



**DEPARTMENT OF AVIATION
Concessions Management**

Compliance Standards Manual

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I.0 GENERAL OVERVIEW

Purpose

The purpose of this manual is to identify precise guidelines for our concessions' program that match the expectations and needs of our passengers. It outlines expected customer service standards for all concessions employees, facility and maintenance standards for concessions locations as well as operations and security standards. We encourage every concessionaire to refer to the standards outlined in this manual to ensure compliance with the expectations of the Aviation General Manager which is "To Be the World's Best Airport by Exceeding Customer Expectations" and to ensure all locations are "Opening Day Fresh". Occasionally, these standards will be modified to address the changes within the environment. Failure to comply with these standards will result in further administrative actions as noted in the terms of the tenant's lease agreement.

Hartsfield-Jackson Atlanta International Airport (ATL)

Hartsfield-Jackson (ATL) is the world's busiest and most efficient airport, serving more than 101 million passengers annually with nonstop service to more than 150 U.S. destinations and nearly 70 international destinations in more than 45 countries. ATL boasts a direct economic impact of \$34.8 billion in metro Atlanta and a total direct economic impact of \$70.9 billion in Georgia. The Airport is the largest employer in Georgia, with more than 63,000 employees.

Hartsfield-Jackson Atlanta International Airport is located seven miles (11 km) south of the central business district of Atlanta, Georgia. It has been the world's busiest airport by passenger traffic since 1998, and by number of landings and take-offs from 2005 to 2013, and in 2015. Hartsfield-Jackson held its ranking as the world's busiest airport in 2015, both in passengers and number of flights, by accommodating 101 million passengers (more than 260,000 passengers daily) and 950,119 flights. Many of the nearly one million flights are domestic flights from within the United States, where Atlanta serves as a major hub for travel throughout the Southeastern United States. The airport has 207 domestic and international gates.

Hartsfield-Jackson is the primary hub of Delta Air Lines, Delta Connection, and Delta Air Lines partner, ExpressJet and is a focus city for low-cost carriers Frontier Airlines, Southwest Airlines, and Spirit Airlines. American Airlines also carries many operations from the airport. With nearly 1,000 flights a day, the Delta Air Lines hub is the world's largest hub. The airport has international service to North America, South America, Central America, Europe, Asia and Africa. As an international gateway to the United States, Hartsfield-Jackson ranks sixth.

Hartsfield-Jackson Atlanta International Airport has terminal and concourse space totaling 6,800,000 square feet (630,000 m²). The airport has two terminals where passengers check-in and claim bags, the Domestic Terminal and the Maynard H. Jackson, Jr. International Terminal. The Domestic Terminal is on the west side of the airport. The Maynard H. Jackson, Jr. International Terminal is located on the east side of

the airport, and includes Customs and Immigration services for international passengers.

Seven parallel concourse buildings accommodate passenger boarding and are located between the two terminals. Concourse T is connected to the Domestic Terminal. The remaining six concourses from west to east are Concourses A, B, C, D, E, and F. Concourses A–D and T are used for domestic flights, while Concourses E and F are used for international flights. Concourse F is directly connected to the International Terminal. Concourse E has a designated walkway to the international terminal and also has its own Federal Inspection station for connecting passengers. Concourse F and the International Terminal opened in 2012. Concourse E opened in 1994 for international flights.

The terminals and concourses are connected by an underground Transportation Mall which passes under the center of each concourse.

The airport is committed to providing equal access to its facilities, programs, services and activities. Both escalators and elevators are provided at all changes of a grade, and elevator buttons feature raised lettering. The colors used are those discernible by people who are colorblind and a combination of visual information and audio announcements are used to direct passenger flow.

Domestic Terminal

The domestic terminal is divided into two sides for ticketing, check-in and baggage claim, Terminal South and Terminal North. The portion of the building between Terminal North and Terminal South includes the Atrium, which is a large, open seating area featuring concessionaires, a bank, conference rooms, an interfaith chapel and offices on the upper floors with the main security checkpoint, the Ground Transportation Center and a Metropolitan Atlanta Rapid Transit Authority (MARTA) train station on other levels

Delta Air Lines is the sole tenant located at Terminal South; all other domestic airlines operating from Atlanta, including the airport's second largest carrier, Southwest Airlines, are located at Terminal North. Most domestic flights arrive and depart within concourses T, A, B, C or D. Some domestic flights depart from concourses E & F when gates at T or A–D are not available, or when an aircraft arrives as an international flight and continues as a domestic flight.

Maynard Holbrook Jackson Jr. International Terminal

All international flights arrive and depart from the International Terminal, either Concourse E or F. Concourse F International pre-cleared flights can arrive at Concourses T & A–D. International flights can also depart from Concourses T & A–D, such as when space is unavailable at Concourses E or F, or when an aircraft arrives as a domestic flight and continues as an international flight. Furthermore, all international pre-cleared flights, regardless of origin, will collect their baggage at the International Terminal.

Concourses

Airlines operating in the concourses as follows:

- Concourse T – 17 gates (T1–T17) – Delta, American and United
- Concourse A – 29 gates (A1–A7, A9–A12, A15–A21, A24–A34) – only Delta
- Concourse B – 32 gates (B1–B7, B9–B14, B16–B29, B31–B34, B36) – only Delta
- Concourse C – 48 gates (C1–C22, C30–53, C55, C57) – Delta and Southwest
- Concourse D – 43 gates (D1, D1A, D2–D8, D8A, D9–D11, D11A, D12–D16, D21–D42, D44, D46) – Delta, Alaska, American, Frontier, and Spirit
- Concourse E – 28 gates (E1–E12, E14–E18, E26–E36) and 3 stands (6NA–6NC) – Delta, Air France, British Airways, KLM, Korean Air, Lufthansa, Qatar and Virgin Atlantic
- Concourse F – 12 gates (F1–F10, F12, F14) – Delta, Air Canada, Air France, British Airways, KLM, Korean Air, Lufthansa, Qatar, Southwest, Turkish, and Virgin Atlantic

Note: All international arrivals (except flights with customs pre-clearance) are handled at Concourses E and F

Transportation Mall and the Plane Train

In addition to a pedestrian walkway, which includes a series of moving walkways, connecting the concourses, the Transportation Mall also features an automated people mover called the Plane Train. The Plane Train has a station at the east end of the domestic terminal for passengers who have cleared security screening at that terminal and are entering the Transportation Mall. This station also serves as the station for Concourse T. Other stations are located at each of the six other concourses, including Concourse F which is connected to the international terminal. An eighth station is located in the baggage claim area, directly under the Main Terminal. The people mover is the world's busiest automated system, with over 64 million riders in 2002.

Airport Employees

There are approximately 63,000 employees at the Airport. This figure includes employees of the airlines, concessionaires, Federal agencies, City of Atlanta and all airport tenants. The airport is considered to be the largest employment center in the State of Georgia.

Rental Cars

There are 13 Rental Car brands which operate at the Airport. They are Advantage, Airport, Alamo, Avis, Budget, Dollar, Enterprise, E-Z, Hertz, Sixt, National, Payless, and Thrifty. The Rental Car companies are located at the Rental Car Center, which is adjacent to the Georgia International Convention Center in College Park, Georgia.

Domestic customers may access the Rental Car Center by taking the Sky Train (located at the West Transportation curb). There are dedicated shuttle buses at the International Terminal to take customers to the Rental Car Center and return. These buses run 24 hours a day, seven days a week. The airport's standard is "no customer should wait no more than 10 minutes to board a bus to the International Terminal or to the Rental Car Center.

Hotel Courtesy Phones

The Hotel Courtesy Phones are located in both the North and South terminals across from the baggage claim areas and on the West Transportation curb.

Taxi, Shuttle Buses

Located in the Ground Transportation area at the West end of the Airport.

Wheelchairs

Wheelchair assistance is provided by the airlines.

Lost and Found

The Lost and Found activity is managed by AATC (404) 530-2100 ext. 0. Items found in the airport should be turned into Lost and Found until the items can be retrieved by the rightful owners.

2.0 AIRPORT AND CONCESSIONS CUSTOMER SERVICE STANDARDS

2.1 "Three Steps of Service" Standards

The City of Atlanta Department of Aviation strives to exemplify service excellence and provide a seamless approach to service airport-wide. As a result of this commitment, we have developed the "Passport to Service Excellence" at first contact with our customers. The Passport to Service Excellence standards is our attempt to make a good first impression. What is amazing service?

- A**ssist Proactively
 - Anticipate
- M**ake a friendly connection
 - Acknowledge
- A**dd a special touch
 - Surprise and Delight
 - Be Flexible
- Z**ero in on their emotional level
 - Listen
- E**nd on a positive note

The management team at Hartsfield-Jackson Atlanta International Airport is aware that travelers have a choice of the mode of transportation they use. It is our mission to exceed their expectations; therefore, ensuring that they will return. In addition to the Passport to Service Excellence, airport-wide service standards have been developed to

ensure a picture perfect approach to service and may be categorized in the following areas: Excellence, Timeliness/Responsiveness, Appearance and Commitment.

Excellence

- We will guarantee a quality product or service that meets or exceeds a customers' expectation.
- Employees will have an overall understanding of the layout of the airport and be willing to offer assistance as needed.
- Uncompromising levels of cleanliness are the responsibilities of all employees.
- Maintain a positive workplace image.

Timeliness/Responsiveness

- We will provide customers our full attention during the interaction and will address concerns immediately.
- We will respond to customer concerns within three business days whether verbal or written.
- Provide a friendly and professional, verbal audible greeting within 20 seconds of a customer entering an establishment. Thanking them for their business and invite them to return as they exit.

Appearance and Commitment

- Employees will maintain a well groomed, neat, professional clean appearance at all times.
- Uniforms will be clean and neatly pressed at all times.
- Name tags will be worn when applicable at all times.
- Hair will be neatly groomed and pulled away from the face at all times.
- Airport badges must be appropriately displayed at all times
- Employees must maintain eye contact while conversing with customers and fellow employees.
- Employees will refrain from using foul or inappropriate language at any time in the workplace or in the airport.
- Employees will refrain from eating, drinking, chewing gum, smoking or talking on the phones in the presence of customers. Personal radio/recorders or ear phone buds are not permitted at any time while employees are on duty.
- Employees will remain calm when encountering upset customers.

2.2 Concessions Customer Service Standards

The Concessions Management Division holds every concessionaire accountable to the “Three Steps of Service” program and the airport customer service standards. Every concession’s customer service program must meet or exceed the airport’s service standards. However, to achieve the status of a world class concessions program, we must raise the standards of excellence. This means implementing additional service standards above those stated in the concessionaire’s lease agreement that will guarantee a positive customer experience beyond outstanding. For this reason each concessionaire must also comply with the following:

Employees must:

1. Greet all customers in a friendly and professional manner with a sincere smile within 10 seconds of entering the location
2. Always be properly identifiable as an airport concessions employee.
3. Display a positive attitude toward all customers and be sensitive to the needs of all passengers.
4. Speak clearly; enunciate fully to clearly communicate with customers.
5. Listen carefully, and show empathy when encountering an upset customer. Resolve problems quickly and effectively in the most equitable way possible.
6. Use a courteous tone of voice and proper vocabulary with customers. For example, use words such as "please," "yes," "hello", and "thank you."
7. While working indoors, remove sunglasses to facilitate eye contact. This standard does not apply to employees prescribed to wear sunglasses indoors by a doctor.
8. Respond appropriately to customers' needs, or refer them to another person who might be better suited to provide assistance.
9. Be well informed, capable of providing directions, and know where and how to obtain requested items, services or information for customers even when language and communication barriers arise.
10. Ensure the customer’s question has been answered before walking away or completing the transaction.
11. Attend and satisfactorily complete all customer service training provided by the DOA.
12. Obtain the facts; state any applicable policy clearly and politely; and be able to offer a solution or an alternative to a difficult customer.

13. Do not leave a customer in your establishment unattended, unless it is deemed an official emergency.
14. Resolve complaints promptly and maintain records for DOA follow-up.
15. Employees must provide a receipt and correct change with every transaction.
16. Staffing levels must be high enough to greet customers within the 10 seconds standard and prevent wait times longer than 2 minutes at the cash registers. It is highly recommended that there be at least two (2) employees staffed in each store at all times.

2.3 Dress and Appearance

We all have heard of the expression, “A picture is worth a thousand words.” The picture we create will greatly influence our passenger’s initial impression. We know their impression (image) is formed from what they see and observe. Image, the most critical element passengers utilized to evaluate our airport, must express motivation, professionalism, confidence, and reflect a positive representation of your company and the airport. For this reason image is just as important as the verbal skills used to sell the services, merchandise, and products. Your dress and appearance is another critical element that shapes a passenger’s initial impression. It should exhibit the commitment and dedication within your company. For consistency, we have developed the uniform guidelines below for all concessions employees to project an image that “wows” our passengers.

