



Point of Sale System (POS) at the Broward County
Convention Center

Bid Package Number: 113-06-2023

Proposal Due Date: 07/7/2023

Issue Date: 06/09/2023

Issued By: SMG INC.

1950 Eisenhower Blvd.

Ft Lauderdale, FL 33316

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SECTION 1 - INVITATION TO BID

1.01 Introduction

- A. SMG is the manager of a facility commonly known as Broward County Convention Center (the "Facility") located in Fort Lauderdale, Florida, which is owned by Broward County (the "Owner"), who in turn hired SMG to run the day-to-day operations of the Facility. SMG desires to obtain the services of an independent contractor to purchase a Point-of-Sale System (POS) for Food & Beverage Concession Sales at the Broward County Convention Center on behalf of SMG to SMG's licensees and exhibitors of SMG's licensees, as further described herein, (the "Services"), at the Facility.

1.02 Bid Due Date

- A. Bids are due on 07/7/2023 no later than 12:00 pm. Bids received after the aforementioned time will be considered non-responsive and will be returned to the Bidder unopened.
- B. Bids should be enclosed in a sealed envelope and marked: Sealed Bid For:
- C. Point of Sale System (POS), Bid Package Number 113-06-2023.
- D. Bids may be mailed, or hand delivered to Mr. Andrew Brailsford, Broward County Convention Center, 1950 Eisenhower Blvd, Ft. Lauderdale, FL, 33316. If hand delivered, bids shall be brought to 1950 Eisenhower Blvd, Fort Lauderdale, FL 33316.
- E. Bidders must submit four (4) bound original bids, provided herein as Attachment A which include all required submittals as described within the Bid.
- F. Faxed or emailed bids will not be accepted or considered.

1.03 Obtaining Bid Documents

- A. Bid Documents may be obtained from: Andrew Brailsford, phone: 305.465.3483, email bcccrfp@ftlauderdalecc.com or BIDSUSA, Unicom Systems Inc, www.unicom-systems.com and on the facility website www.ftlauderdalecc.com/planner/book-your-event#RFP
- B. Bids submitted based on partial sets of documents will not be considered. Bidders are responsible to review, in detail, all available Bid Documents prior to submitting their Bid.

1.04 Questions Clarification and Additional Information

- A. Questions, clarifications, and requests for additional information regarding the Bid Documents must be submitted in writing, via email bcccrfp@ftlauderdalecc.com using the form provided as Schedule 1 by the date provided in Section 2 below. In subject line you MUST specify bid number and name. All questions will be answered via email in an addendum and provided to all Bidders.
- B. Telephone inquiries for clarification or interpretation of the documents will not be accepted.

1.05 Proposal Evaluation

SMG may require clarification or additional information with respect to a submitted proposal. When evaluating a proposal, SMG considers the “total value” of the proposal.

Total value considerations may include, but not be limited to, price, quality, product design, marketability, and durability, as well as the end user’s recommendation or experience with the goods/service, the vendor’s present and past performance and financial stability. **Pricing is not the only consideration.** All vendors will be notified whether or not they are selected. SMG **will not** share a vendor’s specific proposal with other vendors. It is the intent of SMG to recommend contract award to the Bidder that receives the highest overall evaluation criteria score and otherwise meets all requirements of this solicitation.

- A. SMG reserves the right to reject any and all bids and to waive any informality in Bids received.
- B. Bidders shall be aware that SMG reserves the right to hold bids for up to 90 days prior to selection of the winning Bidder.

END OF SECTION 1

SECTION 2 - BID REQUIREMENT SUMMARY

Bid Package	Point of Sale System (POS)
Bid Package Number	113-06-2023
Deadline for Questions	06/30/2023
Bid Due Date	07/07/2023
Bid Due Time	12:00 NOON
MANDATORY Pre-Bid Conference & OPTIONAL Campus Tour (MAX 2 people)	Yes
Pre-Bid Conference Location	SMG OFFICES, 1950 Eisenhower Blvd, Fort Lauderdale 33316 or via video conference.
Pre-Bid Conference Date	06/23/2023
Pre-Bid Conference Time	12:00 NOON
Submit Number & Names of Attendees for the Pre-Bid to via email bcccrfp@ftlauderdalecc.com . Subject line MUST contain bid number and name.	06/16/2023
Post Bid Interview/Presentation	N/A
Post Bid Interview/Presentation Date	N/A
Post Bid Interview/Presentation Time	N/A
Business Location	Refer to Location Certificate Form and submit as instructed.
Taxable	
Term	Three (3) years
Contract Option	SMG may, at its option, extend the Term for two (2) yearly renewal terms

