

# OUR PLEDGE TO CUSTOMER SERVICE

## THE PENNSYLVANIA CONVENTION CENTER

**IN THE CITY OF PHILADELPHIA**, known for its history-making meetings, we do hereby establish that all those who gather in our world-class facility have the right to:

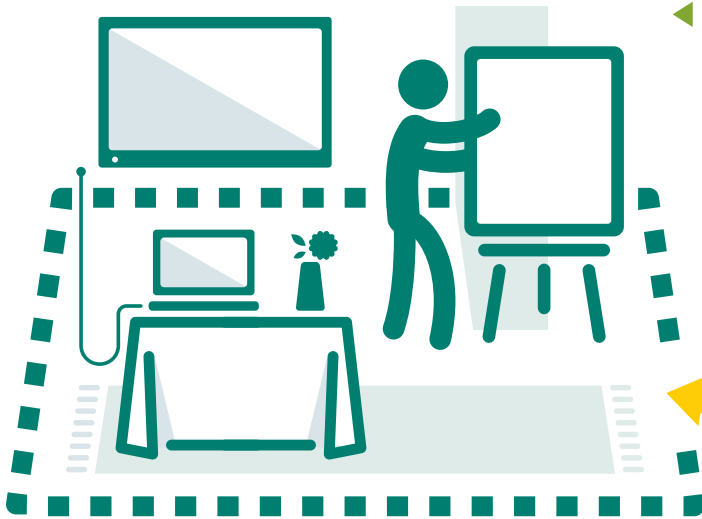
### FOR EXHIBITORS

1. **EFFECTIVE MANAGEMENT.** By bringing in industry-leader ASM Global to oversee our beautiful downtown Pennsylvania Convention Center, it's clear we're further dedicating ourselves to transparent, accountable and professional management for your meeting.
2. **INDEPENDENCE AND FLEXIBILITY.** Full-Time employees (Exhibitors) (as long as there is **not an EAC Contracted** to setup/dismantle the booth) have the freedom to:
  - Setup and/or tear down their booths without limitation to size.
  - Unload their personally owned vehicles using their own equipment, including dollies, luggage carriers, non-hydraulic carts, and two-to-four-wheel hand trucks.
  - Use power tools and ladders (up to 6 feet) to setup and tear down exhibits.
  - Install signage and floor coverings.
  - Install and remove non-rented and non-public AV equipment.
3. **SIMPLE COMPUTER SETUP.** Full-Time employees of the exhibiting company and show managers may setup, connect their own (**non-rented**) computers, tablets, and all computer components and any required low-voltage power supply equipment for **non-public** use. Our show labor will need to setup any rented equipment, registration and public-use computers & tablets including when using to collect Data. Public use of computers & tablets, in areas such as cyber cafes, exhibiting booth space and meeting rooms, are set by our show labor.
4. **SELF PROMOTION.** Show managers have the freedom to place, move and remove easels, signs, and poster board materials.
5. **EASY DISPLAY SETUP.** Full-Time employees of the exhibiting company, and show managers have the freedom to open boxes, stock shelves, setup, plug in, hang up, and freely distribute their non-bulk products/literature within their booth without limitation to size of the booth.
6. **DISPLAY MAINTENANCE.** Full-Time employees of the exhibiting company have the freedom to perform maintenance on their own display equipment after the initial setup without limitation to size of the booth.
7. **A SUPPORTIVE TEAM.** Each labor union has established a core workforce with a focus on hospitality.
8. **SKILLED WORKERS.** Our Labor workforce is highly skilled and has received specialized training in hospitality services.



AN MANAGED FACILITY

Progressive work rules and streamlined services provide our customers with just the right amount of flexibility and independence they need, resulting in greater cost efficiencies and a better overall customer experience.



◀ Within your booth area or show space, full-time employees of the Exhibiting Company (as long as there is **not an EAC Contracted** for the booth setup/dismantle) have the freedom to setup and tear down your display, hang graphics and signage, install floor coverings, and install non-rented AV equipment including tablets for **non-public use without limitation to booth size.**

◀ Place, move, and remove your own easels, signs, and poster board materials.



◀ Open boxes, stock shelves, setup, plug in, hang up, and freely distribute your non-bulk products/literature within your booth or show space.



◀ Use your own dollies, luggage carriers, non-hydraulic carts, and two-to-four-wheel hand trucks.





Drive your non-commercially registered personally owned vehicle to a designated area to unload.



**VEHICLES THAT QUALIFY:**

			
<b>SEDAN</b>	<b>SUV</b>	<b>PICKUP</b>	<b>VAN</b>

**VEHICLES THAT DO NOT QUALIFY:**

			
<b>TRAILER</b>	<b>RENTALS</b>	<b>BOBTAIL</b>	<b>STAKEBED</b>

Use your own power tools and ladders (up to 6 feet) to setup and tear down exhibits.

