



at Foundation For The Carolinas

Catering Guidelines

Events at 220 North Tryon are a team effort. Successful events are dependent upon open and constant communication between the 220 North Tryon Event staff and all of our vendors. As such, we have created this packet of guidelines to communicate the basic standards and practices to be followed within our facility. We also hope this packet will help eliminate many of the FAQs vendors have when first coming to our facility.

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General Guidelines

All Vendors must provide Certificate of Insurance with a one million dollar minimum General Liability Coverage. 220 North Tryon , LLC and Foundation For The Carolinas must be listed as additional insured.

Foundation For The Carolina's policy on discrimination and harassment states that all employees and other persons on Foundation premises shall conduct themselves in a professional and businesslike manner. Any discrimination, intimidation or harassment of Foundation employees, vendors or guests will not be tolerated. Discrimination or harassment based on an individual's race, religion, sex, sexual orientation, gender orientation, color, age, national origin or disability is expressly prohibited. Anyone in violation of this policy should be reported to security or event staff or immediately.

220 N Tryon is a smoke free facility. The use of tobacco and vapor-producing products are prohibited in the building and on the SPX Terrace and Rodgers Sculpture Garden. All guests and staff who wish to smoke should do so at the benches located in front of our building. There is no smoking in the Truist Center Courtyard.

Weapons of any type (including but not limited to firearms, knives, explosives) are strictly prohibited in the 220 N Tryon facility and the Truist Center Loading Dock. **Possession of a concealed handgun permit does not allow a firearm to be carried in the facility.** Anyone in violation of this policy should be reported to security or event staff immediately.

220 N Tryon does not take responsibility for personal belongings. All efforts should be made to leave valuables off site or secured on the person.

Please inform event staff or security whenever there is a concern about the facility, equipment repair or a guest or staff behavior.

220 N Tryon does not provide parking validation for vendors.

No vendor is to consume alcohol on 220 N Tryon premises, this includes band members, crew and DJs.



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Access

The Truist Center Loading Dock is NOT owned or operated by 220 North Tryon or Foundation For The Carolinas. Vendors seeking access to the loading dock must submit a Truist Center Daily Access Form directly to TruistCenter@am.jll.com no later than **2:00 PM** on the business day prior to the requested access date & time and **2:00 PM Thursday** prior to any weekend activity including building structured holidays. A copy of this form is located at the end of this packet. Vehicles may not be parked for more than **30 minutes** in the loading dock. It is the client's responsibility to find parking for their vehicle. Please comply with all directions given by the Dock Master.

Upon arrival at Foundation For The Carolinas, **ALL** vendors without exception must sign in with security at the reception desk located on the 1st floor. If required, security will give vendor an access badge to use for the freight elevator. This badge must be returned before leaving the building.

Load in and load out times are scheduled with purpose; please be respectful of this schedule. If for some reason a vendor cannot make their scheduled load in/out time, please contact the Dock Master or event contact.

If an individual or company repeatedly fails to return their badge, restricted access and fines may be applicable.

Delivery/Pick-up

All deliveries must be made to the basement staging kitchen. Prior written approval from an Events Manager is required to deliver items to the fourth floor or tenant space on the first floor.

All items must be removed from the property immediately following the event. The only exception allowed is leaving items in the basement staging kitchen. Any item left in this area must be completely cleared of all food, left neatly in identified location and must be picked up within 48 hours of event date.

The entity responsible for renting the items is responsible for moving them. For liability purposes, 220 NT is not allowed to move rental equipment. Please plan your staff accordingly.

Please provide your 220 NT Event Manager with a copy of your rental order. Without this documentation your delivery may not be accepted.



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Equipment

220 North Tryon has various carts available to vendors for moving equipment throughout the facility. This equipment is provided on a first-come, first-served basis and can be found in the staging kitchen located in the basement. All equipment should be returned to staging kitchen after use.

FFTC equipment should not be left on the Truist Center Loading Dock. Any vendor who does not return equipment to the staging kitchen will be held responsible for its replacement.

Please be aware of the state of your equipment. Any equipment that is not in proper working order should not be used in the facility. Any damage discovered due to improper equipment will be assessed back to the vendor. Carts that have been outside or carry substantially heavy loads should never be run on the marble.