Contract Start Date	At Execution of Agreement
Service Agreement Required	Yes

END OF SECTION 2

SECTION 3 - INSTRUCTIONS TO BIDDERS

3.01 Receipt and Opening of Bid Proposals

- A. SMG is requesting Bids for the Services indicated in SECTION 01 – INVITATION TO BID as specified herein.
- B. SMG will privately open Bids.
- C. Bidders are required to fill in all blank spaces for Bid prices on the Proposal Form.
- D. Bidders may, if indicated in the Bid Requirement Summary, be required to attend a Pre-Bid Conference to review the Bid Documents and Scope of Work with SMG.

3.02 Definitions

- A. "Addenda" are written and graphic instruments that modify or interpret the Bid Documents by additions, deletions, clarifications, or corrections. SMG may issue them prior to Bid Award. Addenda will become part of the Bid Documents when issued.
- B. "Authorized Party" means show management, exhibitor approved contractors, exhibitors, SMG personnel, or subcontractors of show management authorized to apply charges.
- C. "Base Bid" or "Bid" is the sum stated in the Bid Documents for which the Bidder offers to perform the work described. Base Bid is a complete and properly signed Bid to provide the services specified in the Bid Documents for the sums stipulated, supported by any submittals required in the Bid Documents.
- D. "Bid Documents" means this RFP, and any yet to be issued Addenda to this RFP and the Service Agreement.
- E. "Bidder" means an entity reviewing and responding to this Bid.
- F. "Event" means a convention, exhibit, exposition, public show, trade show or other event of a similar nature occurring at the Facility.
- G. "Facility" means the multi-purpose Broward County Convention Center.
- H. "Ordering System" means the online system which SMG utilizes to receive orders and payment from licensees and exhibitors for Facility services, including but not limited to the Services.
- I. "Provider" means the Bidder awarded the final contract for services.
- J. "Services" means those items described in SECTION 4 – SCOPE OF SERVICES, contained in this Bid package.

3.03 Bidder Qualifications

- A. SMG reserves the right to review and accept the qualifications of all Bidders.
- B. Bidder's experience must include, but is not limited to, large conventions, tradeshow, meetings, and exhibitions.
- C. Bidder must be able to prove sufficient financial ability to provide the services specified in the Bid Documents.

3.04 Examination of Conditions

The Bidder is responsible for examining the premises, site, and any conditions that may impact the Bidders work. Bidders must satisfy themselves as to the condition of the premises, any obstruction, unusual conditions, or requirements necessary for carrying out the work, before the delivery of this proposal. A tour will be conducted at the Pre-Bid Conference, scheduled as above.

3.05 Discrepancies, Omissions, or Interpretations

- A. Bidder shall promptly notify SMG of any ambiguity, inconsistency, or error which they may discover upon examination of the Bid Documents or of the site and local conditions.
- B. Requests for interpretation, clarifications, or additional information must be made on the Request for Additional Information form attached to this Bid Document as Schedule 1: Request for Additional Information. Interpretations will not be made orally. Telephone inquiries for clarification or interpretation of the Bid Documents will not be accepted.
- C. Notification of request for interpretation or correction of any ambiguity, inconsistency, or error therein which it may discover to SMG shall be made no later than the date and time noted herein as the deadline for questions in Section 2.
- D. Any interpretation, correction, or change of the Bid Documents will be made in writing by Addendum and issued to the Bidders by SMG. Interpretations, corrections, or changes of the Bid Documents made in any other manner will not be binding, and Bidders shall not rely upon such interpretations, corrections, and changes.
- E. SMG will not be responsible for any oral instructions by, or any written confirmations of any oral instructions from any Bidder, Sub-bidder, Product Supplier, etc.

