

ORESN

Oregon
Convention
Center

EMPLOYEE HANDBOOK

Updated February 28, 2024





WELCOME TO THE OREGON CONVENTION CENTER

Congratulations on joining the OCC team! As an employee of Metro, you will be part of a staff that is dedicated to hosting successful events and meetings for our clients and guests – the public. The OCC is part of the Metropolitan Exposition Recreation Commission (MERC), one of the visitor venues alongside The Expo Center and Portland’s Performing Arts.

As our newest team member, we’re excited to have you join us at the OCC. We understand that getting accustomed to the building and all that it entails can feel overwhelming at first. To facilitate your transition and ensure your success in your new position, we’ve compiled essential information to guide you along the way.



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OUR HISTORY





OUR HISTORY

The OCC opened in September 1990. Sitting on a 17-acre lot, the OCC building expanded and doubled its size in April 2003. In July 2014, the OCC's commitment to sustainability pushed the team to become the second convention center in the country to achieve Leadership in Energy and Environmental Design (LEED) Platinum certification and the first ever to gain Level Four of the APEX/ASTM venue Certification. Both certifications were again achieved in 2019.

In March of 2016, the OCC hosted the International Association of Athletics Federations (IAAF) World Indoor championships. This consisted of building a track in the facility and becoming the first facility in the USA to host the event in 30 years.

In August of 2016, the OCC installed a 2-megawatt solar panel system. This is one of the largest arrays on the west coast.

Thanks to OCC's momentous \$40 million renovation project, completed in October 2019, numerous public spaces throughout our venue have been reimagined and remodeled to improve accessibility for event attendees, provide more flexible and transformable space options and elevate design aspects. The ambitious remodel, which was completed during OCC's busiest year-to-date, was our first large-scale renovation since the venue was built 30 years ago.



OUR HISTORY

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OCC partnered with Colas Construction as the general contractor for the project, resulting in the largest Oregon public works contract being awarded to a minority owned business at the time. Colas Construction was an outstanding partner throughout the entire renovation process. Colas' relationships were instrumental in bringing skilled COBID-certified subcontractors to the remodel, resulting in 51% of the project contractors being COBID-certified firms and 35% of the total hours worked conducted by minorities.

OCC worked with multiple local Pacific Northwest firms throughout the renovation, which was completed on-time and on-budget. The renovations were designed by Seattle-based LMN Architects, Merryman Barnes Architects were tapped as the associate architect firm and Mayer/Reed acted as the landscape architectural firm and environmental graphics designer. Glumac was brought on as the MEP engineer, Seattle-based Magnusson Klemencic Associates was the structural engineer, and KPFF was the civil engineering firm.

[Renovation Details](#)

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WHO WE ARE







WHO WE ARE

CONTINUED

OUR ANTHEM

We are not just a venue.
We are host to the imaginations that can transform the world.
We are not the answer.

WE'RE A CATALYST.

We Inspire. Defend. Welcome. Arouse. Awaken. Propose. Provoke.
We are made up of your doings and feelings. Your actions and reactions.

WE ARE A CENTER IN MOTION.

Defined by you and what you can accomplish inside our walls.
We don't decide the future.
We provide a place where you can.
Where you can Join. Change. Dismantle. Engage.
Cherish, Love, Uphold, Refute, Challenge, Galvanize and
Improvise - until you figure out what will come next.

THIS IS A PLACE OF ACTION.

There are no nos, no if onlys, no maybes. There is only right now.
Ready? Go.



WHO WE ARE

CONTINUED

OUR BRAND VALUES

WE WELCOME EVERYONE.

We are hosts who deeply respect our guests, their ideas and their passions. Our job is to make sure everyone here feels safe bringing what they've got to the table because progress relies on everyone keeping an open-mind and positive change can begin anytime, anyplace, with anyone. (Even you, right now.)

WE ARE FORWARD THINKING.

The OCC is LEED Platinum Certified. We have one of the largest solar panel arrays on a US convention center which produces 25-30% of the electricity we use. And, while we're striving to be the greenest event facility in the world and the first choice as a venue for green meetings, our commitment to sustainability is just one example of our dedication to a better tomorrow. We're passionate about cultivating diversity, advancing equity and practicing inclusion in all of the work we do. We are thoughtful about our actions, big or small, and remain cognizant of the fact that 'doing the right thing,' is often a matter of chasing a moving target.

