



***DEPARTMENT OF AVIATION
Concessions Management***

Compliance Standards Manual

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1.0 DEFINITIONS

1.1 Agreement. “Agreement” shall mean and refers to the Concession Lease Agreement of which these standards are a part.

1.2 Airport. “Airport” shall mean the Hartsfield-Jackson Atlanta International Airport.

1.3 City. “City” shall mean the City of Atlanta, Georgia.

1.4 Concessionaire. “Concessionaire” shall mean and refer to the party that has entered into the concession lease agreement with the City of Atlanta to which these compliance standards are attached.

1.5 DOA. “DOA” shall mean and refers to the City of Atlanta’s Department of Aviation.

1.6 Manual. “Manual” shall mean and refers to this Compliance Standards Manual that outlines the standards to which all Concessionaires must comply.

2.0 GENERAL OVERVIEW

Purpose

The purpose of this Manual is to identify guidelines for the concession program that exceed the expectations and needs of our passengers to create a world-class shopping and dining experience at the Airport. This Manual outlines the expected customer service standards for concession employees, facility and maintenance standards for concession locations, as well as operations and security standards. These standards may be modified from time to time to address changes in the operating environment at the Airport. Failure to comply with these standards may subject the Concessionaire to liquidated damages and/or default under the terms of the Concessionaire’s Agreement.

Concourses

Airlines operating in the concourses as follows:

- Concourse T – 17 gates (T1–T17) – Delta, American and United
- Concourse A – 28 gates (A1–A7, A9–A12, A15–A16, A18–A21, A24–A34) – Delta
- Concourse B – 32 gates (B1–B7, B9–B14, B16–B29, B31–B34, B36) – Delta
- Concourse C – 34 gates (C1–C7, C9–10, C12–C17, C20–C22, C30, C33–C37, C40–C43, C46–C47, C49–C50, C52, C55) – Delta, American, and Southwest
- Concourse D – 43 gates (D1, D1A, D2–D8, D8A, D9–D11, D11A, D12–D16, D21–D42, D44, D46) – Delta, Alaska, American, Boutique Air, Frontier, JetBlue, Republic Airways, and Spirit
- Concourse E – 29 gates (E1–E12, E14–E18, E26–E37) and 3 stands (6NA–6NC) – Delta, JetBlue, and Spirit

- Concourse F – 12 gates (F1–F10, F12, F14) – Delta, Aeromexico, Air Canada, Air France, British Airways, KLM, Korean, Lufthansa, Qatar Airways, Turkish, and Virgin Atlantic

Transportation Mall and the Plane Train

In addition to a pedestrian corridor, which includes a series of moving walkways connecting the concourses, the Transportation Mall 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. Additional stations are located at each of the six other concourses, including Concourse F. An eighth station is located in the baggage claim area, directly under the Main Terminal.

Airport Employees

Over 63,000 people work at the Airport. This figure includes employees of the airlines, concessionaires, Federal agencies, City of Atlanta and airport tenants. The Airport is considered the largest employment center in the State of Georgia.

Rental Cars

There are 11 rental car companies that operate at the Airport. They currently include Advantage, Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National, Payless, SIXT Rent a Car, 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. These buses run every 15 minutes, 24 hours a day, seven days a week.

Taxi, Shuttle Buses, Rideshare, and MARTA Station

Taxis, shuttle buses, and rideshares for the Domestic Terminal are located in the Ground Transportation area at the west end of the Airport. Rideshare drivers pick up passengers at the North and South Economy lots, which are a short walk from baggage claim. Customers should request a ride only after arrival at the pick-up location.

International Terminal taxis are located on the Arrivals level outside the A-1 door. A free MARTA shuttle runs between the International Terminal and the Domestic Terminal in addition to the Plane Train, both providing access to the MARTA station in the Domestic Terminal. Rideshares are limited from the International Terminal and the providers should be contacted ahead of anticipated service to confirm schedule. The International Terminal rideshare pick up is located outside on the Arrivals level to the right of the A-3 door.

The Metropolitan Atlanta Rapid Transit Authority (MARTA) station is located in the Domestic Terminal between the North and South baggage claims.

Lost and Found

The Lost and Found service is managed by the Atlanta Airlines Terminal Company (AATC) (lost@aatc.org). Lost and Found is open Monday through Friday from 8:30 am to 5:00 pm. It is located in the Domestic North Terminal across from American Airlines ticketing. The AATC after-hours location is open 24 hours and is located in the North Terminal just before the North TSA Security Checkpoint. Concessionaires must turn in lost and found items within 24 hours of finding or receiving the items.

3.0 CONCESSION CUSTOMER SERVICE STANDARDS

The City of Atlanta Department of Aviation's Concession Management strives to "To Be a Global Leader in Concessions Excellence."

The management team at the Airport is aware that travelers have a choice of where they shop and dine. It is their mission to exceed passenger expectations and create a world class shopping and dining experience at the Airport.

The City expects the delivery of first-class service by Concessionaires at all times. In order to accomplish this, Concessionaire agrees to the following

- Employ a sufficient number of properly-trained personnel to manage and operate the Premises with maximum efficiency and customer service. A sufficient number is one that consistently provides customer service without an unreasonable delay (greater than 2 minutes at the cash registers) or inconvenience as customers move through the selection and purchase process.
- Provide receipts that state, at a minimum, the name of the Airport, the date of the transaction, the trade name and telephone number of the business operated in the Premises, and detailed sales transaction information, including taxes charged.
- Incorporate self-service elements that are easily seen and accessible to customers.
- Deliver prompt and courteous service that meets or exceeds a customer's expectations.
- Charge fair, reasonable, and nondiscriminatory prices that are in accord with the Airport's pricing policy identified in the Agreement.
- Deliver merchandise to the Premises during non-peak hours.
- Respond to customer questions or complaints referred to Concessionaire by the DOA within forty-eight (48) hours of said referral. A written copy of Concessionaire's response shall be delivered to DOA Concessions Management within forty-eight (48) hours of receipt of the complaint.