3.06 Proposal Form

- A. Each Bid shall be submitted on the Proposal Form furnished with the Bid Documents as Attachment A. All blanks on the Proposal Form shall be filled in by electronically or manually in ink. Any Bids not submitted on the form provided may be considered non-responsive, at SMG's sole discretion.
- B. The submission of a Bid shall be evidence that the Bidder has made all necessary examinations and is satisfied as to the conditions to be encountered in performing the work and as to the requirements of all Bid Documents.
- C. Bids by corporations or other entity types shall indicate the legal name of the corporation, followed by the name of the State where incorporated/formed and must be signed by the President, Secretary, or one of the other officers of the corporation. The signature of a person authorized as agent to bind any of the above will be acceptable provided the Bid is accompanied by a proper Power-of-Attorney. Bids by corporations shall have the corporate seal affixed adjacent to the signature.
- D. All signatures shall be in ink or by digital signature and the name of the persons signing shall also be typed or printed below the signature followed by a title

showing the relationship to the bidding organization such as: "Owner" in the case of a sole Owner, "Partner" in the case of a Partnership; "President", "Vice President", "Secretary", or "Treasurer" in the case of a corporation; "Agent" in the case of someone acting as Agent or Attorney-in-Fact.

- E. Bids must be received at the designated location prior to the Bid Due Date and Bid Due Time as indicated in this RFP or for any extension specified in an Addendum, if any. Bids received after designated Bid Due Date and Bid Due Time may, at the sole discretion of SMG, may be considered non-responsive.

3.07 Addenda

- A. Any binding interpretation will be made only by written Addenda duly issued and a copy of such Addenda will be mailed or emailed to the last known address of each Bidder who has received Bid Documents.
- B. SMG is not responsible for the delivery of Addenda or accountable for the late delivery of Addenda. Each Bidder shall ascertain prior to submitting a Bid that all Addenda issued has been received.
- C. Copies of Addenda will be made available for inspection wherever Bid Documents are on file for that purpose.
- D. All Addenda issued during the Bid process shall become part of the Bid Documents and receipt thereof shall be acknowledged on the Bid Proposal Form.

3.08 Sales Tax

This project is exempt from sales and/or use tax.

3.09 Withdrawal or Revision of Bid Proposals

- A. Any Bid may be withdrawn or revised in writing prior to the scheduled time for opening of Bid.
- B. A Bid may not be modified, withdrawn, or canceled by the Bidder during the stipulated time period following the time and date designated for the receipt of Bids.
- C. Bids submitted early may be modified or withdrawn only by notice to the party receiving Bids at the designated place and prior to the time for receipt of Bids. Such notice shall be in writing over the signature of the Bidder.

3.10 Acceptance and/or Rejection of Bid Proposals

- A. No Bid shall be withdrawn for ninety (90) calendar days after the Bid opening.
- B. SMG reserves the right to accept or reject any or all Bids or parts of any Bid or waive any informality or irregularity which, in SMG's judgment, is in its best interest of the project.
- C. SMG reserves the right to reject any or all Bids if responses to the above, or any other information in SMG's judgment, are unsatisfactory or do not meet the budget, or required performance standards.

3.11 Acceptance of Bid (Award)

- A. It is the intent of SMG to recommend contract award to the Bidder that receives the highest overall evaluation criteria score and otherwise meets all requirements of this solicitation.
- B. SMG may make on-site inspections of facilities where participant provides services similar to the services requested hereunder before the award of Bid.

3.12 Post-Bid Interview/Presentation

- A. After the Bids are received, tabulated, and evaluated by SMG, certain Bidders may be asked to meet with SMG for a post bid interview/presentation.
- B. The post bid interview may include, but not be limited to, a review of the Bid, financial ability of Bidder to perform the scope of services requested and Bidder's approach to the work.

3.13 Insurance Requirements

Required as set forth in Schedule 2: Service Agreement.

3.14 Historically Underutilized Businesses and Equal Employment Opportunity

- A. Bidder will not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, disability, or national origin; and will take affirmative action to ensure that its applicants are employed, and its employees are treated fairly during employment without regard to their race, color, religion, sex, age, disability, or national origin.
- B. Such nondiscrimination shall include, but not be limited, to the following areas of employment practice: employment, upgrading, demotion, or transfer; recruitment and recruitment advertising; layoff and termination; rates of pay and other forms of compensation; and selection for training, including apprenticeship. Such shall be posted in conspicuous places, available to its employees and applicants for employment, notices setting forth the policies of nondiscrimination.

