



2019

# TCF Center Annual Report

Corporate Social Responsibility and Sustainability



# Welcome

**TCF Center has been ASTM/APEX certified since 2015 by the Events Industry Council and in 2019 obtained a LEED Gold Certification.**

**The TCF Center commitment to environmental stewardship in our community is demonstrated by our continuous efforts to investigate, validate and implement new and innovative green processes throughout the facility, and by our programs designed to educate our employees, vendors, customers, partners, and visitors in the importance of the sustainability of our environment.**

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# A Letter from Claude Molinari



**“Make the world more sustainable for future generations.”**

- Claude Molinari, General Manager

TCF Center is managed by ASM Global, the largest company in the world specializing in the operation of convention centers, arenas, stadiums, and theaters, and we partner with the DRCFA in introducing best practices, fiscal responsibility and a total focus on outstanding customer service. Our success is rooted in the success of our customers.

To that end we strive to reduce the impact of facility operations on the community's environment and do so by including everyone in this effort: staff; customers; visitors; and neighbors.

Each year, the TCF Center Green Committee makes great strides in expanding our program. This year, the expansion of our living green roof allowed us to include four honey bee hives and an organic herb garden that provides fresh produce for our locally grown menus. We have instituted nursing pods, especially equipped for nursing mothers

on staff or visiting during events, and will continue to implement sustainable programs while we create new community partnerships that expand our efforts.

TCF Center has a professional and experienced team that partners with the Detroit Metro Convention and Visitors Bureau and the regional hospitality community to fully support shows and conventions at the facility. We are an economic engine for the Metro Detroit region and the state of Michigan. In my twenty years in the event business, I have never been a part of a stronger or more talented team. Working together in cooperation with our regional partners, we are committed to providing outstanding experiences for our guests and sustainable operations for our citizenry.

We invite everyone in our community and visitors from out of town to join our efforts to make the world more sustainable for future generations.

The TCF Center and ASM Global commit to operations that reduce our environmental impact, focus on conserving resources, and utilizing products, technologies, and methods that continually improve in these efforts. Our sustainable initiatives focus in the areas of: waste reduction and diversion; energy conservation; water quality and consumption; Air Quality; Procurement; and community.

**1. WASTE MANAGEMENT: REDUCTION AND DIVERSION**

A comprehensive plan provided to identify, reduce and divert various waste streams created by venue operations, attendees and clients. Components of this plan include a facility Waste Audit, as well as methods to reduce the amount of waste being created, manage inevitable waste, and divert waste from landfill by means of reuse, repurposing, recycling and composting. The waste management BPs also include methods to track and record waste diversion rates.

**2. ENERGY CONSERVATION**

Programs designed to optimize efficiencies in energy consumption by the facility. These efficiencies are a combination of infrastructure updates, procedural and preventative maintenance. The program also tracks record energy consumption and establishes benchmarking goals.

**3. WATER QUALITY AND CONSERVATION**

Best practices policies addressing water quality and conservation methods including chemical management, landscaping, irrigation and building infrastructure (toilets, sinks urinals and showers) efficiencies. The program will track and record water consumption and establish benchmarking goals.

**4. AIR QUALITY**

These programs focus on addressing and improving Air Quality within and surrounding the venue. Areas of focus include anti-idling policy and enforcement, smoking policies, alternative transportation, fleet vehicle management and management of VOCs and hazardous air pollutants.

**5. ENVIRONMENTAL PROCUREMENT POLICY (EPP)**

a written procurement policy development to address and consider environmental ethical impacts, and adhere to the stated goals of the venue's environmental Policy. This includes a focus on regional, organic and sustainable materials, as well as vendors who consider their environmental impact and support the mission of the venue. The EPP will also include contract and RFP verbiage, as well as contract compliance clauses.

**6. COMMUNITY**

The venue will act as a steward for the environment and local community. This includes creating opportunities for staff involvement, education of stakeholders and participating in programs which contribute to the overall benefit of the city.

**7. ASM GLOBAL HUMAN RESOURCES POLICY AND STAFF TRAINING**

a policy and training program designed to engage and educate employees as to their roles and responsibilities fulfilling the sustainable vision, objectives and goals of the facility. This includes training of new procedures, performance evaluation, recognition for positive contributions, and disciplinary procedures. This training program will also be included in Human Resources new staff training handbook information.

  
\_\_\_\_\_  
Claude Molinari, General Manager

2/7/20  
Date

  
\_\_\_\_\_  
Cedric Turnbore, Sustainable Programs Manager

2/8/2020  
Date



TCF Center takes the LEED in 2019



TCF Center Cares becomes TCF Impact in 2019



TCF Center wins Detroit's Green Task Force Award in 2019



# SUSTAINABILITY LIVES HERE.

Learn more at [tcfcenterdetroit.com/green](https://tcfcenterdetroit.com/green)



# Green Event Guidelines

Let TCF Center work with you to develop an zero waste attendee education program that promotes reasonable portions, composting, recycling, plastic bottle alternatives, and much more.

Work with your event manager to establish Green Event goals such as waste diversion data, post event material donations, digital sign usage, hybrid meeting webcasts, and alternative menu options. Once your goals are established, we will track the data and send a post-event report and Green Event Certificate after your event.