3.1 Employee Service

DOA management expects the delivery of a positive customer experience by Concessionaire employees. Without limiting any of the specific requirements outlined in

these standards, service at the Airport shall be prompt and courteous at all times. All Concessionaire employees must comply with the following:

- Extend a friendly and professional, audible greeting to all customers entering the Premises within 10 seconds of their entrance. As customers exit the Premises, thank them for their business and invite them to return.
- Display a positive attitude toward all customers and be sensitive to the needs of passengers
- Speak clearly and enunciate fully to clearly communicate with customers
- Listen carefully and show empathy when encountering an upset customer. Resolve problems quickly and effectively or refer them to another person who may be better suited to provide assistance.
- Use a courteous tone of voice and suitable vocabulary with customers. For example, use words such as "please," "yes," "hello", and "thank you."
- Provide customers with full attention during an interaction and address customer concerns immediately.
- While working indoors, remove sunglasses to facilitate eye contact. This standard does not apply to employees prescribed to wear sunglasses indoors by a doctor.
- Be well informed of Airport operations, 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.
- Ensure that a customer's question has been answered before walking away or completing the transaction/encounter.
- Obtain the facts; state any applicable policy clearly and politely; and be able to offer a solution or an alternative to a difficult customer.
- Do not leave a customer in your establishment unattended unless it is deemed an official emergency.
- Resolve complaints promptly and maintain records for DOA follow-up.
- Provide a receipt and correct change, if needed, with every transaction.
- Refrain from using foul or inappropriate language at any time in the Airport.
- Refrain from using personal phones for any reason in the presence of customers while on duty at the Airport.
- Provide all services to customers on a fair, equal, and nondiscriminatory basis, provided, however, that Concessionaire may make or give such reasonable and nondiscriminatory discounts, rebates, or other similar price reductions as it may desire to its employees and other Airport employees.
- Turn in all found items to the Airport's Lost and Found Office within 24 hours.
- Attend and satisfactorily complete all customer service training provided by the DOA.

3.2 Employee Dress and Appearance

Employees must adhere to the following dress code and appearance standards:

- Always be properly identifiable as a concession employee at the Airport and display the Airport ID badge above the waistline.
- Maintain a neat, clean, and appropriately attired appearance at all times.
- Wear a nametag at all times.
- Adhere to the established Concessionaire dress code at all times while on duty and in the Airport.
- Uniforms must be clean (free from stains and odor), pressed and worn appropriately (i.e., pants pulled above or at waist level using a belt).
- Comply with the FDA food code guidelines regarding fingernail maintenance, including keeping fingernails trimmed, filed, and maintained so the edges and surfaces are cleanable and not rough; and not wearing fingernail polish or artificial fingernails while preparing food unless wearing intact gloves in good repair.
- Adhere to Concessionaire's policy regarding wearing jewelry, especially if working with machinery, heated surfaces, or chemicals. Jewelry should generally be conservative and kept to a minimum.

3.3 Employee Customer Service Training

Concession employees must receive a minimum of four hours of training in an Airport approved program. This training must be satisfactorily completed before an employee is placed in their assigned location(s).

4.0 FIRST CLASS STANDARDS

The DOA desires to provide travelers, Airport employees, and the general public with facilities, service, food, beverages, and retail merchandise of first-class quality. First-class means the highest standard of products, cleanliness, and customer service that would be reasonably expected in upscale shopping malls and other similar high-quality airport and non-airport retail and food service facilities.

To ensure that first-class standards are met, all concession locations must be under the supervision and direction of an active, qualified, competent, and experienced on-site manager, who will at all times be authorized to represent and act for Concessionaire on all management, customer service, maintenance, and operations issues. The onsite manager should have a designated duty station or office inside one (or more) of the Concessionaire's units where he or she will be available during normal business hours. If or when that manager is absent, Concessionaire must assign one or more qualified assistant managers to assume and be directly responsible for carrying out the manager's supervisory duties. Concessionaire will provide (and update) contact information for Concessionaire's managers so Airport management can contact them in case of emergencies or during non-business hours.

4.1 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 Agreement, are responsible for providing maintenance and janitorial services within their facilities. Concessionaires are responsible for the area that extends from the storefront surface through the interior leased space of their location. The following general requirements outline the specific guidelines for concession locations:

- Workspaces in public view must always be clean, uncluttered, organized, well-maintained and free of unpleasant odors.
- Excess stock, merchandise, and products must be stored out of the view of the customer.
- Aisles and hallways (both inside and outside of the unit) must be free of luggage carts, totes, boxes, trash, passenger lane poles, etc., and be in compliance with the fire code.
- All seating must be clean and well-maintained.
- Employee personal belongings must not be stored in the public view.

- Windows and sills must be clean and free of dirt, debris, food, dust, smudges, and noticeable streaks inside and out.
- Trash receptacles and wastebaskets must be cleaned inside and out, odor free, and emptied regularly to avoid overflow.
- Walls and columns must present a freshly-painted or clad appearance and be free of dirt, marks, and graffiti.
- Carpets, rugs and/or mats must be:
 - Free of all loose or embedded gum
 - Thoroughly vacuumed in all areas
 - Free of all spots, stains, rips, or cracks
 - Free of dust build-up at or around carpet edges, corners, chair bases, stanchions or other objects that are placed on the carpet
 - Maintained to remove surface and embedded sand, soil, stains, spots and bacteria on a regular and frequent schedule to ensure an acceptable appearance and to remove soil that would shorten the useful life of the carpet

- Hard surface floors must:
 - Be free of all dirt, debris and loose or embedded gum
 - Be free of all deep surface scratches and abrasions that haze the floor's appearance
 - Have a clear luster floor finish and be maintained in a like-new condition
 - Be free of spots and finish discoloration due to previous cleaning or lack of addressing spills in a timely manner
 - Be 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
 - Have appropriate signs displayed when liquid is spilled until clean up occurs. Janitorial services must also be notified.
 - Be installed and maintained with floor grout in good repair and free of water, dirt and grime build-up
- 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 overnight.
- Fans, light fixtures, and assemblies must be clean and dust free.
- Exhaust fans, vents, and air conditioning grills must be clean and free of dust.
- All structures (including railings, gates, and fencing) must be tightened, clean, and free of dirt and graffiti.

4.2 Condition

- Seating must be clean and free of rips, tears, and broken parts. Seating that is ripped, torn, or broken must be replaced immediately or removed from the concession location
- Point-of-sale and cash-wrap areas must be neat, organized, and clean
- All equipment must be operational, 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.
- Physical facilities, such as counters, booths, and kiosks must be in good repair and remain in like-new condition
- All locations 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

- Back hallways/service corridors must be maintained and painted as needed on an annual basis
- Trash, packaging, shipping materials, debris and delivery carts/totes must be stored out of the public view or removed promptly from the public areas
- Trash must be emptied on a regular rotation that does not allow build-up or odor.
- Furniture, display cases, fixtures, and shelving must be in a like-new condition with no deep cuts, scratched, graffitied, 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 clearance for people with disabilities is provided and that free movement by customers with carry-on-baggage is enabled. The design guidelines for dining surfaces, checkout aisles, and sales and service counters are outlined in “Guidance on the 2010 ADA Standards for Accessible Design” as these may be updated from time to time.
- Security gates and other types of closure devices must be in working condition and clean. Tenant must take immediate measures to ensure any needed repairs are completed within 24 hours.
- Music audible to customers within individual locations must be provided by the facility’s audio system and approved in writing by the DOA Director of Concessions. Music must be played at a conversation level and not interfere with airport PA announcements.
- 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.