WE LIVE FOR MAGIC.

We get our energy from the promise of it all coming together - the lights, the music, the food, the cocktails, the dancing, the learning, the chills, the inspiration, the togetherness. The awesome potential of every event keeps us on our toes and, sometimes, knee-deep in caffeine. But the magic of pulling it all off? Totally worth it.

WE GET IT DONE.

A client needs something at the last minute? A staff member has an idea about how something could be better? A guest wants a thing you've never heard of? YES is the answer. Determination, creativity and teamwork are how we deliver on it.



WHO WE ARE

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MERC COMMISSION

The Metropolitan Exposition Recreation Commission (the MERC Commission) is a board of directors focused on public interest. Each of the seven members sits for a four-year term. They manage a diverse array of facilities collectively referred to as the Visitor Venues. The venues include the OCC, Portland's Center for the Arts (P'5), and Portland Metropolitan Exposition Center (Expo). They each have different functions, public purposes and development stages. Each of the facilities operates with substantial autonomy, so it can focus on its particular business. For the OCC, the Commission approves contracts over \$150,000, advises on connections with community, supports OCC's mission by being involved with marketing the center through their reputation, and assists with budget development and approval of capital planning. MERC ensures the OCC consistently remains committed to equity in diversity when awarding contracts ensuring priority remains within the First Opportunity Target Area (FOTA).

You can access additional information on FOTA at www.oregonmetro.gov/how-metro-works/jobs/first-opportunity-target-area-jobs. You can access additional information regarding the Commission at www.oregonmetro.gov/regional-leadership/metro-advisory-committees/metro-exposition-and-recreation-commission.

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ABOUT METRO







WHAT IS METRO?

Metro works with communities, businesses and residents in the Portland metropolitan area to chart a wise course for the future while protecting the things we love about this place.

Where is Metro?

Metro serves more than 1.5 million people in Clackamas, Multnomah and Washington counties. The agency's boundary encompasses Portland, Oregon and 23 other cities – from the Columbia River in the north to the bend of the Willamette River near Wilsonville, and from the foothills of the Coast Range near Forest Grove to the banks of the Sandy River at Troutdale.

Who is Metro?

The [Metro Council](#) consists of a president, elected regionwide, and six councilors who are elected by district every four years in nonpartisan races. The [Metro Auditor](#), elected regionwide, is responsible for oversight of Metro's annual financial statements and for conducting performance audits. The council appoints a chief operating officer to carry out council policies and manage Metro operations. The chief operating officer oversees a diverse [workforce](#) of more than 1,600 employees including park rangers, economists, teachers, scientists, designers, planners, animal keepers, stagehands and cartographers. Hundreds of [volunteers](#) lend a hand at Metro's parks, cemeteries, natural areas, offices and visitor venues.

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GET TO KNOW OCC



GET TO KNOW OCC

GET TO KNOW OCC'S DEPARTMENTS

ADMINISTRATION

The Administration Department leads the OCC team in establishing strategic direction and initiatives, as well as providing day-to-day oversight for the venue's operations. They establish policies and procedures, handle venue-wide contracts and partnerships, and represent OCC to the Metropolitan Exposition Recreation Commission and the Metro Council.

PRODUCTION SERVICES

ON Site Audio Visual is OCC's preferred provider for lighting, sound, video and design production. Their extensive knowledge of the venue and production expertise helps our clients make their vision a reality.

ELECTRICAL and EXHIBITOR SERVICES

Edlen is the Oregon Convention Center's exclusive provider of event electrical services and manages exhibitor services orders. Show managers, exhibitors and vendors can order and pay for services through the OCC website, in advance of the show. Edlen manages questions and billing for electrical, air/water/gas, telecom/IT/WiFi, AV, and booth cleaning services.

ENGINEERING

The engineering team is comprised of a lead engineer and five engineers. This team repairs and maintains plumbing, HVAC, food service, rolling stock, cleaning equipment and any item that has a motor or moving parts on facility grounds. An engineer is onsite from 6:30 am to 10 pm every day of the week.