Carts with metal wheels and pallet jacks are strictly prohibited beyond the basement level.

Do not block elevator doors with equipment as it risks damage to equipment and elevators. Damage incurred as a result of this will be at the vendor's expense.

The freight elevator is not to be used to store equipment. It is used by all event vendors and Foundation For The Carolinas vendors. At times the freight elevator may be used to move guests across floors.

All areas open to guests should be free of equipment and be clean of debris no later than 30 minutes prior to guest arrival.

The event staff is always available to move 220 North Tryon furniture or equipment as needed. Vendors should not move equipment or furniture that is not their own, unless given permission by 220 North Tryon event staff. The event staff is not responsible for moving vendor equipment.

Absolutely no equipment is allowed in passenger elevators. All equipment must be loaded in through the loading dock.



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Luski Gallery Events

When events are scheduled in the Luski Gallery, security moves to the side reception desk located next to the Truist Center Courtyard. Please check in with security there.

No vendor should begin setting up in the Luski Gallery without permission from the 220 North Tryon event staff.

Vendors should not allow anyone in through the front doors without permission from the 220 North Tryon event staff. All guests and vendors should be sent to the Truist Center side entrance until the front doors are unlocked by security.

220 North Tryon event staff reserves the right to ban vendors from using certain equipment within the Luski Gallery to minimize potential damage to art and facility.

Amplified sound can cause damage to glass art work located in the Luski Gallery. 220 North Tryon event staff must approve any audio visual set up.



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Catering

220 North Tryon reserves the right to request an event Banquet Event Order to confirm set up needs, arrival times and headcount.

No coffee makers or cooking appliances are allowed in the hallways. If additional power or space is needed other than the 4th floor catering kitchen or event support room, please use the servery next to the freight elevator or ask an event team member about alternate locations.

Catering trash should be taken to the dumpster located in the Truist Center Loading Dock. All large, rolling trash cans from the 4th floor kitchen should always be returned to the kitchen immediately following the event. Please do not leave these trash cans on the Loading Dock or in the basement.

220 North Tryon strongly encourages the recycling of all appropriate materials during an event. A blue recycling can has been provided in the 4th floor kitchen and must be returned to this location. Recycling bins are available in the Truist Center Loading Dock.

Catering must provide their own trash bags for the 44-gallon, large, rolling trash cans. These are primarily meant for “back of house”. If they are placed in view of guests, they should be dressed with a linen provided by the caterer. The 23-gallon, slim, black trash cans are provided for use during events.

The 4th floor kitchen is equipped with a broom and dustpan. These are for catering use wherever necessary. A brown, wooden mop handle and yellow bucket can be found in the janitor’s closet located next to the family restroom. Please use the disinfectant floor cleaner and warm water when mopping the kitchen floor.

The tenant space on the 1st floor is equipped with a broom, dustpan and other cleaning supplies. These are for catering use wherever necessary. A brown, wooden mop handle and yellow bucket can be found in the janitor's closet located in the basement across from the freight elevator. Please use the disinfectant floor cleaner and warm water when mopping the tenant space floor.

FFTC does not maintain linens in house. All linens should be arranged through the event planner or catering.

Every effort should be made to serve guests appropriately. Proper portion control for each alcoholic drink using bottle pours and counts is expected. It is the caterer’s responsibility to provide non-alcoholic beverages, all mixers, bar set up including bottle pourers and glassware.



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Drop off events: Any food displays dropped off in non-disposable servers must be picked up immediately following the event and all trash removed. If a different pick-up time is required, it must be approved in advance by an event staff member.

Multi Day/All Day Drop off events: Any food displays dropped off in non-disposable servers must be cleaned up daily at the end of the event time and all trash removed. If linens are to be changed from day to day, they must be pulled at the scheduled end time of the event so that the floor can be cleaned.



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Alcohol

Alcohol is provided to guests under the Foundation For The Carolinas liquor license. As such, please respect our alcohol control efforts.

Alcohol service is for a maximum of four hours.

Do not leave alcohol unattended at any time. Alcohol will only be provided to the bartending staff when they are prepared to remain at the bar. Alcohol will not be provided any earlier than an hour before the event start time.

