



DEPARTMENT OF AVIATION Concessions Management

Compliance Standards Manual

Revision: NOVEMBER, 2010

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I.0 General Overview

Hartsfield Jackson Atlanta International Airport (HJAIA), located due south of Atlanta on interstate 85, is approximately 10 miles (16 kilometers) from downtown Atlanta. The passengers' terminal complex area is more than 5.7 million square feet. The terminal complex includes the North and South Terminal buildings, Concourses T, A, B, C, D and E (the International Concourse). Within these concourses are 24 international and 153 domestic gates. All connected by a 1.75-mile underground people mover transit system. A new global gateway for Atlanta is one step closer as HJAIA is constructing the Maynard H. Jackson Jr. International Terminal. Construction of the international terminal began in summer 2008 and is scheduled to be complete in spring 2012. The international terminal will have 12 gates, nine security checkpoint lanes for international departing passengers and six recheck lanes for domestic connecting passengers. It will eliminate the need for Atlanta-bound international passengers to recheck their baggage after they clear customs. The entire airport complex is free of any architectural barriers to provide access to all individuals. Both escalators and elevators are provided at all changes of a grade, and elevator buttons feature raised lettering. The colors used are those discernible by people who are colorblind and a combination of visual information and audio announcements are used to direct passenger flow.

HJAIA is a primary point of departure and arrival for global travel to virtually any where in the world. For this reason, we must guarantee our passengers encounter the ultimate positive customer experience for a "World Class Airport". To achieve this status, we must establish service standards for our concessions and their employees. We know good customer service, clean and neat facilities will lead to a satisfied or delighted customer; will generate customer loyalty, which will increase revenue and reduce cost. Compliance with these standards will promote a world-class environment for our passenger to shop, dine and explore while leaving them with a lasting impression of their experience at HJAIA.

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

1.1 Airport Employees

- There are approximately 52,000 employees at the airport. This figure includes employees of the airlines, concessionaires, Federal agencies, City of Atlanta and all airport tenants. The airport is considered to be the largest employment center in the State of Georgia.

1.2 Rental Cars

- There are 13 Rental Car brands which operate at the airport. They are Advantage, Airport, Alamo, Avis, Budget, Dollar, Enterprise, E-Z, Hertz, iTravel, National, Payless, and Thrifty. The Rental Car counters are located at the West Crossover between the North and South Baggage Claim areas. In December 2009 the rental car companies relocated their operations from the airport to the new Consolidated Rental Car (CONRAC) Facility. This facility is adjacent to the Georgia International Convention Center in College Park, Georgia.

1.3 Hotel Courtesy Phones

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

1.4 Pay Phones

- More than 300 public use telephones are in the Main Terminal and on all concourses in the airport. TDD and TTY phones for the hearing impaired are also strategically located within the airport.

1.5 Taxi, Shuttle Buses and Rental Car Shuttles

- Located in the Ground Transportation area at the West end of the airport.

1.6 U.S. Postal Store

- Located in the Atrium facing the South Terminal Baggage Claim.

1.7 Wheelchairs

- Wheelchair assistance is provided by the airlines.

1.8 Lost and Found

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

2.0 AIRPORT AND CONCESSIONS CUSTOMER SERVICE STANDARDS

2.1 “Passport To Service Excellence” Standards

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

Assist proactively

- Anticipate

Make a friendly connection

- Acknowledge

Add a special touch

- Surprise and Delight
- Be Flexible

Zero in on their emotional level

- Listen

End on a positive note

- **Excellence**

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

- **Timeliness/Responsiveness**

- We will provide customers our full attention during the interaction and will address concerns immediately.

- We will respond to customer concerns within three business days whether verbal or written.
- Provide a friendly and professional, verbal audible greeting within 10 seconds of a customer entering an establishment. Thanking them for their business and invite them to return as they exit.
- **Appearance and Commitment**
 - Employees will maintain a well groomed, neat, professional clean appearance at all times.
 - Uniforms will be clean and neatly pressed at all times.
 - Name tags will be worn when applicable at all times.
 - Hair will be neatly groomed and pulled away from the face at all times.
 - Airport badges must be appropriately displayed at all times.
 - Employees must maintain eye contact while conversing with customers and fellow employees.
 - Employees will refrain from using foul or inappropriate language at any time in the workplace, in the airport, or while traveling via public transportation while wearing the company's uniform.
 - Employees will refrain from eating, drinking, chewing gum, smoking or talking on the phones in the presence of customers. Personal radio/recorders or ear phone buds are not permitted at any time while employees are on duty.
 - Employees will remain calm when encountering upset customers.

2.2 Concessions Customer Service Standards

- The Concessions Management Division holds every concessionaire accountable to the “Three Steps of Service” program and the airport customer service standards. Every concession's customer service program must meet or exceed the airport's service standards. However, to achieve the status of a world class concessions program, we must raise the standards of excellence. This means implementing additional service standards above those stated in the concessionaire's lease agreement that will guarantee a positive customer experience beyond outstanding. For this reason each concessionaire must also comply with the following:
 - **Employees must:**
 - Greet all customers in a friendly and professional manner with a sincere smile within 10 seconds of entering the location

- Always be properly identifiable as airport concessions employee.
- Display a positive attitude toward all customers and be sensitive to special needs of passengers.
- Speak clearly; enunciate fully to clearly communicate with customers.
- Listen carefully, and show empathy when encountering an upset customer. Resolve problems quickly and effectively in the most equitable way possible.
- Use a courteous tone of voice and proper vocabulary with customers. For example, use words such as "please," "yes," "hello", and "thank you."
- While working indoors, remove sunglasses to facilitate eye contact. This standard does not apply to employees prescribed to wear sunglasses indoors by a doctor.
- Respond appropriately to customers' needs, or refer them to another person who might be better suited to provide assistance.
- Be well informed, capable of providing directions, and know where and how to obtain requested items, services or information for customers even when language barriers arise.
- Ensure the customer's question has been answered before walking away or completing the transaction.
- Attend and satisfactorily complete all customer service training provided by the DOA.
- 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.
- Employees must provide a receipt and correct change with every transaction.

- Staffing levels must be high enough to greet customers within the 10 seconds standard and prevent wait times longer than 2 minutes at the cash registers. It is highly recommended that there be at least (2) employees staffed in each store at all times.

2.3 Dress and Appearance

- We all have heard of the expression, “A picture is worth a thousand words.” The picture we create will greatly influence our passenger’s initial impression. We know their impression (image) is formed from what they see and observe. Image, the most critical element passengers utilized to evaluate our airport, must express motivation, professionalism, confidence, and reflect a positive representation of your company and the airport. For this reason image is just as important as the verbal skills used to sell the services, merchandise, and products. Your dress and appearance is another critical element that shapes a passenger’s initial impression. It should exhibit the commitment and dedication within your company. For consistency, we have developed the uniform guidelines below for all concessions employees to project an image that “wows” our passengers.
- **Employees must:**
 - Adhere to the established Department of Aviation dress code at all times while on duty and in the airport.
 - Wear uniform appropriately (i.e. pants pulled above or at waist level using a belt).
 - Refrain from wearing nails which exceeds ¼ inch from the tip of the finger. Longer nails could interfere with customer service, point of sales operations or potentially represent a health hazard particularly food and beverage).
 - Refrain from wearing excessive jewelry inappropriate to the workplace. Jewelry should be conservative and kept to a minimum.

2.4 Customer Service Training

- Just as customer service standards establish the foundation for service, dress and appearance standards project the image of your company and the airport. Customer service training is crucial to establishing consistent guidelines for everyone and addressing the passengers’ demands. In today’s airport concessions industry, customer service training has become a necessary part of doing business. It ensures our concessions employees are prepared to meet the

demands of passengers. Consequently, we must ensure our employees are trained and equipped to handle the day-to-day customer related problems. It is our recommendation that every concessions employee receive a minimum of four hours training on an airport approved program. This training should be satisfactorily completed before an employee is placed in their assigned locations.

3.0 OPENING DAY FRESH STANDARDS and OPERATION CLEAN SWEEP Programs.

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

3.1 Cleanliness

- The Atlanta Airline Terminal Corporation (AATC) is responsible for providing maintenance and janitorial services in common-use areas only. Janitorial and maintenance deficiencies observed in common areas of the airport must be reported to the AATC Facilities Management Help Desk. Tenants and airport users, as delineated in their lease, are responsible for providing these services within their facilities. Concessionaires are responsible for the area that extends from the store front surface to the interior lease space of their location. Additionally, concessionaires are responsible for repairs and maintenance of their HVAC system from the VAV box to the diffusers. The following general requirements details specific guidelines for concessions locations.
- Workspaces in public view must always appear clean, uncluttered, organized, well maintained, and free of unpleasant odors.
- Excess stock, merchandise, products must be stored out of the view of the customer.
- Back office hallways must be free of luggage carts, discarded boxes, trash, passenger lane poles, etc. per the fire code.
- All seating must be clean and well maintained.
- Employee personal belongings must not be stored in the public view.
- Windowsills must be clean and free of dirt, debris and dust.