Employees must:

- Adhere to the established Department of Aviation dress code at all times while on duty and in the airport.
- Wear uniform appropriately (i.e., pants pulled above or at waist level using a belt).
- Refrain from wearing excessive long nails (particularly food and beverage employees) that could interfere with the customer service, point of sales operations or potentially represent a health hazard.
- Refrain from wearing excessive jewelry inappropriate to the workplace. Jewelry should be conservative and kept to a minimum.

2.4 Customer Service Training

Just as customer service standards establish the foundation for service, dress and appearance standards project the image of your company and the airport. Customer service training is crucial to establishing consistent guidelines for everyone and addressing the passengers’ demands. In today’s airport concessions industry, customer

service training has become a necessary part of doing business. Customer Service training ensures our concessions employees are prepared to meet the demands of passengers. Consequently, we must ensure our employees are trained and equipped to handle the day-to-day customer related problems. It is our recommendation that every concessions employee receive a minimum of four hours training on an airport approved program. This training must be satisfactorily completed before an employee is placed in their assigned locations.

3.0 OPENING DAY FRESH STANDARDS & OPERATION CLEAN SWEEP Programs.

Hartsfield-Jackson Atlanta International Airport is an integral part of “Brand Atlanta”, “Open Day Fresh” and “Operation Clean Sweep” cleanliness campaigns. The goal of the “Open Day Fresh” and “Operation Clean Sweep” program is to ensure the maintenance, repair, cleanliness, and appearance of the world’s busiest airport is among the best airports in the world. To achieve this goal we must engage all concessions to adhere to the following facility standards to preserving their locations in a “like new” conditions.

3.1 Cleanliness

The Atlanta Airline Terminal Corporation (AATC) is responsible for providing maintenance and janitorial services in common-use areas only. Janitorial and maintenance deficiencies observed in common areas of the airport must be reported to the AATC Communication Center at (404) 530-2112.. The Communication Center operates 24 hours a day, seven days a week. Tenants and airport users, as delineated in their lease, are responsible for providing these services within their facilities. Concessionaires are responsible for the area that extends from the store front surface to the interior lease space of their location. Additionally, concessionaires are responsible for repairs and maintenance of their HVAC system from the VAV box to the diffusers. The following general requirements details specific guidelines for concessions locations.

- Workspaces in public view must always appear clean, uncluttered, organized, well maintained, and free of unpleasant odors.
- Excess stock, merchandise, products must be stored out of the view of the customer.
- Back office hallways must be free of luggage carts, totes, discarded boxes, trash, passenger lane poles, etc. per the fire code.
- All seating must be clean and well maintained.
- Employee personal belongings must not be stored in the public view.
- Windowsills must be clean and free of dirt, debris and dust.
- Windows must be clean, free of smudges and noticeable streaks and dust inside and out.

- Trash receptacles and wastebaskets must be cleaned inside and out, odor free, and emptied periodically to avoid overflow.
- Walls/columns must present a freshly painted or clad appearance and be free of dirt, marks, and graffiti.
- The carpet and applicable mat condition must be:
 1. Free of all loose or embedded gum.
 2. Thoroughly vacuumed in all areas.
 3. Free of all spots, stains, rips, or cracks.
 4. Free of dust build-up at or around carpet edges, corners, chair bases, stanchions or other objects that are placed on the carpet.
 5. Incorporated into an annual carpet maintenance and replacement program and forwarded to the Concessions Compliance office. The report should include the removal of surface and embedded sand, soil, stains, spots and bacteria on a regular and frequent schedule in order to ensure an acceptable appearance and to remove soil that would shorten the useful life of the carpet.
- Hard surface floors must be:
 1. Free of all dirt, debris and loose or embedded gum.
 2. Free of all deep surface scratches and abrasions that haze the floor's appearance.
 3. A clear luster floor finish and maintained in a like-new condition.
 4. Free of spots and finish discoloration due to previous cleaning or lack of addressing spills in a timely manner.
 5. Free of dust or grime build-up at, or around, floor surface edges, corners, chair bases, stanchions, or other objects that are placed on the floor.
 6. When liquid is spilled, appropriate signs must be provided until clean up occurs. Janitorial services must be notified.
- Ceilings and ceiling grids must be dust-free and unsoiled.
- Ceiling tiles must be positioned in place to provide a clean appearance. Lifted tiles shall not be allowed to remain over night.
- Fans, light fixtures, and assemblies must be clean and dust free.
- Telephones, telephone areas and dioramas must be clean and debris free.
- Air conditioning grills must be clean and free of dust.

- Exhaust fans must be clean and dust free.
- Stairways/stairwells must be free of offensive odors, surface or embedded gum, debris, sand, soil, grime and spots.
- Handrails must be tightened, clean and free of dust and grime.
- All structures must be free of dirt and graffiti.
- Music audible to customers within individual facilities must be provided by the facility's audio system and approved in writing by the DOA Director of Concessions.

3.2 Condition

- Seating must be clean and free of rips, tears, and broken parts. Seating that is ripped, torn or broken must be replaced immediate or removed from the area.
- Seating must be clean and free of rips, tears, and broken parts. Seating that is rip, torn or broken must be replaced immediate or removed for the area.
- Sales and cashier areas must appear neat, organized and clean.
- Heating and air conditioning units must be operational. AC vents must be clean and free of dust and dirt.
- Fans, light fixtures, assemblies, and bulbs must be operational, clean and free of dust.
- Carpets must not be worn or frayed, tile and stone flooring must be free of large cracks or gouges and broken pieces.
- Tile, terrazzo, and all flooring must be free of cracks, gouges and broken pieces.
- Stairways/stairwells must be painted every 18 months and touched up as needed. An annual schedule must be provided to DOA Concessions Compliance.
- Physical facilities, such as counters, booths, and kiosks must be in good repair like new condition.
- All concessions must provide quality products in a pleasant and well-maintained area.
- All concessions must have a pleasant atmosphere and present an inviting appearance free of clutter.
- Apparel and accessories must be neatly folded or hung in the appropriate area.

- Trash, packaging, shipping materials, debris and delivery carts/totes must be stored out of the public view or removed promptly from the public areas.
- Furniture, display cases, fixtures, and shelving must be in a like new condition with no deep cuts, scratched, graffiti, or broken pieces. Tenants must immediately remove any damaged furnishing that will pose a safety hazard to the customer. Furnishing placement must comply with all applicable codes, including the ADA, to ensure that the appropriate width for people with disabilities is provided and will permit free movement by customers with carry-on-baggage. The design guidelines for dining surfaces, check-out aisles and sales and service counters is outlined in “Guidance on the 2010 ADA Standards for Accessible Design.
- Roll gates and other types of entry security equipment must be in working condition. Tenant must take immediate measures to ensure repairs are completed within 24 hours.
- All stanchion components must be kept in like-new condition. DOA Concessions Compliance reserves the right to request that items in disrepair be removed and replaced.
- Fire extinguishers/fire protection/life safety systems must be operational and properly mounted per fire code. Details are contained in the **Life Safety** section of this manual.
- Restroom surfaces and fixtures must be clean and sanitized. The restroom must be neat and odor free.

3.3 Functionality

- Customer comment cards must be readily available.
- Wet paint signs must be affixed while painting and removed prior to re-opening the store for business. No hand written signs are permitted in public view.
- Entrance and exit doors must be maintained in good working order and must comply with applicable codes. Entrance doors must be free of noticeable smudges, dirt, grime and obstacles that would impede the public path.
- Public address and music system must be clear/audible from all areas and in good working condition with appropriate volume levels as not to interfere with the airport’s address system or annoyance to airport patrons.
- Seating must not be removed from designated areas. All tables, fixtures, chairs, kick rails, and table bases must be free of debris, dirt build-up, and scuff marks.
- Refrigerators and coolers must be free of odor and spills.

- Ashtrays, where smoking is permitted, must be in good condition and sufficient in number.
- Trash receptacles and wastebaskets must be in an acceptable condition, sufficient in number and not obstruct the path of the public.
- Counters and cash wrap areas must be neat and clean in appearance.
- Tenant areas must be free of any insect or rodent activities.
- Lighting must be adequate to all areas and in compliance with applicable codes and design standards.
- Exhaust fans and AC vents must be operational and free of dirt and dust.
- Contractors' or vendors' supplies and equipment must be stored out of customers' view when not in use. A complete 'concession cleaning kit' containing supplies for dust, glass, and wood cleaning products must be maintained in all units and stored out of passenger site.
- Television monitors must be maintained in good working condition.
- Sales/service counters, for use by people with disabilities, must be unobstructed, free of merchandise.
- Fire protection/life safety systems must be operational and checked/inspected annually as appropriate per code.
- Mop, mop bucket, strainer, and mop sink must be clean at all times.
- All merchandise and areas which hold store merchandise must be free of dust and spilled product. All cabinetry, shelves, display units, and wall bays must be free of marks, dust, and spilled product.
- All menu boards, cash wraps, nesting tables, fixtures, and condiment bars must be free of dust, stains, residue, spills, and clutter.
- All windows, lighting, non-glass doors, glass areas, brass, and chrome surfaces must be free of dust, spills, handprints, scuff marks, and splashed product.
- The Point-of-Sale (POS) systems and surrounding area, as well as other equipment must be organized, clean, free of marks, and dust.
- No rights, privileges, or space may be assigned or subleased without written approval of the DOA Concessions Division.

4.0 SPECIALTY RETAIL, NEWSSTAND AND BUSINESS SERVICES

Retail areas must have a pleasant atmosphere and present an inviting appearance. They must be free of clutter and comply with the standards in **Section 3.0 Opening Day Fresh**. Retail service outlets must also provide courteous service and quality products in a clean and well-maintained facility to include, but not limited to, the following:

4.1 Product

- Merchandise must be attractively displayed with a neat and uncluttered appearance.
- Damaged merchandise must be removed from display areas immediately.
- Merchandise must be stocked in sufficient quantities.
- Items must not be sold past expiration dates/times.
- Tenant must follow the procedures outlined in their lease agreement for all merchandise price and product changes.
- Prices must be clear and visibly displayed.

4.2 Employees

- Employees must conform to the same standards as delineated in **Section 2.0, Airport and Concessions Customer Service**.
- Employees must be able to direct customers to other outlets if a requested item is not available in their shop.
- Employees may courteously recommend a substitute item to a customer, if appropriate.
- Employees must always ask the customer if they found what they were looking for.
- Employees must have appropriate product knowledge of items being sold.
- Employees must not use personal devices.
- Employee must always offer a receipt to the customer after a purchase.

5.0 FOOD AND BEVERAGE

All food and beverage staff must provide friendly and courteous service and quality products in a clean, pleasant and well-maintained facility. Food and beverage products purchased by concessionaires for food and beverage services shall meet or exceed the local, state and federal food quality standards. If deficiencies in any of the following are observed, corrective action must be immediately taken. In addition to adhering to all existing health code requirements, the following standards must prevail.

5.1 Cleanliness

- Counters and tables must comply with all applicable codes, be periodically visited, sanitized, wiped clean, and kept free of debris.
- Tray slides must be clean and trays must be sanitized not just wiped clean.
- Exhaust hoods, ducts, fans and filters must be clean and appropriately maintained.
- Tables, chairs, booths, display cases, and fixtures must be in compliance with all applicable codes and in like-new condition with no deep scratches, cuts, graffiti or broken pieces.
- Floor and wall junctures as well as areas far underneath equipment must be clean and free of trash/debris.
- Cooking equipment must be well maintained, cleaned and in good working order.
- Cleaning supplies must be stored out of sight of customers when not in use and segregated away from any food products to prevent cross contamination or spillage.
- For other standards of cleanliness, refer to **Section 3.0, Opening Day Fresh Standards**.

5.2 Functionality

- Nothing must block or obstruct the clear access to any life safety or fire protection system, (i.e., hose cabinet or exit). Refer to **Section 21, Life Safety**.
- Food products delivered to a food and beverage area must be transported in a manner so as not to impede pedestrian traffic.
- All entrances to establishments must be kept clear of merchandise and sales/advertising stanchions.

- Menus and menu boards must be well designed, clean, and display the correct prices.
- Tenant must submit and obtain approval for changes to menus and menu pricing increases.
- The most recent health department score, food service permit, and food safety certifications must be posted
- No items may be sold past expiration dates/times.
- Operators must make every attempt to ensure that all menu items are available.
- Booths and appliances must not block egress or access to fire protection/life safety systems.
- The most current health department inspection report must be displayed in plain view of the customer and a file copy sent to the Concessions Compliance office.