3.15 Security

Provider shall comply with all Facility regulations at all times while at the Facility.

3.16 Safety

- A. The vendor shall review and comply with SMG's Contractor Safety Program, attached hereto as Schedule 2.
- B. The vendor is responsible for submitting, paying for, maintaining, delivering, and posting all applicable professional licenses, certifications or permits required by Federal, State, and local law.
- C. The vendor shall submit a copy of its safety and health program, including training, which must meet or exceed all applicable Federal, State, and local standards and the SMG Safety Programs.
- D. The winning Bidder shall submit a copy of any and all licenses, certifications and/or permits as required to perform these services.

- E. The winning Bidder shall comply with all applicable OSHA, Federal, State and local laws, rules and regulations.
- F. Safety Data Sheets must be submitted to SMG for all supplies and chemicals intended for use in the performance of the Services. All chemicals used at BCCC shall carry an EPA approval number.
- G. The winning Bidder shall provide and ensure the wearing of protective clothing, masks, eye protection, etc., as required by laws, regulations, ordinances, and/or manufacturer's instructions for material and equipment.
- H. All equipment used in the performance of the Services shall be properly maintained in order to protect SMG and the public. Any equipment that is determined unsafe or improper for desired use shall be removed from BCCC.
- I. The winning Bidder shall take all necessary precautions for the safety of his/her employees and for the general public.

3.17 ADA

Bidder shall comply with all applicable ADA laws and regulations and train staff regularly on those regulations.

3.18 Material Storage

Provider is responsible for storing any materials and equipment used to provide the Services and such must be stored following manufacturers guidelines. SMG shall endeavor to make a reasonable amount of space, if available, to Provider for storage.

3.19 Clean Up and Rubbish Removal

- A. Normal/typical office housekeeping (sweep, dust, vacuum, waste removal) will be provided by facility services.
- B. Other sweeping, dusting, vacuuming and clean up as required due to the Providers activities including the legal disposition of all trash, rubbish and other waste generated by Provider must be done by the Provider in a timely and acceptable manner to the satisfaction of SMG.

3.20 Permits and Fees

The Provider shall secure and pay for any permits, governmental fees, licenses, and inspections, required to provide the Services.

3.21 Agreement

Attached is the SMG Service Agreement ("Service Agreement") which the winning Bidder will be required to enter with SMG. If the winning Bidder refuses to enter into the Service Agreement (or insists on changing/modifying the Service Agreement) with SMG, SMG reserves the right to award the Bid to another Bidder. SMG reserves the right to make non-substantive changes to the Service Agreement prior to execution, which shall not invalidate this section.

END OF SECTION 3

SECTION 4 - SCOPE OF SERVICES

4.01 Bid for Services

Services

1. The successful bidder will be required to design, coordinate, supply, install and test the complete POS system for the project in accordance with the terms of the RFP and any future Addenda. Work under this Contract includes all installation labor, materials, tools, transportation services, supervision, coordination, etc., necessary to complete the installation of the POS system as described in these specifications.

Each bidder's RFP response must meet the following requirements. If the bidder cannot or does not meet a requirement found in this section, Bidder should indicate that on the form provided - **Exceptions to Supporting Scope of Work Requirements**.

Point-of-Sale Hardware Requirements

- A) All equipment must be new. Refurbished equipment will not be considered.
- B) Must be a PCI Validated Point-to-Point Encrypted Device per the PCI Counsel and must have a current certification.
- C) Must have at least four (4) USB ports to connect various peripherals.
- D) Each Fixed POS Bundle must include the following components:
 - a. 14" (or larger) High Resolution POS Touch Screen Display that does not require separate power.
 - b. Customer Thermal Receipt Printer that does not require separate power.
 - c. Payment Device that provides acceptance of Swipe, EMV Dip, Contactless EMV and NFC Mobile Wallets including Apple Pay, Google Pay, etc...
 - d. 1D/2D/QR Code Barcode Scanner that does not require separate power (if part of the required config)
 - e. Rear-facing customer display that does not require separate power.
 - f. Ethernet & Wi-Fi connection options and have the ability to switch the connectivity profiles with ease.
 - g. All power and network cables required to provide power and network connectivity to the Client supplied Ethernet jack.
 - h. Must support offline mode where cash and credit card payments can be accepted in the event the device loses connectivity to the network.

