DIGITAL PHARMA East

EXHIBITOR SERVICES MANUAL

October 18 – 20, 2022 Pennsylvania Convention Center | Philadelphia, PA

Show Information

Welcome to Digital Pharma East 2022.

We are pleased that Expo Event Services has been selected as your Official General Contractor. Our goal is to help make sure your show participation is a success!

As the official service contractor for this exposition, we are enclosing various equipment rental and service order forms for your information and use.

Please review our payment policy carefully. As a reminder, Expo Event Services requires payment in full at the time you place your order, along with a credit card charge authorization. This may be used to cover items such as labor and freight handling, not included with your initial payment.

Take advantage of our substantial price discounts! Just return your order with payment by the discount price deadline(s) on the order forms and use the lower price.

Show Contractor

Expo Event Services Phone: (201) 300 - 2782
1700 York Avenue Suite 2T Fax: (917) 591 - 8316
New York, NY 10128
www.expoeventservices.com

Standard Booth Information

Booth Size: 8’ deep x 10’ wide
(1) - 44” x 7” One Line ID Sign Exhibit
Backwall Drape: 8’ High x 10’ Wide Black Drape

Please note: Backdrops can be no higher than 8ft and side rails and banners are prohibited. Show floor is carpeted.

Kiosk Information

1 - 1 Meter Standard Kiosk w/ Graphic Header, Locking Counter and TV Mount

Show Schedule Move-In/Move Out		
Exhibitor Move-In	Monday 10/17/2022	1:00pm – 7:00pm
Exhibit Hours	Tuesday 10/18/2022	7:30am – 6:45pm
	Wednesday 10/19/2022	8:00am – 6:15pm
	Thursday 10/20/2022	8:30am – 1:45pm
Exhibitor Move-Out	Thursday 10/20/2022	2:00pm – 5:00pm

* NOTE - All networking events will take place on the show floor around the exhibits

*NOTE - Times are subject to change

Service Center

Expo Event Services is here to take care of your on-site needs. All contractors and production personnel will be available, along with any services you might desire such as Furniture and Freight Handling.

Please contact us at (201) 300-2782

To assist you in planning your participation in the show, we are certain you will appreciate knowing in advance that union labor will be required for certain aspects of your exhibit handling. To help you understand the jurisdiction the various unions have, we ask that you read the following.

Sign, Display and Allied Craft Union

Members of this union claim jurisdiction over all set-up and dismantling of exhibits including signs and carpet installation.This does not apply to the unpacking and placement of your merchandise. You may set up your exhibit display only if one person can accomplish the task in less than 30 minutes without the use of tools.

General Information

Teamster Union

This local union claims jurisdiction over the operation of all material handling equipment, all unloading and reloading, and handling of empty containers.An exhibitor may only move material that is hand-carryable by one person in one trip. No one, other than the official contractor's employees, is allowed to use dollies, hand trucks or other mechanical equipment. This includes, but is not limited to, I&D employees, hotel employees and facility employees.

Freight Handling

Expo Event Services has the responsibility of receiving and handling all exhibit materials and empty crates. It is our responsibility to manage docks and schedule vehicles for smooth and efficient move-in and move-out of the exposition. EES will not be responsible for any material we do not handle.

Work Breaks & Gratuities

Solicitation of tips or gratuities in any form is prohibited. Please do not tip any EES employee, as all are paid at an appropriate wage scale. Paid breaks of fifteen minutes at the mid-point of each four hour block of work and a one hour meal break at the end of each four hour work period must be given to each employee. Please attempt to work your people to conform to these mandatory break periods.

In General

Any questions arising with regard to union jurisdictions or practices should be directed to the EES manager on the floor. Craftsmen at all levels have been instructed to refrain from expressing any grievances or directly challenging the practices of any exhibitor.