## 1 Design Your Signage to Be Reusable or Recyclable

Choose signs made from biodegradable products that can be recycled and use digital signage. TCF Center is phasing out the use of Styrofoam, PVC plastic and vinyl for signage.

## 2 Know What's Recyclable

Recycling varies from city to city and business to business. Review what we can recycle at our facility and purchase products that we can recycle and encourage your exhibitors to do the same.

## 3 Communicate with Exhibitors and Decorators

Exhibitors and decorators can be some of your biggest allies in waste reduction. Ask us for tips on how to communicate your efforts to staff, sponsors and attendees – a great PR opportunity!

## 4 Game Plan with the Event Manager

Reach out to our resident expert with questions about materials choices, communication opportunities and recycling streams.

## 5 Donate Leftover Materials

We are often able to donate leftover goods and materials to local community organizations. This could include decorations, giveaways, bags, office supplies, construction materials, unused food and more. Let us know if you anticipate any leftover goods and we'll happily coordinate for you.

## Material Streams at TCF Center

### RECYCLABLE

- Aluminum Cans
- Glass Bottles and Jars
- Clean Paper (Brochures, Programs, Fliers, etc.)
- Cardboard Boxes
- Cardboard Signage
- Plastic Shrink Wrap, Sheet Plastic, Bubble Wrap
- Plastic Bottles and Containers
- Plastic Plant Pots
- Wood Pallets
- Lumber or Other Wood
- Scrap Metal
- Grease

### COMPOSTABLE

- Yard Debris
- Food Scraps
- Disposable serve ware

### DONATIONS

- Carpet and padding
- Donateable Goods (Books, T-Shirts, Office Supplies, Trinkets, Décor, Potted Plants, Bags, Craft Materials, Garden Supplies, Etc.)
- Donateable Food (Dry Goods, Prepared Foods, Perishable Food, Frozen Food, Pet Food)
- Donateable Name Badges
- Donateable Yard/ Garden Items
- Plastic Food Serviceware
- Plastic Beverage Cups
- Plastic Utensils
- Food Packaging
- Vinyl Banners
- Trees and Dirt

Beginning in 2020, TCF Center will be phasing out the use of foam core, PVC plastic signage, and vinyl in the venue, and no longer allow these materials in the venue in 2022. Styrofoam, vinyl and PVC are associated with numerous ecological hazards and are not biodegradable. Due to our inability to find alternative uses or dispose of these products safely, we can no longer allow them to be left on-site. Event organizers are required to remove all Styrofoam, PVC and vinyl-based signage from the premises at the end of the event.

## Meet the Hardest Working Team in Show Business



### The TCF Center Green Committee Includes Everyone

Each year, members of the TCF Center Green Committee offer a variety of educational opportunities to the local community and event industry designed to include everyone in the sustainable operations of the venue and support of the United Nations Sustainable Development Goals. Here are a few of the highlights:

- Several times a year members of the Green Committee conduct Green Tours of the venue with stops to hear all about the operations in the engineering department, at the docks, in the kitchens, the exhibit halls, and the Living Green Roof. Touring groups range from 25-75 people.
- Fifteen times a year, TCF Center hosts free health and fitness sessions such as yoga, Zumba and full-body workouts. These can be integrated into events in the facility at no charge. Local non-profits are on site to give information to visitors.
- Several times a year, members of the Green Committee meet with other local facility managers such as the Detroit Institute of Arts, Ford Motor Company, and the City of Detroit to exchange best practices in sustainability.
- Green Committee members give sustainability presentations at industry events such as IAVM Connect, CESSE, MSAE, USGBC Greenbuild, and others.



## TCF Center Human Trafficking Policy

**TCF Center is committed to creating an environment that is free from human trafficking for employees, customers, visitors, and the local and event communities.**

TCF Center security is part of a task force comprised of representatives from all safety and security agencies in Detroit, the state of Michigan and the federal government. This task force includes the Detroit Police Department, Detroit Project Lighthouse, the Wayne County Police, Oakland County Police, Macomb County Police, Michigan State Police, FBI, U.S. Customs and Border Patrol, Homeland Security, U.S. Coast Guard, and other interested parties. By leveraging technology resources, information and personnel records, a cooperative surveillance effort exists across the city 24/7/365.

### Hoteliers

All hotel partners of TCF Center are expected to provide training to employees to spot human trafficking, have a zero tolerance policy and work with local law enforcement and TCF Center reporting all suspicion of human trafficking concerning shared interests.

### Suppliers

TCF Center expects all suppliers to uphold the standard of zero tolerance of human trafficking in all of their dealings with the venue, report suspicious activity while in the building, and know the warning signs of people who may be in the venue that are enslaved by a human trafficking ring.