- Windows must be clean, free of smudges and noticeable streaks and dust inside and out.
- Trash receptacles and wastebaskets must be cleaned inside and out, odor free, and emptied periodically to avoid overflow.
- Walls/columns must present a freshly painted or clad appearance and be free of dirt, marks, and graffiti.
- The carpet and applicable mat condition must be:
 - 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.
 - Incorporated into an annual carpet maintenance and replacement program and forward to the Concessions Compliance office. The report should include the removal of surface and embedded sand, soil, stains, spots and bacteria on a regular and frequent schedule in order to ensure an acceptable appearance and to remove soil that would shorten the useful life of the carpet.
- Hard surface floors must be:
 - Free of all dirt, debris and loose or embedded gum.
 - Free of all deep surface scratches and abrasions that haze the floor's appearance.
 - A clear luster floor finish and maintain it in like-new condition.
 - Free of spots and finish discoloration due to previous cleaning or lack of addressing spills in a timely manner.
 - 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.
 - When liquid is spilled, appropriate signs must be provided until clean up occurs. Janitorial services must be notified.
 - Floor grout must be in good repair, free of water, dirt and grime buildup.

- Ceilings and ceiling grids must be dust-free and unsoiled. Ceiling tiles must be positioned in place to provide a clean appearance. Lifted tiles shall not be allowed to remain over night.
 - Fans, light fixtures, & assemblies must be clean and dust free.
 - Telephones, telephone areas and dioramas must be clean & debris free.
 - Air conditioning grills must be clean and free of dust.
 - Exhaust fans must be clean, dust free.
 - Stairways/stairwells must be free of offensive odors, surface or embedded gum, debris, sand, soil, grime and spots.
 - Handrails must be tightened, clean and free of dust and grime.
 - All structures must be free of dirt and graffiti.
 - Music audible to customers within individual facilities must be provided by the facility's audio system and approved in writing by the DOA Concessions Compliance Manager.

3.2 Condition

- Seating must be clean and free of rips, tears, and broken parts. Seating that is rip, torn or broken must be replaced immediately or removed from the area.
- Sales and cashier areas must appear neat, organized and clean.
- Heating and air conditioning units must be operational. AC vent must be clean and free of dust and dirt.
- Fans, light fixtures, assemblies, and bulbs must be operational, clean and free of dust.
- Carpets must not be worn or frayed; tile and stone flooring must be free of large cracks or gouges and broken pieces.
- Tile, terrazzo, and all flooring must be free of cracks, gouges and broken pieces.

- Stairways/stairwells must be painted every 18 months and touched up as needed. An annual schedule must be provided to the DOA Concessions Compliance Manager.
- Physical facilities, such as counters, booths, and kiosks must be in good repair and like new condition.
- All concessions must provide quality products in a pleasant and well-maintained area.
- All personal service establishments must comply to the Georgia State Board of Cosmetology or Barbers which should include: regulations for governing salons or shops, rules for sanitation, health and disinfectants.
- All concessions must have a pleasant atmosphere and present an inviting appearance, free of clutter.
- Apparel and accessories must be neatly folded or hung in the appropriate area.
- Trash, packaging, shipping materials, debris and delivery carts/totes must be stored out of the public view or removed promptly from the public areas.
- Furniture, display cases, fixtures, and shelving must be in a like new condition with no deep cuts, scratched, graffiti, or broken pieces. Tenants must immediately remove any damaged furnishing that will pose a safety hazard to the customer. Furnishing placement must comply with all applicable codes to ensure appropriate width for persons with disabilities and permit free movement by customers with carry-on-baggage.
- Roll gates and other types of entry security equipment must be in working condition. Tenant must take immediate measure to ensure repairs are completed and notify DOA Concessions when repairs are finalized.
- All stanchion components must be kept in like-new condition. DOA Concessions Compliance reserves the right to request that items in disrepair be removed and replaced.
- Fire extinguishers/fire protection/life safety systems must be operational and properly mounted per fire code. Details are contained in **The Life Safety Manual**.
- Restroom surfaces and fixtures must be clean and sanitized. The restroom must be neat and odor free.

3.3 Functionality

- Customer comment cards must be readily available.
- Wet paint signs must be affixed while painting and removed prior to re-opening the store for business. No hand written signs are permitted in public view.
- Entrance and exit doors must be maintained in good working order and must comply with applicable codes. Entrance doors must be free of noticeable smudges, dirt, grime and obstacles that would impede the public's path.
- Public address and music system must be clear/audible from all areas and in good working condition with appropriate volume levels as not to interfere with the airport address system or annoyance to airport patrons.
- Seating must not be removed from designated areas. All tables, fixtures, chairs, kick rails, and table bases must be free of debris, dirt build-up, and scuff marks.
- Refrigerators and coolers must be free of odor and spills.
- Ashtrays, where smoking is permitted, must be in good condition and sufficient in number.
- Trash receptacles and wastebaskets must be in an acceptable condition, sufficient in number and not obstruct the path of the public.
- Counters and cash wrap area must be neat and clean in appearance.
- Tenant areas must be free of any insect or rodent activities.
- Lighting must be adequate to all areas and in compliance with applicable codes and design standards.
- Exhaust fans and AC vents must be operational and free of dirt and dust.
- Contractors' or vendors' supplies and equipment must be stored out of customers' view when not in use. A complete 'concession cleaning kit' containing supplies for dust, glass, and wood cleaning products must be maintained in all units and stored out of passenger sight.
- Television monitors must be maintained in good working condition.

- Americans with Disabilities Act (ADA) access locations must be unobstructed and code compliant.
- Fire protection/life safety systems must be operational and checked/inspected annually as appropriate per code.
- Mop, mop bucket, strainer, and mop sink must be clean at all times.
- All merchandise and areas which hold store merchandise must be free of dust and spilled product. All cabinetry, shelves, display units, and wall bays must be free of marks, dust, and spilled product.
- All menu boards, cash wraps, nesting tables, fixtures, and condiment bars must be free of dust, stains, residue, spills, and clutter.
- All windows, lighting, non-glass doors, glass areas, brass, and chrome surfaces must be free of dust, spills, hand-prints, scuff marks, and splashed product.
- The Point-of-Sale (POS) systems and surrounding area, as well as other equipment must be organized, clean, free of marks, and dust.
- No rights, privileges, or space may be assigned or subleased without written approval of the DOA Concessions Division.

4.0 SPECIALTY RETAIL, NEWSSTAND, BUSINESS and PERSONAL SERVICES

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

4.1 Product

- Merchandise must be attractively displayed with a neat and uncluttered appearance.
- Damaged merchandise must be removed from display areas immediately.
- Merchandise must be stocked in sufficient quantities.
- Items must not be sold past expiration dates/times.

- Tenant must follow the procedures outlined in their lease agreement for all merchandise price changes.

4.2 Employees

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

5.0 FOOD AND BEVERAGE

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

5.1 Cleanliness

- Counters and tables must comply with all applicable codes, be periodically bused, sanitized, wiped clean, and kept free of debris.
- Tray slides must be clean and trays must be sanitized not just wiped clean.
- Exhaust hoods, ducts, fans and filters must be clean and appropriately maintained.

- Tables, chairs, booths, display cases, and fixtures must be in compliance with all applicable codes and in like-new condition with no deep scratches, cuts, graffiti or broken pieces.
- Cooking equipment must be well maintained, cleaned and in good working order.
- Cleaning supplies must be stored out of sight of customers when not in use and segregated away from any food products to prevent cross contamination or spillage.
- For other standards of cleanliness, refer to **Section 3.0, Opening Day Fresh Standards.**

5.2 Functionality

- Nothing must block or obstruct the clear access to any life safety or fire protection system (i.e., hose cabinet or exit). Refer to **The Life Safety Manual.**
- Food products delivered to a food and beverage area must be transported in a manner so as not to impede pedestrian traffic.
- All entrances to establishments must be kept clear of merchandise and sales/advertising stanchions.
- Menus and menu boards must be well designed, clean, and display the correct prices.
- Tenant must submit and obtain approval for changes to menus and menu pricing increases.
- No items must be sold past expiration dates/times.
- Operators must make every attempt to ensure that all menu items are available.
- Booths and appliances must not block egress or access to fire protection/life safety systems.
- The most current health department inspection report must be displayed in plain view of the customer and a file copy sent to the Concessions Compliance within 48 hours of their inspection.

5.3 Product

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

5.4 Food Operations-Power Outage Guidelines

During a power failure a food service facility is in its most vulnerable state. Not only are the lights off and the cash register is inoperable but you are in danger of losing money due to loss of product. 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. Below are some tips to help you maintain product quality and safety.

- **Be Prepared:**
 - Refrigeration units should be equipped with a working thermometer kept at 40 degrees or below for proper cold food storage.
 - Freezer units should be equipped with a working thermometer kept at 0 degrees for frozen food product.
 - Dry ice may be kept on hand or readily available for emergency situations where perishables are stored.
- **When the Power Goes Out:**
 - Document the time of the power outage.
 - Keep the refrigerator and freezer doors closed as much as possible.
 - The refrigerator will keep food cold for about 4 hours if it is unopened.
 - Don't place any hot foods in refrigerators or freezers.
 - Pack any perishables in ice.
 - If hot holding equipment goes out, discard any potentially hazardous food out of temperature control for more than 4 hours.
 - Product must be labeled with discard time if using time as a public health control.
 - If power returns within 4 hours, reheat hot foods to 165 degrees then serve.