4.3 Functionality

- Wet paint signs must be affixed while painting and removed prior to re-opening the concession location for business. No handwritten signs are permitted in public view.
- Social distancing floor decals must be used when required and maintained in good repair and changed regularly to prevent visible wear and tear.
- Physical barriers used at point-of-sale (POS) areas (such as plexi-shields) must be clean and maintained in good repair.
- Customer comment cards must be readily available in the concession locations and customer service contact phone numbers must be provided on customer receipts
- 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.
- 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 in working condition, clean, and free of odor and spills
- Trash receptacles and wastebaskets must be in an acceptable condition, sufficient in number, and not obstruct the path of the public.
- Tenant areas must be free of pest and all signs of pest activity.
- 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 customer sight.
- Television monitors provided in concession locations must be maintained in good working condition.
- Sales/service counters for use by people with disabilities must be unobstructed, free of merchandise, and ADA-Compliant.
- Fire protection/life safety systems must be operational and checked/inspected annually or otherwise as dictated by code.
- Mop, mop bucket, strainer, and mop sink must be clean at all times.
- All merchandise and areas that contain concession merchandise (cabinetry, shelves, display units, and wall bays), must be free of 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, scuffmarks, and splashed product.
- Point-of-Sale (POS) systems, including customer displays and surrounding area, as well as all other equipment must be in working order, organized, clean, and free of marks and dust.
- Monetary solicitation is the act of asking (verbally or by gesture) for an immediate distribution of money or anything of monetary value. In accordance with the Code of Ordinances for the City of Atlanta, the solicitation of money is prohibited for concessions (Retail, Food & Beverage, Vending, and Passenger Services) and all locations with leases/contracts managed by DOA Concessions Management.
- No rights, privileges, or space may be assigned or subleased without written approval of DOA Concessions management.
- No free-standing or mobile signs, display carts, merchandise display units, or racks of any kind are allowed outside of the lease line
- Storefronts must be open, inviting, and free of clutter

- Auction, fire, bankruptcy, close-out, distress, liquidation, and going-out-of-business sales are not allowed in the Premises. However, periodic seasonal, promotional, or clearance sales are not precluded.
- Premises may not operate as an outlet or surplus store.
- Any branded facilities must accept company-branded “cash cards” or “gift cards” for purchases made at Concessionaire’s Airport locations
- Concessionaire must accept travelers checks and at least three (3) nationally-recognized credit or debit cards (e.g., American Express, Master Card, VISA or as designated by Airport management) for any purchase amount
- Concessionaire must offer at least one form of touchless payment system
- Concessionaire is not permitted to add a “tip,” “gratuity,” “service charge,” “concession recovery charge,” or other similar charge to customer invoices, with the exception of food service facilities offering table service. In such cases, the Concessionaire may add a gratuity of no greater than eighteen percent (18%) for parties of eight (8) customers or more. In such cases, the addition of such gratuity must be noted on the menu, the server shall inform the party that such gratuity charge will be added to the check, and the Concessionaire must pay the entire collected gratuity amount to the server.
- Placement of a tip jar or any like container in public view (i.e., on counters in counter service locations, etc.) is not allowed
- Sound systems, radios, televisions, or other similar devices may not be installed without prior written approval by DOA Concessions management

4.4 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 or use-by dates/times.
- Concessionaire must follow the procedures outlined in their Agreement for all product pricing and changes.
- Prices must be clear and visibly displayed on all merchandise and/or its respective shelving.
- Food displays must be attractive, fresh, and appetizing.
- Product prices at time of check-out must match posted prices
- All items must be sold at prices as defined in the lease and approved by DOA Concessions Management
- Cooking equipment must be well-maintained, cleaned, and in good working order

- DOA Concession management reserves the right to approve or disapprove all products, prices, and product displays
- DOA Concession management has the right to require Concessionaire to discontinue the sale of any product that is deemed unsatisfactory, distasteful, or inappropriate for any reason and to require Concessionaire to modify merchandise displays for any reason. Concessionaire will comply with any such direction within one (1) business day following written notice by DOA Concession management.
- At DOA Concession management's written request, the Concessionaire will incorporate into its product offering such merchandise or menu items that DOA Concession management deems necessary for increased sales and passenger satisfaction. Such written requests will be submitted by DOA Concession management to Concessionaire for action or response, which shall be provided by Concessionaire within seven (7) days. Concessionaire shall not be obligated to provide merchandise or menu items for which the Concessionaire would have to purchase additional equipment to produce or sell.
- Concessionaire is prohibited from offering/selling the following items in their Premises unless otherwise stated in Concessionaire's Agreement: vending machines, pay telephones, advertisements not pertaining to Concessionaire's operations; coin-operated amusement machines, ATMs; hotel, motel, or ground transportation reservation information; liquor, beer, and bottles of wine for off-premises consumption (unless otherwise approved as part of the concept); Wi-Fi services; and helium-filled balloons. This is not a comprehensive list and all items are subject to approval by DOA Concessions management.
- Concessionaire will keep a sufficient supply of current-season merchandise and menu items in stock to meet the customer demand at the Airport
- Concessionaire must ensure adequate product variety at each location.
- All food and beverage menu items should be made available "to go" for customers if they so request. All carry-out or "to-go" containers and serviceware should be of high quality, compostable, and substantial enough for the customer to take on an airplane. All "to go" packaging must be approved by DOA Concession management for quality, usefulness, and durability. Concessionaire agrees to use packaging that will comply with the Airport's sustainability requirements as they may be modified from time to time.
- No concessionaire shall make available to the public any non-compostable single-use serviceware. Non-compostable single-use serviceware that are prohibited include plastic bags, plastic straws, and polystyrene items. However, disposable, flexible, drinking straws shall be made available in addition to compostable drinking straws for use by persons for whom they are needed due to medical or physical conditions and for whom flexible compostable paper straws are unsuitable.
- Concessionaire must use compostable serviceware (containers, bowls, plates, utensils, trays, cups, lids, napkins, etc.) along with consumer-facing packaging and be prepared to participate in a future composting program at the airport requiring source separation of all food service wastes for direct transport to off-airport composting facilities when the program is implemented. Additional information can

be found in Sections 17.0 Waste Removal, Recycling, and Composting and 25.0 Sustainability.

- Concessionaire will develop and implement creative merchandising techniques to entice customers to purchase food and beverage menu items and retail merchandise, including promotional displays and display cases, attractive and durable packaging, menu boards and/or table-top menus, and pictures of food and beverage menu items or retail merchandise.

5.0 BUSINESS LICENSE DOCUMENTATION

- All pertinent licenses must be posted at all times, such as: Business License, Certificate of Occupancy, Alcohol License, Wastewater Discharge Permit, Food Service/Sales Permit, and a Nationally recognized Food Safety Manager Certification.
- Food service operations must post the most current Health Department inspection report in plain view of the customer. Concessionaire must notify DOA Concessions management of a failing health score (69 and below) within 48 hours of receiving the score. A copy of all health inspection reports must be provided to DOA Concessions management.

6.0 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 inoperable, but 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 (41-135 degrees) for an extended period of time (exceeding 4 hours). Below are some tips to help you maintain product quality and safety.

1. Be Prepared

- Keep thermometers for testing 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 products.
- Dry ice should be kept on hand or readily available for emergency situations where perishables are stored.