- E) Each Mobile POS Bundle must include the following components. An All-in-one device is preferred. If the proposed device is not all-in-one, please describe how the components below fit into the configuration.
- a. POS Touch Screen Display
 - b. Customer Thermal Receipt Printer.
 - c. Payment acceptance that provides acceptance of Swipe, EMV Dip, Contactless EMV and NFC Mobile Wallets including Apple Pay, Google Pay, etc...
 - d. 1D/2D/QR Code Barcode Scanner
 - e. Must be able to connect to the cloud via Wi-Fi or 4G LTE.
 - f. Internal Battery that provides at least 6 hours of battery backup
 - g. Must support offline mode where cash and credit card payments can be accepted in the event the device loses connectivity to the network.

Point-of-Sale Functional Requirements

- A) The proposed POS system must provide options for working offline as seamlessly as possible in the event a network connection is not available. All POS Units must have the capability of running in offline mode for an extended period of time and provide no impact to the end user. Transaction time should not be impacted, and credit card transactions must complete in under 4 seconds.
- B) Perpetual inventory control, and event management software with cash room module must be included in the response. The event management software must provide stand sheet functionality to reconcile inventory sales to cash and other tender.
- C) The solution must include integrated credit card authorization and settlement. No third-party credit card interfaces will be allowed.
- D) Magnetic card readers must be able to support third party gift cards, loyalty cards, etc.
- E) POS System must automatically batch and settle credit cards at the end of the night with no human interaction.
- F) Fixed POS Units are to be used to enter closing data including ending, spoilage, gratis and returns for inventory item.
- G) POS units must have the ability to support digital signature on a location-by-location basis.
- H) POS System must allow multiple levels of security to promote restrictions on certain functionality.
- I) Sales information must be accessible from any device with an internet browser and internet access including mobile devices and tablets.
- J) Administrative site must be accessible via any web browser through any device with access to the Internet and proper log-ins.
- K) System must have easy to manage inventory system that includes warehouses, purchasing, receiving, stock items, transfers, recipes and stand sheets.

- L) System must have the ability to view inventory status levels by stand/location at any given time.
- M) The system must be able to view current sales, top sellers, transaction volume and key data through a dashboard interface.
- N) Fixed Point-of-Sale devices must have the ability to switch between traditional cashier workflows and customer self-service workflows in less than 60 seconds by selecting a different application on the device.
- O) System should offer remote printing with touch screen display at multiple locations.

The Bidder should include all the costs associated with the performance of the specified plan and will include the cost of labor and resources required to carry out the design, acquisition, coordination, installation and integration, commission and testing of the POS System as provided by this RFP. All proposals must be inclusive of all components and pricing associated with all components required to satisfy the technical and operational workflows as described in this RFP. Responses that direct the owner to self-source pricing from third parties may be deemed incomplete and rejected. All pricing should exclude all applicable taxes; however, proposals must identify what taxes will be applied to invoicing.

SMG is requesting responders to submit information that explains and demonstrates the respondent's ability to support the required operational workflows. Responses to this section should include all hardware components (including make/model) required to support the requested workflows, inclusive of any fulfillment hardware required.

Required Workflows

- 1) Belly-up / Walk-up for Fixed/Permanent Concessions
- 2) Belly-up / Walk-up for Portable Concession Carts
- 3) Belly-up / Walk-up for Fixed/ Permanent Bars
- 4) Vending / Hawking Operation including Vending Cashier and Hawkers
- 5) Operator Facing In-Seat Service
- 6) Customer Self-Service In-Seat Mobile Ordering
- 7) Operator Facing Loge Ordering
- 8) Customer Self-Service Loge Ordering
- 9) Operator Facing Suites Day of Event Ordering
- 10) Customer Self-Service Suites Day of Event Ordering
- 11) Operator Facing Restaurant Service

SMG requires bidders to submit the following documentation in the following order. Failure to do so may result in the response being rejected.