Every effort should be made to serve guests appropriately. Proper portion control for each alcoholic drink using bottle pours and counts is expected. It is the caterer's responsibility to provide non-alcoholic beverages, all mixers, bar set up and glassware.

Do not serve alcohol to guests who appear to be underage without proper identification. Do not provide a guest with alcohol who appears to be intoxicated. Bartenders are expected to use bottle pourers for all liquor bottles, provided by the caterer. "Open bottle" service for liquor is strictly prohibited.

In the instance that a guest should no longer be served alcohol, the bartender should inform the 220 North Tryon event staff. The bartender may be asked to stop serving guests based upon 220 North Tryon event staff's own observations.

Bartenders should not serve other vendors or staff under any circumstance, which includes band members, crew and DJs.

Please save the tops to all liquor. Any bottle not emptied at the end of the night must be properly capped.

All alcohol must be returned to a 220 North Tryon event team member. There are no "take home" bottles issued from our inventory. No alcohol purchased under the Foundation For The Carolinas license may leave the premises including beer and wine.



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No alcohol may be brought in to 220 North Tryon. Guests who are in possession of outside alcohol will have it confiscated by an event team member or security.

Any ice coolers that sit on the floor should be placed on a rubber mat. An event staff member will provide these mats.

220 North Tryon does not recommend an announced “Last Call.”

All bartenders must complete the online training at <https://abc.nc.gov/Education>.

Additional training resources:

ALE - Scientific Advisory Council
Omar Qureshi
omar.qureshi@ncdps.gov

ABCC Education Outreach
Charlie Fuller
919.441.0981

Conference Room Deliveries

Upon arrival at Foundation For The Carolinas please sign in with Security at the Reception desk located on the 1st floor. Security will give you an access badge to use for the freight elevator. This badge must be returned before leaving the building.

If your drop off consists of all disposable items, FFTC staff will dispose of your delivery.

If your drop off includes equipment that needs to be returned, a pick up should be arranged immediately after the meeting ends.

If you are providing a full service meal, please be aware that you are responsible for taking the trash out to the loading dock dumpsters.

Service Counters: Please use the service counter located within the Conference Room unless otherwise instructed. Alternate counters exist for certain conference rooms.

2nd floor: Turner, Brayboy and Belk have an alternate counter located next to the restrooms. Halton, Chambers and Richardson have an alternate counter located next to Richardson.

3rd floor: Thompson, Bessant and Grigg have an alternate counter located between the kitchen and Bessant.

4th Floor: Sklut classroom **must** use the counter located between the freight elevator and Iverson Conference Room. This counter is also an alternate for the Iverson Conference room.