5.3 Product

- Food displays must be attractive, fresh, and appetizing.
- Product prices at time of check-out must match posted prices
- All items will be sold at prices as defined in the lease and as approved by the Department of Aviation Concessions Management Division.
- Food and beverage must meet all applicable temperature requirements mandated by the health code whether hot or cold.

5.4 Food Operations-Power Outage Guidelines

During a power failure a food service facility is in its most vulnerable state. Not only are the lights off and the cash register is inoperable the concessionaire is in danger of losing money due to loss of product. Additionally, one of the leading causes of food-borne illness is food being in the temperature danger zone (41-140 degrees) for an extended period of time. Below are some tips to help you maintain product quality and safety.

1. Be Prepared:

- Keep thermometers for taking food temperatures on site.
- Refrigeration units should be equipped with a working thermometer kept at 40 degrees or below for proper cold food storage.

- Freezer units should be equipped with a working thermometer kept at 0 degrees for frozen food product.
- Dry ice should be kept on hand or readily available for emergency situations where perishables are stored.

2. When the Power Goes Out:

- Notify the Concessions Management Office immediately
- Document the time of the power outage.
- Keep the refrigerator and freezer doors closed as much as possible.
- The refrigerator will keep food cold for about 4 hours if it is unopened.
- Don't place any hot foods in refrigerators or freezers.
- Pack any perishables in ice or provide dry ice in units.
- If hot holding equipment goes out, discard any potentially hazardous food out of temperature control for more than 4 hours.
- If power returns within 4 hours, reheat hot foods to 165 degrees before serving.

3. Once the Power is Restored:

- Check the temperature inside of refrigerators and freezers.
- If the freezer thermometer reads 40 degrees or below, the food is safe and may be refrozen.
- If for some reason the unit thermometer is missing or in disrepair, you must check each package of food to determine its safety. You can't rely on appearance or odor. If the food contains ice crystals or temps at 40 degrees or below, it is safe to refreeze or cook.
- Refrigerated food should be safe as long as the power was out for no more than 4 hours. **It is crucial to keep the door closed as much as possible.**
- Discard any perishable food (such as meat, poultry, fish, eggs, sandwiches or leftovers) that has been above 40 degrees for two hours or more.

5.5 Employees

Employees must conform to the same standards as delineated in **Section 2.0, Airport and Concessions Customer Service.**

6.0 LUGGAGE CARTS

- Self-service carts must be clean at all times.

6.1 Condition

- Damaged luggage carts must be repaired immediately.
- Luggage Cart Dispensers must be in good working order and maintained to provide a neat and uncluttered appearance. Regular maintenance must be performed to ensure no condition exist that could cause damage or harm to customers.
- Carts must be returned to their dispensers in an appropriate manner.
- Luggage Carts that must be transported between DOA Parking Lot floors must be transported via ramps and not on escalators, elevators, or moving walkways.

6.2 Functionality

- All cart dispenser locations must be approved in writing by DOA Concessions Management Division.
- Luggage Carts are strictly for passenger and public use. They must be readily available at all times.
- All unattended luggage carts must be returned to dispenser racks in a reasonable time frame
- No self-service cart dispensers can be added/removed without the written approval from DOA Concession Management Division. If approved for removal, damages caused to the facility shall be repaired at the vendor's or applicable contractor's expense.
- The concessionaire must operate the self-service cart system 24 hours a day, seven days a week, including holidays.
- The concessionaire must establish written criteria for addressing passenger complaints in a timely manner. These criteria must be approved in writing by the Director of Concessions, Concession Compliance Manager, or designee.
- The concessionaire must follow all guidelines outlined in its contract with DOA Concessions Management Division.

- Luggage carts must be stocked in sufficient quantities.
- 50% of the dispenser units must be able to successfully process credit cards.
- The concessionaire's office must be staffed during regular business hours (8:00 am to 6:00 pm) and a 24 hour emergency contact.
- Use of luggage carts by commercial by commercial companies, including but not limited to, permitted ground transportation entities, airlines, or other airport tenants in the operation of their business is prohibited.

6.3 Employees

Employees must conform to the same standards as delineated in **Section 2.0, Customer Service Standards.**

7.0. VENDING MACHINES and NEWSPAPER BOXES

7.1 Vending Machines

Vending machines are a desired service for the accommodation and convenience of the passengers, public and airport employees. Perishable products must not be sold past the expiration date. Nonperishable products/merchandise shall be maintained in the highest quality. Use of these machines for concessions purpose is outlined in the appropriate tenant's lease agreement. Any other specific use must be approved by the Aviation General Manager or his/her designated representative. All price changes must be submitted and approved before items are place in the machine for sale. Tenant must follow the guidelines listed below as well as the standards describe in **Section 3.0 Opening Day Fresh.**

- Machines owned and/or operated by the concessionaire under contract with the City of Atlanta shall not be utilized to generate revenue for any tenant employee organization unless the Concession Management Unit recognizes that organization.
- The concessionaire's contract with the City of Atlanta shall provide that only a recognized organization is entitled to a contribution from the gross revenues generated by the vending machines.
- All vending machines open to the public must be cleaned on a daily basis in order to ensure they are free from streaks and dust.
- All vending machines must be in good repair and operational at all times
- The movement and cleaning of vending machines will occur during evening hours only.

7.2 Newspaper Boxes

- Locations for newspaper boxes shall be subject to adjustment, relocation, or other changes at the discretion of the Concession Compliance Manager, with concurrence from Landside Operations.
- A site plan including the location of all newspaper boxes on the concourses, baggage level, and north and south terminal shall be indicated with appropriate signage.
- All locations in the terminal or the concourses shall be placed so as to assure that all passengers will be within a reasonable distance of a news rack.
- No newspaper box placement will compete with what an in-line store sells unless approved by the Department of Aviation Concessions Management unit.
- All newspaper vendors must provide a cleaning schedule twice a year to Concession Compliance.

8.0 STORAGE ALLOCATION FOR CONCESSIONAIRE USE

Unless otherwise provided for in a lease or other written agreement or permit, no persons may use any area of the Airport for storage of equipment, product, or other property without first obtaining written permission from the DOA Concessions Management Unit.

- Approved storage locations must be kept organized, clean, and pest free.

9.0 TERMINAL SIGNAGE

- All signs must comply with DOA design specifications and all applicable codes and standards. They must be submitted to DOA Concessions Management and DOA Planning and Development Division (P&D) for written approval.
- All signs internal and external, signage stand holders, menu boards, and blade signs must be clean, free of dust, and in good condition.
- Pictures, displays, and frames (whether art or advertising) must be clean, and free of tears, scratches and dust.
- No promotional banners or signage may be used without review and written approval from DOA Concession Compliance, Landside Operations, and P&D Facilities Management.
- All illuminated signs must be in proper working condition. Tubular or neon-lighting is not preferred; and must be approved before installation.

- No materials may be placed on top of light emitting diode (L.E.D.) signs located at ticket counters, gate check-in counters, and various other locations throughout the terminal and concourse buildings.
- All concession areas under construction must be provided with professional signs on barricades with an opening date and may include a name and logo of the new facility. Signage must be updated as necessary.
- Unauthorized postings are not permitted.
- Handwritten and/or unprofessional signs are prohibited. No exceptions will be allowed.
- Signs must not obstruct any life safety annunciation device, smoke detectors, or fire sprinklers.
- Signs must not impede the functionality of light fixtures or air conditioning grills.
- Exit doors must be operational, illuminated, and clearly signed.
- Enforcement/warning signs must be appropriately posted.
- Dynamic signs must operate properly and display the correct information.
- No concessionaire will make any alterations of any nature whatsoever to any building, ramp, or other airport space, nor erect any building or other structure without written permission of the Director of Concessions, Concessions Compliance Manager, or designated staff.
- Signs must be visible and illuminated (if applicable) in proper working condition.
- Hours of operation must be fully observed. During flight delays, hours of operation may be extended to accommodate passengers.
- Signage must be submitted to the DOA Concessions Compliance Office and approved in writing by DOA Planning and Development Division.
- Signage must be visible and must clearly direct customers.
- Store policies regarding credit cards, returns/refunds, must be clearly displayed.
- Prices must be clearly displayed (either item or category priced).signs.
- Flashing or blinking signs must not be used.
- Signage must be approved by the DOA.
- Evacuation routes must be clearly posted.

10.0 ADVERTISING AND PROMOTIONAL SIGNAGE

- No signs or graphics on counter back walls may be displayed without prior written approval from DOA Concessions Management, P&D Planning, and Landside Operations.
- Flashing, laser, neon, or blinking signs must not be used.
- No persons without written authorization from DOA Concession Compliance and Landside Operations may post commercial signs, banners, or distribute advertisements, literature, circulars, pictures, sketches, drawings, handbills, or any other form of printed or written commercial matter or material at the airport.
- Retail advertisements can/must be displayed within the leased premises.
- No promotional activities or events may be conducted without review and prior written approval from DOA Concession Division.
- Handwritten signs are absolutely not authorized.

11.0 PROMOTIONAL EVENTS AND ACTIVITIES

Promotional activities will be limited to the following:

- DOA-approved art and displays that provide public service messages.
- Airline and concession promotions conducted within the limits of leased areas unless otherwise approved in writing by DOA Planning and Development Division.
- DOA-approved advertising conducted under the terms of the DOA advertising contract.
- All promotional activities in the Terminal, with the exception of concession promotions and advertising contracts, will be of limited duration and will be subject to the discretion of the DOA Concessions Management Unit and the Planning and Development Division. Such promotional activities will be permitted only where they do not interfere with the normal operation of the Terminal.
- Promotional activities requiring tents, cooking facilities, pyrotechnics or events where the number of people will exceed the normal occupancy of the designated area will require approval by the City of Atlanta Fire Marshal. The City of Atlanta Fire Marshal may require permits or a fire watch as applicable.
- With the exception of concession promotions, the sale/or give away of food and beverages associated with a promotion is prohibited.

- Banners to promote new services and/or awards in the Terminal must first be approved in writing by DOA Planning and Development Division may be displayed for a period not to exceed two weeks unless otherwise approved.
- Clean up activities associated with any promotion, unless otherwise specified, is the responsibility of the entity organizing the promotion.
- Application to conduct promotional activities in the Terminal must be made in writing to DOA Concessions Management Division.
- Food and beverage concessionaires authorized by DOA Concessions Division are the only entities permitted to cater promotional events.

12.0 HOURS OF OPERATIONS AND HOLIDAY REDUCED HOURS OF OPERATION SCHEDULE

12.1 Hours of Operations

Unless otherwise approved, all concessions must adhere to the hours of operations as outlined in their respective lease agreement. Hours of operations must be displayed and fully observed as specified in the lease. Store hours may be extended to accommodate passengers due to flight delays.

Stores must be staffed to accommodate the operations from opening to closing. Deviation maybe approved by DOA Concessions Management for inventory or other circumstances; however, all requests must be submitted at least 48 hours before the event to allow for processing and approval.

12.2 Holiday Reduced Hours of Operations Schedule

DOA Concessions will normally publish a Holiday Reduced Hours of Operations Schedule within the first 30 days of each new year for the major holidays. Tenants must be aware that these hours may change due to operational issues or situations that mandate adjusting the approved schedule. Therefore, it is extremely important all concessions have a current schedule.

- New Year's Day
- MLK Jr. Birthday
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas

13.0 CONCESSIONS QUALITY ASSURANCE REPORTS, AIR TALK SURVEY, WEB COMMENTS, AND CUSTOMER COMPLAINT LETTERS

13.1 Concessions Compliance Quality Assurance

The Concessions Compliance Quality Assurance Reports/Forms are generated by the Concessions Compliance Division or designated representatives to record periodic audits and inspections of all newsstands, specialty retail, business services, vending, and food and beverage locations. The primary focus of the audits/inspections is (1) to evaluate the level of customer service and make recommendations to correct concerns, (2) evaluate food safety and product/merchandise standards, (3) assess the facility's appearance and overall operation, and (4) create a historical record of the concessions performance for future reference. Audits/Inspections include a detailed observation and evaluation of the following areas: Facility Appearance, Safe Operations, Customer Service, Merchandise/Product Quality and Food Safety/Sanitation. Each evaluation is scored from 100 to 0 (with a score of 100 being the highest and a score of 0 being the lowest).

13.2 Compliance Observation Reports

Any Concessions Compliance Quality Assurance Audit below a score of 100 requires a written response from the concessionaire. In addition, written responses from concessionaires are required for any discrepancy observed during morning-walk observations, early-morning / late-night assessments, storage area assessments, incident investigations, follow-up site visits or for any reason deemed necessary by the Concessions Compliance Office.