### Employees

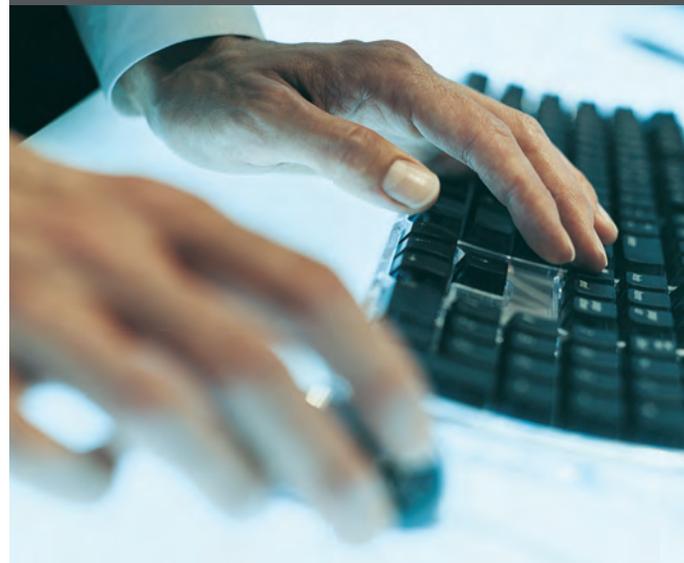
Employees of TCF Center are expected to complete training in human trafficking awareness and work with the Human Resources Department to report any suspicious activities or persons related to human trafficking immediately.

### Visitors

All visitors in TCF Center will be treated with respect and dignity, and given the resources needed for them to identify, report and survive occasions of human trafficking.



- TCF Center condemns all forms of human trafficking and the commercial sexual exploitation of children. Zero tolerance of human trafficking in any form is enforced in TCF Center
- Working closely with the FBI and other law enforcement agencies during events in TCF Center, all evidence understood as referencing services that may involve human trafficking is given over for further investigation
- TCF Center scans all major social media platforms for posts that may link to sex trafficking organizations during major events and sends copies of them to the FBI
- Several sex trafficking arrests have been made based on evidence that the TCF Center team passed along to the FBI during major events



# Food Efficiency Options

Our Executive Chef Stephan Blaser is an industry expert in haute cuisine and sustainability. Centerplate, the exclusive catering services provider in TCF Center, recently upped the ante in food efficiency by hiring Astrapto to help create a leading edge food waste reduction program. Here's how you can reduce food waste in your events:



## Menu Planning

With a menu emphasis on locally purchased food, a wide range of options for customers include local culinary, vegetarian and vegan meals. A site visit to our tasting room will convince you. Learn more [HERE](#)



## Zero Waste Events Education

Let TCF Center work with you to develop an zero waste attendee education program that promotes reasonable portions, composting, recycling, plastic bottle alternatives and much more. Learn more [HERE](#)



## Feeding People

Forgotten Harvest is Metro Detroit's leading food redistribution agency. In 2019, Centerplate in TCF Center donated ten tons of unserved food, or 17,500 meals to the Detroit area.



## Single Use Plastic Reduction

Work with our Event Managers to develop a catering plan that reduces the use of plastic drink bottles and other single use plastics.



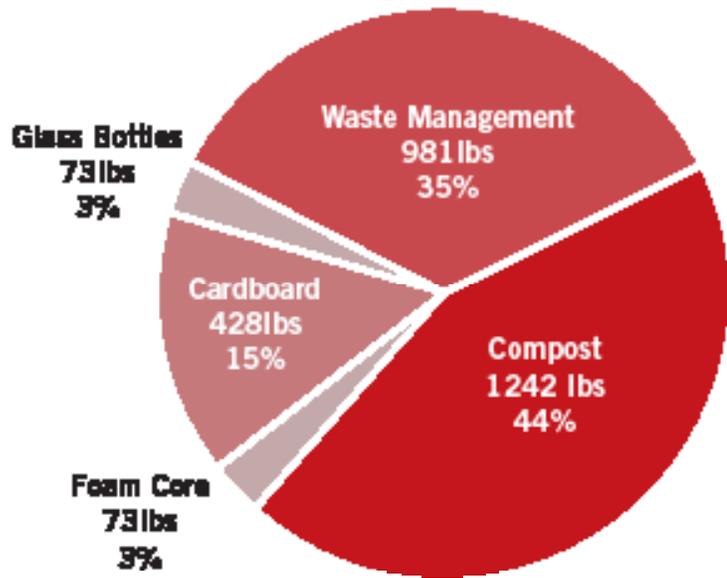
## Post Event Green Reports

Your Event Manager will work with the TCF Center Green Committee to develop a post-event report for your event, highlighting your event success in meeting sustainability goals including food efficiency. Your board and exhibitors will love it!

If you have any questions, please contact your Sales Manager or Event Manager.

## Automation Alley Diversion Rate 2019

- Pallet: 11lbs
- Kitchen oil: 8lbs/gallon
- Four foot flourescent: 7oz
- Compact flourescent: 3oz
- Halogen lamp: 11oz
- Compost: 1100lbs/cubic yard



## Sample Email to a Customer

Customers in TCF Center communicate frequently with sales and event managers about setting sustainability goals for their event. Above is a sample Post Event Sustainability Report they receive along with a certificate of sustainability.

Hi Andrea,

As you know, TCF Center is an APEX certified facility. We exercise the highest standards and sustainability practices during events and provide the client with a post-event report on their event waste diversion.

I'm excited to tell you that you received 65 percent waste diversion rate which is considered very high in the industry. I know that you are in the process of signing a contract for your show next year in TCF Center. May I suggest that we work together with the exhibitors so that we can collect and organize materials that they leave behind? Our local agency network is extensive and I believe we can approach a 90 percent diversion rate, which would mean you will achieve a Zero Waste Event with this pre-planning.

