

# 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 SMG 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