- Concessionaires must use the Compliance Report & Response form when providing written responses.
- Compliance Report & Response forms must be submitted to the Concessions Compliance Office within 48hrs of initial receipt.
- Each discrepancy identified on the Compliance Report & Response form must be addressed with a detailed corrective action plan
- Detailed corrective action plans submitted on the Compliance Report & Response form must clearly state the actions taken to remedy the discrepancy.
- If a discrepancy cannot be fully corrected within 48hours, the concessionaire must still provide the Compliance Report & Response form with a detailed corrective action plan clearly explaining the reason why the discrepancy remains unresolved.

13.3 Air Talk Survey, Web Comments and Compliant Letters

Passengers may record comments of their travel experience by utilizing one of the following three methods: Air Talk Survey cards that are accessible throughout the airport, the airport web sites (www.ATL.com), or forward their complaints via letter to the Department of Aviation, Customer Service office. The Customer Service office will forward all complaints relating to concessions to the Concessions Compliance office. The Concessions Compliance office will forward the customer compliant to the

respective concessionaire within 3 business days of receipt. The concessionaire must respond to all customer complaints within 24 hours and forward a copy of all correspondence to the Concessions Compliance office.

14.0 USE OF STANCHIONS

The DOA Concession Management Division, as noted herein, must approve all written requests for stanchions. All equipment in the public areas of the Terminal, including queuing areas, must conform to the following:

14.1 Stanchions within Concessions Locations

Stanchion specifications must be approved in writing by the DOA Concession Management Division. Should a concessionaire wish to use stanchions, their request to DOA must include written consensus from airlines and other users within the immediate vicinity prior to submittal to DOA Concession Management for approval.

- All stanchions must be of the retractable belt type.
- Stanchion posts must have a black finish.
- Color of the retractable belt is at the discretion of the operator.
- Branding is permitted on the retractable belt of the stanchion only.
- Signage attached to stanchions and inclusion of company logo or name must be approved in writing by the DOA Concession Management Division and P&D Planning.

14.2 Functionality

- Stanchions must not impede normal pedestrian traffic flow in any part of the Terminal nor interfere with another tenant's operations.
- All stanchions must be maintained clean, free of dust and embedded gum or stickers.
- All stanchion components and must be kept in like-new condition.
- Stanchions in disrepair must be removed and replaced.

15.0 DELIVERY AND DISTRIBUTION

Concession distribution is the responsibility of the Prime Concessionaires. Each Prime and Subtenant Concessionaire will submit a Distribution Plan to the DOA Concessions Management Unit for approval by January 31st of each year. The Prime Concessionaires will ensure subtenants have a delivery system that is approved by the DOA. The subtenant has the right to use a distribution system other than the system offered by the Prime Concessionaire. The Prime Concessionaires will have the

opportunity, but not the obligation to provide distribution services to other airport tenants. Appropriate costs will be charged for services received.

The Distribution Plan will limit the number of vehicles on the airport ramp during normal hours of operation by delivering the majority of merchandise during the night and early morning hours (8:00 pm – 6:00 am). Airport safety is our primary concern and every tenant will cooperate with all DOA, TSA, and FAA directives.

Equity of services to and from all tenants is the responsibility of the Prime Concessionaires. Each subtenant will have an opportunity to propose a delivery plan to their Prime Concessionaire for consideration and all tenants will receive full consideration within the restraints of security and operational concerns. Each Prime concessionaire will have the responsibility to assure their subtenants have a means of delivery that will work efficiently within the approved delivery system.

- Cart wheels and hand trucks shall be non-marring/pneumatic tires and silent.
- Carts and hand trucks must be clean and in like-new condition.
- Floors must be fresh and in like-new condition; therefore, oiling of wheels must be done in the maintenance area. Excess oil must be removed to prevent oil dripping on floors.
- Weight loads must not exceed the maximum limits specified by manufacturer.
- Merchandise and products must be delivered to concessions locations without interfering with public traffic in the Terminal.
- Daytime deliveries are not authorized without prior approval of the DOA Compliance Office.
- Deliveries will not be transported on the passenger elevators, moving sidewalks, or the APM System (train).
- Deliveries cannot be left unattended on the ramp or in the terminal.

15.1 Day Time Deliveries

No daytime deliveries (6:00 am – 8:00 pm) are allowed without the approval of the DOA Concessions Management Division. Requests for daytime deliveries will be considered on a case-by-case basis. Emergency deliveries will be allowed, but notification must be submitted for approval to the DOA prior to the delivery vehicle entering the airport.

The DOA recognizes the following activities as a delivery:

- Deliveries from off airport sites to the concessions' lease space.
- Deliveries from off airport sites to the concessions' storage space.
- Employees bringing items from a storage location to the lease space.

Prime Concessionaires will ensure the restocking of the "lease space" occurs during

non-business hours. Therefore, the store must be fully stocked with product, merchandise, etc., prior to opening for business every morning.

The security guard at Gate #70, telephone number is (404) 209-4056. Parking is at a premium and very limited during the day and coordination for extended use of parking spaces is vital. Delivery drivers must inform the guard of the estimated duration of time for the escort or delivery.

Those Primes receiving authorization from the DOA may receive and restock newspapers and magazines during daytime hours; however, totes are not allowed to remain in the “lease space” unless they are being worked. The changing out of magazines is not authorized to take place in the front of the “leased space”. The delivery of ice cream products may also be delivered during day-time hours.

Unauthorized daytime deliveries may result in a fine or in severe cases even default.

15.2 Delivery Schedule

Deliveries are scheduled between 8:00 pm and 6:00 am, Monday through Sunday, except special deliveries approved by the DOA. All deliveries must observe assigned delivery times to better utilize approved parking spaces and freight elevators. DOA Concessions Management Unit must approve all changes to the delivery schedule before implementation.

- Retail deliveries may begin no earlier than 8:00 pm
- Food & Beverage deliveries may begin no earlier than 10:00 pm
- All delivery vehicles must vacate the Airport Operations Area (AOA) by 6:00 am

15.3 Hot Shot

Hot Shot is a term for an emergency delivery which must be approved DOA’s Concessions Management Unit. These deliveries will be allowed by utilizing the escort service or a concessionaire’s permitted vehicle to bring the delivery vehicle onto the airport and subsequently into the concessionaires storage area or store.

- Hot Shots must be limited to no more than 15 cases of product.
- A single employee or delivery person is limited to transporting no more than one product transport device such as a dolly, hand-truck, cart, tote, etc., at one time.
- A safety cone must be used on the boarding level of the concourse for all authorized hot shots.
- The hot shot must be performed in a safe and expedient manner.
- Unapproved hot shots will incur administrative action.

15.4 Escorts

Escorting is defined as accompanying an individual or group that does not have unrestricted access to the SIDA or sterile areas (Concourses). Escorting is only authorized for official business and is not allowed for the purposes of taking family members, friends or associates into the restricted areas of the Airport for tours or unofficial company business.

Individuals who do not have a SIDA or Non-SIDA badge and have a need to conduct official business, in the SIDA or sterile areas, for a short duration may be escorted by a person with escort authority. The Security Division will grant escort authority to individuals as requested by their employer.

Employees of companies other than government, airline or airline facility management must receive pre-authorization from the Department of Aviation Security office prior to escorting through access gates or the security screening checkpoint. The following procedures will be used for escorting:

- Escorting is not allowed for long term or frequently reoccurring work.
- Escorting may be approved for individuals requiring access to the SIDA or Sterile areas (Concourses) for duration of two days or less
- Individuals requiring access for more than two days must apply to receive an ATL SIDA badge.
- The maximum number of persons to be escorted by 1 SIDA badge person is 5.
- The maximum number of vehicles that can be escorted by 1 SIDA badged person with drivers' authorization is 2.
- The individual performing escorting duties must maintain positive control over the person(s) being escorted at all times while in the restricted areas.
- Positive control is defined as line of sight visibility and the ability to provide verbal instructions to the person being escorted and that person can hear and carry out the instructions.
- A copy of the approved Escort Request Form must be available upon request to verify authorization for escort while in the restricted areas. Individuals who fail the Security Threat Assessment (STA) for badging, are not allowed to be escorted. Violations will be handled accordingly.

DOA Security maintains the authority to modify or revoke the authorization of anyone being escorted if violations are found or the security posture of the airport changes. A minimum of 24 hours advance notice is required for all escort requests. You may complete the Escort Request Form by email (www.ATL.com). Once the form is completed, it may be forwarded to DOA Security by e-mail securitycompliance@atl.com or fax to (404) 530-6839. Provide a fax number or email address for response. Contact the Aviation Security Manager, at (404) 530-6667 or the on call Security Representative at (404) 561-6416 if you have any questions.

The escort is responsible for those being escorted in the restricted/sterile areas. After reaching the designated area, another SIDA badged individual may assume responsibility for the personnel being escorted while they are unloading vehicles, making repairs, etc. When the job is completed, the escort is responsible for ensuring the escorted personnel and vehicles depart the restricted/sterile area. Vehicles will need to utilize spaces reserved for deliveries. Illegally parked vehicles will be towed.

Prime Concessionaires will ensure escort services are available to assist their subtenants who have not been granted escort privileges. This will include assisting subtenants in receiving their deliveries by means of a non-permitted vehicle, escorts for maintenance repairs, construction and equipment replacement. Prime Concessionaires may charge for escort services as the services are used.

If an escorted person engages in activities other than those for which access was granted, the person providing the escort is required to maintain watch, if possible, and report the incident to Airport Police by calling 911 immediately.

15.5 Vehicles

All vehicles must meet the DOA, TSA, and FAA requirements (i.e. insurance, permanent markings, beacon, etc.). All vehicles must be registered with DOA Security Division. All personnel, requesting permission to drive in the restricted areas, must first complete the DOA Operations Division's AOA Driving Training Class and have a "D" annotated on their ATL SIDA badge. The driver and all passengers within the vehicle must have an ATL badge. All merchandise within the vehicle will have a final destination of Hartsfield-Jackson Atlanta International Airport. Vehicles must be loaded as to allow room to maneuver in the event the vehicle is searched.

15.6 Parking

Each tenant is responsible for the safe, efficient use of the parking for deliveries. Illegal parking is a very serious breach of Airport policy and will not be tolerated. Illegally parked vehicles will be towed at the owner's expense and the Airport may suspend your company's privileges to drive on the AOA.

When around aircrafts, trucks must have a vehicle operator and guide at all times. The guide is an employee who performs the function of guiding vehicles approaching to, backing away from, or maneuvering around aircrafts. When around aircrafts, some of the duties of the guide will include:

- Place and remove cones.
- Stepping out of the vehicle and directing the driver to a distance, no closer than 8 feet from the aircraft.
- Taking a position within visual line of the driver and any possible obstructions in the truck's direction of motion.
- Giving hand signals to the driver.

- Visually checks both sides and back of the truck for obstruction before lowering the truck body.

When driving at Hartsfield-Jackson Atlanta International Airport, always remember **SAFETY IS OUR #1 CONCERN.**

15.7 Trash (Waste) Removal

Trash services will be provided by a third party contractor and all costs associated with trash removal will be charged to the tenants on an as-used-basis. Trash removal services will operate on a seven days a week basis, for as many hours and shifts as are required to adequately provide the services for the tenants.

Concessionaires are responsible for placing trash inside a double-bagged trash bag and then placing the bag inside a proper trash container. Concessionaires should not fill the trash bags to capacity. Single trash bags and bags filled beyond capacity will tear thus creating an unsanitary condition for personnel providing the trash removal services. When an unsanitary condition exists, the tenant responsible will be required to correct the problem prior to the trash being removed from their area.

Each concourse is billed separately for trash removal services. The cost is divided among the concessionaires based upon square footage with 85% of the cost invoiced to food and beverage concessions and 15% to retail concessions.

15.8 Recycling

The DOA currently has an active paper-recycling program, which collects and recycles cardboard and co-mingled paper (any paper which can be torn and is not contaminated with liquid or food products). Cardboard collection containers are positioned at select locations on the ramp and are operated by the AATC. Cardboard must be flattened prior to depositing at these locations. Call AATC at (404) 530-2100 for information.

Participation in the co-mingled paper program is coordinated through the DOA Environmental Division. Future recycling efforts will be expanded to include other recyclables such as glass and metals. Information will be forwarded as it becomes available. Tenants are encouraged to participate in current and future recycling programs.

15.9 Exhaust Duct Cleaning

The DOA expects Concessionaires to maintain the equipment in a presentable condition, consistent with the highest forms of business practices.