Please let me know if you have any questions about your report or our sustainability efforts throughout your event.

Thank you.

# 2019 Waste Diversion

112  
tons

Compost

10  
tons

Donated  
Food

11  
tons

Wood  
Pallets

60  
tons

Post-Event  
Donations

72  
tons

Cardboard

6 tons

Mixed  
Paper

9  
tons

Glass &  
Cans

280  
tons

Total  
Diversion

# The TCF Center Supports UN SDG's

TCF Center is the 17th largest convention center in the United States, situated in the heart of downtown Detroit on the Detroit River. We strive to reduce the impact of facility operations on the community's environment and do so by including everyone in this effort: staff; customers; visitors; and neighbors.

Each year, the TCF Center Green Committee makes great strides in expanding our program. The expansion of our living green roof allowed us to include five honey bee hives and an organic herb garden that provides fresh produce for our locally grown menus. We have instituted nursing pods, especially equipped for nursing mothers on staff or visiting during events, and will continue to implement sustainable programs while we create new community partnerships that expand our efforts.

TCF Center has a professional and experienced team that partners with the Detroit Metro Convention and Visitors Bureau and the regional hospitality community to fully support shows and conventions at the facility. We are an economic engine for the Metro Detroit region and the state of Michigan. Working together in cooperation with our regional partners, we are committed to providing outstanding experiences for our guests and sustainable operations for our citizenry. We invite everyone in our community and visitors from out of town to join our TCF Center Green Initiative efforts to make the world more sustainable for future generations.



## #1 No Poverty

People who put on events in TCF Center are encourage to include job fairs for local residents if that is part of their organizational mission. The venue provides an organizational template that includes details from floor plans to attendee outreach based on best practices.

TCF Center also provides free financial literacy educational programs four times a year with its naming rights partner, TCF Bank. Part of the program is helping low and median income families learn how to secure grant-based mortgages and property-improvement grants.



## #2 Zero Hunger

Food insecurity among low income families in Detroit is, on average 37 percent. More information [HERE](#). TCF Center's food efficiency program focuses on feeding these people in the community by donating unserved food from events to Forgotten Harvest, the city's largest food redistribution center, and by creating employee meals. In 2019 TCF Center donated 10 tons of food to be served as nearly 17,500 meals.



## #3 Good Health & Well Being

Many events in TCF Center provide health fairs to local residents if it is in their event mission to do so. TCF Center event services provides the event template for everything from floor plans, attendee outreach and media relations to provide free health services to Southeast Michigan residents during events.

More than 15 events a year are owned and managed by TCF Center that provide free fitness instruction to local residents. The TCF Center Cares health and fitness program is ongoing during the spring, summer and fall, providing free exercise, networking and community engagement opportunities for the downtown community. Activities like Zumba, yoga and tai chi are coupled with opportunities to give back to local non profits that support the area's needy such as Forgotten Harvest and COTS. This collaboration allows local non profits an opportunity to get information to local residents. It gives residents the opportunity to contribute funds or durable goods to the non profit. Each event is a win-win for everyone!

The TCF Center digital signage system includes 100 interior digital signs and two exterior signs. The marquee digital sign is 4,800 square feet and displays across the front of the facility, visible from Jefferson Avenue and Washington Boulevard, two main thoroughfares in Detroit.

The corner digital sign is 3,000 square feet and displays on the southwest corner of the facility, visible to traffic on Congress Street and Washington Boulevard, the heart of downtown Detroit.

As a public service, the digital sign system at TCF Center is used to announce events and services that are free to the public in downtown Detroit. Information about services such as job fairs, free medical exams, free health and wellness activities, and other services are broadcast throughout the year. For example, during the Beautification of Detroit's own Father Solanus Casey in 2018, the Sistine Chapel Choir performance in the Detroit Opera House was broadcast on the TCF Center marquee for public viewing free of charge. The marquee is also used by Motor City Pride at no charge during its annual Pride Parade in downtown Detroit. Other free Detroit events, such as the annual Independence Day fireworks and Detroit Jazz Festival, are highlighted several weeks prior to the event to inform the public.



## #5 Gender Equality

TCF Center is an equal opportunity employer committed to supporting a diverse workforce. Numerous events in TCF Center support gender equality and LGBTQ rights. TCF Center is an Americans with Disabilities Act (ADA) compliant center. We make it a priority to welcome and accommodate all guests. Gender neutral bathrooms are available for events.

Two Mamava lactation pods are always in place in TCF Center, and can be moved near events in the facility as requested. They are a clean, private and accessible option to meet the needs of nursing mothers in the venue.

Each year TCF Center hosts public events that promote gender equality:

- Motor City Pride
- ACLU 100 Experience
- Women's Summit
- Michigan Women's Foundation Conference
- Women of Color STEM Conference
- Women's Empowerment Expo
- Women's Business Symposium
- Women's Leadership Conference
- Women's Convention



## #6 Clean Water & Sanitation

The 2015 \$279 million renovation of TCF Center brought low flow plumbing fixtures, including sinks and toilets. Simple year-over-year tracking of water usage does not tell the complete story of efficient water use in TCF Center because an increase in the number of events and size of events in the venue each year will also effect water usage data.

