

FREQUENTLY ASKED QUESTIONS

WHAT DO I DO BEFORE THE SHOW?

- Use the Deadline Checklist to ensure you are meeting all the deadlines.
- Read your Exhibitor Service Manual. The information it contains will help save you time, money, and needless aggravation.
- Pre-register for exhibitor badges.
- Read the Rules & Regulations.
- Send media kits to the industry press.
- Make Hotel arrangements on the show website to get the lowest rates at official hotels.
- Advertise:
 - With Signs and Banners
 - With Sponsorships
- Pay final balance by October 31, 2011.
- Submit Certificate of Insurance by February 13, 2012.
- Pack booth supplies such as: scissors, stapler, paper, pens, business cards, packing tape.
- Pack marketing pieces to distribute to prospective buyers from within your booth.
- All Exhibitor Personnel must register for Show Badges at www.worldofasphalt.com/dashboard or www.agg1.org/dashboard.

HOW DO I ORDER MY BOOTH FURNISHINGS?

- Order any essential services in advance:
 - Booth displays
 - Electrical labor & service
 - Carpet and furniture
 - Telephone
 - Booth set-up and dismantling labor
 - Booth security
- Place all orders early through authorized contractors for the lowest prices. Include payment to qualify for the discounts and to ensure that your orders will be filled. Try not to place orders on-site. **ON-SITE ORDERS ARE COSTLY AND MAY BE SUBJECT TO MAJOR DELAYS.**
- Submit a diagram of where you would like your electrical outlet to be placed.
- Confirm with all other contractors that your advance orders have been received before leaving for the show.
- Take copies of your advance order forms and payment records to the show.
- Take a company credit card to pay all balances due on show site and to place deposits on rental equipment. Check in early at the Service Desk to reserve any labor needed.

WHO IS THE WORLD OF ASPHALT/AGG1 OFFICIAL CONTRACTORS AND WHAT ARE THEIR TELEPHONE NUMBERS?

- Check the “Official Contractors” tab in the Exhibitor Services Manual for company listings. During set-up and show days, Official Contractors are located on the show floor, at the service desk area.

WHAT DO I NEED TO DO AT THE SHOW DURING INSTALLATION?

- Visit the Exhibitor Service Desk on the show floor or the Show Management Office for any show related issues.
- After installation hours, secure items in your booth (product, electronic equipment and small items).
- The solicitation and/or acceptance of gratuity by GES or any of their employees is prohibited. If you are pressured to give tips for service, please contact Show Management immediately.
- Bring your confirmation e-mail containing your bar-code and present it at any Express Badge Pick-up location for on-site badge printing. Work Passes will be distributed on-site based on exhibitor companies and personnel.

WHAT ARE THE INSTALLATION AND DISMANTLING TIMES?

Installation Schedule

Sunday, March 11, 2012	8:00 am to 5:00 pm
Monday, March 12, 2012	8:00 am to 5:00 pm

On Monday, March 12, 2012 all crates must be tagged with empty stickers and ready for pick-up by 12 noon. Exhibit stands must be fully assembled by Monday, March 12, 2012 at 5:00 pm for final walk through by Show Management.

Dismantling Schedule

Thursday, March 15, 2012	crate delivery begins at 2:00 pm
Friday, March 16, 2012	8:00 am to 5:00 pm

Dismantling will begin at 2:00 pm on Thursday, March 15, 2012. The delivery of crates for exhibitors will begin after the aisle carpeting has been removed. All show aisles must be kept clear of exhibit materials and equipment in order to expedite this process.

WHEN CAN I MOVE IN AND OUT OF THE BUILDING?

GES, the show's General Contractor, will assign each exhibitor a specific target date to bring in equipment and display materials.

WHAT IS A TARGET MOVE-IN DATE AND WHY CAN'T I CHANGE IT?

Each company is assigned a target move-in date, the date a company's freight is scheduled to be delivered to their booth. Each date is determined by GES based on the booth's size, location, and time allotted for access to the hall. The larger the booth and further the booth is from freight doors and no freight aisles generally the earlier its target move-in date. Adhering to the target move-in date is vital to allow all exhibitors accessibility to their booths and to guarantee the show is able to open on schedule. The target move-in date for each company is located on the official World of Asphalt/AGG1 website in the Floor Plan section. To accommodate all exhibitors in the most efficient manner we are asking each company to honor their target date. A request for a change in target date will not necessarily be granted. If you have questions about your target date, please contact Customer Service at GES at fmccrary@ges.com.

WHAT DO I DO TO PREPARE FOR MOVE OUT?

- Prepare Bill of Lading
- Move-out starts at 2:00 PM on Thursday, March 15, 2012. Any display or part of a display broken down prior to this time will jeopardize future participation.
- Submit completed Bill of Lading to the Exhibitor Service Desk. Bill of Lading will not be accepted prior to 2:00 PM on March 15, 2012.

