not be able to get back to the loading dock until other vendors have utilized their loading time. This could be several hours of waiting that will negatively impact our load-in! Typically, we will be allowed a brief time to unload and then our vehicle will need to be removed from the loading dock area. Unless a vendor has specifically provided truck parking information, it should be assumed that truck parking is not available at the event site.

Truck parking is very limited in the District of Columbia, especially on weekdays, but can also be difficult on weekends when large events or demonstrations are happening. On the lettered streets, there might be truck parking available in the service roadways, but for general planning purposes, you should plan to unload the truck then have the driver take it to a location out of the district where parking is free. Some suggested locations are:

Springfield Mall, 6500 Springfield Mall, Springfield, VA 22150

In general, truck parking is more prevalent at venues in VA or MD. If truck parking is not available onsite, it will usually be available within a reasonable walking distance from



DC TRAVEL AND EVENT GUIDELINES

the event site. Always check with the venue for truck parking information. If no truck parking information is provided, assume that truck parking is not available onsite.

Passenger Vehicles

Parking for passenger vehicles in the DC area can also be problematic. There are many parking garages in the area. In general, you will be charged for a full day of parking for parking time over one hour. Metered street parking is also available but the time limit is typically two hours. You will need to make arrangements to move vehicles after two hours. Additionally, metered street parking is not allowed during commuting hours. These areas will be marked with signs indicating no parking during specific hours. Use caution when using these metered spaces as all cars are towed immediately during the posted travel times.

Installers are discouraged from driving separately in passenger vehicles as the time needed to secure parking and move vehicles during the installation time can be disruptive to the installation and negatively impact efficiency. Ampa does not reimburse for parking unless a passenger vehicle is needed to transport crew beyond the seating space available in the truck.

SECURITY

Personal Security Checks

All workers should carry a valid state-issued picture ID card at all times. Most venues and event sites will require a valid state issued ID card for entry, along with some kind of sign in procedure. Although sometimes security officials may act inappropriate, it is best to defer to them, as they can and will remove workers from the premises, and even involve law enforcement. Any disagreements should be handled calmly, rationally, and in the worse case scenario, call an Ampa supervisor for guidance.

Some higher security areas and events may require additional backgrounds checks on workers. In this case, Ampa Events will inform you of this need ahead of time, and acquire a list of workers with the relevant information. In the event of this, if a worker's name is not on the original list for security screening, they will not be allowed onto the event site. Because of this, it is generally wise to submit names for alternates in the event of illness of primary workers.



DC TRAVEL AND EVENT GUIDELINES

Vehicle Security Checks

Some events or vehicles may require additional screening of trucks and passenger vehicles entering the site. In this scenario, Ampa Events will advise on the appropriate procedures.

RETURN TRAVEL TO RICHMOND

Day Trips

Once the truck has been safely loaded, properly secured, and checked, the Ampa driver will utilize the driving directions included in the truck pack to return to the Ampa warehouse.

For safety reasons, all return trips from the metro DC area must include a stop on **I-95 at exit 104** for a brief rest and refueling. For consistency and to help identify any credit card irregularities, always refuel the truck at **Flying J Truck Stop**. Once refueling is complete and the truck is secured, return to the highway and proceed to the Ampa warehouse for unloading.

Overnight Travel

Many times, our load-out times will be late at night and for safety reasons, it is not appropriate for travel immediately back to Richmond once the event has been loaded out. In these cases, Ampa will make arrangements for overnight stays. All hotel information (and applicable truck parking) will be provided in the truck pack for your use after the event.