We do know, from participating in the Greenview Green Venue Report, that TCF Center consistently ranks in the lower quartile for gallon per square foot of conditioned space and the median for total water use. Water usage is tracked with daily meter readings so that usage anomalies are discovered and corrected quickly.

Each of the 120 bathroom facilities in TCF Center is equipped with soap, towels and hand washing instructions to safely manage sanitation. The low-flow faucets, urinals and toilets in the facilities, along with other water measures, resulted in a 24 percent reduction in previous levels of water use, saving \$6, 579.45 for the fiscal year.

TCF Center uses run-off water on landscaping irrigation, saving almost three million gallons annually, or 30 percent of total usage. Using a condensate reclaim system,

TCF Center reduces potable water intake used to cool the condensate by using a heat exchange and river water. Proximity to the Detroit River permits the success of this program. In 2019, the system reclaimed 5,278,862 Btu/hr of heat energy and saved \$129,242 in energy costs over last year.



## #7 Affordable Clean Energy

In 2012, TCF Center was awarded a grant from the [SmartBuildings Detroit Program](#) to include energy efficiency improvements to the venue as part of the renovation completed in 2015. The upgrades included insulation, induction lighting in the exhibit halls saving 50 percent on electric usage, motion detector controls and computer based scheduling controls for all lighting and HVAC equipment.

Steam and electric usage is tracked with meters and sub-meters daily. Usage anomalies are discovered and corrected quickly. While energy usage is also effected by the number and size of events in the facility, we know from the Green Venue Report that TCF Center falls into the median group for usage in energy consumption kWh and energy per square foot categories for convention centers.

**TCF Center is moving beyond construction and efficiency and finding ways to help us improve our quality of life by creating spaces that prioritize health and well-being, earning the LEED Gold status.**



## #8 Decent Work & Economic Growth

All TCF Center entry level jobs pay \$15 an hour, (Michigan minimum wage standard is \$9.45) setting a standard in the Detroit region for other businesses to follow. The venue also provides thousands of temporary jobs throughout the year that support events in the center, with housekeeping, security and food services. These jobs help to supplement household income for many Detroit residents. During the largest annual event in TCF Center, 3,500 temporary jobs are provided to support the event, most lasting at least 30 days. TCF Center currently hosts 215 events annually.

Several local unions operate in TCF Center to provide services to events in the venue, representing good-paying temporary jobs, including: Electricians;

teamsters/iron workers; carpenters; stagehands; janitors; food service workers; security. Along with the TCF Center operations and capital improvements team, this ever growing workforce provides decent work and economic growth to employees. The number of employees at any one time in TCF Center fluctuates with events and the temporary workforce needed to support them.

The Pure Detroit shop is located on the concourse next to the Business Center, a retail space offering a full range of Detroit-made products, music and art, connecting visitors from all over the world to the culture and hospitality of Detroit, and supporting local Detroit artists and businesses.

All full time employees in TCF Center receive ten hours of safety training per year, with topics such as first aid, CPR and ladder safety. All work in TCF Center is held to strict [OSHA](#) standards without exception.



## #9 Industry, Innovation, Infrastructure

The 2015 \$279 million renovation of TCF Center included new lighting, HVAC, water efficient plumbing and energy saving kitchen equipment along with many other features. Among them are TCF Center's living green roof that is 10,000 square feet, adjacent to five honey bee hives and an herb garden, harvested to supply TCF Center's kitchens with fresh product during the growing season. The green roof also provides storm water run off and energy conservation and a wildlife habitat in the heart of Detroit.

Daylight harvesting uses outdoor light meters to automatically adjust light based on daylight coming into the building. On sunny days, lighting is reduced in parking lots, interior areas like the concourse, docks and exterior lit areas. Daylight Harvesting reduced electric use in 2019 by 27 percent.

Thirty two loading docks with automatic doors that close after use and air walls to keep cold or hot air out during use ensure that energy is not being lost from mismanagement of the dock area.

The TCF Center technology infrastructure provides free Internet connectivity through its hi-speed WiFi network to all visitors in the venue to ensure affordable and equitable Internet access for all.



## #11 Sustainable Cities & Communities

Sustainable transportation is promoted in TCF Center through the event services department. Each event is given information of the various options for attendees to get around town creating the smallest carbon foot print. A [MoGo](#) rentable bicycle station is available in front of the venue, with 25 bikes that can easily be rented and returned to any of 43 MoGo stations throughout the downtown Detroit area. The Detroit People Mover (DPM) is an elevated light rail system with a station on the 4th floor of TCF Center and 13 stops throughout a downtown Detroit loop. The DPM shares a downtown station with the Q-LINE, Detroit's newest sustainable transportation option, that has a 6.6-mile circulating streetcar loop serving 12 locations in downtown and midtown Detroit. Discounted DPM passes are offered to events as incentives to use sustainable transportation.

The TCF Center event manager for each event offers information to the client on the TCF Center Green Initiative and sustainable options for events. The event manager then establishes sustainability goals with the customer and makes sure that the goals are tracked and fulfilled. Other possible goals for events are use of digital signage, waste diversion tracking, and energy usage tracking, among others.