- Food and Beverage units will cease operation if hot water is unavailable.
- **Once the Power is Restored:**
 - Check the temperature inside of refrigerators and freezers.
 - If the freezer thermometer reads 40 degrees or below, the food is safe and may be refrozen. Food should not be refrozen after the thawing process has begun.
 - If for some reason the unit thermometer is missing or in disrepair, you must check each package of food to determine its safety. You can't totally rely on appearance or odor. If the food contains ice crystals or temps at 40 degrees or below, the product must be placed in the cooler or cooked immediately.
 - Refrigerated food should be safe as long as the power was out for no more than 4 hours. **It is crucial to keep the door closed as much as possible.**
 - Discard any perishable food (such as meat, poultry, fish, eggs, sandwiches or leftovers) that has been above 40 degrees for two hours or more.
 - The DOA Compliance Office must be contacted and a quality assurance inspection, of the affected location, must be conducted by DOA Concessions.

5.5 Employees

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

6.0 LUGGAGE CARTS

6.1 Cleanliness

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

6.2 Condition

- Damaged luggage carts must be repaired immediately.
- Luggage Cart Dispensers must be in good working order and maintained to provide a neat and uncluttered appearance. Regular maintenance must be

performed to ensure no condition exist that could cause damage or harm to customers.

- Carts must be returned to their dispensers in an appropriate manner.
- Luggage Carts that must be transported between DOA Parking Lot floors must be transported via ramps and not on escalators, elevators, or moving walkways.

6.3 Functionality

- All cart dispenser locations must be approved in writing by DOA Concessions Management Division.
- Luggage Carts are strictly for passenger and public use. They must be readily available at all times.
- All unattended luggage carts must be returned to dispenser racks in a reasonable time frame.
- No self-service cart dispensers can be added/removed without the written approval from DOA Concession Management Division. If approved for removal, damages caused to the facility shall be repaired at the vendor's or applicable contractor's expense.
- The concessionaire must operate the self-service cart system 24 hours a day, seven days a week, including holidays.
- The concessionaire must establish written criteria for addressing passenger complaints in a timely manner. These criteria must be approved in writing by the Director of Concessions, Concession Compliance Manager, or designee.
- The concessionaire must follow all guidelines outlined in its contract with DOA Concessions Management Division.
- Luggage carts must be stocked in sufficient quantities.
- 50% of the dispenser units must be able to successfully process credit cards.
- The concessionaire's office must be staffed during regular business hours (8:00 a.m. – 6:00 p.m.) and 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.

6.4 Employees

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

7.0. VENDING MACHINES & NEWSPAPER BOXES

7.1 Vending Machines

- Vending machines are a desired service for the accommodation and convenience of the passengers, public and airport employees. Perishable products must not be sold past the expiration date. Nonperishable products/merchandise shall be maintained in the highest quality. Use of these machines for concessions purpose is outlined in the appropriate tenant's lease agreement. Any other specific use must be approved by the Aviation General Manager or his/her designated representative. All price changes must be submitted and approved before items are placed in the machine for sale. Tenant must follow the guidelines listed below as well as the standards describe in **Section 3.0, Opening Day Fresh.**
- Machines owned and/or operated by the concessionaire under contract with the City shall not be utilized to generate revenue for any tenant employee organization unless the Concession Management Unit recognizes that organization.
- The concessionaire's contract with the City shall provide that only a recognized organization is entitled to a contribution from the gross revenues generated by the machines.
- All machines open to the public must be wiped on a daily basis in order to ensure they are free from streaks and dust.
- The movement and cleaning of vending machines will occur during evening hours only.

7.2 Newspaper Boxes

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

8.0 STORAGE ALLOCATION FOR CONCESSIONAIRE USE

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

9.0 TERMINAL SIGNAGE

All signs must comply with DOA design specifications and all applicable codes and standards. They must be submitted to DOA Concessions Management and DOA Planning and Development Division (P&D) for written approval.

All signs internal and external, signage stand holders, menu boards, and blade signs must be clean, free of dust, and in good condition.

Pictures, displays, and frames (whether art or advertising) must be clean, and free of tears, scratches and dust.

No promotional banners or signage may be used without review and written approval from DOA Concession Compliance, Landside Operations, and P&D Facilities Management.

All illuminated signs must be in proper working condition. Tubular or neon-lighting is not preferred; and must be approved before installation.

No materials may be placed on top of light emitting diode (L.E.D.) signs located at ticket counters, gate check-in counters, and various other locations throughout the terminal and concourse buildings.

All concession areas under construction must be provided with professional signs on barricades with an opening date and may include a name and logo of the new facility. Signage must be updated as necessary.

- Unauthorized postings are not permitted.
- Handwritten and/or unprofessional signs are prohibited. No exceptions will be allowed.
- Signs must not obstruct any life safety annunciation device, smoke detectors, or fire sprinklers.
- Signs must not impede the functionality of light fixtures or air conditioning grills.
- Exit doors must be operational, illuminated, and clearly signed.
- Enforcement/warning signs must be appropriately posted.
- Dynamic signs must operate properly and display the correct information. No concessionaire will make any alterations of any nature whatsoever to any building, ramp, or other airport space, nor erect any building or other structure without written permission of the Director of Concessions, Concessions Compliance Manager, or designated staff.
- Signs must be visible and illuminated (if applicable) in proper working condition.
 - Hours of operation must be displayed and fully observed. During flight delays, hours of operation may be extended to accommodate passengers.
 - Signage must be submitted to the DOA Concessions Compliance Office and approved in writing by DOA Planning and Development Division and must clearly and visibly direct customers.
 - Store policies regarding credit cards, returns/refunds, etc. must be clearly displayed.
 - Prices must be clearly displayed (either item or category priced).

- Operators required by lease agreement must prominently display Street Prices signs.
- Flashing or blinking signs must not be used.
- Signage must be approved by the DOA.
- Evacuation routes must be clearly posted.

10.0 ADVERTISING AND PROMOTIONAL SIGNAGE

No signs or graphics on counter back walls may be displayed without prior written approval from DOA Concessions Management, P&D Planning, and Landside Operations.

Flashing, laser, neon, or blinking signs must not be used.

No persons without written authorization from DOA Concession Compliance and Landside Operations may post commercial signs, banners, or distribute advertisements, literature, circulars, pictures, sketches, drawings, handbills, or any other form of printed or written commercial matter or material at the airport.

Retail advertisements can/must be displayed within the leased premises.

- No promotional activities or events may be conducted without review and prior written approval from DOA Concession Division on official company letterhead.
- Handwritten signs are absolutely not authorized.

11.0 PROMOTIONAL EVENTS AND ACTIVITIES

Promotional activities will be limited to the following:

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

- All promotional activities in the Terminal, with the exception of concession promotions and advertising contracts, will be of limited duration and will be subject to the discretion of the DOA Concessions Management Unit and the Planning and Development Division. Such promotional activities will be permitted only where they do not interfere with the normal operation of the Terminal.
- Promotional activities requiring tents, cooking facilities, pyrotechnics or events where the number of people will exceed the normal occupancy of the designated area will require approval by the City of Atlanta Fire Marshal. The City of Atlanta Fire Marshal may require permits or a fire watch as applicable.
- With the exception of concession promotions, the sale/or give away of food and beverages associated with a promotion is prohibited.
- Literature and promotional items cannot be distributed outside of the location lease line unless otherwise approved by the DOA Concessions Management Division.
- Banners to promote new services and/or awards in the Terminal must first be approved in writing by DOA Planning and Development Division may be displayed for a period not to exceed two weeks unless otherwise approved.
- Clean up activities associated with any promotion, unless otherwise specified, is the responsibility of the entity organizing the promotion.
- Application to conduct promotional activities in the Terminal must be made in writing to DOA Concessions Management Division.
- Food and beverage concessionaires authorized by DOA Concessions Division are the only entities permitted to cater promotional events.

12.0 HOURS OF OPERATIONS AND HOLIDAY REDUCED HOURS OF OPERATION SCHEDULE

12.1 Hours of Operations

- Unless otherwise approved, all concessions must adhere to the hours of operations as outlined in their respective lease agreement. Hours of operations must be displayed and fully observed as specified in the lease. Store hours may be extended to accommodate passengers due to flight delays.
- Stores must be staffed to accommodate the operations from opening to closing. Deviation maybe approved by DOA Concessions Management for inventory or

other circumstances; however, all requests must be submitted at least 48 hours before the event to allow for processing and approval.