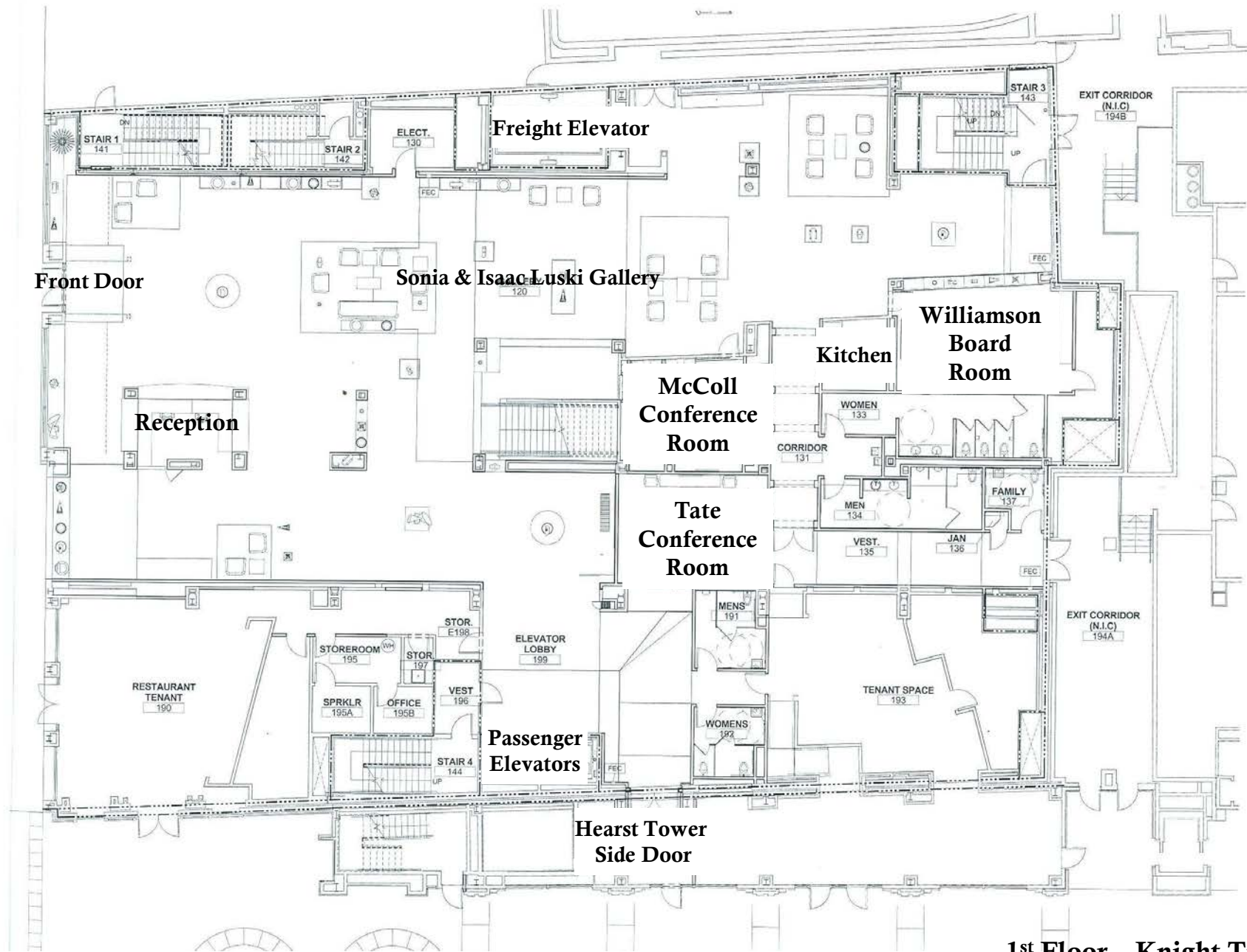
Kitchens: There are service kitchens located on the 1st, 2nd and 3rd floors for your convenience. These are also labelled on the floor diagrams.

Trash: If the trash cans are not visible in the conference rooms then they are located inside of the cabinets along the walls in the room.

Power Outlets: There are power outlets located inside of the conference room tables and along the walls. Please be aware that multiple coffee pots can trip the circuits.

Coasters/Placemats: In an effort to preserve the quality of our meeting spaces, we ask that you use coasters and placemats while food and beverages are used. You can find these items in the drawers located along the conference room walls.

Assistance: If you need assistance with anything please dial "0" from the conference phone located in the room. If you are unable to locate the phone simply take the elevator down to the 1st floor and speak with the receptionist. You may also call (704) 973-4500 from your cellular phone.