2. When the Power Goes Out

- Notify DOA Concessions Management immediately.
- Document the time of the power outage.
- Keep the refrigerator and freezer doors closed as much as possible. (An unopened refrigerator should keep food cold for about 4 hours.)
- Do not place any hot foods in refrigerators or freezers.

- Pack any perishables in ice or provide dry ice in units.
- If hot holding equipment stops working, discard any potentially unsafe food out that has been out of temperature control for more than 4 hours.

If power returns within 4 hours, reheat hot foods to 165°F for 15 seconds 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 should be safe and may be refrozen.
- If the unit thermometer is missing or in disrepair, check each package of food to determine its safety. Do not rely on the appearance or odor of the food to determine its safety. If the food contains ice crystals or has a temperature of 40°F or below, it should be 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 refrigerator door closed as much as possible.**
- Discard any perishable food (such as meat, poultry, fish, eggs, sandwiches, or leftovers) that has been above 40°F for two hours or more.

7.0 BOIL WATER ADVISORY GUIDELINES

A Boil Water Advisory is a public health measure that suggests the possibility of bacterial contamination in the water system, making tap water unsafe to drink unless it is boiled first.

During a Boil Water Advisory, the following procedures must be followed:

- **Discontinue the use of water straight from tap until the advisory is lifted.** Under a boil-water advisory, the Centers for Disease Control and Prevention (CDC) recommends that water for cooking, food preparation, and cleaning food contact surfaces be brought to a rolling boil:
 1. Heat the water until bubbles come from the bottom of the pot to the top.
 2. Once the water reaches a rolling boil, let it boil for one minute.
 3. Turn off the heat source and let the water cool.
- Due to limited hand washing during a Boil Water Advisory, gloves must be worn for ALL food preparation activities. Bottled water or boiled water (when cooled) must be utilized for hand washing during the advisory, in addition to hand soap and hand sanitizer/wipes (after drying hands).
- Disposable containers and utensils must be utilized fully if possible. For dish washing and equipment cleaning, use the three (3) compartment sink to wash,

rinse, and sanitize equipment by filling each respective compartment using bottled or boiled (then cooled) water and soap or proper amounts of appropriate sanitizer. Every four (4) hours, release and replace the water in each compartment.

- Do not use soda fountains, coffee makers or ice machines during the advisory. Once the advisory is lifted – all water lines to these apparatuses must be properly flushed and any remaining ice must be discarded.

If a concession location cannot operate safely using the above guidelines during the Boil Water Advisory, the Concessionaire must go to a “Limited Menu” that consists of ONLY prepacked items and bottled beverages.

8.0 LUGGAGE CARTS

Self-service luggage carts must be clean and operational at all times.

8.1 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 exists 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.

8.2 Functionality

All cart dispenser locations must be approved in writing by DOA Concessions Management.

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 written approval from DOA Concessions Management. If approved for removal, damages caused to the facility shall be repaired at the Concessionaire'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 the City.

Luggage carts must be stocked in sufficient quantities.

At least fifty percent (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 have a 24-hour emergency contact.

Use of luggage carts 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.

9.0 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 their use-by or expiration date. Nonperishable products/merchandise shall be maintained in the highest quality. Use of these machines for concession purposes is outlined in the appropriate Concessionaire's Agreement. The Airport General Manager or his/her designated representative must approve any other specific use. All prices and price changes must be submitted to DOA Concessions management and approved before items are placed in the machine for sale. Concessionaire must follow the guidelines listed below:

- 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 DOA Concessions Management recognizes that organization.
- 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 cleaning of vending machines will occur during evening hours only.

10.0 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 DOA Concessions Management.

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

- Fire Safety self-auditing and monthly pest control service records must be maintained for each storage support space under lease. Records must be available upon request by DOA Concessions management.

11.0 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 before installation.

- No promotional banners or signage may be used without review and written approval from DOA Concessions management, Landside Operations, and P&D Facilities Management.
- All internal and external signage, signage stand holders, menu boards and blade signs must be clean, free of dust and in good condition at all times.
- All illuminated signs must be in proper working condition. Tubular or neon lighting is not preferred and must be approved before installation.
- 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.
- Signs must not obstruct any life safety annunciation device, smoke detectors, or fire sprinklers.
- Signs must be visible and illuminated (if applicable) in proper working condition.
- Signage must be visible and must clearly direct customers.
- Prices must be clearly displayed (either item or category price) for all products sold.
- Flashing or blinking signs must not be used.
- Evacuation routes must be clearly posted and unobstructed.
- Pictures, displays and frames (whether art or advertising) must be clean and free of tears, scratches and dust.
- Handwritten and/or unprofessional signs are prohibited.
- Signs must not impede the functionality of light fixtures or air conditioning grills.
- Exit doors within the Premises must be operational, illuminated and clearly marked.
- Concessionaires may not make any alterations to signage on any building, ramp, wall or other Airport space.
- Store policies regarding credit cards, returns/refunds, etc. must be clearly displayed.

12.0 PROMOTIONAL EVENTS AND ACTIVITIES

All promotional activities or events must obtain prior written approval from DOA Concessions Management. All promotional activities will be limited in duration and will be subject to the discretion of DOA Concessions Management. Such promotional activities will be permitted only in areas that do not interfere with the normal operation of the Airport. Promotional activities will be limited to the following:

- DOA-approved art and displays that provide public service messages
- Promotions conducted within the limits of leased Premises unless otherwise approved in writing by DOA Planning and Development
- DOA-approved advertising conducted under the terms of the DOA advertising contract.
- 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.

All promotions must comply with the following rules:

- Banners to promote new services and/or awards in the Airport must first be approved in writing by DOA Planning and Development Division and 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
- Food and beverage Concessionaires authorized by DOA Concessions Division are the only entities permitted to cater promotional events

13.0 HOURS OF OPERATION AND HOLIDAY REDUCED HOURS OF OPERATION SCHEDULE

The Premises must be open to the public seven (7) days per week, three hundred sixty-five (365) days per year to adequately serve the traveling public. Except as otherwise stated below, DOA Concessions Management determines the minimum hours of operation based on traveling public demand and the Airport's flight schedules.

13.1 Hours of Operation

- Unless otherwise approved, Concessionaires must adhere to the hours of operations as outlined in their respective Agreements.
- No part of the Premises shall be blocked off or closed at any time during the designated minimum hours of operation.
- All Premises shall remain open to accommodate flight delays to serve the Airport passengers in the areas of the Airport in which the Premises are located.

Concessionaires are responsible for staying informed and being aware of flight delays in areas of the Airport in proximity to their location(s).

- Stores must be staffed to accommodate the operations from opening to closing. Deviations may be 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.