12.2 Holiday Reduced Hours of Operations Schedule

- DOA Concessions will normally publish a Holiday Reduced Hours of Operations Schedule within the first 30 days of each new calendar year for the major holidays. Tenants must be aware that these hours may change due to operational issues or situations that mandate adjusting the approved schedule. Therefore; it is extremely important all concessions have a current schedule.
 - MLK Jr. Birthday
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving
 - Christmas
 - New Years

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

13.1 Concessions Observation Reports

- The Concessions Observation Reports/Forms are generated by the concessions division or designated representative to record periodic audits and inspections of all newsstands, specialty retail, business services and food and beverage locations. The primary focus of the audits/inspections is (1) to evaluate the level of customer service and make recommendations to correct concerns, (2) improve customer service by identifying critical area of focus, and (3) create a historical record of the concessions performance for future reference. Audit/inspections include a detail observation and evaluation of the following areas: Facility Appearance, Customer Service, Merchandise/Product Quality and Food Safety/Sanitation. Each evaluation is scored from 1 to 7 (with 1 being the lowest and 7 as the highest) within four categories – Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied.

Below is the rating system equivalent based on a 100% percentile:

<u>Rating</u>	<u>Scoring Equivalent</u>	
Excellent	100 - 95%	(Score of 7)
Acceptable	94 – 85%	(Score of 6)
Needs Improvement	84 – 79%	(Score of 4 – 5)

Unacceptable 78% and Below (Score of 1 – 3)

To ensure all concessions locations meet and exceed the based customer service standards outline in **Section 2.0**, concessionaires must score at least an acceptable rating of 6. Outlined below is the standard for the rating system.

Very Dissatisfied Rating 1-3 (Unacceptable)

Any concessionaire who receives a Very Dissatisfied rating of 1 through 3 did not meet a majority of the acceptable customer service standards or they failed to meet a significant level of performance. Additionally, any ratings of 1 through 3 are unacceptable and the concessionaire must take immediate corrective actions within 48 hours of notification and provide a written response to the concessions compliance within 3 business days with an action plan addressing deficient areas to prevent reoccurrence.

Dissatisfied Rating 4 – 5 (Need Improvement)

Any concessionaire who receives a Dissatisfied rating of 4 or 5 did not meet the minimum acceptable customer service standards. Any rating of 4 or 5 requires corrective action within 5-7 days and tenant must provide a written response to the concessions compliance office within 3 business days addressing the infractions with solutions to prevent further reoccurrences.

Satisfied Rating 6 (Acceptable)

A concessionaire who receives a Satisfied rating of 6 has satisfactorily met the minimum acceptable customer service standards. An acceptable rating of 6 does not require a written response; however, the tenant should address all noted problem areas.

Very Satisfied Rating 7 (Excellent)

A concessionaire who receives a Very Satisfied rating of 7 has exceeded the minimum acceptable customer service standards. This rating requires no action on the part of the concessionaire.

13.2 Air Talk Survey, Web Comments and Compliant Letters

- Passenger may record comments of their travel experience by utilizing one of the following three methods; Air Talk Survey cards that are accessible throughout the airport, the airport web sites (www.Atlanta-airport.com), or forward their

complaints via letter to the Department of Aviation, Customer Service office. The Customer Service office will forward all complaints relating to concessions to the Concessions Compliance office. The Concessions Compliance office will in turn respond to the customer and forward the customer complaint to the respective concessionaire within 3 business days of receipt. The concessionaire must respond to all customer complaints within 3 business days and forward a copy of all correspondence to the concessions compliance office.

14.0 USE OF STANCHIONS

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

14.1 Stanchions within Concessions Locations

- Stanchion specifications must be approved in writing by the DOA Concession Management Division. Should a concessionaire wish to use stanchions, their request to DOA must include written consensus from airlines and other users within the immediate vicinity prior to submittal to DOA Concession Management for approval.
- All stanchions must be of the retractable belt type.
 - Stanchion posts must have a black finish.
 - Color of the retractable belts is at the discretion of the operator.
 - Branding is permitted on the retractable belt only.
 - Signage attached to stanchions and inclusion of company logo or name must be approved in writing by the DOA Concession Management Division and P&D Planning.

14.2 Functionality Stanchions must not impede normal pedestrian traffic flow in any part of the Terminal nor interfere with another tenant's operations.

- All stanchions must be maintained clean, free of dust and embedded gum or stickers.
- All stanchion components and must be kept in like-new condition.

- Items in disrepair must be removed and replaced.

15.0 DELIVERY AND DISTRIBUTION

Concession distribution is the responsibility of the Prime Concessionaires. Each Prime and Subtenant Concessionaire will submit a Distribution Plan to the Department of Aviation (DOA) Concessions Management Division for approval by January 31st of each year. The Prime Concessionaires will ensure subtenants have a delivery system that is approved by the DOA. The subtenant has the right to use a distribution system other than the system offered by the Prime Concessionaire. The Prime Concessionaires will have the opportunity, but not the obligation to provide distribution services to other airport tenants. Appropriate costs will be charged for services received.

The Distribution Plan will limit the number of vehicles on the airport ramp during normal hours of operation by delivering the majority of merchandise during the night and early morning hours (8:00 p.m. - 7:00 a.m.). Airport safety is our primary concern and every tenant will cooperate with all DOA, TSA, and FAA directives.

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

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

15.1 Day Time Deliveries

- No daytime deliveries (7:00 a.m. - 8:00 p.m.) are allowed without the approval of the DOA Concessions Management Division. Requests for daytime deliveries will be considered on a case-by-case basis. Emergency deliveries will be allowed, but notification must be given to the DOA prior to the delivery vehicle entering the airport.
- The DOA recognizes the following activities as a delivery:
 1. Deliveries from off airport sites to the concessions' "lease space".
 2. Deliveries from off airport sites to the concessions' storage space.
 3. Employees bringing items from a storage location to the "lease space"
- Primes will ensure the restocking of the "lease space" occur during non-business hours.
- The security guard at Gate #59, phone number (404) 209-4056, will monitor all daytime activity. Parking is at a premium during the day, and coordination for extended use of parking spaces is vital. Delivery drivers should inform the guard of the estimated duration of time for the escort or delivery.
- Those Primes receiving authorizing from the DOA may receive and restock newspapers and magazines during daytime hours; however, totes are not allowed to remain in the "lease space" unless they are being worked. The changing out of magazines is not authorized to take place in the front of the "lease space". The delivery of ice cream products may also be delivered during day-time hours.
- Unauthorized daytime deliveries may result in a fine, or in sever cases even default.

15.2 Delivery Schedule

- Deliveries are scheduled between 8:00 p.m. and 7:00 a.m. Monday through Sunday, except special deliveries approved by the DOA. All deliveries must observe assigned delivery times to better utilize parking spaces and freight elevators. DOA Concessions Management Division must approve all changes to the delivery schedule before implementation.
- Deliveries will be made at 8:00 p.m. to 12:00 a.m. for Retail locations and 12:00 a.m. to 7:00 a.m. for Food and Beverage locations.

- Tenants or their vendors / contractors will be responsible for reporting any problems with the freight elevators, and will work with AATC to maintain safe and efficient elevators. Costs to maintain elevators will be invoiced to tenants. To report elevator problems call (404) 530-2112.

15.3 Hot Shot

- Hot Shot is a term for an emergency delivery. These deliveries will be allowed by utilizing the escort service or a concessionaire's permitted vehicle to bring the delivery vehicle onto the airport. Hot Shots should be limited to 15 cases.

15.4 Escorts

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

Individuals with unrestricted access to the Security Identification Display Area (SIDA) and sterile areas of Hartsfield-Jackson Atlanta International Airport must display the proper identification media as issued by the Department of Aviation's Security Division. SIDA is defined as the areas within the Airport's perimeter boundary that require an individual to continuously display an ID badge. Sterile areas are areas inside the central passenger terminal complex that are behind the screening checkpoints and include all concourses. SIDA and Non-SIDA badges must also be continuously displayed in the sterile areas.

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

- 1. Permitted Purposes for Escorting:** Escorting is only authorized when an operational need exists for a governmental agency, airline tenant, airline management tenant, concessions' tenant, construction management tenant or contractor as authorized by the Aviation Security Division.
- 2. Who Can Escort:** Individuals with a SIDA badge and authorized by their company and validated by the Security Division can escort if the purpose for escorting falls within the guidelines established by the Security Division. Security will validate authority to escort by placing the letter E to the ATL

SIDA badge of those individuals authorized to escort. The ATL SIDA badge will be presented at access points when performing escort duties.

3. Methods for Escorting

- Walking Escorts
- Work Group Escorts
- Vehicle Escorts
- Contractor Escorting

4. Procedures to Escort: Employees of companies other than government, airline or airline facility management must receive pre-authorization from the Department of Aviation Security office prior to escorting through access gate #59 or the security screening checkpoint. The following procedures will be used for escorting:

- Escorting is not allowed for long term or frequently reoccurring work.
- Escorting may be approved for individuals requiring access to the SIDA or Sterile areas (Concourses) for duration of two days or less.
- Individuals requiring access for more than two days must apply to receive an ATL SIDA badge.
- The maximum number of persons that can be escorted by 1 SIDA badged person is 5.
- The maximum number of vehicles that can be escorted by 1 SIDA badged person with drivers' authorization is 2.
- The individual performing escorting duties must maintain positive control over the person(s) being escorted at all times while in the restricted areas. Positive control is defined as line of sight visibility and the ability to provide verbal instructions to the person being escorted and that person 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 approval.**

You may complete the Escort Request Form by email www.atlanta-airport.com,

- Business Information
- Airport Security Services
- Escort Procedures

Once the form is completed, it may be forwarded to DOA Security by e-mail securitycompliance@atlanta-airport.com or fax to (404) 530-6839. Provide a fax number or email address for response. Contact the Aviation Security Manager, at (404) 530-6667 or the on call Security Representative at (404) 561-6416 if you have any questions.