WHAT ARE COMMON VIOLATIONS?

The following items are a list of the most commonly cited violations. Please be sure that you abide by these rules to avoid a violation or onsite booth modifications. A full explanation of rules and regulations can be found in the Rules & Regulations Section on the Exhibitor Dashboard.

- Early breakdown. Booth must remain intact until the close of show at 2:00 PM on Thursday, March 15, 2012.
- Follow the **Height Regulations** as written in the Rules and Regulations.
- Using the area behind your booth as storage is strictly prohibited by the Charlotte Convention Center (i.e. literature, boxes, crates, rolling carts and/or packing material).
- All aisles and exit aisles must be kept clear and unobstructed. (i.e. no furniture, signs, easels, chairs and/or displays protruding into the aisle).
- Follow the **Hanging Sign Regulations** as written in the Rules and Regulations.
- Your signs/banners are in violations of show rules if they are taped, stapled, nailed, tacked or otherwise affixed to any doors, walls, columns, or other parts of the building or furnishings. Signs cannot infringe into the aisle or anyone else's booth space. Show Management must give prior approval to suspend signs or banners from the ceiling. All signage brought in must be professionally made and meet the requirements of Show Management.
- Audio speakers should face into the booth and decibel levels should be courteous to those around you.
- Distribution of literature is prohibited outside the confines of the exhibitor's booth (i.e. flyers, stickers, postcards, etc).
- The Charlotte Fire Department requires all material used in the construction of exhibits to be flame retardant.
- You must have your booth ready by no later than Monday, March 12, 2012 at 5:00 pm.

HOW DO I SHIP MY MATERIAL?

- Be sure to ship your goods marked with the booth number and the company name listed on your assignment letter.
- Record actual weight on the bill of lading to avoid incorrect drayage costs.
- Ship early to avoid excessive charges.
- Shrink-wrap all your cartons onto a skid to avoid any special handling charges.
- Place a rider on your insurance policy from the time your exhibit and product leaves your possession until it is returned. Your company is responsible for your exhibit and product.
- Ship your freight and product via common carrier, van line or overnight carrier to arrive when your company representative will be onsite. Confirm that your overnight carrier can guarantee delivery of your freight to the exhibit facility.
- Remove old shipping labels before you send anything and attach new labels provided in the Exhibitor's Service Manual with your exhibiting company name (as shown on your assignment letter), booth number, and the show name clearly marked.
- While making your shipping plans to the show, also coordinate your return shipment. Make sure that someone from your company is onsite to oversee the outbound shipment to your display and product.
- Take the extra time to ensure that your display and product are packed neatly and securely.
- Take a copy of the shipping schedule and tracking numbers, including origin and destination points, piece counts, arrival dates, phone numbers and charges for tracking purposes.
- If you have any freight questions or need assistance, please call your World of Asphalt/AGG1 representative at 800-867-6060.
- Make sure your booth is packed and ready before turning in your Bill of Lading.
- Make return shipping arrangements in advance.
- Avoid forced shipments on the outbound. Contract only with carriers familiar with the tradeshow industry.
- Be sure you hit your target move-in date and time. Penalties will be assessed if materials arrive before or after your target move-in date.
- Ship in advance to the warehouse or to the facility directly. Ship items prepaid and keep a copy of the bill of lading and the shipper's reference number for every shipment. Confirm delivery with both GES and your shipping company.
- Advance Shipments – As early as February 10, 2012 you may ship to the GES warehouse. This assures that your freight will be in your booth and ready for unpacking by the scheduled installation time. Schedule your shipment to arrive during the published hours (8:00 AM – 2:30 PM; drivers must check in by 2:30 PM) for freight receipt at the warehouse to avoid unnecessary surcharges.
- Direct to Show Site – If you choose to ship direct to show site, your carrier must check in at the marshalling yard. Check-in to the marshalling yard on straight time. Check in prior to 1:00 PM to insure same day delivery. For onsite deliveries, expect at least a 3-hour wait for your materials to be unloaded from the time your truck checks in at the marshalling yard.
- If you have any freight questions or need assistance, please call Show Management at 800-867-6060 or see the Shipping tab in the Exhibitor Service Manual.

WHAT ARE MY RIGHTS AS AN EXHIBITOR REGARDING MATERIAL HANDLING?

As an employee of the exhibiting company, you have the right to hand carry some materials to your booth provided the following rules are adhered to:

- Must use specified access doors, may use main entrance into exhibit hall
- May not use freight/dock doors
- No material handling equipment may be used (i.e. carts, dollies, etc. however small 2-wheeled luggage carts are allowed)
- Materials must be able to be carried by one person

WHAT ARE MY RIGHTS AS AN EXHIBITOR REGARDING LABOR?