GET TO KNOW OCC

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EQUITY, CULTURE AND COMMUNICATIONS

The Equity, Culture and Communications team at the Oregon Convention Center is committed to fostering a workplace culture that embraces the diversity of its employees and fosters an environment where everyone feels a profound sense of inclusion and value so they may thrive. The team provides support and guidance in this area and are an integral part of OCC's overall strategic framework, organizational structure, and everyday activities. Their work focuses on three organizational needs: 1) driving OCC's DEI goals of cultivating diversity, advancing equity and practicing inclusion 2) developing, implementing and consistently improving the employee experience 3) delivering and executing an aligned internal and external brand communications strategy.

EVENT SERVICES

The event services department is made up of a team of full-time event managers and variable hour event coordinators. They work with clients to provide pre-event planning and onsite management for all events. The event manager creates floor plans and assesses overall show needs. Daily, they collaborate with other departments, our decorator partners, third party AV/production companies and other providers to ensure that all aspects of the event are addressed. The event manager acts as the primary point of contact for all non-food and beverage needs up to and during the run of show.

FOOD and BEVERAGE

Levy is the Oregon Convention Center's exclusive provider of food and beverage. Each catering manager acts as the primary point of contact for all food and beverage needs up to and during the run of show. They work with clients to provide pre-event planning and onsite management for all events. The catering manager creates meal and break plans and assesses overall show needs. Daily, they collaborate with other departments, the kitchen staff, and other providers to ensure the OCC has addressed all food and beverage aspects.



GET TO KNOW OCC

CONTINUED

FRONT DESK

Manages the phones, greets guests, website event calendar, conference room calendar and the kitchenette.

GUEST EXPERIENCE

The Guest Experience department includes OCC's Welcome Desk, ticketing and admissions. The team aims to provide the best possible experience for OCC guests from their arrival through their departure.

MAINTENANCE

The maintenance team is comprised of three maintenance technicians and a maintenance supervisor. They cover most items in the facility that do not have a motor or moving parts. One of these team members are on site from 7 am to 10 pm, Monday through Friday. From drywall and paint repairs, to irrigation repairs and office furniture moves, from door hardware to table and chair repairs, this team assists other departments as needed.

OPERATIONS

The operations department oversees the building maintenance, improvement and structures as a whole. This means planning and executing large capital projects, general landscaping and daily facility upkeep. The different sections of Operations have primary goals and objectives to keep the facility and events performing at the highest level.

PARKING and DOCK The Parking and Dock department includes all parking and loading dock services and operations. This department often provides the first impression of OCC and therefore aims to provide excellent customer service, safe and seamless access to ensure the event is memorable for all the right reasons.



GET TO KNOW OCC

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PUBLIC SAFETY

The Department of Public Safety at OCC is responsible for monitoring and responding to incidents and emergencies within and around the facility. Staff from this department include Public Safety Agents and Medical Technicians. These team members are trained and licensed to manage medical, fire, security, and law enforcement matters and assist with traffic management as freight and event materials come and go from the facility.

Radio communications and surveillance within the facility is monitored in the DPS Security Operations Center. Public Safety Agents are available and on-site 24 hours a day every day of the year.

SALES

Every event starts here. Working closely with industry partners to sell Portland and OCC for National Conventions, the Sales Department works to book available space, manage client expectations, and draft contracts to formalize event reservations in the OCC's booking and event software.

SETUP

The setup and department is the largest department within the convention center, consisting of over 35 full-time and part-time employees. Primarily, they perform the daily operations of custodial services and event set-up and teardown in a fast-paced environment. This means setting up tables and chairs for galas; creating a stage and dance floor for auctions; and assembling risers for performances. Set Up works with all departments within the organization along with decorators, clients and vendors, to ensure their success when using our facility.



GET TO KNOW OCC

CONTINUED

SUSTAINABILITY

The sustainability department oversees the implementation of the sustainability program at the OCC. This requires constant, ongoing collaboration with all other departments to implement and achieve our sustainability goals, such as maintaining LEED, APEX/ASTM, and SalmonSafe certifications. Sustainability performs research and analysis, makes program recommendations to other departments and manages the waste diversion policy. They also produce all marketing, training, and communication related to sustainability. The sustainability department holds sustainability-related conversations with clients, contractors, visitors, and outside agencies.

TELECOM

OCC telecom team provides Internet, networking and phone service to OCC's customers. This includes assessing bandwidth needs, providing registration phone lines, setting up secured wireless networks and placing hard-wired internet connection for vendors. Internally, telecom maintains the network infrastructure, provides phone system support, maintains and supports the 2-way radio system, and supports various other technology-related needs.