Hoods, grease removal devices, fans, ducts, and other appurtenances shall be cleaned to bare metal at frequent intervals prior to surfaces becoming heavily contaminated with grease or oily sludge. After the exhaust system is cleaned to bare metal, it shall not be coated with powder or other substance. As a minimum, the system shall be inspected at least every three months. When a vent cleaning service is used, a certificate showing date of inspection or cleaning shall be maintained on the premises. Areas not cleaned

shall be noted. The DOA will need to review cleaning schedules and receive copies of invoices for the services provided. The Atlanta Fire Department suggests access panels be installed in those exhaust ducts which currently do not have them. This would allow cleaning personnel to reach all areas inside the duct, removing residue that may restrict the vent or create an additional fuel source for a fire.

Rooftop exhaust systems shall be provided with the ability to drain grease out of any traps or low points formed in the fan or duct near the terminator of the system into a rainproof collection container or into a remote grease trap.

A minimum of 10 feet (3.05 m) of clearance must exist from the exhaust duct outlet to adjacent buildings, property lines, and air intakes. Where space limitations absolutely prevent a 10 feet horizontal separation from the air intake, a vertical separation shall be permitted, with the exhaust outlet being a minimum of 3 feet (0.92 m) above any air intake located within 10 feet (3.05 m) horizontally.

If it becomes necessary to replace an existing exhaust duct system, the old equipment must be removed immediately from the roof. Allowing unused equipment to remain on the roof is a safety hazard and personnel responsible are subject to action from the Atlanta Fire Department

16.0 REPAIRS AND MAINTENANCE

Maintenance and facility upkeep in the leased space is the sole responsibility of the tenant. This includes HVAC system, floors, walls, equipment (i.e. cooler, registers), and other non airport maintained devices. Tenant must keep the premises and all improvements in good repair and in a clean, neat, safe and sanitary condition at all times. If damage is determined to come from the building roof or exterior, contact AATC to address the source of the problem. Also, if it becomes reasonably necessary during the term of the lease, as determined by the Aviation General Manager, tenant will, redecorate and paint fixtures, worn carpet of premise interior, replace fixtures, curtains, blinds, drapes or other furnishings or equipment that is in disrepair. It is vitally important and mandatory that all maintenance issues and repairs be identified and repaired immediately to keep the operation compliant with “Open Day Fresh” standards.

17.0 Pest Control

The standard for cleanliness at the airport has been set at an optimal level and must work in complete alignment with the DOA’s overall Cleanliness Campaign. This includes pest control activities, facility and equipment maintenance, housekeeping and good retail practices (GRP). It is expected of each concessionaire to implement and maintain very aggressive internal controls that will ensure total compliance with sanitation standards and the Aggressive Pest Control Management Plan (APCMP) implemented by the Concessions Management Division.

Therefore all concessionaires must adhere to the following:

- Each Concessionaire is required to use a licensed or certified Pest Control

Operator (PCO).

- PCO must be approved by the Concessions Management Division.
- PCO service treatments must comply with state mandated application methods.
- Self-treatment or treatment by unlicensed personnel is prohibited.
- Concessionaires must adhere to Pest Control Policy set forth by DOA Concessions Management Office.
- Recommendations provided by the Pest Control Operator on monthly reports must be addressed immediately.
- All rules, regulations and directives provided by the health authorities must be in full compliance.

18.0 ENVIRONMENTAL

18.1 Grease Removal

Grease handling is a very pertinent and serious area in terms of safety and potential hazards which may occur in a food service operation. Procedures are required to properly handle, store and dispose of all food and grease waste discharged from food preparation operations. Therefore, it is necessary to ensure that liquid waste (grease) is collected and disposed of by a certified liquid waste removal company as approved by the Concessions Management Division. Concessionaires must follow the grease handling procedures set forth by the DOA with reference to the Tenant Environmental Compliance Guide.

Grease removal is the responsibility of the appropriate tenants. Grease can only be stored and transported in approved containers, which are sanitary and protect the concourses and storage area from leaks. Grease should never be placed in trash containers and food service workers should receive training prior to handling grease.

18.2 Grease Traps

In accordance with the City of Atlanta Grease Management Ordinance, all food and beverage locations must obtain the appropriate permit for all grease traps in their location. Concessionaires must ensure grease traps are kept clean and serviced often, on a routine basis. Waste grease handling equipment should be stored in covered areas. An inspection routine must be implemented to ensure that traps and surrounding areas are kept clean.

Maintenance and inspections for outdoor grease traps are performed every ninety days and indoor grease traps are performed every 14 days by the appropriate authorities. The inspection must include an inspection for excessive corrosion, wear and the structural reliability of the grease trap. Any grease trap which fails the basic inspection as outlined in the Grease Management Ordinance must be replaced immediately. It is

prohibited to introduce or add bacteriological, chemical, or enzymatic treatments to the grease system. The concessionaire is responsible for maintaining grease manifest and keeps current records in unit for inspection by DOA compliance officers.

18.3 Grease Spills

Grease spills caused by concessionaires are the responsibility of that tenant to clean up. Grease spills caused by the vendor will be cleaned up by the vendor.

Tenants shall maintain adequate supplies, spill response equipment and materials in accessible locations near areas where spills are likely to occur. Spills must be controlled to minimize property damage, personal injury and damage to the environment.

18.4 Leaks

Concessionaires shall implement routine preventive maintenance inspection (PMI) for all related plumbing to reduce the likelihood of a leak that results in a discharge into the environment or clogging of the system. All concessionaires will be held accountable for leaks, damages and all restoration cost, once the source has been determined by authorities. Damages from leaks in public or adjacent concession areas must be corrected immediately and in non-public areas within 48 hours or as directed by the DOA Compliance office.

Concessionaire must report all roof leaks to AATC (404) 530-2112. They should record the date, time and individual's call center name as a means of tracking the incident.

19.0 SAFETY & SECURITY

Employees must:

- Immediately notify DOA Security Division, US Customs, and the employer if the Airport issued ID badge is lost or stolen.
- Clearly display an official DOA identification badge while in the Security Identification Display Area (SIDA) or NON-SIDA locations at all times.
- Swipe the ID badge each time when entering SIDA areas. This means that only one employee at a time will enter or exit the restricted area making sure the door closes and locks behind the individual employee. Employee must never prop or hold security door open for any reasons. Piggy Backing is prohibited/unauthorized.
- Challenge anyone not wearing an ID badge in the SIDA areas.
- Notify DOA Security Division or Atlanta Police Department (APD) when unattended luggage or suspicious packages are found or security problems encountered.

- Submit personal items for inspection upon request by authorized personnel when entering or exiting SIDA areas and at any time within the SIDA area.
- Not tamper with or damage security systems.
- Not be in the restricted area of the airport unless on official company business.

20.0 CONSTRUCTION

DOA has established standards for separating construction sites from other portions of facilities that must continue in operation while construction is underway, as well as for controlling potential negative effects of construction operations on normal business. These standards are found in several locations including, but not necessarily limited to, the DOA General Conditions for Construction Contracts and DOA Project Manual, to be edited by the Architect/Engineer (A/E) for each project's technical specifications (both available via the Project Manager). Their applicable requirements must be incorporated into all project construction documents and must be strictly adhered to by all contractors, their personnel and their clients.

- All necessary and required life and health safety measures must be in place and maintained to protect customers and employees as well as construction personnel.
- All necessary and required security measures must be in place and maintained to protect essential operations.
- All necessary and required measures must be in place to minimize the negative impacts of construction, of all types, on adjacent, ongoing operations and those customers and employees involved in them, including the maintenance of aircraft, vehicular and pedestrian traffic.
- All necessary permanent and temporary signage must be in place and maintained to inform customers and employees about the construction that is occurring and how it may impact their activities.
- All proposals for construction or modifications to facilities or leased areas must be submitted to DOA Properties Division for written approval.
- All construction and modifications being requested must have proper permits obtained.
- All construction work within DOA property shall be ADA compliant.
- All permits must be closed out at the end of construction and a copy of the final release sent to DOA's Properties Division.

- Strict adherence to all applicable DOA procedures is mandatory on the part of all parties, whether they are DOA staff, tenants, customers, passengers, design professionals, contractors, vendors, etc., including the requirement that all projects must obtain building permits.
- All punch list items must be resolved within the time specified and agreed upon by DOA Concessions, DOA P&D, Tenant, and Tenant's General Contractor. Failure to complete any punch list item will result in fine a not to exceed \$200 per day per punch list item.

20.1 Safety

- No construction-related operations, either inside or outside of the project's contract limits, must expose customers and employees to hazardous conditions that could cause them to slip, fall or be hit by protruding or falling debris or construction materials (General Conditions and Division 1).
- Temporary walls/barricades must be installed and maintained throughout construction in good physical condition with no holes, dents, marks, graffiti, unauthorized postings, tears or other aspects which are unsightly, compromise the intended purpose, or could be hazardous to human contact.
- Temporary walls/barricades must not obstruct access to existing exits without the prior establishment of alternate, code-compliant exit access.
- New, temporary evacuation plans must be provided by the contractor and posted in appropriate locations to replace existing plans at any time that existing paths of egress are changed temporarily by construction.
- Life safety systems that are affected by demolition and construction must be maintained in operation at all times. Otherwise, appropriate fire watches or other approved procedures/measures must be maintained in place until such systems are tested, found to be acceptable by the authority having jurisdiction and returned to full.
- Floors within and adjacent to construction sites must be maintained dry and free of liquid spills and water to prevent slipping and falling, throughout the course of construction.
- No shutdowns of any systems shall be permitted unless an approved Shutdown Request Form has been obtained from Facilities Maintenance and Engineering Division.
- No digging shall be permitted unless an approved Utilities Clearance Form has been obtained from DOA Facilities Maintenance and Engineering.

20.2 Security

- Door installations in temporary walls/barricades must be limited to the minimum possible number, must be located and detailed to be as inconspicuous as possible, and must have appropriate locks approved by the Security Division in order to maintain safe, secure conditions and prevent unauthorized access to construction sites and construction traffic into non-construction areas.
- No existing security measures shall be modified or otherwise compromised without the prior establishment of alternate security measures approved by all the affected security agencies.
- Construction workers must be required to possess and display the official DOA issued identification at all times.

20.3 Cleanliness

- All interior and exterior areas undergoing renovation or construction must be maintained throughout the course of construction in a neat and clean condition from the vantage points of customers and employees.
- Temporary walls, fences and other barriers must be maintained free of graffiti, damage, debris and dirt throughout the course of construction.
- No offensive odors must be allowed to emerge from construction site.
- All surface areas outside the contract limits of all interior and exterior work sites subject to the spillover effects of construction operations must be maintained free of dust and debris throughout the entire duration of construction, including the contractors' access routes to the work sites. Appropriate, effective dust control methods, such as hosing down dust-producing operations or other effective means, must be employed routinely.

20.4 Condition

- Interior temporary partitions separating construction from non-construction areas must be constructed to appear permanent, must be painted or otherwise finished and maintained throughout construction to match adjacent, similar walls as nearly as feasible, and must be acceptable to DOA.
- Storefronts and other similar elements under construction must have temporary coverings, as above, that conceal construction activity from the view of customers. Such coverings must be designed, constructed and maintained throughout construction to present an appearance acceptable to DOA.

- Temporary walls may play a role in the Art Program. The Project Manager and DOA Planning and Development Division must be consulted during project design to determine applicability.
- Temporary barriers in sight of customers during construction must be selected, installed and maintained throughout construction to be uniform in type, color, size, pattern and condition and must not exhibit obvious damage, discoloration or other deleterious effects that detract from an appearance acceptable to DOA.
- Whenever possible, construction equipment, electrical equipment and tools must be kept out of public view throughout construction, by means of their locations on construction sites or the appropriate use of barriers, walls, fences or other means acceptable to DOA.
- Whenever possible, construction equipment, electrical equipment and tools must be kept out of public view throughout construction, by means of their locations on construction sites or the appropriate use of barriers, walls, fences or other means acceptable to DOA.
- Construction and permanent dumpsters, compactors and trash receptacles must be located and/or screened appropriately to be out of sight of customers throughout construction.
- Sound suppression construction measures and devices must be employed whenever needed and feasible, to minimize construction noise when such noise would be disturbing to customers and employees conducting normal business.
- Air conditioning, heating, water supply, sewage disposal, power supply, lighting, telecommunications, fuel, fire detection/ protection/alarm and other utility systems and services must be maintained for all parts of any facility that may have these systems and services compromised by any project's demolition and construction activities.
- Temporary lighting must be provided throughout construction by the project Contractors in all areas outside the contract limits of all interior and exterior work sites when those projects' demolition and construction operations result in insufficient light for DOA continuing operations. All light fixtures must be in working order with all bulbs operating.
- Construction workers must possess and display the DOA issued identification at all times.
- Access/egress must be maintained in accordance with the Life Safety Code.
- Fire protection and life safety systems must be maintained during construction unless the Life Safety Bureau approves an adequate alternative remedy.
- Floors must be dry.