13.2 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 major holidays. Concessionaires 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 that all Concessionaires have a current schedule. The following are considered major holidays:

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

14.0 CONCESSION QUALITY ASSURANCE REPORTS, WEB COMMENTS, AND CUSTOMER COMPLAINT LETTERS

14.1 Concession Compliance Quality Assurance

The Concession Compliance Quality Assurance Reports/Forms are generated by DOA Concessions Management or designated representatives to record periodic audits and inspections of all convenience and specialty retail, business and passenger service, vending, and food service 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 concession's 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
- 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). Any Concession Compliance Quality Assurance Audit with a score below 90 requires a written response from the Concessionaire.

14.2 Compliance Audit/Observation Reports

Written responses from Concessionaires are required for any discrepancy observed during morning-walk observations, early-morning / late-night assessments, storage area assessments, incident investigations, and follow-up site visits or for any reason deemed necessary by DOA Concessions management.

- Concessionaires must use the electronic “Audit/Observation” response notification feature to respond formally.
- Responses must be submitted to the DOA Concessions Management Concessions Compliance Office within 48 hours of initial receipt.
- Each discrepancy identified on the report must be addressed with a detailed corrective action plan.
- Detailed corrective action plans submitted in the response must clearly state the actions taken to remedy the discrepancy.
- If a discrepancy cannot be fully corrected within 48 hours, the Concessionaire must still provide in writing a detailed corrective action plan clearly explaining the reason why the discrepancy remains unresolved.

14.3 Web Comments and Compliant Letters

The Customer Service office will forward all complaints relating to concessions to the DOA Concessions Management Concessions Compliance Office. The Concessions Compliance office will forward the customer complaint to the respective Concessionaire within three (3) business days of receipt. The Concessionaire must respond to all customer complaints within 48 hours of receipt and forward a copy of all correspondence to the Concessions Compliance office.

15.0 USE OF STANCHIONS

DOA Concession Management, 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:

15.1 Stanchions within Concession Locations

Stanchion specifications must be approved in advance in writing by DOA Concessions Management and align with ADA Compliance standards. Should a Concessionaire wish to use stanchions, their request to DOA Concessions management must include written consensus from airlines and other users within the immediate vicinity.

- 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 Concessionaire
- Signage attached to stanchions and the inclusion of a company logo or name must be approved in writing by DOA Concessions Management and P&D
- Branding is permitted on the retractable belt only.

15.2 Functionality

- Stanchions must not impede normal pedestrian traffic flow in any part of the Terminal nor interfere with another tenant's operations.
- Stanchions may not extend beyond five (5) feet from the Concessionaire's lease line and must be maintained in like-new condition and kept free of dust, gum, and stickers. Stanchions may only be set up in a way that will not hinder normal passenger flow. If Concessionaire requires stanchions beyond five (5) feet from the lease line, Concessionaire must submit a request detailing the need for the extension. Extensions will be approved by DOA Concessions Management on a case-by-case basis.
- Stanchions in disrepair must be removed and replaced immediately.

16.0 DELIVERIES AND DISTRIBUTION

Concession deliveries and product distribution are the responsibility of the Concessionaire. Each Concessionaire will submit a Distribution Plan to DOA Concessions Management for approval by January 31 each year. The Concessionaires will ensure any sub-concessionaires have a delivery system in place that is approved by DOA Concessions Management.

The Distribution Plan will limit the number of vehicles on the Airport ramp during normal hours of operation by delivering the goods during the night and early morning hours (8:00 pm – 5:00 am). Airport safety is the DOA's primary concern and every tenant must cooperate with all DOA, TSA, and FAA directives.

Each Concessionaire will have the responsibility to assure his or her sub-concessionaires have a means of delivery that will work efficiently within the approved delivery system. Additionally, each Concessionaire must ensure the following:

- Cartwheels and hand trucks shall be non-marring, pneumatic tires and silent
- Carts and hand trucks must be clean and in like-new condition
- Merchandise and products must be delivered to concession locations without interfering with public traffic in the terminal.
- Deliveries will not be transported on passenger elevators, moving sidewalks, or the Automated People Mover (APM) System (Plane Train)
- Deliveries cannot be left unattended on the ramp or in the terminal.

16.1 Day Time Deliveries

No daytime deliveries (5:00 am – 8:00 pm) are allowed without the approval of DOA Concessions Management. 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 DOA Concessions Management prior to the delivery vehicle entering the airport.

The DOA recognizes the following activities as a delivery:

- Deliveries from off-airport sites to the concession Premises.
- Deliveries from off-airport sites to the storage space leased by the Concessionaire.
- Employees transporting items from a storage location to the Premises.

Concessionaire will ensure that restocking of the Premises occurs during non-business hours. Therefore, the concession location must be fully-stocked with product, merchandise, supplies, etc., prior to opening for business every morning.

Delivery parking is at a premium and very limited during the day. Extended use of parking spaces must be coordinated and delivery drivers must inform the security guard at Gate #70 of the estimated duration of the escort or delivery. **The security guard's telephone number is 404-382-2580.**

Concessionaires that have appropriate authorization from the DOA Concessions management may receive and restock newspapers and magazines during daytime hours; however, totes are not allowed to remain in the Premises unless they are being continuously used to process merchandise. Changing out magazines is not authorized to take place in the public areas of the Premises. The delivery of ice cream products may also occur during daytime hours.

16.2 Delivery Schedule

Deliveries must be scheduled between 8:00 pm and 5:00 am, Monday through Sunday, unless otherwise approved by DOA Concessions Management. All deliveries must occur during assigned delivery times to better utilize approved parking spaces and freight elevators. DOA Concessions Management must approve all changes to delivery schedules before implementation.

- Retail deliveries may begin no earlier than 8:00 pm
- Food and beverage deliveries may begin no earlier than 10:00 pm
- All delivery vehicles must vacate the Airport Operations Area (AOA) by 5:00 am

16.3 Product Replenishment

Product replenishment is the term for a small-quantity delivery of various products that need to be replenished during operating hours. Product replenishment must abide by the following requirements:

- 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
- Must be performed in a safe and expedient manner.
- Must be approved by DOA Concessions Management (unapproved product replenishments will incur administrative action)

16.4 Escorts

Escorting is defined as the accompaniment of an individual or group that does not have unrestricted access to the Security Identification Display Area (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.

A person with escort authority may escort 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 of time. The DOA 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 DOA 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 occurring work.
- Escorting may be approved for individuals requiring access to the SIDA or Sterile areas (Concourses) for a duration of two days or less.
- Individuals requiring access for more than two days must apply to receive an Airport SIDA badge.
- The maximum number of persons to be escorted by one (1) SIDA-badged person is five (5).
- The maximum number of vehicles that can be escorted by one (1) SIDA-badged person with drivers' authorization is two (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. Escort Request Forms can be completed at <https://apps.iflyatl.com:4438/ASERRT/>. Contact the Security Representative at (404) 293-2423 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 complete, the escort is responsible for ensuring that 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.

Concessionaires will ensure escort services are available to assist their sub-concessionaires who have not been granted escort privileges. This responsibility includes assisting sub-concessionaires in receiving their deliveries by means of a non-permitted vehicle and escorts for maintenance repairs, construction, and equipment replacement. Concessionaires may reasonably 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.