The escort is responsible for those being escorted in the restricted/sterile areas. After reaching the designated area, another SIDA badged individual may assume responsibility for the personnel being escorted while they are unloading the vehicles, making repairs, etc. When the job is completed, the escort is responsible for ensuring the escorted personnel and vehicle departs the restricted/sterile area. Vehicles will need to utilize spaces reserved for deliveries. Illegally parked vehicles will be towed. Vehicle escorts will enter and leave the airport by using Gate #59.

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

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

15.5 Ingress / Egress

- Concessionaires and their vendors will use gate #59 for all ingress and egress. Security problems will be reported to the police (911) immediately. All tenants will help with security and safety of the airport.

15.6 Vehicles

- All vehicles must meet the DOA, TSA, and FFA requirements (i.e., insurance, permanent markings, beacon, etc). All vehicles must be registered with DOA Security Division. All personnel, requesting permission to drive in the restricted areas, must first complete the DOA Operations Division's AOA Driving Training Class and have a "D" annotated on their ATL SIDA badge. Traditional 53 and 48 foot trailers are not allowed on the airport. Truck beds/trailers will not exceed 30 feet in length. The driver and all passengers within the vehicle must have an ATL badge. All merchandise within the vehicle will have a final destination of Hartsfield Jackson Atlanta International Airport. Vehicles must be loaded as to allow room to maneuver in the event the vehicle is searched.

- Tractor-trailers are allowed on the airport for deliveries between the hours of 10:00 p.m. and 5:30a.m.

15.7 Parking

- Each tenant is responsible for the safe, efficient use of the parking for deliveries. Illegal parking is a very serious breach of Airport policy and will not be tolerated. Illegally parked vehicles will be towed at the owner's expense and the Department of Aviation Security Manager may suspend your company's privileges to drive on the ramp.
- When around aircrafts, trucks must have a vehicle operator and guide at all times. The guide is an employee who performs the function of guiding vehicles approaching to, backing away from, or maneuvering around aircrafts. When around aircrafts, some of the duties of the guide will include:
 - Place and remove cones.
 - Stepping out of the vehicle and directing the driver to a distance, no closer than 8 feet from the aircraft.
 - Taking a position within visual line of the driver and any possible obstructions in the truck's direction of motion.
 - Giving hand signals to the driver.
 - Visually checks both sides and back of the truck for obstruction before lowering the truck body.
- When driving at Hartsfield Jackson Atlanta International Airport, always remember ***SAFETY IS OUR #1 CONCERN.***

15.8 Security ID / Vehicle Permits

- All individuals seeking authorization for, or seeking authority to authorize others to have unescorted access privileges to the security identification display area (SIDA) must follow the following procedures for obtaining security identification media, i.e. badges and vehicle access permits. The procedures are intended to expedite the process for granting unescorted access privileges for the concessionaires while maintaining a safe and secure airport for the traveling public and the airport community.

1. Authorization for Unescorted Access Privileges: All new requests for companies to have personnel badged or vehicles permitted must be submitted in writing to the DOA Concessions Management. DOA Concessions Management must approve new requests before being submitted to DOA Security for review. All persons seeking unescorted seeking access to secured areas of Hartsfield Jackson Atlanta International

Airport are subject to the requirements of Title 49 CFR, Part 1542. These rules became effective January 31, 1996, and require an access investigation be conducted for all applicants requesting unescorted access. All persons seeking an ATL badge must be fingerprinted and the badge will not be issued until the results of the investigation are returned by the FBI.

2. Designation of Authorizing Agent: The Prime must designate, in writing, an individual who will serve as the company's representative for security related matters. This individual shall coordinate with DOA Concessions Management and DOA Security prior to the issuance of security media to the company.

3. Personnel Access: Primes must sponsor subtenants or companies making unescorted deliveries to the restricted area. The Prime will provide a sponsorship letter to the Department of Aviation. At a minimum, this letter must contain the company's name, point of contact, business telephone number, nature of the work, work site location and duration of the activity.

4. SIDA Training: All personnel must attend the airport sponsored SIDA training class prior to receiving ATL SIDA security badges. Companies approved for unescorted access may schedule individuals for the airport-sponsored classes, at (404) 530-6667. Classes are held Monday, Tuesday, Thursday and Friday at 8:30a.m., 10:00a.m., 1:00p.m., and 2:30 p.m. Classes are also held on Wednesday at 8:30a.m. and 10:00a.m. Employees attending the training must bring the completed badge request form and a company identification card. Also, employees must have two forms of personnel identification of which one must contain the bearer's photograph (i.e. driver's license, passport, military or state identification).

5. Vehicle Access: Companies, requiring vehicular access into the restricted area, must submit a vehicle permit request form. The request must contain the vehicle make, model, license number, color and owner's name. A copy of the vehicle's state registration or lease documentation must be attached for each listed vehicle. The DOA Concessions Management Division must approve all vehicle requests before being submitted to DOA Security. All companies that are granted a vehicle permit will be required to carry the required insurance in General Liability and Workman's Compensation in addition to \$10 million of automobile and excess (umbrella) insurance. Each vehicle will be required to have a permit, and the vehicle must have permanent markings on the side (i.e. company name or logo, emergency telephone number), and a yellow flashing light attached to the top of the vehicle. Vehicle permits may be revoked at any time.

6. Submission of Required Documentation: The Primes are responsible for ensuring SIDA badge request forms, certificates of insurance and access requirements are submitted to DOA.

7. Driver's Training: All designated drivers must complete an airport-approved driver's training and safety awareness program prior to receiving SIDA badges. This training is provided by DOA Operations and their telephone number is (404) 530-6620.

8. Security Media Cost: Processing fees applies for the following:

a. Personal Identification Badges	
(1) New/ Renewal/Replacement	\$ 60.00
(2) Non-Returned	\$ 200.00
b. Fingerprinting	\$ 50.00
c. Vehicle Access Permits	\$ 50.00
d. SIDA & Driving Classes	Free

9. DOA Security Hours of Operation:

- a. Mon, Tue, Thu, Fri @ 8:15am to 5:00pm
 - b. Wednesday @ 8:30am to 12:00pm
- DOA Security's telephone number is (404) 530-6667 and the fax number is (404) 530-6839.

15.9 Trash (Waste) Removal

- Trash services will be provided by a third party contractor and all costs associated with trash removal will be charged to the tenants on an as-used-basis. All trash must be contained in appropriate bags and moved through the airport in covered gondolas. These lidded trash gondolas must be cleaned daily. The third party contractor is responsible for keeping all service corridors, and elevators, neat, clean and safe.
- Trash removal services will operate on a seven days a week basis, for as many hours and shifts as are required to adequately provide the services for the tenants. Trash removal drop areas will be "behind the scenes" away from airport passenger traffic.
- Concessionaires are responsible for placing trash inside a double-bagged trash bag and then placing the bag inside a proper trash container. Concessionaires

should not fill the trash bags to capacity. Single trash bags and bags filled beyond capacity will tear thus creating an unsanitary condition for personnel providing the trash removal service. When an unsanitary condition exists, the tenant responsible will be required to correct the problem prior to the trash being removed from their area.

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

15.10 Recycling

- The DOA currently has an active paper-recycling program, which collects and recycles cardboard and co-mingled paper (any paper which can be torn and is not contaminated with liquid or food products). Cardboard collection containers are positioned at select locations on the ramp and are operated by the AATC. Cardboard must be flattened prior to depositing at these locations. Call AATC, at (404) 530-2100 for information.
- Participation in the co-mingled paper program is coordinated through the DOA Environmental Division. Future recycling efforts will be expanded to include other recyclables such as glass and metals. Information will be forwarded as it becomes available. Tenants are encouraged to participate in current and future recycling programs.

15.11 Exhaust Duct Cleaning

- The Department of Aviation expects Concessionaires to maintain the equipment in a presentable condition, consistent with the highest forms of business practices.
- Hoods, grease removal devices, fans, ducts, and other appurtenances shall be cleaned to bare metal at frequent intervals prior to surfaces becoming heavily contaminated with grease or oily sludge. After the exhaust system is cleaned to bare metal, it shall not be coated with powder or other substance. As a minimum, the system shall be inspected at least every three months. When a vent cleaning service is used, a certificate showing date of inspection or cleaning shall be maintained on the premises. Areas not cleaned shall be noted. The Department of Aviation will need to review cleaning schedules and receive copies of invoices for the services provided. The Atlanta Fire Department suggests access panels be installed in those exhaust ducts which currently do not have them. This would allow cleaning personnel to reach all areas inside the

duct, removing residue that may restrict the vent or create an additional fuel source for a fire.