- No orange traffic cones, plastic tape or other temporary barricades may be used unless previously approved in writing by DOA.

20.5 Signs and Directions

- Signage and information must be made available to customers explaining the benefits of each project; a description of what is being renovated or constructed, who will be the principal occupant(s), and when it will be complete. It must also include the Project Manager's name and phone number.
- Temporary signs designating alternate facilities must provide clear identification, access directions and hours of operation.
- Appropriate, temporary, directional signage must be provided when construction barricades obscure, hide or obstruct facilities, entrances, restrooms, elevators or escalators.
- Renderings may be posted at appropriate locations when deemed advisable by DOA and directed by the Project Manager.
- All signage must be approved in writing by DOA Planning and Development Division. **See Section 9.0, General Standards for Terminal Signage** for additional information.

20.6 Employees

Employees must conform to the standards outlined in **Section 2.0, Airport and Concessions Customer Service**.

21.0 LIFE SAFETY

- Sprinklers/smoke detectors must be maintained and operable at all times and there must be no storage, obstruction, or furniture that may impede the function of the same. Refer to the Life Safety Code (LSC) 101 31-1.2.2.1.
- Fire alarms/alarm devices must not be disconnected or tampered with by any means. Fire alarm components must be maintained and operable at all times. (Refer to the LSC 101 31-1.3.3).
- Evacuation route plans must be clearly posted and evacuation plans must be made available to all employees and practice drills conducted at least annually. (Refer to the LSC 101 31-1.3.3).
- Appropriate permits must be secured before proceeding with any remodel or construction, regardless of scale or cost of the project. (Refer to the LSC 101 1-4.6).

- Repairs or remodeling of Airport structure or contents must have written approval from the Life Safety Bureau and that of DOA.
- Exits must not be blocked or obstructed.
- Exit doors must not be locked.
- In the event that any of the referenced fire protection/life safety components are damaged or inoperable, it is the responsibility of the tenant/user to immediately notify the Maintenance Division, Work Order Center.

22.0 MONITORING FOR NON-COMPLIANCE WITH DOA STANDARDS

- Inspections/observations will be performed daily at unspecified intervals by DOA's Operations Division and other DOA staff as appropriate.
- Irregularities will be recorded (documented) and routed via e-mail and/or letter to the airline, tenant and/or other appropriate party by DOA Operations unless otherwise specified herein.
- Inspections/observations will be made during normal operating conditions to ensure consistency and fairness of information.
- Records of inspections/observations are to be maintained by the appropriate DOA division as outlined in these standards and readily available.

22.1 Terminal

Upon observation of non-compliance with DOA standards, the following steps will be taken to ensure corrective measures are implemented:

- First Occurrence:
Verbally advise local management of deficiency. (Written documentation of this verbal advice will be transmitted to the tenant or other party, with a copy maintained by DOA Concessions Management Division as appropriate). DOA Concessions may elect to issue an appropriate fine for lease violations.
- Second Occurrence:
Again, verbally advise local management of deficiency. (Written documentation of this verbal advice will be transmitted to the airline, tenant or other party, with a copy maintained by DOA Operations Division or other Division as appropriate). DOA Concessions may elect to issue an appropriate fine for lease violations not to exceed the maximum limit listed in the lease agreement.
- Third Occurrence:
After the same deficiency is noted (and documented) a third time, an e-mailed notification and/or letter to local management will be sent. The notification will:

- List the DOA standard being violated.
- Outline the deficiency.
- Specify DOA previous notifications to business partner of the noted deficiency.
- State the deadline for implementation of corrective measures. The length of time for the corrective measures will depend on the nature of the violation. Some violations might need to be corrected immediately, within hours, or within a few days (e.g., push-back of stanchions, removal of unapproved signage, letter behind podiums and counters).
- If the noted deficiency is not corrected as outlined above, DOA will contact the business partner's corporate headquarters via a certified letter to be written by DOA Operations Division or the appropriate DOA division as outlined in these standards.

The letter will:

List the DOA standard being violated

Specify the deficiency noted

Describe corrective measure(s) expected.

State the expected deadline for implementation of corrective measures allowing up to 30 days, as determined by DOA, for remedial action.

Clearly state that non-compliance within the allotted time-period could result in DOA terminating its lease declaring the business partner in default of its lease for Terminal space at ATL.

If within the allotted remedial time period the deficiency is not corrected, DOA Concessions Division will serve the business partner's corporate headquarters with a final written notification (certified letter of default, termination, or other appropriate action). Such action may include, but is not limited to, billing tenant the costs for corrective action, plus a 25 percent administrative fee.

22.2 Construction

Monitoring Violations:

- Primary monitoring and correction of DOA standards on any construction project shall be the responsibility of the Contractor for that project.
- Secondary monitoring for Contractors' violations of DOA standards on any construction project shall be the responsibility of the DOA Facilities personnel assigned to that project.

- Tertiary monitoring for violations of DOA standards on any construction project shall be the responsibility of the Architect/Engineer (A/E) of Record for that project, except when the A/E of Record is also the CIS for the project, in which case the A/E's responsibility becomes Secondary.
- The DOA Project Manager shall monitor and assure that the Contractor, CIS and A/E are discharging their responsibilities and are keeping all public areas in a well-kept manner.
- Supplementary monitoring and reporting of violations of DOA standards on any construction project are the responsibility of DOA and Tenants' employees if they are in a position to observe said violations.

Reporting of Violations:

- Any non-contractor observer of a violation of DOA Standards on any construction project shall promptly notify the DOA Concessions Manager for the project, whose name and telephone number shall be prominently displayed on appropriate signage in the vicinity of the project.
- All such observers shall provide the date and time of the observation, as well as sufficient detail about the violation for the DOA Concessions Manager to determine responsibility for the violation and to seek its correction by the appropriate party. Whenever feasible, photographs of the violation should accompany the notification.

Corrections of Violations:

- The responsibility to enforce corrections of violations in construction projects shall be the responsibility of the DOA Concessions Manager for that project.
- Such enforcement shall begin with prompt, written notification of the violation to the Contractor with a request to correct it immediately.
- Monitoring of the corrective activity shall follow the same levels of responsibility as under "Monitoring Violations" above.
- Contractors' failures to promptly correct violations shall generate second notices from the Project Managers, and third notices if required, with warnings of penalties appropriate to the violations as stipulated in Concessionaire's lease agreement.
- Continued Contractors' failures to correct violations may allow DOA to correct such violations and to charge the Contractor back for the costs incurred by DOA in making such corrections.

23.0 Sustainability

23.1 Sustainability Policy

The City of Atlanta Department of Aviation (DOA) is dedicated to exceeding customer expectations through fiscal and environmental responsibility at Hartsfield-Jackson Atlanta International Airport and to keeping the airport a good neighbor to the larger community that it serves. The DOA will continue to integrate sustainable practices into airport activities, products, and services through ongoing improvement of airport-wide management practices and employee education.

To demonstrate this commitment, the DOA shall:

- Demonstrate leadership in sustainability projects that are unique, visible and innovative.
- Utilize our natural resources wisely and create excellent customer service experiences for our passengers and stakeholders.
- Pursue sustainable initiatives such as Leadership in Energy and Environmental Design (LEED) silver certification, for all new construction.
- Implement known sustainability best management practices where feasible.
- Work In partnership with all Hartsfield-Jackson stakeholders in supporting and promoting sustainable or green initiatives.
- Incorporate environmental and social considerations into planning, design, construction, maintenance and operational functions of airport facilities and services.
- Educate and positively impact the millions of passengers that travel through the airport with our unique, visible and innovative initiatives in place.
- Monitor and report performance, and swiftly adapt to the needs in a changing environment.
- Communicate this policy to DOA employees, airport stakeholders, and the public.

This policy reinforces our commitment to a continued community partnership, recognizing environmental stewardship and conservation by incorporating sustainable development practices into all aspects of Hartsfield-Jackson's current and future operation.

23.2 Energy and Water Policy

The City of Atlanta's Department of Aviation is committed to implementing sustainable policies while maximizing efficient use of energy and water resources associated with operating Hartsfield-Jackson Atlanta International Airport. We will focus on achieving

sustainable, continual improvement of energy performance, best practices in utilities management and innovative solutions.

To meet this objective, the Department will:

- Ensure energy and water efficiency and conservation considerations in planning, design, construction, maintenance and operational decisions and functions of Airport facilities and services. (To include effective procurement and use of energy efficient products and services).
- Provide effective communication and training for staff and business partners on the Department's utilities management objectives, targets, principles and methodology.
- Comply with and, where possible, exceed all local, state and federal energy and water regulations and other requirements.
- Establish and implement energy and water objectives and use metrics to gauge performance improvements.
- Work to swiftly adapt to a changing environment to produce energy and water savings in addition to economic benefits from improved efficiencies and performance.
- Use sustainable renewable and alternative energy sources and recyclable water sources, where feasible, to support the mission and vision.

This policy reinforces the Department of Aviation's commitment to incorporating sustainable utilities management practices into all aspects of Hartsfield-Jackson's current and future operations.

23.3 Zero Waste Policy

Hartsfield-Jackson Atlanta International Airport (ATL) serves millions of passengers annually. With this level of volume, ATL estimates that it typically generates 13,000 tons annually of divertible recyclables. The purpose of this Zero Waste Policy is to divert waste from landfills generated at ATL.

ATL stakeholders will work together to achieve this goal through the following means:

- Provide a Construction Waste Management Plan that includes reporting every 6 months the arrangements made for collection and disposition of all construction waste.
- Implement the Sustainable Food Court Initiative (SFCI) in all food and beverage, office kitchens and break rooms.
- Food service tenants are encouraged to participate in a comprehensive Food Recovery Program.
- Encourage tenants to participate in the DOA compostable organics program.

- Use 3rd-party certified waste and retail plastic bags or greater than 85% post-consumer recyclable material.
- Minimize packaging, avoid the use of disposable plastic packaging, and discourage the use of polypropylene (#5) and polystyrene (#6 /Styrofoam) plastic.
- Encourage the use Green Seal Certified or equivalent cleaning supplies.

Procurement by Food Service Providers

- All airline flight kitchens, cafeterias, and concessionaires are encouraged to adopt green procurement policies throughout their respective organizations.
- Procure locally sourced and/or organic options where available.

This policy reinforces our commitment to a continued community partnership, recognizing environmental stewardship and conservation by incorporating sustainable development practices into all aspects of Hartsfield-Jackson current and future operations.

APPENDIX A

LIFE SAFETY INFORMATION FOR CONCESSIONAIRES

I. SAFETY FEATURES OF THE FACILITY

Here at Hartsfield Jackson Atlanta International Airport, one myth is that because our buildings are made of brick, concrete, and steel, fire isn't likely ...what's going to burn? In reality, our airport is filled with combustible materials. These items are very likely to burn rapidly, creating life threatening SMOKE and/or FUMES.

The Hartsfield Jackson Atlanta International Airport buildings have modern life safety systems, which are designed to detect, report, and, in some cases, extinguish a fire completely. The systems are backed up by an emergency generator support system.

- **Fire Alarm System**

Fire annunciator panels are located on the Apron level of each concourse and in the Baggage Claim areas of the Main Terminal. The system is designed to immediately notify building occupants that a fire or other emergency situation has been detected. Smoke and heat detectors, manual pull stations, as well as tamper devices and flow switches activate the fire alarm system immediately.

Once the system is activated, numerous safety features are put into action. All elevators immediately report to a predetermined location in the terminal and concourse boarding levels. The heating, ventilation, and air conditioning (HVAC) systems are turned off immediately throughout the airport when the fire alarm system is activated to avoid any possible spread of smoke. The exhaust system immediately begins removing smoke. Pressurization within an exit stairwell begins at once. Fire doors, throughout the airport, are closed to block off elevator lobbies on each level, and firelights and speakers are put into use and become the primary equipment for communication to all personnel within the airport.

- **AATC Communication Room**

AATC's Communication Room contains all the monitoring equipment for the emergency systems and is located in the North Terminal. The walls surrounding the Communication Room are two hours rated. This means that it would take more than two hours for a fire to penetrate the walls. This room is equipped with emergency paging and communication to all areas at the airport as well as the Atlanta Fire Department, Atlanta Police Department, emergency vehicles, and the Airport Security Office. In the event of an emergency requiring shut-off of the airports electrical system, power can be disconnected from this room.

Current floor plans for each area of the airport are maintained in the Communication Room. These plans are essential as a reference for the Atlanta Fire Department and indicate locations of all fire extinguishers, smoke detectors, flow switches, exit lights, fire speakers and pull stations in the airport.