16.5 Vehicles

All vehicles must meet DOA, TSA, and FAA requirements (i.e., insurance, permanent markings, beacon, etc.). All vehicles must be registered with the 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 Airport SIDA badge. The driver and all passengers within the vehicle must have an Airport badge. Any merchandise in the vehicle must have a final destination of Hartsfield-Jackson Atlanta International Airport. Vehicles must be loaded in a manner that allows room to maneuver in the event the vehicle is searched.

16.6 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 vehicle owner's expense and the DOA may suspend the associated company's privileges to drive on the AOA.

Designated parking spots for daily deliveries utilizing box trucks 30 feet or less are marked “Delivery Only 13’ Max Ht.” and located at concourses A, B, C and D.

Designated parking spots for overnight deliveries utilizing large trucks are located at Gates A19, B17, C22, and D15 and will only be allowed to come onto the AOA after 11:00 pm and must vacate before 5:00 am.

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

- Placing and removing cones
- Stepping out of the vehicle and directing the driver to a distance, no closer than eight (8) feet from an aircraft
- Taking a position within the line of sight of the driver and any possible obstructions in the truck’s direction of motion
- Giving hand signals to the driver
- Visually checking both sides and back of the truck for obstruction before lowering the truck body.

17.0 WASTE REMOVAL, RECYCLING, AND COMPOSTING

17.1 Waste Removal

Trash services will be provided by a third-party contractor and all costs associated with trash removal will be charged to the Concessionaires as noted below. Trash removal services will operate every day of the week for as many hours and shifts as required to adequately provide the services for the Concessionaires.

Concessionaires are responsible for placing trash inside a double-bagged trash bag and then placing the bag inside a DOA-designated trash container. Concessionaires should not fill trash bags to capacity. Single trash bags and bags filled beyond capacity may tear, creating an unsanitary condition for personnel providing the trash removal services. When an unsanitary condition exists, the Concessionaire responsible will be required to correct the problem prior to trash removal 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 percent of the cost invoiced to food service concessions and 15 percent to retail concessions.

17.2 Recycling

- Recyclables at the Airport include cardboard and co-mingled paper (i.e., any paper that can be torn and is not contaminated with liquid or food products), plastic and aluminum bottles and cans, and glass. Concessionaires shall deposit

their recyclables into the recycling containers positioned at select locations at the Airport, including on the ramp or loading dock. Cardboard must be flattened prior to depositing in the compactor. All other recycling materials must be placed in clear plastic bags.

- Glass bottles and jars must be rinsed and deposited in the recycling bins labeled “GLASS ONLY.” Glass does not need to be in bags. Broken beverage glasses are not recyclable.

17.3 Composting

Concessionaire must be prepared to participate in any forthcoming composting programs at the Airport as determined by DOA Sustainability and DOA Concessions Management, including but not limited to off-Airport composting requiring the source separation of food service waste for direct transport to compost facilities.

Concessionaires selling freshly-brewed coffee must source-separate coffee grounds for composting. Concessionaire must arrange a timely pick-up of coffee grounds from the Premises with the Airport’s composting and food recovery partner Goodr.

Non-compostable single-use serviceware, including plastic bags, plastic straws, and polystyrene items are prohibited. Plastic straws shall be made available in addition to compostable straws for use by persons for whom they are needed due to medical or physical conditions and for whom flexible compostable paper straws are unsuitable. Additional single-use serviceware that must be compostable, include but are not limited to cups, plates, bowls, clamshells, cutlery, gloves, trays, bags, boxes, coffee sleeves, and hot and cold lids for paper and clear cups.

Compostable is defined by the DOA as products that are approved as being compostable by the following third parties:

1. The Biodegradable Products Institute (BPI); or
2. Cedar Grove Composting

Paper napkins are widely accepted as compostable and do not need to be third-party approved. Likewise, paper packets of salt and pepper and sweeteners do not need to be third-party approved as compostable.

Branded packaging used for food and beverage items manufactured by brand name food companies or by regional or national restaurant companies and supplied to restaurant locations operating at the Airport are currently excluded from having to comply with the DOA’s composting requirements. However, the exclusions relate solely to pre-packaged items (e.g., beverage cans and bottles; snack food packaging such as nut, candy, and chip bags; and pre-packaged condiments). All other food serviceware packaging/items must comply. Exemptions issued by the DOA may be granted, revoked, modified, or suspended by the DOA from time to time in their entirety or on a case-by-case basis.

18.0 REPAIRS AND MAINTENANCE

18.1 General

Maintenance and facility upkeep in the Premises are the sole responsibility of the Concessionaire. This responsibility includes HVAC systems, floors, walls, equipment (i.e., cooler, registers, etc.), and other non-airport-maintained devices. Concessionaire must keep the Premises and all improvements in good repair and in a clean, neat, safe, and sanitary condition. If damage is determined to come from the building roof or exterior, contact AATC to address the source of the problem. If it becomes reasonably necessary during the term of the Agreement, as determined by the Aviation General Manager, Concessionaire will, redecorate and paint fixtures and replace fixtures, curtains, blinds, drapes, carpet, or other furnishings or equipment in or on the Premises that are 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.

18.2 Exhaust Duct Cleaning

The DOA expects Concessionaires to maintain 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 the date of inspection or cleaning shall be maintained on the premises. Areas not cleaned shall be noted. Concessionaire must provide DOA Concessions management with copies of invoices for the services and allow DOA Concessions management to review cleaning schedules. The Atlanta Fire Department suggests access panels be installed in exhaust ducts that currently do not have them. This modification 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 ten (10) feet (3.05 m) of clearance must be maintained between an exhaust duct outlet and adjacent buildings, property lines, and air intakes. Where space limitations absolutely prevent a ten (10) foot horizontal separation from the air intake, a vertical separation shall be permitted, with the exhaust outlet being a minimum of three (3) feet (0.92 m) above any air intake located within ten (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 City of Atlanta Fire Department

19.0 PEST CONTROL

The standard for cleanliness at the Airport has been set at an optimal level, including pest control activities, facility and equipment maintenance, housekeeping, and best practices in retail and food service. It is expected that each Concessionaire will implement and maintain very aggressive internal controls to ensure total compliance with sanitation standards and adhere to the following pest management requirements set by DOA Concessions Management (“Pest Control Policy”), which may be updated from time to time:

- Each Concessionaire is required to use a licensed or certified Pest Control Operator (PCO) to service the concession location every 30 days.
- DOA Concessions Management must approve the selected PCO
- PCO service treatments must comply with state-mandated application methods
- Self-treatment or treatment by unlicensed personnel is prohibited
- Concessionaires must adhere to the Pest Control Policy set forth by DOA Concessions Management
- 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.

20.0 ENVIRONMENTAL

20.1 Grease Removal

Grease handling is a very important component in terms of maintaining safety and eliminating potential hazards that 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 DOA Concessions Management. Concessionaires must follow the grease handling procedures set forth by the DOA.