- Rooftop exhaust systems shall be provided with the ability to drain grease out of any traps or low points formed in the fan or duct near the termination of the system into a rainproof collection container or into a remote grease trap.
- A minimum of 10 feet (3.05 m) of clearance must exist from the exhaust duct outlet to adjacent buildings, property lines, and air intakes. Where space limitations absolutely prevent a 10 feet horizontal separation from the air intake, a vertical separation shall be permitted, with the exhaust outlet being a minimum of 3 feet (0.92 m) above any air intake located within 10 feet (3.05m) horizontally.
- If it becomes necessary to replace an existing exhaust duct system, the old equipment must be removed immediately from the roof. Allowing unused equipment to remain on the roof is a safety hazard and personnel responsible are subject to action from the Atlanta Fire Department.

16.0 REPAIRS AND MAINTENANCE

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

17.0 Pest Control

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

Therefore all concessionaires must adhere to the following:

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

18.0 ENVIRONMENTAL

18.1 Grease Removal

- Grease handling is a very pertinent and serious area in terms of safety and potential hazards which may occur in a food service operation. Procedures are required to properly handle, store and dispose of all food and grease waste discharged from food preparation operations. Therefore, it is necessary to ensure that liquid waste (grease) is collected and disposed of by a certified liquid waste removal company as approved by the Concessions Management Division. Concessionaires must follow the grease handling procedures set forth by the DOA with reference to the Tenant Environmental Compliance Guide.
- Grease removal is the responsibility of the appropriate tenants. Grease can only be stored and transported in approved containers, which are sanitary and protect the concourses and storage area from leaks. Grease should never be placed in trash containers and food service workers should receive training prior to handling grease.

18.2 Grease Traps

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

stored in covered areas. An inspection routine must be implemented to ensure that traps and surrounding areas are kept clean.

- Maintenance and inspections for outdoor grease traps are performed every ninety days and indoor grease traps are performed every 14 days by the appropriate authorities. The inspection must include an inspection for excessive corrosion, wear, and the structural reliability of the grease trap. Any grease trap which fails the basic inspection as outlined in the Grease Management Ordinance must be replaced immediately. It is prohibited to introduce or add bacteriological, chemical, or enzymatic treatments to the grease system. The concessionaires are responsible for maintaining grease manifests and keep current records in their units for inspection by DOA compliance officers.

18.3 Grease Spills

- Grease spills caused by concessionaires are the responsibility of that tenant to clean up. Grease spills caused by the vendor will be cleaned up by the vendor.
- Tenants shall maintain adequate supplies, spill response equipment and materials in accessible locations near areas where spills are likely to occur. Spills must be controlled to minimize property damage, personal injury and damage to the environment.

18.4 Leaks

- Concessionaires shall implement routine preventive maintenance inspection (PMI) for all related plumbing to reduce the likelihood of a leak that results in a discharge into the environment or clogging of the system. All concessionaires will be held accountable for leaks, damages and all restoration cost, once the source has been determined by authorities. Damages from leaks in public or adjacent concession areas must be corrected immediately and in non-public areas within 48 hours or as directed by the DOA Compliance office.
- Concessionaire must report all roof leaks to AATC at 404-530-2112. Concessionaire should record the date, time and individual's call center name as a means of tracking the incident.

19.0 SAFETY & SECURITY

Employees must:

- Immediately notify DOA Security Division, US Customs, and the employer if the Airport issued ID badge is lost or stolen.

- Display an official DOA identification badge while in the Security Identification Display Area (SIDA) or NON-SIDA locations.
- Swipe the ID badge each time when entering SIDA areas. This means that only one employee at a time will enter or exit the restricted area making sure the door closes and locks behind the individual employee. Employee must never prop or hold security door open for any reasons. Piggy Backing is strictly prohibited.
- Challenge anyone not wearing an ID badge in the SIDA areas.
- Notify DOA Security Division or Atlanta Police Department (APD) when unattended luggage or suspicious packages are found or security problems encountered.
- Submit personal items for inspection upon request by authorized personnel when entering or exiting SIDA areas and at any time within the SIDA area.
- Not tamper with or damage security systems.
- Not be in the restricted area of the airport unless on official company business.

20.0 CONSTRUCTION

20.1 Construction Phase of Projects

- 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 Tenant Concept / Project Submittal and Construction Guidelines, DOA Concessions Management Design Submittal and Construction Process, and the DOA Concessions Design Criteria. Their applicable requirements must be incorporated into all project construction documents and must be strictly adhered to by all contractors, their personnel and their clients.
- All necessary and required life and health safety measures must be in place and maintained to protect customers and employees as well as construction personnel.

- All necessary and required security measures must be in place and maintained to protect essential operations.
- All necessary and required measures must be in place to minimize the negative impacts of construction, of all types, on adjacent, ongoing operations and those customers and employees involved in them, including the maintenance of aircraft, vehicular and pedestrian traffic.
- All necessary permanent and temporary signage must be in place and maintained to inform customers and employees about the construction that is occurring and how it may impact their activities.
- All proposals for construction or modifications to facilities or leased areas must be submitted to DOA Properties Division for written approval.
- All construction and modifications being requested must have proper permits obtained.
- All construction work within DOA property shall be ADA compliant.
- All permits must be closed out at the end of construction and a copy of the final release sent to DOA Properties Division.
- Strict adherence to all applicable DOA procedures is mandatory on the part of all parties, whether they are DOA staff, tenants, customers, passengers, design professionals, contractors, vendors, etc., including the requirement that all projects must obtain building permits.
- All punch list items must be resolved within the time specified and agreed upon by DOA Concessions, DOA P&D, Tenant, and Tenant's General Contractor. Failure to complete any punch list item will result in fine not to exceed \$200 per day per punch list item.

20.2 Safety

- No construction-related operations, either inside or outside of the project's contract limits, must expose customers and employees to hazardous conditions that could cause them to slip, fall or be hit by protruding or falling debris or construction materials (General Conditions and Division 1).
- Temporary walls/barricades must be installed and maintained throughout construction in good physical condition with no holes, dents, marks, graffiti,

unauthorized postings, tears or other aspects which are unsightly, compromise the intended purpose, or could be hazardous to human contact.

- Temporary walls/barricades must not obstruct access to existing exits without the prior establishment of alternate, code-compliant exit access.
- New, temporary evacuation plans must be provided by the contractor and posted in appropriate locations to replace existing plans at any time that existing paths of egress are changed temporarily by construction.
- Life safety systems that are affected by demolition and construction must be maintained in operation at all times. Otherwise, appropriate fire watches or other approved procedures/measures must be maintained in place until such systems are tested, found to be acceptable by the authority having jurisdiction and returned to full.
- Floors within and adjacent to construction sites must be maintained dry and free of liquid spills and water to prevent slipping and falling, throughout the course of construction.
- No shutdowns of any systems shall be permitted unless an approved Shutdown Request Form has been obtained from Facilities Maintenance and Engineering Division.
- No digging shall be permitted unless an approved Utilities Clearance Form has been obtained from DOA Facilities Maintenance and Engineering.

20.3 Security

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

- Construction workers must be required to possess and display the official DOA issued identification at all times.

20.4 Cleanliness

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

20.5 Condition

- Interior temporary partitions separating construction from non-construction areas must be constructed to appear permanent, must be painted or otherwise finished and maintained throughout construction to match adjacent, similar walls as nearly as feasible, and must be acceptable to DOA.
- Storefronts and other similar elements under construction must have temporary coverings, as above, that conceal construction activity from the view of customers. Such coverings must be designed, constructed and maintained throughout construction to present an appearance acceptable to DOA.
- Temporary walls may play a role in the Art program. The Project Manager and DOA Planning and Development Division must be consulted during project design to determine applicability.
- Temporary barriers in sight of customers during construction must be selected, installed and maintained throughout construction to be uniform in type, color, size, pattern and condition and must not exhibit obvious damage, discoloration or other deleterious effects that detract from an appearance acceptable to DOA.

- Whenever possible, construction equipment, electrical equipment and tools must be kept out of public view throughout construction, by means of their locations on construction sites or the appropriate use of barriers, walls, fences or other means acceptable to DOA.
- Whenever possible, construction equipment, electrical equipment and tools must be kept out of public view throughout construction, by means of their locations on construction sites or the appropriate use of barriers, walls, fences or other means acceptable to DOA.
- Construction and permanent dumpsters, compactors and trash receptacles must be located and/or screened appropriately to be out of sight of customers throughout construction.
- Sound suppression construction measures and devices must be employed whenever needed and feasible, to minimize construction noise when such noise would be disturbing to customers and employees conducting normal business.
- Air conditioning, heating, water supply, sewage disposal, power supply, lighting, telecommunications, fuel, fire detection/ protection/alarm and other utility systems and services must be maintained for all parts of any facility that may have these systems and services compromised by any project's demolition and construction activities.
- Temporary lighting must be provided throughout construction by the project Contractors in all areas outside the contract limits of all interior and exterior work sites when those projects' demolition and construction operations result in insufficient light for DOA continuing operations. All light fixtures must be in working order with all bulbs operating.
- Construction workers must possess and display the DOA issued identification at all times.
- Access/egress must be maintained in accordance with the Life Safety Code.
- Fire protection and life safety systems must be maintained during construction unless the Life Safety Bureau approves an adequate alternative remedy.
- Floors must be dry.
- No orange traffic cones, plastic tape or other temporary barricades may be used unless previously approved in writing by DOA.