- **Smoke and Heat Detectors.**

Smoke and heat detectors are located in all critical areas of the Airport, which are potential fire spawning areas. These areas include the elevator lobbies, mechanical rooms, electrical rooms and HVAC supply and return ducts. These smoke and heat detecting devices provide the initial warning signal of a fire in the common areas of the building. The National Fire Protection Association requires the smoke and heat detectors to be inspected at least once a year; however, Hartsfield Jackson Atlanta International airport performs this inspection semiannually.

Smoke detectors operate based on ion detection and photoelectric cells. The smoke detectors in the air handlers (part of the HVAC system) operate on ion detection. This means that the smoke detector does not sense the smoke visibly, but rather senses the products in molecular form of the actual combustion process. These products are invisible to the naked eye and are emitted in large quantities prior to the emergence of smoke or flame. The heat detector will respond when its operating element becomes heated to a predetermined level. Smoke detectors, in the public areas of the building, function are based on a photoelectric cell with a complementary source aimed so the light beam is on the light source, thus activating the alarm system.

Heat detectors have a fusible link, which is activated, by high temperature melting a solder connection, thereby making or breaking an electrical circuit to signal the alarm. This type of operation is very similar to how sprinkler heads activate.

The activation of a smoke or heat detector will initiate all life-safety system operations.

- **Manual Fire Pull Stations**

Fire Pull Stations are located next to the exit stairwell doors, throughout the airport, and are activated by pulling in a downward motion. As the name implies ("pull" station), a person must manually activate the pull station to notify the fire control panel and airport personnel that a fire exists. Two types of pull stations exist at the Airport. One type requires breaking the glass encasement to access the handle. Please check the pull stations in your area to understand how they operate and to be familiar with their locations.

- **Smoke Exhaust System**

When a fire alarm is activated on a floor, the air-conditioning system will

immediately shut down. A smoke exhaust fan will automatically be activated and will begin removing any smoke from the area. The smoke removal system will remain in operation until the Atlanta Fire Department personnel deactivate the system. The smoke is removed via an exhaust fan, which discharges the smoke at the roof level.

- **Fire Lights and Speakers**

The airport is equipped with firelights and speakers. These audiovisual devices are the emergency system's means of communication. The firelights and speakers are activated only in the area that set off the alarm, one level above, and one level below.

Speakers are located inside stairwells and throughout the airport. Firelights are found protruding from the ceiling and are always within close proximity to fire speakers. These lights are also called strobes since they flash when the building is in an alarm situation. The purpose of the strobe lights is to alert the hearing impaired of an emergency situation.

- **Stairwell Doors**

Airport exit stairwell doors are solid-core and are one and one-half hour fire rated. The purpose of the exit stairwell door is to seal off the stairwell from the remainder of the floor, thereby preventing fire and smoke from spreading from area to area. It is important that stairwell doors never be held open or blocked, as this will allow smoke into the stairwell as well as reduce the efficiency of the stairwell pressurization system.

- **Stairwell Pressurization System**

Public access stairwells are pressurized and exclusive use stairwells are not pressurized (e.g., a stairwell used only by Delta employees would be classified as exclusive use and would not be pressurized). Stairwell pressurization is the system by which fresh air is pumped into the stairwells. Fans, located at the top of the building, pump outside air into the stairwells producing a positive pressure which minimizes smoke from entering the stairwells; thus, providing safe egress from the building. Any fire alarm device automatically activates this system.

All stairwell exits are clearly marked with a lighted sign protruding from the ceiling, which reads, "EXIT." The stairwells are two-hour fire rated enclosures and are always the safest location within the airport.

- **Sprinkler System**

Sprinkler systems are found in the ceiling throughout each area of the Airport. They are activated when temperatures reach 165 degrees Fahrenheit. At that point, a fusible link is melted, causing the sprinkler to discharge water.

Water for the sprinkler system enters the lower level of the facility via a high pressure water main supplied by the City of Atlanta's main water supply. The water pressure must be maintained at 140 pounds per square inch (PSI) in order to provide adequate flow of water at all times. Should the pressure fall below 140 PSI, a 50-horsepower motor powers a fire pump, which brings the system back to the required PSI.

Inside of designated stairwells are located standpipes and sprinkler risers. The standpipes and sprinkler risers are both pressurized by means of the fire pump and are ready for immediate operation. The fire fighter attaches a hose to the valve and utilizes the standpipe, standpipe riser, or both as a source of water. Each standpipe and sprinkler riser is monitored constantly by the fire control panels by means of tamper devices and flow switches. A tamper device is set with the sprinkler control valve fully open and any closing of this valve, even slightly, sounds an alarm. A flow switch is a device mounted in the sprinkler pipe, which detects any movement of water. Any movement of the switch would trigger the switch and activate the alarm, which would then be checked immediately by an Airport Engineer and/or Security Officer.

- **Fire Extinguishers**

You will find fire extinguishers at exit stairwell landings and other key locations throughout the airport. These portable fire extinguishers are also called "first aid" extinguishers because they are intended for small fires or fires in their beginning stage. First aid extinguishers are self-contained fire fighting equipment and are independent of the building system.

The Airport's fire extinguishers contain a dry chemical and are rated ABC, which indicates they will extinguish all three classes of fires. Class A fires consist of combustible materials such as wood and textiles. Class B fires consist of gasoline, oil, grease, paint or other liquids that gasify when heated. Class C fires consist of electrical fires.

- **Emergency Generator**

The Airport is equipped with a diesel powered emergency generator, which provides electricity to all critical components of the life safety system of the facility. This emergency service provides power to the elevators, exit lights, fire alarm system, fire pump, stairwell pressurization fans, smoke control

equipment, and emergency lighting throughout the airport to allow visible access to the exit stairwells.

2. EMERGENCY PLAN

This Emergency Plan is established as an integral part of the Concessionaires' response to emergencies. This plan must be accompanied with a copy of, and thorough understanding of the Central Passenger Terminal Complex (CPTC) Life Safety Evacuation Procedures - Main Terminal and CPTC Life Safety Evacuation Procedures- Concourses T, A, B, C, D, E & F Manuals. A copy of both manuals can be obtained from AATC Engineering Office. All concessionaires must have both copies.

- **Purpose**

The contents of this plan are designed as an "operational guide" for the behavior, safety and protection of the tenants and visitors to Hartsfield Jackson Atlanta International airport.

- **Scope**

This Emergency Plan establishes a sequential "plan of response" for initially recognizing, identifying and reporting the existence of specific emergency situations threatening Hartsfield Jackson Atlanta International airport and/or its inhabitants; then provides for the safety and protection of endangered personnel and/or assets.

Emergencies and disasters are unpredictable and often strike without warning. For this reason, the Department of Aviation Concessions Management team believes it is essential to prepare as much as possible for emergency situations.

The following plan serves as an operational guideline for Concession's tenants. We feel the plan is explicit and easy to follow. However, in order for the plan to work effectively, everyone's cooperation is needed. By reviewing the following information, familiarizing all company personnel with these procedures and participating in scheduled practice building evacuations, concessionaires and their staff will be able to respond effectively during any emergency situation.

- **Safety Coordinators**

Each Concessionaire should select a Primary and Alternate Safety Coordinator. The Safety Coordinators are the "connecting links" between the Concessionaires and their respective employees. As such, they have direct control and responsibility for all decisive matters relating to the safety of their employees during an emergency. **It should be emphasized that the primary role of the Safety Coordinators is not to combat fire and emergencies, but to**

ensure, as far as is practicable, the safety of occupants and their orderly evacuation from emergencies.

Primary Safety Coordinators are responsible for selecting, identifying and training the Alternate Safety Coordinators to effectively perform their emergency duties and responsibilities.

Safety Coordinators are responsible for communicating appropriate preplanned emergency procedures and information to all employees under their jurisdiction through personnel orientation and company bulletin boards.

Safety Coordinators must be knowledgeable about what is not commonplace, (i.e., "unusual" or "foreign" to the normal environment of their respective company areas); to assist in identifying security issues.

The Primary and Alternate Safety Coordinators must also assure that during their absence from the building, other qualified associates are always familiar with and available to perform their "emergency duties."

- **Emergency Duties and Responsibilities**

Concessionaire supervisory personnel and employees should have constructive knowledge of the operational aspects of this Emergency Plan. However, they must recognize that it is essential for them to voluntarily subjugate themselves to emergency instructions given by the Safety Coordinators to insure a safe and orderly response to any emergency situation.

Each Supervisor has two principal emergency duties and responsibilities:

1. They must be cool, calm, responsive and able to help eliminate confusion, fears and panic among their subordinates.
2. They must faithfully execute any emergency duties and responsibilities assigned during the existence of any emergency situation.

All personnel must remain calm, attentive, and responsive to Safety Coordinators' instructions, to ensure that they do not add confusion or dangerous panic to the emergency procedure initiated for their safety.

- **Testing of Emergency Plan Procedures**

Various aspects of this Emergency Plan will be tested on a deliberate, systematic and periodic basis in accordance with instructions from the Atlanta Fire Department.

- **Conduct with the News Media**

For the protection and safety of all occupants of the Airport, Concessions employees are requested to refer news media inquiries to their respective companies' public relations representative or to the Department of Aviation's public relations representative.

- **Changes to the Emergency Plan**

Recommendations for changes to this Emergency Plan should be submitted to Department of Aviation's Concessions Management.

3. REACTING TO EMERGENCY SITUATIONS

In any incident where public safety is an issue, law enforcement or emergency response personnel are responsible for action. If any threat to public safety is observed, your first responsibility is to notify Airport authorities. Your next step would be to ensure that persons in the area are not subject to harm. Finally, report anything that could be of help to the responding Airport authorities.

You may be called upon at any time to resolve an incident that could be determined to be of an emergency nature. The emergency could be as minor as a slight injury requiring minimum medical intervention to a major evacuation of the facility. The primary concern during any incident is to the safety and wellbeing of the customer and the employee(s).

If an emergency arises, the first person noticing the emergency will immediately call 911 for Medical, Fire Department, or the Police. If a telephone is not readily available, notify the nearest Airport/Airline employee. If within the parameters of safety, remain at the scene to brief the responding Airport authority of the incident.

When notified of an emergency requiring you to evacuate the area, all personnel should proceed immediately to the nearest exit. Exit doors are clearly marked with a lighted sign, which reads, "EXIT." Designated personnel should be at the scene to ensure the area is completely evacuated and to direct responding Airport personnel to the emergency area. All personnel should remain clear of the emergency area until notified that it is safe to return.

All Concessionaires should have a map of the immediate area displayed within the workplace, identifying the most direct route to the nearest exit. As a safety precaution, identify other exits to be used in the event the nearest exit cannot be used because of the emergency situation.

A. Evacuations

When the decision to evacuate has been made by the Atlanta Fire Department or the Atlanta Police Department, the Command Center will notify everyone in the Airport. Notification will come by telephone, general alarm or voice communication in

each terminal and concourse. The appropriate evacuation plan will be given at this time.

Evacuation Procedure

- a. When evacuation is necessary, use the route specified by the announcement. Instructions will be given at that time as to which stairwell(s) to use.
- b. In the event of an evacuation, have a pre-designated "rendezvous point" or employee meeting place for communication of emergency and/or reentry information.
- c. Refuge Areas: Used in the event that a total evacuation is determined unnecessary. Announcements will be made to designate specific areas that are considered safe.
- d. Take emergency flashlights or other portable lights in case of an electrical power failure.
- e. Take the company first aid kit, if it is readily available and not too heavy.
- f. Properly secure and safeguard special company records; (i.e., documents, original contracts, negotiable Instruments, etc.), and lock the appropriate files, vaults, Closets, desks, etc.
- g. Unplug appropriate electrical equipment and machines, hot plates, coffee makers, etc.
- h. **Food and Beverage Concessionaires MUST assure that all** Electrical & gas appliances are turned off (grills, fryers, broilers, stoves, etc.) before vacating the site.
- i. To check for stragglers, turn off lights. Gates/doors may be closed **BUT NOT LOCKED** to facilitate fire/emergency personnel access.
- j. Tell employees to take their essential personal possessions with them because they will not be allowed to re-enter during the emergency.
- k. Remind everyone to be quiet during the personnel movement or evacuation so they will be able to hear and understand instructions.
- l. Give appropriate directions to customers that may not have familiarity with the Airport.
- m. Assemble and account for all personnel prior to leaving your area.
- n. If you evacuate via the stairwell, advise ladies wearing high heel shoes to

remove them so they will have less difficulty walking. Instruct everyone to walk on the right side of the stairwell so emergency personnel can go up the stairs.

o. When evacuation is complete, assemble and account for all your personnel:

*total number of employees moved or evacuated

*total number of customers moved or evacuated

*total number of personnel missing

Important! If you determine that your employees and customers are in danger, and you cannot reach the Atlanta Fire Department or Atlanta Police Department by telephone (911), in a reasonable length of time, you may determine it is prudent to exercise your independent judgment and move to evacuate your personnel.