Shipping Addresses

Advance Receiving /Shipments
Shipments Should Arrive on or Between:
September 19 – October 9, 2022 (7AM – 6PM)
Moore Foggs
c/o Threeway Logistics / Expo Event Services
1414 Calcon Hook Road
Sharon, PA 19079

Direct Shipments to Show Site
Shipments Should Arrive on:
October 17, 2022 (10am - 5pm)
c/o Expo Event Services
Pennsylvania Convention Center
1101 Arch Street
Philadelphia, PA 19107
State Tax 8.00% (Tax Rates Subject To Change)

Official Contractors & Exhibitor Appointed Contractors

MUST READ

Show Management, acting on behalf of all exhibitors and in the best interest of the exposition, has appointed an Official Service Contractor to perform and provide necessary services and equipment.

The Official Service Contractor is appointed to:

- Insure the orderly and efficient installation and removal of the overall exposition.
- Assure the distribution of labor to all Exhibitors according to need.
- Provide sufficient labor to satisfy the requirements of Exhibitors, and the exposition itself.
- See that the proper type and limits of insurance are in force.
- Avoid any conflict with local union and/or exhibit hall regulations and requirements.

The Official Service Contractor will provide all usual trade show services, including labor. Exceptions are:

- Supervision may be provided by the Exhibitor.
- The Exhibitor may appoint an outside independent contractor for installation and dismantle only of the Exhibitor's display.

Exhibitors may employ the service of independent contractors to supervise the installation and dismantlement of their displays, providing the Exhibitor and the installation and dismantling contractor comply with the following requirements:

1. The Exhibitor, in writing, must notify Expo Event Services of their intention to utilize an independent contractor no later than 25 days prior to the first move-in day, furnishing the name, address and telephone number of the firm. Letters as such from independent contractors are neither valid nor acceptable.
2. Only the Exhibitor-named independent contractor's employees will be authorized on the show floor. Employees of third parties named or subcontracted by the Exhibitor-named independent contractor will not be authorized admittance on the show floor unless those employees are named and badged as specified in the following article.
3. The independent contractor must furnish Expo Event Services with the names of all on-site employees who will be working on the exposition floor prior to the first move-in day. They must have and wear at all times identification badges supplied by the independent contractor containing the independent contractor name, employee name and Exhibitor Company name. In addition to an exhibitor work pass supplied by Show Management.
4. The independent contractor must have all business licenses, permits and Workman's Compensation insurance required by the State and City governments and the Venue prior to commencing work, and shall provide Show Management and Expo Event Services with evidence of compliance.
5. The independent contractor must carry a minimum of $1,000,000 in Public Liability Insurance and shall provide Show Management and Expo Event Services with a certificate of insurance showing the coverages and amounts, and naming the sponsor, Expo Event Services and the Venue as co-insured.
6. The independent contractor must follow the scheduled work times or pay any additional cost incurred because of extended work hours.
7. The independent contractor may not solicit business on the exhibit floor.
8. The independent contractor must confine their operations to the exhibit area of their clients. No service desks, storage areas or other work facilities will be located anywhere else in the building. The show aisles and public spaces are not part of the Exhibitor's booth space.
9. The independent contractor must comply with all labor agreements and practices and must commit or allow to be committed by persons in their employment any acts that could lead to work stoppages, strikes or labor problems.
10. The exposition floor, aisles, loading docks, service and storage areas will be under control of Expo Event Services.
11. For services such as electrical, plumbing, telephone, floral, booth cleaning and drayage, no contractor or support other than the Official Service Contractor/ Supplier will be approved. This regulation is necessary because of licensing, insurance, and work done on equipment and facilities owned by parties other than the Exhibitors. Exhibitors shall provide only the material and equipment they own and is to be used in their exhibit space.