20.6 Signs and Directions

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

20.7 Employees

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

21.0 INFORMATION SYSTEMS AND TELECOMMUNICATIONS INSTALLATIONS

DOA relies on its computer network and the telecommunications systems consisting of voice and data to conduct its business. To ensure that employees assigned to work at ATL or independent contractors, and other systems users properly utilize computer and telecommunications resources, DOA has developed the following standards:

21.1 Public Pay Telephones

- DOA determines the size and model according to the location selected.
- Pay telephones must be installed by vendors according to County contract specifications and housed in adequate enclosures.

- Pay telephone installations must be in compliance with ADA.
- Telephone directories must be available and in good condition at every pay phone.

22.0 MONITORING FOR NON-COMPLIANCE WITH DOA STANDARDS

Inspections/observations will be performed daily at unspecified intervals by DOA's Operations Division and other DOA staff as appropriate.

Irregularities will be recorded (documented) and routed via e-mail and/or letter to the airline, tenant and/or other appropriate party by DOA Operations unless otherwise specified herein.

Inspections/observations will be made during normal operating conditions to ensure consistency and fairness of information.

Records of inspections/observations are to be maintained by the appropriate DOA division as outlined in these standards and readily available.

22.1 Terminal

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

Verbally advise local management of deficiency. (Written documentation of this verbal advice will be transmitted to the tenant or other party, with a copy maintained by DOA Concessions Management Division as appropriate). DOA Concessions may elect to issue an appropriate fine for lease violations.
 - Second Occurrence:

Again, verbally advise local management of deficiency. (Written documentation of this verbal advice will be transmitted to the airline, tenant or other party, with a copy maintained by DOA Operations Division or other Division as appropriate). DOA Concessions may elect to issue an appropriate fine for lease violations not to exceed the maximum limit listed in the lease agreement.

- Third Occurrence:

After the same deficiency is noted (and documented) a third time, an e-mailed notification and/or letter to local management will be sent. The notification will:

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

The letter will:

- List the DOA standard being violated.
- Specify the deficiency noted
- Describe corrective measure(s) expected.
- State the expected deadline for implementation of corrective measures allowing up to 30 days, as determined by DOA, for remedial action.
- Clearly state that non-compliance within the allotted time-period could result in DOA terminating its lease declaring the business partner in default of its lease for Terminal space at ATL.

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

22.2 Construction

- Monitoring Violations:

- Primary monitoring and correction of DOA standards on any construction project shall be the responsibility of the Contractor for that project.
 - Secondary monitoring for Contractors' violations of DOA standards on any construction project shall be the responsibility of the DOA Facilities personnel assigned to that project.
 - Tertiary monitoring for violations of DOA standards on any construction project shall be the responsibility of the Architect/Engineer (A/E) of Record for that project, except when the A/E of Record is also the CIS for the project, in which case the A/E's responsibility becomes Secondary.
 - The DOA Project Manager shall monitor and assure that the Contractor, CIS and A/E are discharging their responsibilities and are keeping all public areas in a well-kept manner.
 - Supplementary monitoring and reporting of violations of DOA standards on any construction project are the responsibility of DOA and Tenants' employees if they are in a position to observe said violations.
- Reporting of Violations:
 - Any non-contractor observer of a violation of DOA Standards on any construction project shall promptly notify the DOA Concessions Manager for the project, whose name and telephone number shall be prominently displayed on appropriate signage in the vicinity of the project.
 - All such observers shall provide the date and time of the observation, as well as sufficient detail about the violation for the DOA Concessions Manager to determine responsibility for the violation and to seek its correction by the appropriate party. Whenever feasible, photographs of the violation should accompany the notification.
 - Corrections of Violations:

The responsibility to enforce corrections of violations in construction projects shall be the responsibility of the DOA Concessions Manager for that project.
 - Such enforcement shall begin with prompt, written notification of the violation to the Contractor with a request to correct it immediately.
 - Monitoring of the corrective activity shall follow the same levels of responsibility as under "Monitoring Violations" above.

- Contractors' failures to promptly correct violations shall generate second notices from the Project Managers, and third notices if required, with warnings of penalties appropriate to the violations as stipulated in Concessionaire's lease agreement.
- Continued Contractors' failures to correct violations may allow DOA to correct such violations and to charge the Contractor back for the costs incurred by DOA in making such corrections.

APPENDIX A

LIFE SAFETY INFORMATION FOR CONCESSIONAIRES

I. SAFETY FEATURES OF THE FACILITY

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

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

A. Fire Alarm System

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

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

B. 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.

C. Smoke and Heat Detectors.

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

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

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

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

D. 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.

E. 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.

F. Fire Lights and Speakers

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

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

G. 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.

H. 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.

I. Sprinkler System

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

Water for the sprinkler system enters the lower level of the facility via a high-pressure water main supplied by the City of Atlanta's main water supply. The water pressure must be maintained at 140 pounds per square inch (PSI) in order to provide adequate flow of water at all times. Should the pressure fall below 140 PSI, a 60-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.

J. Fire Extinguishers

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

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

K. 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.

II. EMERGENCY PLAN

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

A. Purpose

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

B. Scope

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

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

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

C. 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.”

D. Emergency Duties and Responsibilities

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

Each Supervisor has two principal emergency duties and responsibilities:

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

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

E. 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.

F. Conduct with the News Media

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

G. Changes to the Emergency Plan

Recommendations for changes to this Emergency Plan should be submitted to Chilly Ewing, Department of Aviation's Concessions Management, Telephone Number (404) 382-2219, Fax Number (404) 209-2064.

III. 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 well being of the customer and the employee(s).

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

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

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

A. Evacuations

When the decision to evacuate has been made by the Atlanta Fire Department or the Atlanta Police Department, the Command Center will notify everyone in the Airport. Notification will come by telephone, general alarm or voice communication in each terminal and concourse. The appropriate evacuation plan will be given at this time.

1. Evacuation Procedure

- a. When evacuation is necessary, use the route specified by the announcement. Instruction 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. The Concessionaire Safety Coordinators should inform all personnel in their area as to when and where to evacuate. The Safety Coordinators should remain behind to make sure all personnel have left the area.
- e. **Important!** Identify and give priority to the evacuation of nervous, emotional, sick and/or disabled personnel.

2. Safety Coordinators' Assistants

Coordinators should assign assistants for the following:

- a. "Two-man teams" to assist the disabled. One team per disabled individual.

- b. To take emergency flashlights or other portable lights in case of an electrical power failure.
- c. To take the company first aid kit, if it is readily available and not too heavy.
- d. To properly secure and safeguard special company records;(i.e., documents, original contracts, negotiable instruments, etc.), and lock the appropriate files, vaults, closets, desks, etc.
- e. To unplug appropriate electrical equipment and machines, hot plates, coffee makers, etc.
- f. Food and Beverage Concessionaires **MUST** assure that all electrical / gas appliances are turned off (grills, fryers, broilers, stoves, etc.) before vacating the site.
- g. To check for stragglers, turn off lights. Gates/doors may be closed **BUT NOT LOCKED** to facilitate fire/emergency personnel access.
- h. Tell employees to take their essential personal possessions with them because they will not be allowed to re-enter during the emergency.
- i. Remind everyone to be quiet during the personnel movement or evacuation so they will be able to hear and understand instructions.
- j. Give appropriate directions to customers that may not have familiarity with the Airport.
- k. Assemble and account for all personnel prior to leaving your area.
- l. If you evacuate via the stairwell, advise ladies wearing high-heeled 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.
- m. When evacuation is complete, assemble and account for all your personnel:
 - * total number of employees moved or evacuated
 - * total number of customers moved or evacuated
 - * total number of personnel missing

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

3. Assisting in the Evacuating of a Person with a Disability:

When assisting in evacuating a person with a disability it should be taken into consideration that the process may have to be modified. A person unable to stand unaided or for very limited periods of time will not have the balancing ability to withstand heavy strenuous movements. Some individuals with mobility impairments also have hand and arm impairments from overuse, atrophying (muscle wasting), and deterioration of the bone structure. In cases such as these it is also very important to realize that though they may look strong to your eye their bodies ability to have fast fluid movement will be impaired. All suggestions will of necessity need to be adapted for the disability taking into account the individuals abilities, not lack of abilities.

(a) Evacuating from a smoke filled room using a wheelchair:

The person sitting in the wheelchair, should lean over from chest and shoulders as far as safe and comfortable for their spinal and neck condition and using their hands push their wheel rims one full turn forward as far as they can go and repeat till they are safely out of the smoke filled room. Each full push on the wheel rims will move their chair forward approximately 4-5 feet each turn. Note – leaning over as low as possible helps to avoid the toxic gases and smoke thus not impairing the individuals breathing as bad.

(b) Evacuation from a smoke filled room using canes, leg crutches, braces or walker:

We suggest the crawl-drag technique. Dropping to the floor and dragging beside, behind or pushing in front of the individual their mobility aid to safety. Once outside, the individual will need their mobility aid for further escape.