As an employee of the exhibiting company, you have the right to install and dismantle your own booth as follows:

- May unpack, pack and arrange merchandise and product within exhibit
- Opening of cartons containing your products
- Performance, testing, maintenance or repairs of your products
- May set up and take down "pop-up" displays
- Technical work to machines, such as balancing, programming and cleaning
- Clean and wipe down products and display merchandise as well as parts of exhibit not installed by other union labor

To exercise these rights, you must be a full time company employee of the exhibiting company with positive identification such as business card or payroll stub. The rule prohibits the utilization of workers hired from a non-union agency or company.

WHERE DO I STORE ALL MY EMPTY CRATES, CARTONS, AND CASES?

Empty crates and cartons cannot be stored in the exhibit halls. All empty crates, cartons, and shipping cases must be labeled and removed for storage or they will be removed as trash. No storage of any kind is allowed behind the booths. Additional display product must be placed in storage which is available through the Charlotte Convention Center.

WHAT IS INCLUDED IN THE COST OF MY EXHIBIT SPACE?

World of Asphalt/AGG1 includes in the cost of the exhibit space the following items:

- Material Handling (freight delivery, crate storage, etc.).
- Daily stand cleaning.
- Perimeter security.
- Listing in the World of Asphalt/AGG1 Guide (provided information is received by deadline date).
- Staffed News Room for the distribution of your company's press kits.
- One pre-show and one post-show attendee mailing list including individual's name and mailing address.

HOW DO I RENT A BOOTH DISPLAY?

GES has the capabilities to design a custom booth developed to meet your specific goals. If you want to save money, you may choose to rent a standard or deluxe hardwall unit. Forms are available under Exhibit Furnishings section or call GES at 800-475-2098 or go to www.ges.com/contact.

WHAT IS AN EAC?

Exhibitor Appointed Contractors (EAC) are independent contractors hired by exhibiting companies. These are companies that are typically signatory to the local unions. They can include labor to build your booth, booth supervisors, booth designers, independent display companies, delivery personnel, technicians, manufacturing representatives, etc. An EAC will only be granted access to the show floor if World of Asphalt/AGG1 Show Management has received the EAC Authorization form AND a valid Certificate of Insurance. There is no exception.

IS SHARING OF BOOTH SPACE OR SUB-LEASING PERMITTED?

The exhibitor agrees not to reassign, grant, sublease or license the use of space, or any part thereof allotted to them.

WHAT IF I HAVE AN EMERGENCY OR NEED FIRST AID IN MY BOOTH?

Calling the Show Management Office is recommended for the most immediate response in case of an emergency while in the Charlotte Convention Center.

WHAT TYPE OF SECURITY IS PROVIDED?

There is perimeter security during the show. Every reasonable precaution will be taken to protect property during the installation, Exposition and dismantling periods. However, neither Exposition Management, service contractors, nor Charlotte Convention Center are responsible for the safety of the property of exhibitors from theft, damage by fire, accident, vandalism or other causes. Exposition Management recommends that exhibitors make special arrangements with the Official Security Contractor of World of Asphalt/AGG1 2012 for additional protection of their stands.

Please note some helpful suggestions:

- 1) Do not leave small items unattended at any time and remove them on a nightly basis.
- 2) Do not list contents on outside of boxes (e.g. Box #1 – Personal Computer)
- 3) Carry a detailed list of what you ship, in which box it was packed, and repack it in the same manner. Keep a copy in your office and check your shipment when it returns.

WHO DO I CONTACT IF I HAVE A QUESTION DURING SET-UP?

AEM Staff are available during set up, show days, and break down. They are available to help and assist exhibitors and are responsible for resolving disputes concerning the show rules. If it is necessary to locate someone, go to the Show Management Office, Exhibitor Service Desk, or contact anyone on the AEM staff.

HOW DO I ORDER BADGES?

Log onto the exhibitor registration section of www.worldofasphalt.com or www.agg1.org and enter the login and password that will be provided via e-mail once registration has officially opened, view instructions, badge allotment and show information. Manage additions, changes and cancellations from the web. **This website will also guide you through the steps to register your customers,**

dealers or guests not classified as booth personnel. A customer service registration phone number will also be provided if you should need assistance. Exhibitor badges will only be issued in the name of the company as stated on the space contract.

WHAT IS THE FEE FOR MY EXHIBIT STAFF BADGES?

Advance Registration Fee: \$30.00 per person - The advance registration deadline for the show is Friday, February 17, 2012

Onsite Registration Fee: \$50.00 per person - The onsite registration fee will apply after the posted advance date has expired

DO I NEED SPECIAL INSURANCE AND HOW CAN I PURCHASE LIABILITY INSURANCE?