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY) 00/00/00

PRODUCER (000) 000-0000 FAX (000) 000-0000

Name of Insurance Agency
Street Address
City, State Zip

THIS CERTIFICATE IS ISSUES AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE

INSURED

Exhibitor Appointed Contractor
Street Address
City, State Zip

INSURER A: Insurance Company A
INSURER B:
INSURER C:
INSURER D:
INSURER E:

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CETIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
A	**GENERAL LIABILITY** [X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [ ] POLICY [ ] PRO-JECT [ ] LOC	ABC 12345		2022	EACH OCCURRENCE FIRE DAMAGE (Any one fire) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS-COMP/OP AGG	$ 1,000,000 $ 50,000 $ 5,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
A	**AUTOMOBILE LIABILITY** [X] ANY AUTO [ ] ALL OWNED AUTOS [ ] SCHEDULED AUTOS [ ] HIRED AUTOS [ ] NON-OWNED AUTOS	ABC 12345		2022	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
	GARAGE LIABILITY [ ] ANY AUTO				AUTO ONLY-EA ACCIDENT OTHER THAN AUTO ONLY: EA ACC AGG	$ $ $
	EXCESS LIABILITY [ ] OCCUR [ ] CLAIMS MADE [ ] DEDUCTIBLE [ ] RETENTION $				EACH OCCURRENCE AGGREGATE	$ $
A	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY**	ABC 12345		2022	[X] WC STATU-TORY LIMITS [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
	OTHER					

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

General Liability policy includes the interest of: <Exhibitor Name>, <Show Name>, <Show dates (including move-in and move-out)>, Expo Event Services, <Show Organizer Name>, <Venue>, and/or their respective agents as additional insureds.

CERTIFICATE HOLDER | X | ADDITIONAL INSURED; INSURER LETTER ___ | **CANCELLATION**

Expo Event Services
1700 York Ave Suite 2T
New York, NY 10128

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

SAMPLE

Independent Display House/Contractor Notification

RETURN TO: Expo Event Services • 1700 York Ave Suite 2T • New York, NY 10128 • Phone (201) 300 - 2782 • Fax (917) 591 - 8316 • Email: orders@expoeventservices.com

COMPANY | EMAIL ADDRESS | BOOTH NUMBER

AUTHORIZED CONTACT SIGNATURE | AUTHORIZED CONTACT - PLEASE PRINT | DATE

X

Please complete and return this form by the Deadline above only if you are planning to use any company other than Expo Event Services for the installation or dismantling of your exhibit.

INDEPENDENT DISPLAY HOUSE CONTRACTORS

☐ **Yes, we will be using an independent display house/contractor to install and/or dismantle our display at the VENUE AND STATE HERE and have completed the following questions.**

Exhibiting Company Name:_____Booth Number:_____

Exhibiting Contact Person:_____Phone Number:_____

Contractor Company to be utilized:_____

Address:_____

Contractor Contact Name:_____Contractor Phone Number:_____

INDICATE WHAT SERVICES ARE TO BE CHARGED TO THIRD PARTY

*Look at each individual order form to confirm what company is providing services ordered on that specific form. The third part billing information above and below is for use by Expo Event Services only, therefore if a service that you have ordered is being provided by someone other that Expo Event Services, you need NOT indicate that particular service below:

☐ EXHIBITFURNITURE RENTAL
☐ DRAYAGE SERVICES
☐ DISPLAY LABOR
☐ MISC. - PLEASE LIST:_____

NOTE: Some order forms for furnishings and/or services listed above may be enclosed if a specific service or item is not offered for this Event. If you have any questions, please contact Expo Event Services.

*Exhibiting company clearly understands that exhibiting company is ultimately responsible for payment of any and all services invoiced to third party which remain unpaid at close of show.

☐ I have notified our independent display house/contractor of the rules and regulations requiring them to submit a Certificate of Insurance to Expo Event Services by the above deadline date.

_____ _____ _____

Authorized Contact Signature | Date | Authorized Contact (Print)

Limits of Liability

The placing of an order for services and/or equipment by an exhibitor or any agent of the exhibitor shall be construed as an offer subject to acceptance and approval of Expo Event Services in its sole discretion. Upon participation of any Expo Event Services' show or event, the Exhibitor and its agents shall be bound by the terms and conditions set forth in Sections 1 through 14 below. Likewise, once Expo Event Services has accepted and approved the Exhibitor's offer, any shipper consigning or delivering a shipment to Expo Event Services or its subcontractors on behalf of Exhibitor shall be bound by the terms and conditions set forth in Sections 1 through 14 below.