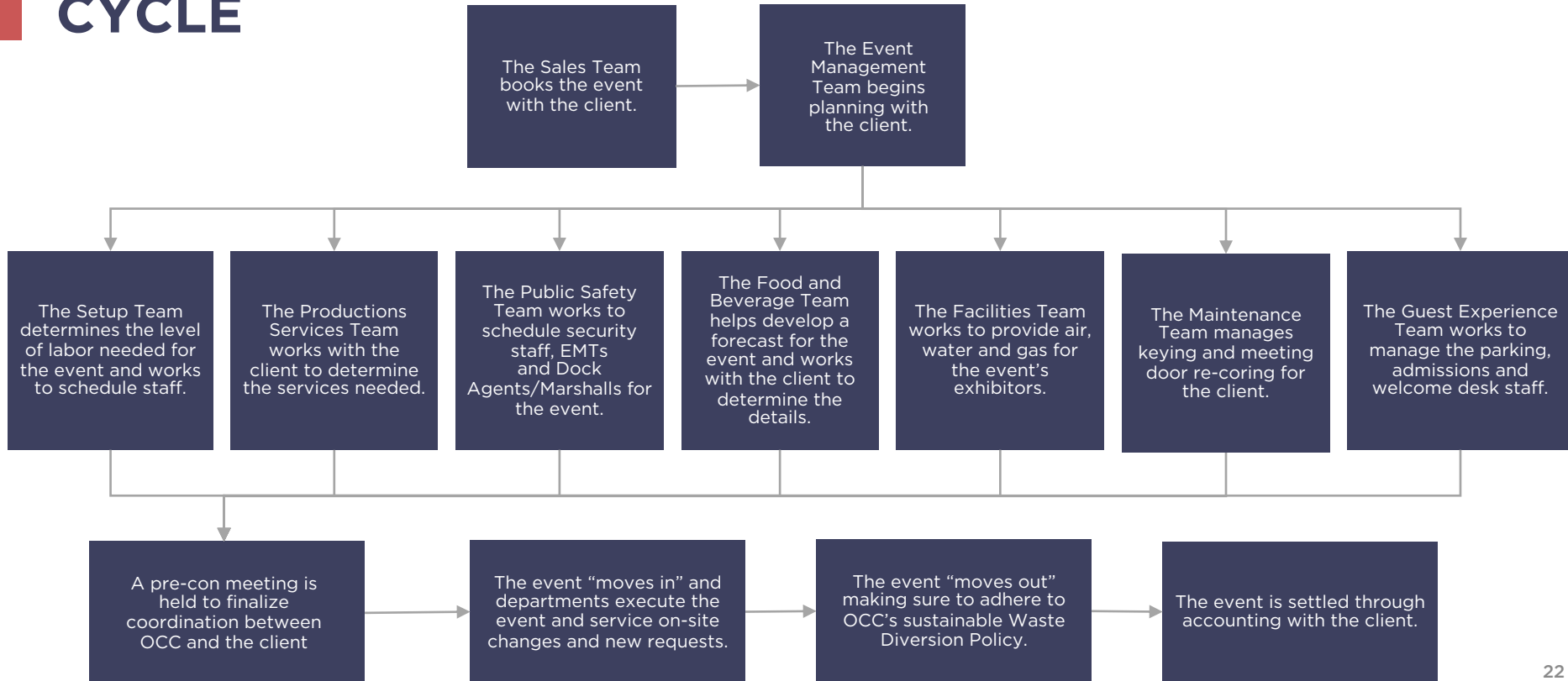
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THE EVENT LIFE CYCLE



THE EVENT LIFE CYCLE



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TRAVEL PORTLAND





TRAVEL PORTLAND

ABOUT TRAVEL PORTLAND

Travel Portland is the contracted destination marketing agency for the Oregon Convention Center.

Travel Portland generates travel demand that drives economic impact for Portland. We do that by promoting the destination in bold, innovative and collaborative ways that harness Portland's personality and values and that connect visitors to authentic experiences.

In 2019, visitors to Portland spent \$5.6 billion, producing \$277.8 million in state and local tax revenue. The travel industry supports 36,930 jobs in the Portland area, generating \$1.6 billion in employment earnings.

