

EXHIBITOR CODE OF CONDUCT

Rules by which every exhibitor must abide.

- Given the reasons for exhibiting at the Show, outside activities or meetings by any housewares company during Show hours that would draw attendance away from the exhibit floor or McCormick Place are prohibited.
- Exhibiting companies that cancel their booth space and want to attend the Show must cancel their hotel meeting rooms and McCormick Place meeting rooms, return their Exhibitor Badges and re-register as "Trade Guests." Non-exhibiting companies are prohibited from conducting any meetings, including retailer and supply chain meetings, during the Show period, including move-in, Show days and move-out. Violators may be suspended from exhibiting or attending all future Shows.

The International Housewares Association (IHA) reserves the right to charge \$500 per Trade Guest Supplier badge and limit the number of badges per company to five (5), solely at its discretion, to enhance the quality and overall experience of the Show for all participants. IHA also reserves the right to make changes, as necessary, to the category of badge registration-type submitted by an individual or company.

Should it be necessary to change the registration type after the request has been submitted by any means, a representative of IHA will contact the individual or company and request payment of the amount due. Should a charge be imposed, payment must be submitted in advance of receiving a badge. If payment is not received, IHA reserves the right to cancel all hotel rooms and meeting rooms.

- Unauthorized photography of any exhibit or product is prohibited and will result in expulsion from the Show. Exhibitors and Attendees are not allowed to bring photographic equipment on the exhibit floor during Show hours. Exhibitors may photograph their own exhibit/products prior to Show opening or after the Show closes. Only IHA, an approved photography company or credentialed news media will be allowed to photograph exhibits during Show hours. Please immediately notify IHA or security of any unauthorized photography.

Arrangements can be made to have your exhibit photographed during Show hours with the recommended Show photographer. Or, if you choose to use another vendor, please see the EAC Registration Information form under section 5 of the online Exhibitor Services Manual.

- Be considerate of other exhibitors. Under no circumstance should you enter any other exhibitor's display area uninvited or when unattended.
- Interference with, or disruption of, another exhibitor's personnel or legitimate activities is prohibited.
- Exhibitors are not permitted to behave in a manner which, in the sole discretion of IHA, is objectionable. You must comply with all additional rules established by IHA. If you have any questions concerning your exhibit or activities within your booth, please contact IHA.
- Exhibitors and their company representatives must wear their official identification badges at all times while on the Show floor and in meeting rooms. These badges are issued for protection and identification and must not be loaned or given to other persons. Badges should not be accepted or worn if they do not accurately represent the exhibitor's identity or company. Badges must be obtained through the Show's authorized registration company only. Unauthorized badges that are manufactured or copied will be confiscated; violators may be barred from the Show premises. Exhibitors are prohibited from ordering exhibitor badges for anyone other than their company representatives exhibiting in the booth. Exhibitors may not order badges for Exhibitor-Appointed contractors and manufacturers reps. See "Registration/Badge Information" on page 3 of the "Rules + Regulations" booklet, located in section 1 of the Exhibitor Services Manual. Exhibiting companies that cancel their booth space must return their Exhibitor badges to IHA. If a refund is due, it will not be issued until all badges are returned. If cancelled companies want to attend the Show, they must register as trade guests (see rules above).
- Demonstrators must be properly clothed at all times and must confine their activities to their exhibit space.
- Exhibitor's sound level shall not intrude and violate the rights of any and all adjacent exhibit areas.
- Any raffles, prize drawings or promotional contests of any kind must be approved by IHA in writing prior to the Show.
- Exhibitors are not permitted to dismantle their exhibits or do any packing before 5:00 p.m. on the last day of the Show. If observed tearing down early, the exhibitor may be subject to a series of substantial fees and/or other penalties including the loss of seniority or expulsion from future Shows.

*See back for steps to take when a **Code of Conduct** violation occurs.*

international home
+housewares show 2012

MARCH 10 - 13 • MCCORMICK PLACE, CHICAGO

Saturday, 12:30 pm - 5:30 pm, Sunday and Monday, 8:30 am - 5:30 pm, Tuesday, 8:30 am - 5:00 pm
Soft-close on Saturday, Sunday and Monday 5:30 pm - 6:30 pm



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the home authority

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TAKE ACTION!

Follow these steps when exhibitor code of conduct violations occur:

The following is a list of steps for exhibitors to take on-site when they encounter an Exhibitor Code of Conduct violation. Exhibitors are cautioned against taking the matter into their own hands with the use of force or threats of force. There is less exposure for company or personal liability if the matter is turned over to IHA staff and Show Security.

1. If a violation occurs, such as a theft from the exhibitor's booth or unauthorized photography of the booth or its contents, attempt to stop the violation by talking to the violator. It is critical to identify the violator and write down the violator's name and company information.
2. Immediately contact the floor manager, security personnel or an IHA representative to report the incident.
3. If the violator attempts to leave the scene before a floor manager, security personnel or an IHA representative arrives at the booth, do not use physical means to restrain the violator. If the violator has not yet been identified, continue trying to do so. This may involve following the violator to see if he or she goes to his or her own company's booth, which may help later to identify the violator.
4. When a floor manager, security personnel or an IHA representative arrives at the booth, explain the incident, providing as many details as possible about the violator's identity, company and violation. Ask for a copy of the Violation Notice or Show Security Incident Report and keep it for future reference in connection with any disciplinary action by IHA staff or IHA's Board of Directors.
5. If more information about the violation or the identity of the violator is obtained later during the Show, give it to a floor manager, security personnel or an IHA representative.