Front Door

Reception

Sonia & Isaac Luski Gallery

Freight Elevator

**McCull
Conference
Room**

**Tate
Conference
Room**

Kitchen

**Williamson
Board
Room**

**RESTAURANT
TENANT
190**

**STOREROOM
195**

**STOR.
197**

**STOR.
E198**

**ELEVATOR
LOBBY
199**

**SPRKL.
195A**

**OFFICE
195B**

**VEST.
196**

**Passenger
Elevators**

**STAIR 4
144**

**Hearst Tower
Side Door**

**MENS'
191**

**WOMENS
192**

**WOMEN
133**

**CORRIDOR
131**

**MEN
134**

**VEST.
135**

**FAMILY
137**

**JAN
136**

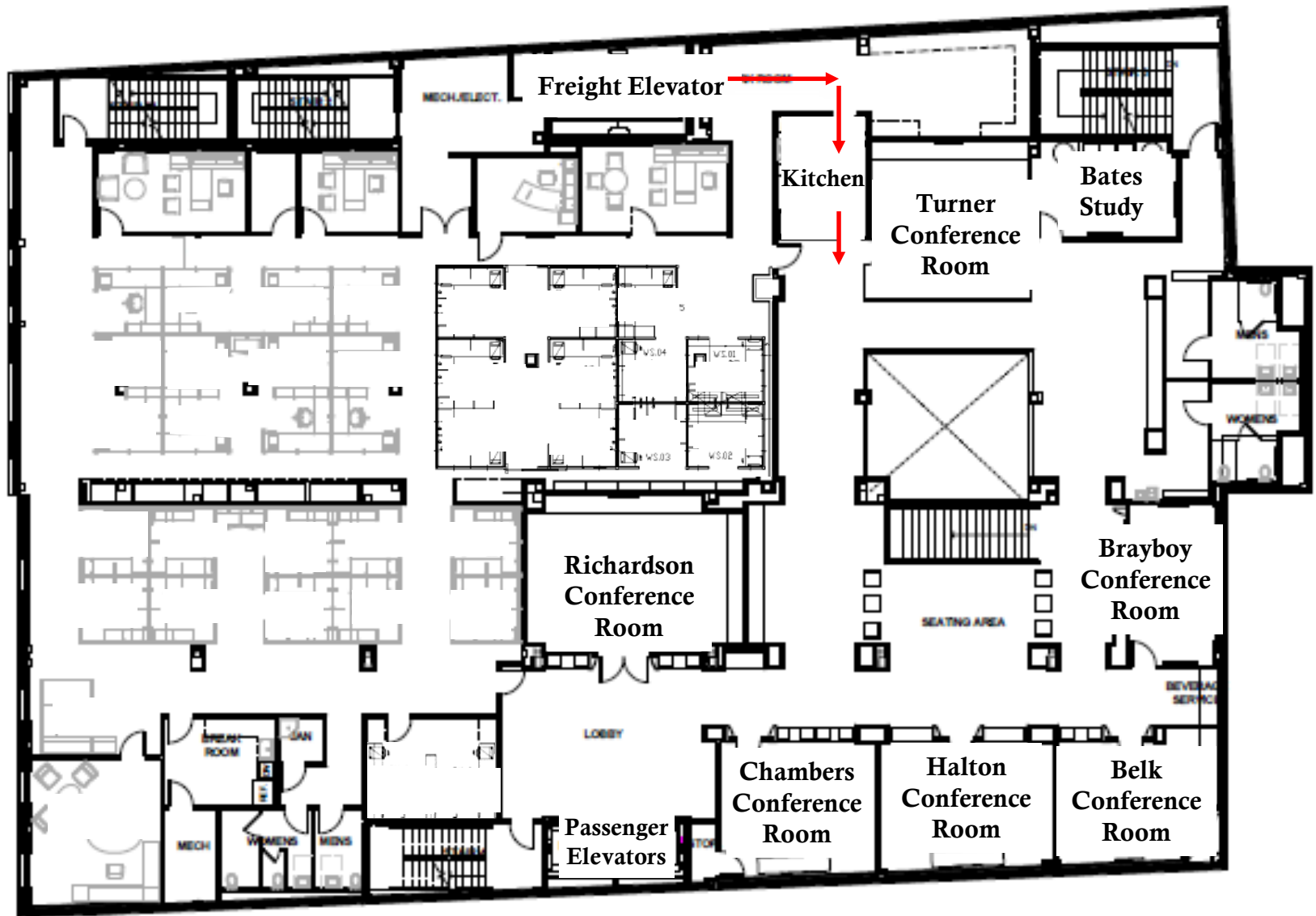
**TENANT SPACE
193**

**STAIR 3
143**