1. Expo Event Services and its subcontractors shall not be liable for damage, loss, or delay to uncrated freight, freight improperly packed, glass breakage or concealed damage as determined by Expo Event Services.
2. Relative to inbound shipments, there may be a lapse of time between the delivery of shipment(s) to the booth by Expo Event Services or its subcontractors and the arrival of the Exhibitor's representative at the booth. Similarly, relative to outgoing shipment(s), it is possible that there will be a lapse of time between the completion of packing and the actual pickup of materials from the booth for loading onto a carrier. It is understood that during such times the shipment(s) will be left in the booth unattended. Therefore, it is agreed that Expo Event Services and its subcontractors shall not be liable for the loss of, disappearance of, or damage of any items left in the booth unattended at any time. Consequently, all bills of lading covering outgoing shipment(s) submitted to Expo Event Services or its subcontractors by the Exhibitor will be checked at the time of pickup from the booth and corrected where discrepancies exist.
3. Expo Event Services and its subcontractors shall not be liable for any damage incurred during the handling of materials or equipment requiring special devices to properly load, place, or reload unless 14 days advance notice has been given to Expo Event Services in time to obtain the proper equipment.
4. Expo Event Services and its subcontractors shall not be responsible for any loss, delay, or damage due to events beyond their reasonable control which cannot be avoided by the exercise of due care and prudence, including without limitation, strikes, labor disputes, lockouts or work stoppages of any kind, fire, theft, windstorm, water, vandalism, acts of God, failure of power or utilities, and other events of force majeure.
5. Expo Event Services and its subcontractors shall not be liable for ordinary wear and tear in handling of materials and/or equipment.
6. Expo Event Services and its subcontractors are not insurers; i.e., Expo Event Services does not insure the Exhibitor's property against loss or damage, nor does it provide for full replacement value should loss or damage occur. Insurance, if any, shall be obtained by the Exhibitor. Amounts payable by Expo Event Services under this paragraph are based on the scope of the liability as herein set forth and are unrelated to the value of the Exhibitor's property. Provisions of this paragraph shall apply if Exhibitor's property is lost or damaged through performance or nonperformance of services by Expo Event Services, or from the negligence of Expo Event Services, its subcontractors or their respective employees. If such loss or damage occurs, the liability of Expo Event Services and its subcontractors shall be limited to a sum equal to $.30 per pound per article, with a maximum liability of $50.00 per item or $1,000.00 per shipment, whichever is less. This amount shall be considered Exhibitor's agreed-upon damages and exclusive remedy.
7. Expo Event Services and its subcontractors shall not be liable to any extent whatsoever for any indirect, special, incidental, or consequential damages, which may include, but are not limited to any actual, potential or assumed loss of profits or revenues, loss of use of equipment or products, or any collateral costs that may result from any loss or damage to Exhibitor's materials or any injury to Exhibitor's personnel which may make it impossible or impractical for Exhibitor to exhibit its materials.
8. Expo Event Services will not be bound to honor any claim or action brought against Expo Event Services or its subcontractors more than 60 days after the date of incident.
9. The Exhibitor agrees, in connection with the receipt, handling, temporary storage and reloading of its freight, that Expo Event Services and its subcontractors will provide these services as Exhibitor's agent and not as bailee or shipper. If any employee of Expo Event Services or its subcontractors sign a delivery receipt, bill of lading or other document, the parties agree that Expo Event Services or its subcontractor will do so as the Exhibitor's agent, and the Exhibitor accepts the responsibility thereof.
10. Expo Event Services and its subcontractors shall not be liable for shipments received without receipts, freight bills or specified unit counts on receipts or freight bills. Such shipments will be delivered to booth without guarantee of piece count or condition.
11. Empty container labels will be available at the Expo Event Services' Service Desk. Affixing the labels is the sole responsibility of the Exhibitor or its representative. It is understood that these labels are used for EMPTY STORAGE ONLY, and Expo Event Services and its subcontractors assume no responsibility or liability for loss or damage to contents while containers are in storage or for mislabeled containers.
12. In order to expedite removal of freight from the show site, Expo Event Services shall have the authority to change designated carriers, if assigned carriers do not pick up on time. Where no disposition is made by the Exhibitor, freight will be taken to a warehouse and forced shipped on a carrier determined by Expo Event Services and the Exhibitor agrees to be responsible for payment of charges relating to such handling and shipping. Expo Event Services assumes no liability as a result of rerouting or handling.
13. Dry and Cold Storage – Exhibitor stores products at its own risk. Expo Event Services assumes no liability or responsibility for dry of cold storage.
14. The Exhibitor agrees, in the event of a dispute with Expo Event Services or its subcontractors related to any loss or damage to any of the Exhibitor's freight or equipment, that the Exhibitor will not withhold payment in any amount due to Expo Event Services for freight handling services or any other services provided by Expo Event Services or its subcontractors as an offset against the amount of the alleged loss or damage. Instead, the Exhibitor agrees to pay Expo Event Services prior to the close of the show for all such charges and further agrees that any claim the Exhibitor may have against Expo Event Services or its subcontractors shall be pursued independently by the Exhibitor as a completely separate transaction to be resolved on its own merits.