Founded in 1978 as Greater Portland Convention and Visitors Association, Travel Portland is a private not for profit Destination Marketing and Management Organization. We are primarily funded by local lodging taxes and receive additional revenues from our contract to market the Oregon Convention Center, partner dues and co-op programs.

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DIVERSITY, EQUITY AND INCLUSION



DIVERSITY, EQUITY AND INCLUSION

OVERVIEW

Metro's Diversity, Equity and Inclusion program is working to address systemic inequities that impact our communities by providing support and tools to Metro staff, Metro Council and community partners to create an equitable region for all. The Metro Council approved a [Diversity Action Plan](#) in 2012 and a [Strategic plan to advance racial equity, diversity and inclusion](#) in 2016. The plan is built on a set of core principles:

- Lead initiatives and programs with a racial equity lens.
- Generate support to create real and lasting cultural change.
- Partner with communities of color.
- Commit to measure progress.

OCC'S RACIAL EQUITY PLAN

At its inception in 1990, the Oregon Convention Center was tasked with making a positive economic impact for our region. For the entirety of its existence, the OCC has maintained its focus on that goal.

And while the mission of the convention center has broadened over time, economic prosperity is still top priority. It is known, however, that not all of the region's 1.6 million residents experience prosperity in the same way. Most communities of color in greater



DIVERSITY, EQUITY AND INCLUSION

CONTINUED

Portland currently experience the worst economic and social outcomes of any demographic group. The many decades of discriminatory and exclusionary practices that have resulted in this reality were worsened, if not directly caused, by policies created by government. As an example, the very existence of the OCC in the Lloyd neighborhood is a result of strategic displacement of communities of color and the ultimate gentrification of the surrounding area. So as part of Metro, a regional government, the Oregon Convention Center identifies its influence as a key opportunity to help drive equitable change.

The OCC has outlined a Racial Equity Action Plan prioritizing work to help eliminate the disparities that communities of color experience. And while it is certainly true that people of color are not in the only demographic group that experience barriers, solutions that help to remove barriers for people of color will likely also dismantle barriers for other marginalized groups. These other groups, such as LGBTQ+ communities, people with disabilities and those with low income will enjoy better outcomes alongside communities of color when we focus on achieving racial equity. This concept of targeted universalism is widely supported in research and has been embraced by Metro.

[OCC's Racial Equity Action Plan](#)

DIVERSITY, EQUITY AND INCLUSION

CONTINUED

NAMES AND PRONOUNS AT OCC

Diversity is greater Portland's greatest strength. The people who work at Metro are committed to honoring that diversity by making its spaces safe, inclusive and welcoming to people of all gender expressions. Respecting someone's gender pronouns is just as important as calling them by their name. Simple as that.

Using the link below, you will find the guidelines that Metro uses to help staff engage respectfully with coworkers and visitors of all gender expressions. There is also a list of resources where you can learn more about gender and pronouns.

[Pronouns at Metro](#)

EMPLOYEE RESOURCE GROUPS

Metro's Employee Resource Groups provide paid time and space for employees with shared life experiences to socialize, network and support one another around topics of common interest. The groups are entirely employee-run. Each group defines their own goals and decides how they spend their time together. Activities range from organizing social events to offering guidance to senior leadership on key workplace issues. Joining a group will both expand your network and help you become aware of new leadership opportunities. Additionally, the groups are a great place to gain practice leading teams and planning and running meetings.

Black Staff ERG
People of Color ERG
PRIDE ERG (LGBTQ+ staff)

[Learn More](#)

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HELPFUL LINKS



HELPFUL LINKS AND INFORMATION

QUICK REFERENCE

Visit [OCC's SharePoint Site](#) for the OCC phone list, emergency guidelines, how-to guides and more!

EMPLOYEE RESOURCES

[Holidays](#)

[Benefits and Leave](#)

[Metro Sick Leave](#)

[Metro Sick Leave - Non-Represented](#)

[Metro Sick Leave - Variable Hour](#)

[Pay and Classification](#)

[Training and Development](#)

[Phone List](#)

[Org Chart](#)

[How Tos](#)

[Emergency Guide](#)

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**THANK YOU FOR JOINING OUR TEAM
AND WELCOME TO OCC!**