Community partners allow the TCF Center Green Initiative to extend its reach into the Detroit community with concerted efforts with the city's Office of Sustainability, City Council's Detroit Green Task Force, the U.S. Green Building Council's Detroit office and Detroit 2030 District. TCF Center was given a Communities Champion Award by Detroit EcoWorks for visitor education, the President's Plaque from Keep Michigan Beautiful for community beautification and designated a Green Leader by the *Detroit Free Press*.

Safe, well landscaped green areas all around the 2.4 million square foot facility are available to residents and visitors, and are inclusive and accessible. The venue's green roof, herb garden and bee hives lead the community in sustainable efforts and are a highlight of venue sustainability tours for the community.

TCF Center has a strong art program, highlighting work from many regional artists including video artists. All art on display in TCF Center can be viewed at no charge to the public. Much of the artwork in TCF Center highlights the region's cultural heritage and future facing artistic sense. The TCF Center Tech exterior signs display 30 and 60 second video art segments to the public from artists throughout Southeast Michigan.

Each month in 2018 and 2019, the TCF Center marquee digital sign displayed video art from one of twelve artists in "The Big Screen: TCF Center Marquee Series." This series is an ambitious public art initiative designed to include residents and

visitors in the cultural heritage of Detroit. It does this by sharing Detroit's culture, history and accomplishments with the local community and the nearly 1.5 million visitors that come to TCF Center annually. The artists whose work was selected were given a stipend funded by a grant from the Knight Foundation.



## #12 Responsible Consumption & Production

With 240 events and 1.5 million attendees utilizing TCF Center each year, the responsibility to reduce waste generation is enormous. Each year the Green Committee establishes goals and objectives for that year, setting goals higher for waste diversion, compost and food donations. Progress toward the goals is tracked and reported to staff, customers and other stakeholders. An Annual Corporate Responsibility and Sustainability Report is issued each year, posted on the website and announced to all stakeholders.

Event Managers in TCF Center are trained to work with each event. They are given the Event Manager Sustainability Guide as a resource on critical conversations and contacts with customers. They establish sustainability goals for each customer and work with them to explore options that are a good fit. Data is tracked, customers are kept up to date through email, and post event reports are issued with results.

Having picked up the mantle of responsible use of natural resources and waste diversion, TCF Center was awarded LEED Gold certification to become the largest LEED certified building in the state of Michigan. The venue also achieved its first Zero Waste event in 2019 for Sustainable Brands, setting the bar high for future events in the venue. The post event report for this event can be viewed [HERE](#)

In late 2018, the TCF Center Green Initiative Post Event Donation program was launched, recycling and up-cycling materials with donations to local non-profits and Metro Detroit region businesses. As the program gains momentum, the total is expected to increase. A reclaim room is established in the venue for storing materials left behind by events for pick up. For larger donations, immediate pick up is arranged. A large network of local businesses has been established to accept materials. Encouragement to reduce the use of materials that will end up in the waste stream such as event ID badges, dated signage and give-aways, brochures and other printed materials, and single use plastics is given to show managers, exhibitors and attendees.

In 2019, TCF Center launched a food efficiency program with the help of [Astrapo](#). It includes data tracking and staff training to keep food waste to a minimum and make sure that what cannot be used by events then goes to feed people and enrich urban farms. All disposable dinnerware in TCF Center food courts is compostable, from cups to forks and knives to plates. This ensures less waste and

more compost material is delivered to Hammond Farms for composting by [My Green Michigan](#). [World Centric](#) provides certified compostable products for TCF Center food services, further reducing waste and increasing compost measures.

To encourage reduction of single use plastics, customers are given the option to discontinue the sale of plastic bottled beverages for their events, and use fountain dispensers throughout the event areas and food courts. Water bottles can be purchased at the TCF Center information desk, and TCF Center is on track to install four more EZH2O water bottle refilling stations in the facility each fiscal year in venue areas most heavily used by events.

Beginning in 2020, TCF Center will be phasing out the use of foam core, vinyl and PVC plastic signage in the venue and will no longer allow signage made of these materials in the venue in 2022. Styrofoam, vinyl and PVC are associated with numerous ecological hazards and are not biodegradable. Due to our inability to find alternative uses or dispose of these products safely, we can no longer allow them to be left on-site. Event organizers may use foam core signage that is reused by the organizer annually, but must take all foam core, vinyl and PVC based signage with them at move-out.

To encourage events in TCF Center to develop and implement sustainability goals and objectives, Green Event services are provided to events at no cost. With the hope of setting an example of how easy it can be to incorporate sustainability measures into event planning, TCF Center intends to continue to deliver these cost-free services. Each event also receives a certificate of sustainability after their event, congratulating them.

One and a half million event attendees and visitors are encouraged to participate in the TCF Center Green Initiative with signage throughout the center. Signage above the 100 recycling stations instructs visitors on the station use and reduces waste sorting. Posters and digital signage content throughout the facility encourage use of [sustainable transportation](#) and participation in the TCF Center Green Initiative. Tours of TCF Center highlight the sustainability program and take customers and visitors through the venue, including back of the house, to get an inside glimpse of waste diversion, kitchen food efficiency practices and other measures.

Sustainable procurement practices are the foundation of the TCF Center Environmental Purchasing Policy. The success of which is insured by the TCF Center Green Initiative. Products that do not meet the standards of the U.S. Environmental Protection Agency or TCF Center are not procured. Metrics for Green purchases are tracked and reported as part of the ASTM/APEX venue certification.