- 1) Detailed Quotation
- 2) Summary Bid Form
- 3) Description of Supported Workflows
- 4) Plan to deliver against measurable business objectives.
- 5) Client References
- 6) Sample Certificate of Insurance acknowledging coverages required.
- 7) Provider Financial Information
- 8) Provider Contract Terms & Conditions
- 9) Exceptions to Supporting Scope of Work Requirements

Proposals are to remain firm for acceptance for a period of forty-five (45) days from date of quotation closing.

- A) Pricing for all hardware, software and installation services required must be included on the detailed quote with subtotals for the categories below included on the Summary Bid Form provided.
 - a. Hardware (inclusive of all 3rd party components)
 - b. Shipping & Handling
 - c. Software (one-time)
 - d. Software (recurring annually)
 - e. Installation Services
 - f. Travel & Expenses (associated with onsite installation services)
 - g. Annual Software Support & Maintenance (if not included in Software Recurring)
 - h. Annual Hardware Support & Maintenance (if required by provider)
 - i. Cost for Software Updates including any labor required (if not included in g. or d. above)
 - j. Estimated Credit Card & Gateway Processing Fees based on 500K transactions and total credit card processing volume of \$1M broken down by the following sub-categories
 - i. Acquiring Fees – fees paid directly to the acquirer/credit card processor
 - ii. Gateway Fees – fees paid to a credit card gateway provider (if required)

- iii. Interchange Fees – please confirm interchange fees are past onto the merchant at cost

Time Requirements

The design, installation and testing of the system must be substantially complete by ***Month, Day, Year***

SCHEDULE 1: Request for Additional Information

To	Andrew Brailsford		
Address	1950 Eisenhower Blvd, Ft. Lauderdale, FL 33316		
Phone Number	305.465.3483	Email address:	bcccrfp@ftlauderdalecc.com
Bid Package	Point of Sale System (POS)		
Bid Package Number	113-06-2023		
Date of Request			
<i>Bidder Information</i>			
Name			
Company			
Address			
Phone Number			
E-Mail Address			
<i>Request For Clarification, Interpretation or Additional Information</i>			

SCHEDULE 2: SMG's Contractor Safety Program

Safety Rules

These safety rules have been established for the protection of each Team Member. All Team Members are requested to cooperate in observing these rules and to help maintain a safe work environment. Team Members should:

- Report all accidents and injuries to your Supervisor/Manager immediately, including near misses.
- Never operate any machine or equipment unless you are specifically authorized and trained to do so.
- Not operate defective equipment. Do not use broken hand tools. Report defective or hazardous equipment to your supervisor.
- Make sure all safety attachments are in place and properly adjusted before operating any machine.
- Not operate any machine or equipment at unsafe speeds or in an unsafe manner. Shut off equipment that is not in use.
- Wear all protective garments and equipment necessary to be safe on the job. Wear proper shoes. Sandals or other open-toed or thin-soled shoes should not be worn.
- Never oil, clean, repair or adjust any machine while it is in motion and unless authorized to do so.
- Not lift items, which are too bulky or too heavy to be handled by one person. Ask for assistance.
- Keep all aisles, stairways, and exits clear of skids, boxes, air hoses, equipment, and spillage.
- Not place equipment and materials so as to block emergency exit routes, fireboxes, sprinkler shutoffs, machine or electrical control panels, or fire extinguishers.

- Stack all materials neatly and make sure piles are stable.
- Keep your work area, machinery, and all company facilities, neat and clean; Put tools and equipment away when they are not in use.
- Not participate in horseplay, teasing or otherwise distract fellow Team Members from the job they are doing.
- Safeguard other workers at all times.
- emergency evacuation routes, fire extinguisher locations and eyewash station locations in your surrounding area.
- Keep all flammable liquids in approved containers and stored in appropriate cabinets.
- Never stand or work under a suspended load, be it hoist, crane or forklift.
- Always use a ladder instead of climbing on racks, materials, or crates.
- Smoke only in designated smoking areas.
- Company vehicles are to be driven by authorized Team Members only during ASM Global business hours.
- All Team Members are expected to wear seat belts at all times while in a moving vehicle being used for company business, whether they are the driver or a passenger.
- Use of handheld business phones, whether personal or business-owned, while behind the wheel of a moving vehicle being used on company business is strictly prohibited. It is every Team Member's responsibility to maintain a safe and clean work environment.