Pennsylvania Convention Center Authority
Customer Satisfaction Agreement

Based on feedback from meeting planner customers, the highly anticipated **Customer Satisfaction Agreement** signed at the Pennsylvania Convention Center in 2003 is designed directly from the report and recommendations of the Econsult Corporation, an independent research company. The details of the new 10-year contract address every issue that customers said would make the Pennsylvania Convention Center a better place to do business and make their organizations want to return or book a meeting or convention in Philadelphia..

This new agreement ensures cost-effective, customer-focused services delivered by a unified workforce. Philadelphia-based labor supplier, Elliott-Lewis Corporation, will now become the employer of all show workers at the Center, providing one-stop-shopping for service contractors and their clients.

Highlights of the new agreement:

- **Creates unified efficiencies**
  The Laborers, Teamsters and Carpenters work together as a unified workforce. This unified approach serves to greatly reduce the jurisdictional limitations on the ability of these workers to perform certain tasks.

- **Puts in place a labor supplier**
  Elliott-Lewis Corporation serves as the PCC's exclusive labor suppler, which in turn provides the necessary show labor to all contractors. This centralized employment of show labor allows for improved coordination of all labor calls, accelerated resolution of any disputes and authority to take disciplinary action when necessary.

- **Straight time**
  The first complete eight (8) hours of work performed in each workday (Monday through Friday) shall be paid at straight time rates, regardless of the starting or ending time of the shift. The labor supplier shall be responsible for ensuring that the contractor labor calls are done in a normal operational manner. At the end of eight hours it is recommended that a percentage of the crew remain on task to afford continuity and seamless productivity to the incoming crew. This provides for a partial **staggered shift** that will allow the work to continue uninterrupted.

- **Stand by labor**
  There shall be no stand-by labor, at any time, at the PCC unless directed by the Elliott Lewis, at its sole discretion.

- **Expands/clarifies exhibitors' rights**
  Allows for booth set up 300sq ft or less. Additionally, exhibitors and customers may unload and load non commercial autos, station wagons, mini vans, SUV's and 4 wheel pick up trucks or vans. Exhibitors may use their own equipment, including but not limited to carts, dollies, luggage carriers and 2 - 4 wheel hand trucks that are non motorized or hydraulic devices. Exhibitors and customers may connect their personal computers, computer components & peripherals without limitation for desktops or laptops themselves or by employees of their company. Their vendors are excluded from this privilege.

- **Permits exhibitors to set up booths**
  In connection with exhibits of 300 net square feet or less, an exhibitor or a full time company representative(s) may erect and tear down their booths by hand and may use hand tools – non powered or battery operated tools or ladders. Exhibitors may also hang signs or graphics or install floor covering without the assistance of union labor. It is understood that the "booth" covers the exhibits, displays, and exhibitor owned floor coverings within the booth and excludes pipe and drape structure itself.