The 2017 Green Venue report rated TCF Center in the lower quartile for waste per square foot of conditioned space, and the lower quartile for waste per square foot of exhibit hall space.



## #13 Climate Action

Hybrid events are fast becoming a viable alternative to attending events. Because events can charge or find sponsors to cover the cost of the webcast or live stream, they stand to recoup their revenue. But the real savings to this alternative is the environment, with the reduction in green house emissions from one flight equaling the total amount of carbon emissions than the average person generates in a whole year. (Info [HERE](#))

TCF Center Tech services in TCF Center are designed and marketed to make hybrid events easy to create with any current streaming service such as Skype, Facebook, You Tube, or a paid hosting service. While it is impossible to know how many hybrid events occur in TCF Center, we estimate that streamlining the TCF Center Tech services has made it easier than ever for events to provide this option for hundreds of attendees each year.

Customers in TCF Center can simply order their TCF Center EventTech services online [HERE](#) and set their own hybrid event up online, or use the TCF Center Tech in-house services that include a fiber network run to a broadcast studio in the venue where a central command center can be set up for a more elaborate broadcast.



## #16 Peace, Justice, Strong Institutions

Human trafficking is an enormous problem, particularly for the event industry. Knowing the importance to identify warning signs of people caught in human trafficking rings and contributing to the eradication of the problem, the Anti-Human Trafficking Program in TCF Center provides education for employees, suppliers and visitors to the venue.

TCF Center leadership rigorously engages the Detroit law enforcement task force and downtown Detroit hoteliers in identifying and apprehending human trafficking activity during events. All information and reports are immediately turned over to the local FBI office for further investigation. To date, we are proud to say the these efforts have resulted in arrests and disruption to the human trafficking organizations. While the FBI will not disclose the details of the arrests, they let TCF Center security know when the center's efforts have resulted in arrests.



## #17 Partnership For The Goals

The TCF Center Green Initiative has an extensive partner network that establishes sustainability leadership in the Detroit community and reduces waste from the convention center. See information on this network below.

Name	Contact Info	Mission Statement	Items Accepted
	1627 Fort St. Detroit, MI 48216 ( 313 ) 965-7760 <a href="http://semichigan.satruck.org/">semichigan.satruck.org/</a>	"To meet the needs of people without discrimination."	Clothing, professional materials, blankets, fabric, appliances, furniture, lighting
	3000 Gratiot Av. Detroit, MI 48207 ( 313 ) 567 - 0154 <a href="http://svdpdetroit.org">svdpdetroit.org</a>	"Working for a more just and compassionate society."	Clothing, furniture, lighting, decor, racks, display items
	8401 Chrysler Dr. Detroit, MI 48221 ( 866 ) 648-6263 <a href="http://michiganhumane.org/detroit-location/">michiganhumane.org/detroit-location/</a>	"To be a leader in promoting humane values."	Blankets, carpet, dishes, rope, boxes, fabric, toys
	16135 Harper Av., Detroit, Mi 48224 ( 313 ) 640-4411 <a href="http://artsandscraps.org">artsandscraps.org</a>	"Uses recycled scraps to help people think, create and learn."	Fabric, vinyl, paper, outdated stock, unusual packing material, sturdy cardboard tubes, wood

Name	Contact Info	Mission Statement	Items Accepted
	1311 Holden St. Detroit, MI 48202 (313) 871-4000 <a href="http://greenlivingscience.org/">greenlivingscience.org/</a>	"Teaching recycling to transform Detroit."	Recycling, plants, durable goods
	903 W Grand Blvd Detroit, MI 48208 (313) 361-4000 <a href="http://alternativesforgirls.org/">alternativesforgirls.org/</a>	"To help homeless and high-risk girls avoid violence, teen pregnancy and exploitation."	Clothing, bags, school items, self-care items
	900 Wilshire Dr., Troy, MI 48084 (866) 648-6263 <a href="http://877ironmike.com">877ironmike.com</a>	"IRON MIKE + Your Scrap Metal."	Scrap metal of all kinds
	21800 Greenfield Oak Park, MI 48237 (248) 967-1500 <a href="http://forgottenharvest.org">forgottenharvest.org</a>	"We fight hunger and food insecurity."	Unserved food
	6635 Sterling Dr. S. Sterling Heights, MI (888) 871-7831 <a href="http://www.ewaste1.com">www.ewaste1.com</a>	"Recycle all material in a safe and environmentally conscious manner."	Electronic waste
	7432 Bruch St. Detroit, MI 48202 (313) 444-6834 <a href="http://www.miufi.org">www.miufi.org</a>	"To engage members of the community in sustainable agriculture."	Various reusable items