Yes, you need insurance. The exhibitor must insure against said risks of loss or damage to property and injury and secure and furnish Show Management with each insurer's covenant not to exercise any legal or equitable right it may have against Show Management and provide Show Management with a Certificate of Insurance evidencing such coverage with Show Management named as insured's. The workers' compensation and employers' liability insurance must provide a minimum limit of \$500,000 and meet the requirements established by the state in which the exhibition is being held. Comprehensive general liability coverage must provide at least \$1 million/\$2 million in coverage and shall name Show Management and the General Contractor as additional insured's. Automobile liability should include all owned, non-owned and hired vehicles with limits of \$500,000 bodily injury and \$500,000 property damage liability. Show Management must receive the Certificate of Insurance no later than 30 days prior to the commencement of installation. Contact your company's business insurance provider to obtain certificate.

DOES World of Asphalt/AGG1 OFFER SPECIAL RATES ON HOTELS?

World of Asphalt/AGG1 has selected official hotels for the show. These selected hotels offer special rates to World of Asphalt/AGG1 participants. You can take advantage of these special rates by visiting our website at www.worldofasphalt.com or www.agg1.org or by calling our official travel agency, Travel Planners: (800) 221-3531. For a listing of our special rates and official hotels, please see the housing information forms in the Registration and Hotel section of the online Exhibitor Service Manual.

HOW DO I GET THE BEST DISCOUNTS ON SERVICES?

To obtain prompt and efficient service, submit order forms well in advance of the due date. Late and last minute orders cause needless delay, confusion, and expense. Make sure to send forms to the contact information listed on each form as services come from many different suppliers.

ARE CHILDREN ALLOWED ON THE SHOW FLOOR?

Under no circumstances will children under 18 years of age be permitted onsite during the installation and dismantling periods. During Exposition hours, children under 18 years of age will be allowed in the Exposition only under the supervision of an adult who is registered to attend the Exposition. Children under 18 will not be required to purchase a badge but will be badged free of charge for identification purposes.

HOW CAN I COST EFFECTIVELY MARKET TO MY BUYERS?

- Visit www.worldofasphalt.com/kit

HOW ELSE CAN I PROMOTE MY BUSINESS?

There are a number of promotional programs available at World of Asphalt/AGG1 to heighten awareness and exposure of your line. See the "Promote Your Exhibit" section of the Exhibitor Service Manual for all the opportunities available to market your company before, during, and after the show.

- New product and technology program --Sign up to participate in the New Products and Technology. We'll post a product photo, product description and booth location on a special Webpage that will be promoted to attendees. Submit your innovation today in the exhibitor dashboard.
- Show logos --Show logos are the easiest way to promote your exhibit at World of Asphalt/AGG1. There are several different logos available in all different formats.
- Become a sponsor --World of Asphalt/AGG1 2012 offer several sponsorship options to give your company more exposure at the show.
- Hold an event or meeting at the show --World of Asphalt/AGG1 2012 will be a great setting to conduct a meeting or event for your company.
- Show photography --Exhibitors have access to the World of Asphalt/AGG1's official photographer—request photos to be taken onsite.
- Exhibitor education --Show Management offers great education opportunities for exhibitors to make sure your trade show experience produces the maximum results.
- Show directory advertising --Promote your company and exhibit by advertising in World of Asphalt/AGG1's Official Show Directory.

- EDA data --Maximize your ROI at World of Asphalt/AGG1—purchase the buying information of World of Asphalt/AGG1 2012 attendees from EDA (Equipment Data Associates).

HOW DO I SET UP & TEAR DOWN?

SET UP

Note: There is no early set-up for this show, please refer to the targeted floor plan.

Exhibitors must have their stands completed and empty crates tagged and ready for removal no later than Monday, March 12, 2012 at 3:00 pm. Any indoor booth with crated display materials remaining unattended after 3:00 pm on Monday, March 12, 2012 may be erected or placed in storage at the discretion of Show Management. All charges for labor, etc. will be charged to the exhibitor on record.

TEAR DOWN

Breakdown starts at 2:00 pm on Thursday, March 12, 2012. Empty crates, cartons, boxes, cases, etc. will not be permitted in the hall until the close of show. Any display or part of a display broken down prior to this time will cause the exhibiting company to jeopardize future participations. In the interest of the many buyers who plan to work the show until it closes, all exhibitors are required to keep their booth intact until 2:00 pm.

Show Management reserves the right to dismantle, store or clear from the premises any display materials, equipment, property or merchandise of an exhibitor who has failed to remove the materials from the exhibit area at the conclusion of the dismantling period. All storage, handling and other charges incurred for the removal of materials will be the responsibility of the exhibitor. Exhibitors requesting the scrapping of any exhibit materials, crates, etc. will be responsible for any charges incurred from removing these materials.