Be sure your freight is insured from the time it leaves your place of business until it is returned after the show. It is suggested that Exhibitors arrange all risk coverage. This can usually be done by riders to existing policies. Contact your insurance representative. Also, be sure your liability insurance is in effect during transit and return of your freight, during storage and at show site. All transit claims will be referred to the common carrier.

Safety

Safety is very important for everyone working in the exhibit hall - especially you!

Expo Event Services is committed to safety throughout our company and in the work that we do. We request that you make safety a part of your activities during the show. If you see something unsafe or that presents a hazard, please bring it to the attention of a Expo Event Services' supervisor. By reporting unsafe or hazardous conditions, you will help make the show safer and more enjoyable for yourself and your fellow exhibitors.

Attached you will find a list of Loss Prevention Guidelines that we request you follow while at showsite. These Guidelines will enhance the overall safety of the show and help to prevent injuries to you, our employees and other exhibitors. Enjoy the show and do it safely.

Thank you for your cooperation!

Exhibitor Loss Prevention Guidelines at Showsite

- Smoking is prohibited except in designated areas. Please be sure all cigarettes are fully extinguished.
- Standing on chairs, tables and other furniture is PROHIBITED. The furniture is not designed to support your standing weight. Please use your ladder.
- Forklifts and carts are to be used by authorized personnel only. Please do not operate this equipment. Ask for help.
- Be aware of the forklifts moving throughout the aisles and docks. Please steer clear of them, especially when they are carrying a crate or load.
- Never run in the exhibit hall. Please walk. Watch your step in the aisles and around the loading docks.
- Electrical wires and cords can be hazardous if frayed or stretched over a walkway. Please check all cords for damage. Secure or remove any cords where you or others are going to be walking.
- Report any fires immediately or pull the nearest fire alarm. Please keep fire exits clear.
- If you spill something, or notice a spill, clean it up or report it immediately. Please do not walk away from a spill.
- Protect your valuables while on the show floor. Please keep all expensive or valuable items secured. Unattended items in booths are easy theft targets.
- Use good housekeeping. Dispose of waste properly and keep materials stacked securely. Please keep in mind the safety of your employees and those attending the show.
- Health & Safety is Our Top Priority https://www.paconvention.com/about/covid19

Contact Us

To make sure your participation in Digital Pharma East goes smoothly, we have prepared this Exhibitor Services Manual with information and services available to ensure your success at the event.

Our goal is to provide excellent service. Please do not hesitate to contact any member of our team with questions regarding the event.

Rachel Schiff
Conference Coordinator
E: RSchiff@questex.com
P: (212) 895-8410