Name	Contact Info	Mission Statement	Services Offered
	8401 Chrysler Dr., Detroit, MI 48221 ( 866) 648-6263 <a href="http://www.liferemodeled.com">www.liferemodeled.com</a>	"To bridge people across divides to help transform each other's lives."	Provide. cash, labor and materials to Detroit neighborhoods to renovate and repurpose community assets, repair homes, and mobilize volunteers.
	Detroit, MI ( 313 ) 595-4845 <a href="http://littlefreelibrary.org">littlefreelibrary.org</a>	"To provide free books and promote literacy to the Detroit area."	Small outdoor library stations with free books to borrow and return at 25 community locations and 97 public schools in Detroit .
	26 Peterboro St. Detroit, MI 48201 (313) 831-3777 <a href="http://www.cotsdetroit.org/">www.cotsdetroit.org/</a>	"Provide a rich continuum of programs and services that empower people."	Emergency shelter services for the most vulnerable people in the community, 14,000 homeless (one third children)
	2424 W. Grand Detroit, MI 48208 313.831-2784 <a href="http://crossroadsofmichigan.com">crossroadsofmichigan.</a>	"To care for any person needing counseling, advocacy and material assistance."	Provides immediate need crisis assistance, including food, social services and parenting support.
	440 Buroughs St.. Detroit, MI 48202 ( 313 ) 964-1114 <a href="http://www.knightfoundation.org/">www.knightfoundation.org/</a>	"Promoting quality local information and fostering democratic engagement to provide residents with pathways to shape their rapidly changing city."	The Knight Foundation in Detroit provides matching fund grants for artistic endeavors and community education.

Name	Contact Info	Mission Statement	Services Offered
	8401 Chrysler Dr. Detroit, MI 48221 ( 866 ) 648-6263 <a href="http://theparade.org">theparade.org</a>	"To bridge people across divides to help transform each other's lives."	Provides many city-wide events that are free to the public such as the Detroit Fireworks and Thanksgiving Day Parade.
	2 Woodward Av. Detroit, MI ( 313 ) 224-3270 <a href="http://detroitmi.gov">detroitmi.gov</a>	"To create healthy, green, vibrant, accessible neighborhoods where all Detroiters can contribute and benefit."	The City of Detroit provides many sponsored events in TCF Center for residents such as job fairs and health fairs.
	440 Burroughs St. #552 Detroit, MI  <a href="http://USGBC.org">USGBC.org</a>	"Works to transform the way buildings and communities are designed, built and operated."	TCF Center and the USGBC collaborate to offer panel discussions and networking around sustainability.
	2025 M Street NW Suite 800 Washington DC USA  <a href="http://eventscouncil.org">eventscouncil.org</a>	"Seeks to inspire, educate and support the transformation of the global meetings industry towards sustainability."	TCF Center offers the EIC Sustainable Event Professional Certificate training to local event industry professionals.
	PO Box 5431 Traverse City MI231.633.1277  <a href="http://mgconline.org">mgconline.org</a>	"Offers knowledge of sustainable practices and promotes sound environmental stewardship."	Provides support with compost products and visitor education

Name	Contact Info	Mission Statement	Services Offered
	3011 W Grand Detroit, MI 48202 (313) 240-4377 <a href="http://www.dpsfdn.org/">www.dpsfdn.org/</a>	"To create and enhance educational opportunities for DPSCD students, families and educators"	Accepts donated office supplies, books, activity items and visitor education
	3111 Grand River Detroit, MI 48208 ( 313 ) 964-3900 <a href="http://goodwilldetroit.org">goodwilldetroit.org</a>	"Co-creating independence and dignity through the power of personal workforce development."	Accepts donated clothing and durable goods and provides visitor education
	333 W Fort St. Detroit, MI 48226 ( 313 ) 967-9700 <a href="http://www.tcfbank.com/">www.tcfbank.com/</a>	"To produce strong community leadership."	Finance management education, free job skills training, mortgage assistance to low and middle income families.
	200 River Pl. Dr. Detroit, MI 48207 ( 313 ) 462-9642 <a href="http://beesinthed.com">beesinthed.com</a>	"Working to create a cooperative effort in Detroit to contribute to the health of honey bee colonies and educate their importance."	Bee hives fostered at numerous Detroit locations and maintained by Bees in the D. Educational sessions to teach beekeeping and its importance to the environment.

Name	Contact Info	Mission Statement	Services Offered
	400 Renaissance Detroit, MI 48226 313.567.3126 <a href="http://gmrencen.com/">gmrencen.com/</a>	The Detroit Renaissance Center is a cluster of high rise buildings on the Detroit Riverfront	TCF Center provides promotion of events that are free to the public in the Ren Cen on digital signage.
	111 King St. Detroit, MI 48202 ( 313 ) 871-5729 <a href="http://neyic.org/">http://neyic.org/</a>	“Engendering a sense of values, hope, self-esteem, self-worth and self-respect in young people who live in the Detroit community known as the North End.”	The North End Youth Improvement Council sponsors TCF Center’s Adopt-A-Child-For--Christmas event each December.
	440 Burroughs St. Detroit, MI 48202 <a href="http://motorcitypride.org/">motorcitypride.org/</a>	“To promote equality and to secure freedom from violence, intimidation and discrimination for GLBT persons throughout Michigan..”	Each year TCF Center supports the LGBT pride screen festival in June with free WiFi in TCF Center and announcements on the marquee.
	5200 Woodward Detroit, MI 48202 313-833-7900 <a href="http://www.dia.org/">www.dia.org/</a> <a href="http://wwwmichiganhumane.org/detroit-location/">wwwmichiganhumane.org/detroit-location/</a>	“Creates experiences that help each visitor find personal meaning in art, individually and with each other.”	The DIA collaborates with TCF Center to provide the downtown community the experience of art, supported by TCF Tech.