B. Fire

Hartsfield Jackson Atlanta International airport has sprinkler systems, fire detection and alarm devices throughout the building. When heat, smoke or combustion activates one of these devices, the Command Center immediately receives a visual and audible alarm indicating the location. This sets into motion the emergency procedures described herein.

If you discover a fire and have received no notification, pull the fire alarm box located outside any stairwell exit. Alert other people in the vicinity. In addition, call the Atlanta Fire Department at (911) and relay the following information:

1. Exact location of the fire.
2. What is burning? (electrical, wiring, liquids, paper, wood etc.).
3. The severity or size of the fire.
4. Your name, telephone number and location.

If possible, evaluate the fire and begin the extinguishing process. To use a fire extinguisher, follow these steps and remember the word PASS:

- P - Pull the pin
- A - Aim at the base of the fire
- S - Squeeze the lever
- S - Sweep from side to side

Do not fight a fire if the following conditions exist:

1. You don't know what's burning
2. The fire is spreading rapidly
3. You don't have the proper equipment
4. You can't do so with your back to an exit

5. The fire might block your means of escape
6. You might inhale toxic smoke
7. Your instincts tell you not to do so

If the first attempt to put out the fire does not succeed. Evacuate the building immediately. ***Remember that firefighting must always be secondary to life safety. Safe evacuation must be the primary concern.***

When notified to evacuate, instruct everyone to evacuate the building, in an orderly fashion, by means of the closest stairwell or closest exit leading outside the Airport. Do not use the elevators! Do not return to the building until the Fire Department announces it is safe to return.

Air handling units serving the affected terminal or concourse will be automatically deactivated.

Concessions will be advised to resume normal business operation when applicable.

If you hear the fire alarm and have not received instructions, remember the following. It may save your life:

1. Stay calm. You will think clearly and take the right action.
2. Smoke and heat rise, stay low to the floor/ground.
3. Crawl if necessary until you reach a safe area.
4. Cover your nose and mouth (with a wet towel or wet handkerchief) if possible.
5. Help others. You may be asked to make a quick inspection of your work area.
6. Close doors, but do not lock them.
7. Feel the surface, but do not open any door that is warm.
8. Do not use elevators.
9. Proceed to the ground floor via the stairs and proceed to your prearranged meeting place.
10. If you are disabled, await help near the stairwell doors.

Here are some things to remember that can reduce the risk of a fire:

- 1 Don't over your electrical circuits.
- 2 Don't accumulate oil or grease soaked rags
- 3 Keep combustibles far from heat sources
- 4 Clean exhaust ducts and hoods frequently,
- 5 Ensure smoking in authorized locations only

C. Medical Emergencies

If there is a medical emergency within your area, provide the Atlanta Fire Department's Emergency Medical Team the following information:

- 1 Nature of the medical emergency
- 2 Exact location and name of the sick or injured person

D. Bomb Threats

At no time should any call be regarded as just another false alarm. When a call is received, the following procedures should be followed:

1. Keep the caller on the line as long as possible. Ask the caller to repeat the message at least once, more if possible.
2. Obtain as much information from the call as possible:
 - a. Location of the bomb
 - b. Time of detonation
 - c. Outside appearance or description of the bomb
 - d. Reason for planting the bomb
3. Tell the caller that placing a bomb at the Airport might cause the death of innocent people.
4. Listen for background noises that might help in determining where the call was made.
5. Immediately report the call to the Atlanta Police Department (911) giving as much of the following information as possible:
 - a. Your name, location, and telephone number
 - b. Name of the initial recipient of the threat
 - c. Name of anyone listening in on the threat
 - d. Name of any employee threatened by the caller
 - e. Normal work location of any threatened employee
 - f. Time the bomb is supposed to explode
 - g. Exact location where the bomb is supposed to be
 - h. Outside appearance or description of the bomb
 - i. Reason given for the bomb
 - j. Time
6. Notify your supervisor about the bomb threat call:
 - a. Have all written records or notes of the bomb threat call available for the Police to analyze and take with them.
 - b. **Important!** “Open phone lines” are essential to effectively controlling this emergency! Please only make necessary business phone calls.
7. Quickly and thoroughly search your company area for “suspicious, unusual or foreign items” and report any findings. Do not touch, move, jar, disturb or cover any suspicious items that are found. Report any findings to the Atlanta Police Department. It will be up to the Police Department and the Concessionaire to determine if evacuation will be necessary.

Important! If you determine that your employees and visitors are in imminent danger—and the Atlanta Police Department has not arrived on the scene – you may determine it prudent to exercise your independent judgment and move or evacuate your personnel without being given specific routes to follow.

Important! Identify and give priority to movement or evacuation of nervous, emotional, ill or disabled personnel.

If you evacuate, establish a rendezvous point and account for all employees.

- **Suspected Bomb – Safety Precautions**

The safety precautions enumerated below are designated to acquaint you with the dangers inherent in the search, discovery and handling of suspected bombs. While some of the safety precautions may seem elementary, do not dismiss them as unimportant, or take them for granted. Adequate knowledge, by precautionary airport employees, may save your life, the lives of employees and customers, who daily frequent the Airport.

- Do not use radio equipment to transmit messages.
- Do not change the lighting conditions.
- Do not smoke.
- Do not accept the contents of any container as bona fide simply because of their content, identification and legitimacy.
- Do not touch a suspected bomb.
- Do not carry a suspected bomb.
- Do not assume that a suspected bomb is a specific (high explosive or incendiary) type.
- Do not open any suspicious container or object.
- Do not cut a string, cord or wire on a suspicious container or object.
- Do not cut or remove the wrapper on a suspicious container or object.
- Do not unscrew the cover of a suspicious container or object.
- Do not move the latch or hook on the cover of a suspicious container or object.
- Do not raise or remove the cover of a suspicious container.
- Do not change the position of a suspicious container or bottle.
- Do not place a suspicious container or object into water.

- **Explosions**

If an explosion occurs, report the explosion to the Atlanta Police and Fire Departments (911). Give the following information:

- Your name, location and phone number.
- Your company's name.
- Exact location of the explosion.
- Cause of the explosion.
- Any reasons you have to believe the explosion was caused by a bomb.
- Extent of casualties and number of type of injuries.

- Whether the explosion caused fires and if so, the location of the fire(s).

The Atlanta Fire and Police Departments, as well as other emergency personnel, will be dispatched to the scene.

You should move or evacuate employees and customers from your area. If necessary.

E. Other Emergencies

Electric Power Outage

Hartsfield Jackson Atlanta International Airport is equipped with an emergency generating system which will power designated systems during a power outage. These systems include all alarm and life safety systems and emergency lighting in Terminals, the Train Transportation Mall and Concourses. All elevators will automatically be lowered to the lowest landing and doors will open. If an outage is of a shorter duration, it should cause little concern. If it is of a longer duration, you may desire to close your concession(s) and leave the airport. If so, you should utilize one of the stairways.

Tornadoes

Hartsfield Jackson Atlanta International Airport is equipped to advise you of emergency weather conditions; however, in many cases, advance warning in the event of a tornado is not likely. If a tornado is sighted approaching the Airport, you will be notified to begin moving your people toward core areas, including restrooms, freight elevator lobbies, stairwells and the Train Transportation Mall. Always remain inside the Airport during a tornado. It is safer. If possible, get under a table or desk. Stay away from windows and do not use the elevators. Follow all instructions – you will be advised when it is safe to use stairways and elevators.

The greatest danger will be flying glass and objects; therefore, attempt to locate where the maximum number of walls is between you and the exterior of the Airport.

4. HOUSEKEEPING

You've heard the statement "Safety begins at home." Well it also begins in the workplace. You can decrease your chances of an accident or emergency by ensuring your workplace remains clean and free of obstacles.

Never block an emergency exit. Pay particular attention to storage locations and other areas, not in the public view. These areas are always prime candidates for emergency situations because they sometimes lack proper management attention. Sometimes we may think an emergency may not occur in our areas of responsibility. As a result, we allow a few boxes to be placed in front of an emergency exit door or we don't discipline someone if they smoke in a storage room. We must always ensure the workplace is safe because people's lives depend on it.

5. TRAINING RESPONSIBILITIES

Prime Concessionaires should provide life safety training for their employees and subtenants. It is important for all employees to understand the safety features of the Airport. At a minimum, each employee should know the locations of fire extinguishers, fire pull stations and exit routes. Safety is everyone's business and your cooperation in helping to make Hartsfield Jackson Atlanta International Airport a safe place to work and travel is appreciated.

6. CONCLUSION

Again, if everyone does his or her part, Hartsfield Jackson Atlanta International Airport can be a safe environment in which to work. Be aware of fire safety tips, regulations and guidelines. Know the evacuation routes. Always be on the lookout for potential fire / safety hazards. Remember that only a few casualties are attributed directly to burns during a fire; most casualties can be attributed to panic and inhalation of smoke or poisonous fumes. Panic is usually the result of not knowing what to do in the event of an emergency.

APPENDIX B

FIRE AND LIFE SAFETY SELF – INSPECTION CHECKLIST

EXISTING

1. Are corridors / hallways clear of all obstructions? Yes No
2. Are stairwell / stairways clear of all obstructions? Yes No
3. Are the electrically illuminated exit signs working (lighting)? Yes No
4. Are exit stairwell doors (fire doors) being kept closed? Yes No
5. Can interior exit doors be opened in one motion and without use of a key or special knowledge or effort? Yes No

FIRE AND LIFE SAFETY DEVICES / EQUIPMENT

1. Are hand-pulls on the fire alarm system visible (no obstruction)? Yes No
2. Are your fire extinguishers visible (no obstructions)? Yes No
3. Are your fire extinguishers charged? Yes No

STORAGE ROOMS

1. Are storage rooms being kept in a neat and orderly manner? Yes No
2. Are flammables kept in the storage room? Yes No

FIRE HAZARDS

1. Are extension cords being used in lieu of permanent wiring? Yes No
2. Are space heaters being used? Yes No
3. Are flammable liquid storage requirements followed? Yes No

EMERGENCY PLANS

1. Are your fire prevention and emergency action plans up to date? Yes No
2. Are staff members aware of persons, who are disabled, in their area who may need assistance out of the building? Yes No
3. Are employees aware of the Airport's life safety features? Yes No

APPENDIX C

GLOSSARY OF TERMS

ADA	The “Americans with Disabilities Act” is a federal civil rights law that prohibits discrimination against individuals with disabilities, for example, in public accommodations, employment, transportation, state and local government services and telecommunications.
A/E	Architect/Engineer.
AHJ	Authority Having Jurisdiction: the person or entity charged with the responsibility for enforcing the requirements of applicable codes, statutes, ordinances, rules and regulations governing building design and construction
Aircraft Passenger Loading Bridge	- The movable bridges (equipment which connects the Terminal Concourses to the aircraft, to facilitate passenger and crew access between the two.
AOA	Air Operations Area
ATA	Airline Transport Association
ATM	Automatic Teller Machine
BIDS	Baggage Information Display System; consisting of the television monitors and backup equipment that inform passengers where to retrieve their luggage after arrival.
Building Code	The code that governs the design and construction of buildings within a particular jurisdiction.
CIS	Construction Inspection Services
CUTE	Common Use Terminal Equipment
DGM	Design Guidelines Manual; consists of several volumes of criteria governing the design of DOA facilities, primarily the ATL Terminal Complex.
FAA	The Federal Aviation Administration; a branch of the U.S. Government charged with administering the aviation industry and all U.S. Airports.
FAR	Federal Aviation Regulations.

FIDS Flight Information Display System consisting of the television monitors and backup equipment that inform passengers of flight arrival and departure times and gate locations.

FIS Federal Inspection Station.

FOD Foreign Object Debris.

General Conditions - Standard legal description of the conditions governing the Owner's and Contractor's duties and obligations on all DOA projects.

GSE Ground Service Equipment

ID Identification.

Kiosk Self-contained booth or device usually computer and network intensive.

L.E.D Light Emitting Diode.

Life Cycle Cost The cost of a project considering not only the initial cost of design and construction but also the cost of maintaining and operating the facility over its reasonable life span.

PLB Passenger Loading Bridge

SIDA Security Identification Display Area.

Space & Furniture Standards - A volume of requirements governing the layout of interior spaces and the selection and acquisition of furniture for DOA projects.

Terminal Wide People Mover - The system of moving walkways in the ATL Terminal and Concourses that facilitate the rapid movement of passengers to their destinations within the facility.

