

# 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**

- 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.
- 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.
- 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.
- SELF PROMOTION.** Show managers have the freedom to place, move and remove easels, signs, and poster board materials.
- 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.
- 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.
- A SUPPORTIVE TEAM.** Each labor union has established a core workforce with a focus on hospitality.
- SKILLED WORKERS.** Our Labor workforce is highly skilled and has received specialized training in hospitality services.



Pennsylvania  
Convention Center  
PHILADELPHIA

AN **ASM** MANAGED FACILITY

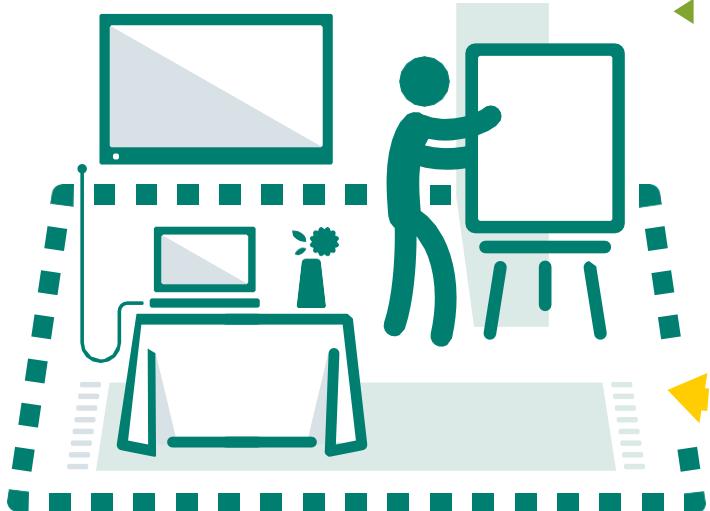
MARCH 2023

ASM Global Contractor Services can be reached at 215-418-4900

# PENNSYLVANIA CONVENTION CENTER

## ENHANCED EXHIBITOR WORK RULES

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.



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



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

VEHICLES THAT QUALIFY:			
VEHICLES THAT DO NOT QUALIFY:			
TRAILER INCLUDES TAG-ALONG	RENTALS	BOBTAIL	STAKEBED

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



MARCH 2023