Grease removal is the responsibility of the Concessionaire. Grease can only be stored and transported in DOA-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. Concessionaire is responsible for transporting all grease to the designated collection containers.

20.2 Grease Traps

In accordance with the § 154-297 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 that indoor grease traps are kept clean and serviced not less than once every 14 days, while outdoor grease traps must be kept clean and serviced not less than once every 90 days. 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 must be performed every ninety days, while inspections for indoor grease traps must be performed every 14 days by the appropriate licensed authorities. The inspection must include an assessment of excessive corrosion, wear, and the structural reliability of the grease trap. Any grease trap that fails the basic inspection as outlined in § 154-297 City of Atlanta Grease Management Ordinance must be replaced immediately. It is prohibited to introduce or add bacteriological, chemical, or enzymatic treatments to the grease processing system. Concessionaire is responsible for maintaining grease inspection documentation and keeping current records in the unit for inspection by DOA compliance officers.

20.3 Grease Spills

Grease spills caused by the Concessionaire must be cleaned up by the Concessionaire. Due to the hazardous nature of spent restaurant grease, the concessionaire must notify DOA Concessions Management of any grease spillage occurrences, whether caused by a Concessionaire's employee or the certified liquid waste removal vendor.

Concessionaires 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.

20.4 Leaks

Concessionaires shall implement routine Preventive Maintenance Inspections (PMI) for all related plumbing to reduce the likelihood of a leak that could result in a discharge into the environment or clogging of the system. All Concessionaires will be held accountable for leaks, damages, and all restoration costs once authorities have determined the source. Damages from leaks in public or adjacent concession areas must be corrected immediately. In non-public areas, damage from leaks must be corrected within 48 hours or as directed by DOA Concessions Management.

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.

21.0 SAFETY & SECURITY

Concessionaire's employees must:

- Immediately notify DOA Security Division, US Customs, and the employer if any 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 practice means that only one employee at a time will enter or exit the restricted area ensuring that the door closes and locks behind the individual employee. Employees must never prop or hold a security door open for any reason. Piggybacking is prohibited/unauthorized.
- Challenge anyone not wearing an Airport ID badge in the SIDA areas.
- Notify DOA Security Division and/or Atlanta Police Department (APD) when unattended luggage or suspicious packages are found or other security problems are 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.

21.1 Secured Units

Concessionaire is responsible for locking gates and doors when the Premises are closed for business or construction. If the gates or doors are found open by any Airport personnel, the Concessionaire is subject to the penalties outlined in the Liquidated Damages section of their Agreement.

21.2. Prohibited Items Log

Concessionaires are responsible for adhering to the guidelines set forth by the Airport's Security Division for the tracking and reporting of prohibited items, including but not limited to knives, box cutters, and large scissors.

22.0 CONSTRUCTION

The 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, Concessions New Construction and Modifications Manual, and the DOA Project Manual, to be edited by the Architect/Engineer (A/E) for each project's technical specifications (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 affect 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, Concessionaires, 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 management, DOA P&D, Concessionaire, and Concessionaire's general contractor. Failure to complete any punch list item will result in fine not to exceed \$200 per day per punch list item.

22.1 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 that 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 DOA Facilities Maintenance and Engineering.
- No digging shall be permitted unless an approved Utilities Clearance Form has been obtained from DOA Facilities Maintenance and Engineering.

22.2 Security

- Door installations in temporary walls/barricades must be limited to the minimum possible number, located and detailed to be as inconspicuous as possible, and have appropriate locks approved by the DOA Security Division 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 of the affected security agencies.
- Construction workers are required to possess and display the official DOA-issued identification at all times.

22.3 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 the 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.

22.4 Condition

- Interior temporary partitions separating construction from non-construction areas must be designed and constructed to appear permanent; painted or otherwise finished, maintained throughout construction to match adjacent, similar walls as closely as feasible; and be acceptable to the DOA.
- Storefronts and other similar elements under construction must have temporary coverings 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 the DOA.
- Temporary walls may play a role in the Art Program. The Project Manager and DOA P&D must be consulted during project design to determine applicability.
- Temporary barriers viewable by 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 the 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 the 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 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 the DOA.

22.5 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 completed. 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 the DOA and directed by the Project Manager.
- All signage must be approved in writing by DOA P&D.

23.0 LIFE SAFETY

- Sprinklers and 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. 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 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.

24.0 MONITORING FOR NON-COMPLIANCE WITH DOA STANDARDS

Concessionaire's failure to adhere to the operating requirements set forth in this Manual is reasonably anticipated to result in significant inconvenience to the public, adversely affect the overall business of the Airport, and reduce the amount of rent to be paid to the City. Additionally, DOA resources will be expended in dealing with Concessionaire violations of the standards included in this Manual.

24.1 Fines for Violations.

If Concessionaire defaults under or violates material provisions of the Agreement or standards in this Manual, in lieu of, or in addition to, any other available remedy, the DOA may elect to impose the charges described below:

If Concessionaire defaults under or violates material provisions of this Agreement, in lieu of, or in addition to, any other available remedy, the Aviation General Manager may elect to impose the charges described below on a per diem basis per infraction, as follows:

- Violation of Premises use
- Failure to maintain required hours of operation
- Failure to submit required documents and reports
- Failure to remedy customer service, cleanliness, quality assurance, operations, and/or facility standard
- Infractions within 48 hrs.' notice (as measured from the date of each written notification)
- Failure to provide pest control records on a monthly basis and/or display manifest reports on file in each concession location
- Unauthorized advertising signage (defined as written, printed, blade, or storefront)
- Destruction of Airport property deemed caused by associates or associate travel in unauthorized areas
- Failure to comply with any published DOA rule; basic term of the Agreement; federal, state, local policies; regulations; the Code; directives; or standards

First offense of any infraction listed above may result in a charge of \$500, second offence may result in a charge of \$750, and third offense may result in charge of \$1,000.

Repeated violation of the above-listed infractions may result in the Concessionaire being in default of the Agreement.

Other fines and penalties may be set forth in the Agreement and nothing in this Manual is intended to limit the ability of the DOA to impose those fines and amounts.

- 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.

24.2 Terminal

DOA's failure to impose liquidated damages for any violation of the requirements set forth above shall not waive any right or prohibit DOA from doing so for subsequent violations.

Except for Agreement violations regarding the minimum hours of operation for which, the liquidated damages shall be incurred immediately and without notice upon violation, liquidated damage amounts shall not be imposed unless the Agreement or Manual violation continues for more than one (1) calendar day after Concessionaire has received written notice (and this written notice may be in the form of an email) of the violation; provided, however, after DOA has given Concessionaire notice of the same violation more than twice during any given Agreement Year, the liquidated damage amount shall be immediately imposed with no opportunity to cure in order to avoid the sanction. Additionally, after two (2) Agreement or Manual violations of the same type in the same Agreement Year, DOA reserves the right, at its sole option, not to impose the liquidated damage and instead seek any other remedies available, including termination of the Agreement.