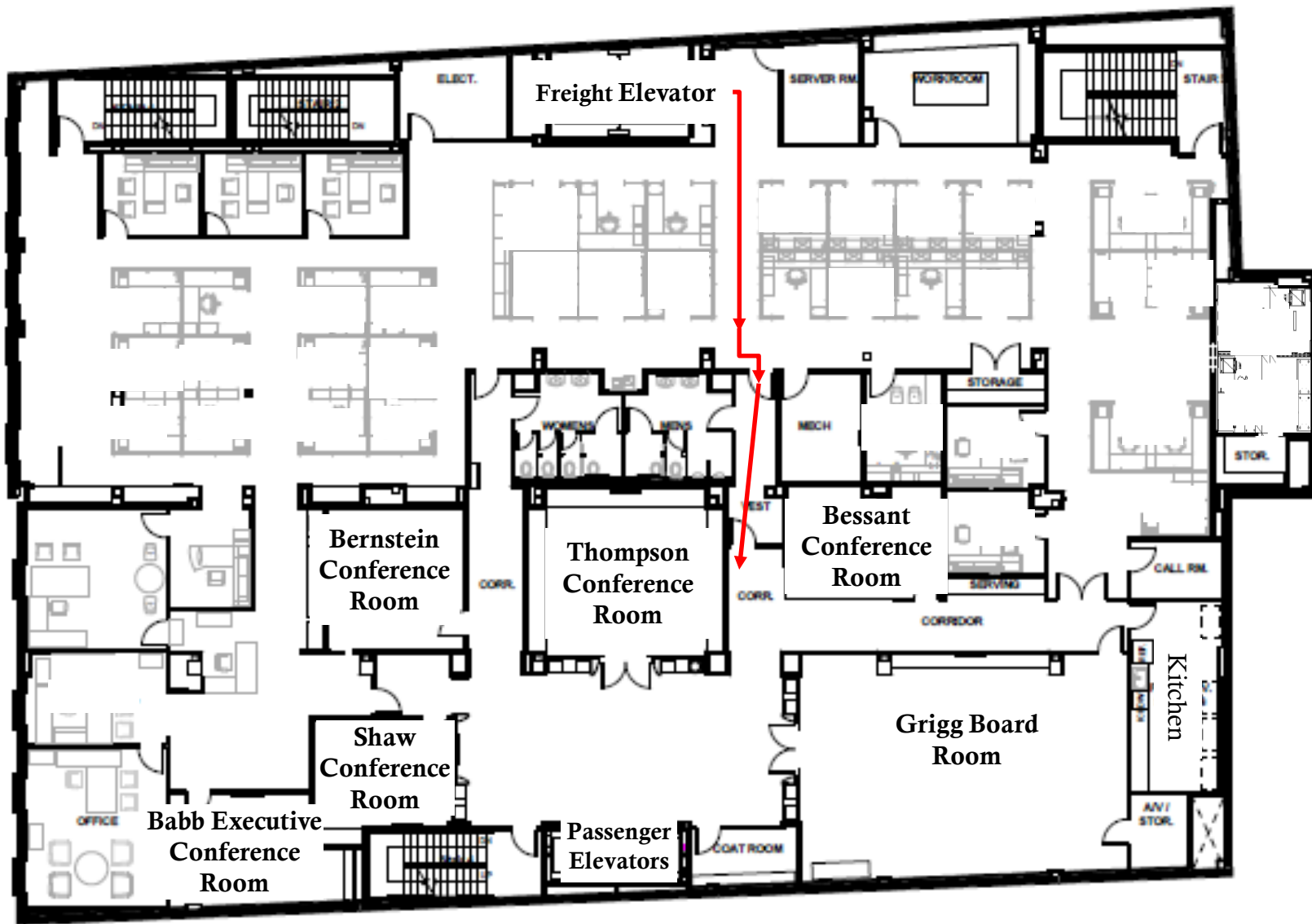
**EXIT CORRIDOR
(N.I.C.)
194B**

**EXIT CORRIDOR
(N.I.C.)
194A**

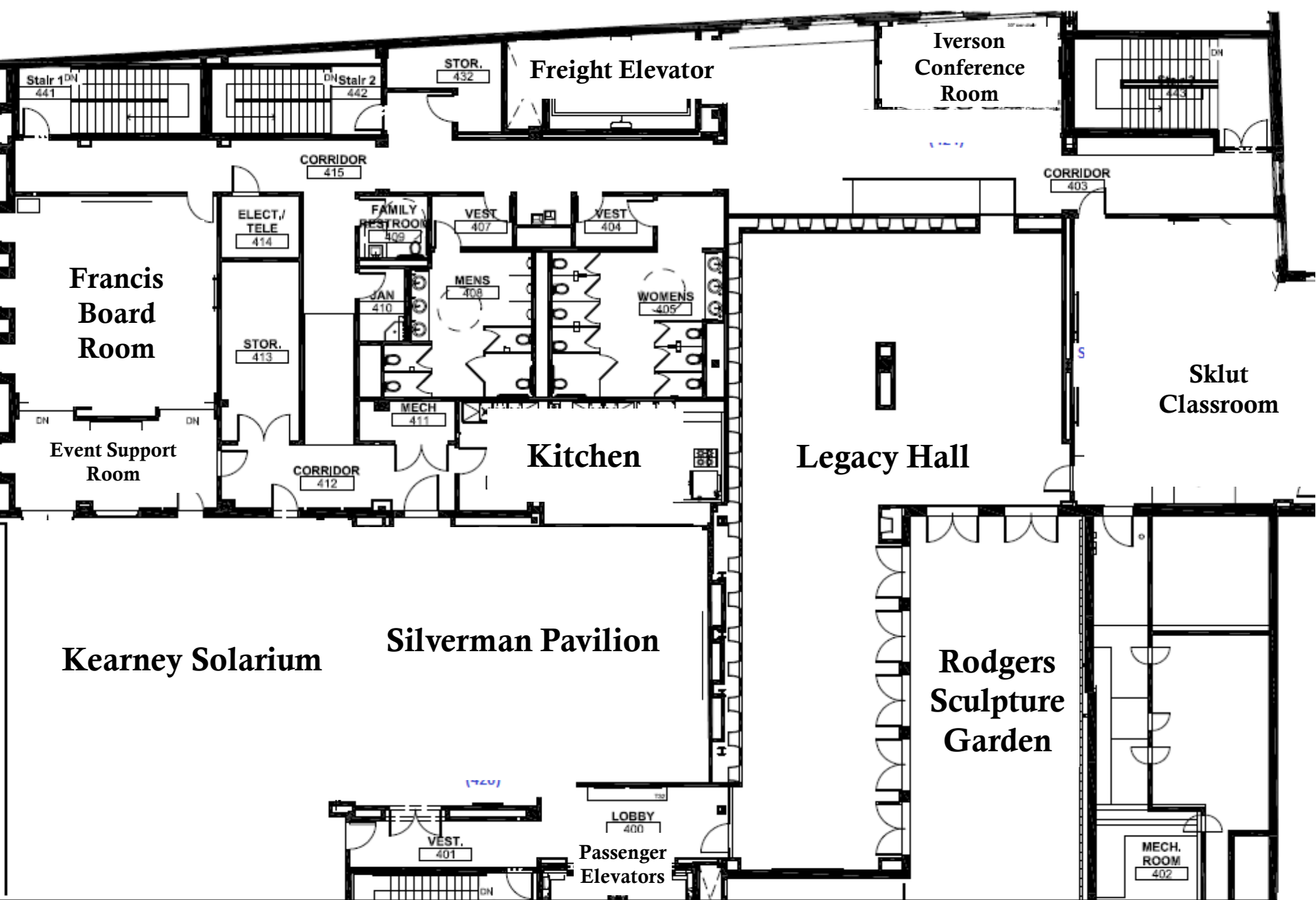
1st Floor - Knight Tier



2st Floor – Dickson Tier



3rd Floor – Gantt Tier



4th Floor- Overcash Tier



Management Office: (704) 625-5818 ~ Engineering Phone: (704) 625-5825 ~ Security Phone: (704) 375-9060
 E-Mail Form To: TruistCenter@am.jll.com

TRUIST CENTER DAILY ACCESS FORM

This form is to be filled out 24 hours in advance of any requested work efforts within the Truist Center facility. All daily access forms must be submitted no later than 2:00 PM on the business day prior to the requested access date & time and 2:00 PM on Thursday prior to any weekend activity including building structured holidays. All forms must be legible and filled out in their entirety before further form processing will be considered. Any forms not meeting these standards will be discarded and access will be denied. If during the course of the work effort the scope changes or extends beyond what is reflected on the approved access form, engineering must be notified before work continues and non approved deviations may result in work being stopped.