25.0 SUSTAINABILITY

The DOA is working to become the world's "greenest" airport and has pledged to plan, build, operate, and maintain an integrative approach to achieve measurable results that propel the community, stakeholders, and the environment. Concessionaires must adhere to the Sustainability standards in this Manual to ensure that the Airport is able to meet its sustainability goals.

25.1 Sustainability Policy

The DOA is dedicated to exceeding customer expectations through fiscal and environmental responsibility at the Airport and to maintaining the Airport's status as a good neighbor to the greater Atlanta 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. The Concessionaire must abide by the following sustainability standards and any future sustainability policies adopted by the DOA throughout the term of their Agreement.

Concessionaire shall be prepared to provide data and supporting documentation on utility consumption, waste and recycling, purchasing, and cleaning logs to the DOA upon request.

25.2 Energy and Water Policy

The DOA is committed to implementing sustainable policies while maximizing efficient use of energy and water resources associated with operating the Airport. The DOA will focus on achieving sustainable, continual improvement of energy performance, best practices in utilities management and innovative solutions.

To meet this objective, the DOA and its Concessionaires 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 DOA'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 DOA's commitment to incorporating sustainable utilities management practices into all aspects of the Airport's current and future operations.

25.3 Zero Waste Policy

The Airport serves millions of passengers annually. With this level of passenger volume, the DOA estimates that the Airport generates approximately 13,000 tons of divertible recyclables annually. The purpose of this Zero Waste Policy is to divert waste generated at the Airport from landfills.

Concessionaires will work together with the DOA to achieve this goal through the following means:

- Provide a Construction Waste Management Plan that includes reporting the arrangements made for collection and disposition of all construction waste every six (6) months.
- Implement the Sustainable Food Court Initiative (SFCI) in all food service concessions, office kitchens, and break rooms. See Section 25.4 Sustainable Food Court Initiative for details.
- Adhere to the composting requirements stated in Section 17.3 Composting.
- Minimize packaging. The use of disposable plastic, polypropylene (#5) plastic, and polystyrene (#6/Styrofoam) plastic packaging and serviceware are prohibited in Concessionaire-packaged customer products and food items. Pre-packaged, branded products, such as bottled soda and bags of chips, are excluded from this prohibition.
- Implement technology to offer non-printed/paperless receipts and provide customers with the option of a paperless or printed receipt at checkout.
- Use Green Seal Certified (or equivalent certification) cleaning supplies.

25.4 Sustainable Food Court Initiative (SFCI)

Concessionaire shall use compostable serviceware along with consumer-facing packaging and be prepared to participate in future composting programs at the Airport requiring source separation of all food service waste for direct transport to off-airport composting facilities when the program is implemented. See Section 17.3 Composting for specific composting and permitted serviceware information.

Concessionaires selling food products, including both pre-packaged and freshly prepared items, shall participate in the Airport's food recovery program. Concessionaire must arrange a timely pick-up of unsaleable edible food items from the Premises with the Airport's food recovery partner Goodr.

- Edible food is defined as raw, cooked, or processed substance, ice, beverage, or ingredient used or intended for use or for sale in whole or in part for human consumption.
- Concessionaire shall dispose of all inedible food through the proper measures outlined in Section 17.3 Composting.
- The Concessionaire Marketing Fund is the funding source for the food recovery program.

25.5 Encouraged Sustainability Practices

The following practices are encouraged. However, the DOA reserves the right to make these practices mandatory at any point during the term of the Agreement, at which point Concessionaire must adhere to the required standard(s).

- Concessionaires selling food items with condiments are encouraged to offer condiments in bulk packaging instead of individual packets.
- Concessionaires are encouraged to implement Upon Request Giving, the practice of asking customers if and how much they need of disposable items, such as cutlery, napkins, and condiments.
- Food service concessionaires are encouraged to provide menus via QR code. A small number of printed menus should be maintained for customers without access to QR codes.
- Concessionaire is encouraged to promote the Airport Employee Ride Option (AERO) program to employees through back-of-house displays and/or on-boarding materials.
- Food service concessionaires are encouraged to strive for certification through the Green Restaurant Association.
- All airline flight kitchens, cafeterias, and Concessionaires (including retail concessionaires) are encouraged to adopt green procurement policies throughout their respective organizations, including but not limited to the procurement of locally-sourced and/or organic options where available.
 - Locally-sourced is defined as products grown, produced, or developed within the state of Georgia

25.6 Adherence to Future Sustainability Initiatives

Concessionaire will be required to participate in and adhere to the following future sustainability initiatives should they be implemented during the term of the Agreement:

- Employee participation in sustainability training provided by the DOA Sustainability division
- Tracking and reporting of transportation emissions of all purchased goods for resale
- Participate in and support all requirements and strategies for all sustainability certifications pursued at the Airport where applicable, including but not limited to LEED and TRUE Zero Waste
- Comply with a Sustainable Purchasing Policy provided by the DOA

The Sustainability policies reinforce the DOA's commitment to a continued community partnership, recognizing environmental stewardship and conservation by incorporating sustainable development practices into all aspects of the Airport's current and future operations.

APPENDIX A

LIFE SAFETY INFORMATION FOR CONCESSIONAIRES

I. SAFETY FEATURES OF THE FACILITY

The 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 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, DOA 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 detector function, in the public areas of the building, is 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.

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'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 firefighting 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 Concessionaire's response to emergencies. This plan must be accompanied with a copy 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 the Airport.

Scope

This Emergency Plan establishes a sequential "plan of response" for initially recognizing, identifying and reporting the existence of specific emergencies threatening the 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 emergencies.

The following plan serves as an operational guideline for Concessionaires. We feel the plan is explicit and easy to follow. However, 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.

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 ensure a safe and orderly response to any emergency.

Each Supervisor has two principal emergency duties and responsibilities:

1. They must be cool, calm, responsive and able to help eliminate confusion, fear 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, Concessionaire employees are requested to refer news media inquiries to their respective companies' public relations representative or to the DOA's public relations representative.

Changes to the Emergency Plan

Recommendations for changes to this Emergency Plan should be submitted to DOA 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.

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 I 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 people 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:
 - i. Total number of employees moved or evacuated
 - ii. Total number of customers moved or evacuated
 - iii. 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.

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.

Concessionaires 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 need to 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. Do not 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

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

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.

Other Emergencies

A. Electric Power Outage

The Airport is equipped with an emergency generating system that will power designated systems during a power outage. These systems include all alarm and life safety systems and emergency lighting in Terminals, the 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.

B. Tornadoes

The 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 have heard the statement “Safety begins at home.” 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 do not 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

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 the Airport a safe place to work and travel is appreciated.

6. CONCLUSION

If everyone does his or her part, the 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
DOA	Department of Aviation
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.

Locally-Sourced Products grown, produced, or developed within the state of Georgia

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 facilitates the rapid movement of passengers to their destinations within the facility.