Contractors/Vendors Access Requestor Information		Customer/Client/Project Manager Information	
Work Date: Start: _____ End: _____		Floors/Areas Access Requested	
Work Time: Start: _____ End: _____			
Company Name		Customer Name	
Contact Person		Contact Person	
Phone Number		Phone Number	
Emergency Number		Emergency Number	

Detailed Description of Work or Reason for Requested Access	

Contractors/Vendors Access Requestors MUST Answer YES or NO to the following Questions		The section below is to be checked off by Cousins personnel only.	
Will any "Hot-Work" be performed (i.e. welding, soldering, pipe sweating, use of heat guns, etc...)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	FACP DEACTIVATION REQUIRED? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will any "Sprinkler System" relocation, testing, modifications, or sprinkler system construction work efforts take place?	Yes <input type="checkbox"/> No <input type="checkbox"/>	FIRE WATCH REQUIRED? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will any "Fire Alarm Control System" device relocations, testing, modifications, or general system work efforts take place?	Yes <input type="checkbox"/> No <input type="checkbox"/>	FACP (RED) LOG SHEET REQUIRED? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will any core drilling, hammer drilling, sanding, spray applications (i.e. painting, Zolatone, insulate on etc...) work efforts take place?	Yes <input type="checkbox"/> No <input type="checkbox"/>	PRE/POST RISK INSPECTION REQUIRED? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will any power sweeping, pressure washing, hard surface grinding, blowing, shop vacuuming, steam cleaning, heavy common area dusting, construction cleaning including heavy dusting and sweeping be performed?	Yes <input type="checkbox"/> No <input type="checkbox"/>	HOT WORK PERMIT REQUIRED? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will any mechanical work efforts take place that include, the removal or handling of pressurized gases (i.e. refrigerant recovery), filter replacements, fluid draining, pneumatic work, restaurant hood maintenance, etc...?	Yes <input type="checkbox"/> No <input type="checkbox"/>	MSDS SHEETS REQUIRED? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will any work take place that includes the additions of walls, doors, ceiling tile, installation of floor coverings, relocation of moveable walls, or relocation of office cubes in close proximity to any fixed fire alarm system notification devices?	Yes <input type="checkbox"/> No <input type="checkbox"/>	SMP REQUIRED? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will any electrical work including energizing of new circuits or equipment, breakers/panels, rough ins, tie ins, under raised floors, above ceiling, generator maintenance (i.e. load banking, maintenance runs), battery or battery string maintenance, shuffling of high energy electrical loads (i.e. UPS, PDU, Power Wrap, Power Tie Operations) take place?	Yes <input type="checkbox"/> No <input type="checkbox"/>	SMP - _____	
Will any fire rated floors, walls or ceiling require penetrating? If YES See Building Engineering for proper approvals and path.	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Is there any engineered drawings stamped, approved, and permitted? No electrical work including demolition, and/or installations shall take place without building approval of drawings/load studies/updated panel schedules, etc...	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Will any chemicals be used? (i.e.) solvents, glues, cleaners, lubricants, fuels, paints, stains, refrigerants, compounds, etc... Contractor/Vendor must provide MSDS sheets if requested prior to access form approval.	Yes <input type="checkbox"/> No <input type="checkbox"/>		

Approval Team (Cousins only)		Engineer Signature Required	FACP Deactivation Stamp
Property Management	Initials _____ Date _____		
Engineering			
Security			



If you are a General Contractor or Supervising Contractor that will utilize more than one individual for project supervision over an extended period of time or shift changes, their information must be added in the spaces below.

Supervising GC/Contractor [Shift 1]	Office Phone Number		Cell Phone Number
Supervising GC/Contractor [Shift 2]	Office Phone Number		Cell Phone Number

Vendor/Sub-Contractor Participants List

Add names, numbers, emergency contact numbers to the list below as a **replacement** for generating (1) access document per vendor or sub-contractor. This will pertain to projects and construction that involves more than (1) participant. It is of the absolute importance that the access form document be filled out in full to include work scope and description per Vendor/Sub-Contractor.

Vendor/Sub-Contractor Name	Office Phone Number		Cell Phone Number
WORK SCOPE			
Vendor/Sub-Contractor Name	Office Phone Number		Cell Phone Number
WORK SCOPE			
Vendor/Sub-Contractor Name	Office Phone Number		Cell Phone Number
WORK SCOPE			
Vendor/Sub-Contractor Name	Office Phone Number	Cell Phone Number	
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Vendor/Sub-Contractor Name	Office Phone Number	Cell Phone Number	
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WORK SCOPE			