(c) Evacuation – Crawling out of a room for paraplegics and quadriplegic:

It is best to evacuate in the wheelchair, but it is also important to realize that it may be necessary to crawl out of the room without the wheelchair. This can be done safely and quickly, even for a high level quadriplegic. If a person is able to physically, they should drop from the wheelchair and place their legs as straight behind themselves as possible. The individual should use their upper body, shoulders, chin, and neck muscles along with their arms to pull himself or herself from the room towards the door. When using this

technique, the individual should cover their mouth and nasal passages with their shirt/blouse (or other piece of clothing) to help eliminate the smoke. Once outside, they can use the shirt/blouse to signal help. They will be without their wheelchair till help arrives, but they have escaped a very dangerous situation.

(d) Evacuation using the butt-bump technique to escape from a second or third floor:

This technique requires a person to use their rump to butt bump down stairs if trapped on a second or third floor. The person should drop from their wheelchair or other mobility aid to the floor and manipulate their legs to the first step. They should use their hand and arm closest to the railing for support by grabbing and sliding that hand down the railing. The other hand will be bracing and steadying their lower spine and legs down the steps. This is not a graceful procedure, but for immediate escape it is the quickest and safest. When the person reach the main floor and exit to the outside, they should crawl, drag or butt bounce to a position so they are safely out of harms way and wait for help to arrive.

(e) Evacuation from an upper level for a person using a wheelchair if trapped:

If the person is trapped in an upper level when the smoke alarm sounds, they should grab the nearest signaling device (shirt, blouse, jacket, scarf, etc.) and out of the closest opening wave the item to let the Fire Department know their exact location. The person should stay low in their wheelchair close to the exit to wait for emergency transport outside to safety.

(f) Evacuation for a Person who is Visually Impaired:

Some visually impaired individuals also have balance impairments. Lowered vision and total blindness can impede a person's ability to tell directions. When describing any directional instructions to an individual who is visually impaired or totally blind, it is necessary to give the directions from their viewpoint. Use their body as their directional guide; do not use your body's position. Should the visually impaired individual need to escape the space by crawling, we suggest that they crawl low to the floor. If there are other sighted individuals in the area, we recommend they call out and notify others of their location in the area when they detected the smoke or fire.

(g) Evacuation for a Person who is Hearing Impaired:

It should be noted that Hartsfield Jackson Atlanta International airport has installed visible smoke alarms. If an emergency situation arises and the person who is hearing impaired needs to evacuate, simply write the word **Fire, Evacuate** or **Emergency** on a piece of paper. When speaking to a person who is hearing impaired or deaf guard against using excessive hand, lip and eye movements. To do so can confuse the individual as to what you are attempting to convey to them. You should always speak directly to the individual as some people who are hearing impaired or deaf do speech read (read lips). We emphasize the fact on speaking in a normal tone of voice. You may need to enunciate some words more than others but exaggerated speech patters will not be understood.

B. Fire

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

If you discover a fire and have received no notification, pull the fire alarm box located outside any stairwell exit. Alert other people in the vicinity. In addition, call the Atlanta Fire

Department (911) and relay the following information:

1. Exact location of the fire.
2. What is burning? (Electrical equipment or wiring, liquids, paper or wood furnishings, 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 fire fighting must always be secondary to life safety. Safe Evacuation must be the primary concern.***

If the fire is serious, the facility engineer will be notified to activate the fireman return, bringing all elevators to the preprogrammed levels. (This allows the Atlanta Fire Department ready use of the elevators when they arrive.)

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

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

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

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

1. Stay Calm. You will 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. Don't overload your electrical circuits. This is one of the foremost causes of fires.
2. Don't accumulate oil or grease soaked rags.
3. Keep combustibles far from heat sources.
4. Clean exhaust ducts and hoods as often as needed but not less than semiannually.
5. Ensure smoking in authorized locations only.

C. Medical Emergencies

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

- * Nature of the medical emergency.
- * Exact location and name of the sick or injured person.

Assign someone to stand by in the area, where the sick or injured person is located, to meet the Emergency Medical Team at the Terminal/Concourse entrance or elevator and guide them to the sick or injured person. If the sick or injured person is to be sent to a hospital, try to send a friend or fellow employee along to comfort the person and to help him or her at the hospital, until a relative arrives.

Following the conclusion of a medical emergency, you should consult with your assistants and determine if they encountered any problems or incidents during the performance of their emergency duties.

D. Bomb Threats

It has been clearly proven that the vast majority of bomb threats are indeed categorized as false alarms, because they are meant only to disturb or disrupt the normal work of a person or company. However, 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 caller 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 phone 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 Atlanta Police Department 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 Atlanta 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

i.

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 customers and visitors, 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 it was delivered in routine means.
- * Do not accept container markings' and/or appearances as sole evidence 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 of 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:

- a. Your name, location and phone number.
- b. Your company's name.
- c. Exact location of the explosion.
- d. Cause of the explosion.
- e. Any reasons you have to believe the explosion was caused by a bomb.
- f. Extent of casualties and number and type of injuries.
- g. Whether the explosion caused fires and if so, the location of the fire(s)

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

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

E. Civil Disturbances

Upon receiving notification that a civil disturbance threatens the Airport or your concession/office space, contact the Atlanta Police Department (911) and give the following instructions:

1. Exact location of the disturbance.
2. Approximate number of individuals involved.
3. The current activity.
4. Your name.

Notify your employees and customers about the civil disturbance. Contact your Safety

Coordinators and assign them specific emergency duties:

1. Give them pertinent facts about the civil disturbance.
2. Assign them to execute the following emergency procedures--for the safety and protection of your personnel and company assets:
 - Lock all exterior doors.
 - Lock all "sensitive areas" as appropriate, (i.e., office doors, equipment rooms, storerooms, mailrooms, desks, file cabinets, vaults, etc.), to protect company assets, employees and customers.
 - Notify all employees and customers about the civil disturbance and warn them to avoid personal contact with the participants.
 - Advise all employees and customers to avoid leaving the area unless there is no danger that the demonstrators will harm them. (Warn them that all elevator services will be reduced, or even cut off during the emergency).
 - Advise all employees and customers to avoid walking through the Main Terminal while the demonstrators present a threat to break and shatter ground level windows.

Important! Periodically advise all employees and customers of the situation.

If the demonstrators access your concessions or offices:

1. Immediately contact the Atlanta Police Department (911) and give them the location(s) of the area(s) that were accessed.
2. Tell your Safety Coordinators to initiate a quick search of your accessed areas for any items that are unusual or foreign to the normal environment.

Important! Warn the Safety Coordinators to be alert for unattended and suspicious items that were carried by the demonstrators (i.e., clothing, knapsacks, bags, etc.) Also warn them not to touch, move, jar, disturb, or cover any suspicious items that are found. Tell them to warn their employees and customers accordingly. Tell them to advise you immediately when they finish their search, whether or not they find any items so you can immediately relay the information to the Atlanta Police Department.

F. Other Emergencies

Electric Power Outage

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

Tornadoes

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

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

IV. HOUSEKEEPING

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

ii.

Never block an emergency exit. Pay particular attention to storage locations and other areas, not in the public's view. These areas are always prime candidates for emergency situations because they sometimes lack proper management attention. Sometimes we may think an emergency may not occur in our areas, of responsibility. As a result, we allow a few boxes to be placed in front of an emergency exit door, or we don't discipline someone, if they smoke in a storage room. Can we continue to play roulette with people's lives? The answer is always NO! We must ensure the workplace is safe because people's lives depend on it.

V. TRAINING RESPONSIBILITIES

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

VI. CONCLUSION

Again, if everyone does his or her part, the Hartsfield Jackson Atlanta International Airport can be a safe environment in which to work. Be aware of fire safety tips, regulations and guidelines. Know the evacuation routes. Always be on the lookout for potential fire/safety hazards. Remember that few people burn to death in fires; they die from panic, smoke or poisonous fumes. Panic is usually the result of not knowing what to do in the event of an emergency.

FIRE AND LIFE SAFETY SELF - INSPECTION CHECKLIST**A. EXITING**

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

B. FIRE AND LIFE SAFETY DEVICES/EQUIPMENT

1. Are the 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

C. 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

D. 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

E. 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 B**GLOSSARY OF TERMS**

- ADA -** The "Americans with Disabilities Act;" a Federal civil rights law empowering individuals with disabilities to file complaints or lawsuits alleging violation of their civil rights in conjunction with denial of access to facilities, jobs, benefits, etc.
- 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 - usually the Fire Marshall or the Building Official, depending on the particular aspect.
- Aircraft passenger loading bridge -** The movable bridges (equipment) which connects the Terminal Concourses to the aircraft, to facilitate passenger and crew access between the two.
- AOA -** Air Operations Area.
- ATA -** Airline Transport Association
- ATM -** Automatic Teller Machine.
- BIDS -** Baggage Information Display System; consisting of the television monitors and backup equipment that inform passengers where to retrieve their luggage after arrival.
- Building Code -** The Code that governs the design and construction of buildings within a particular jurisdiction.
- CIS -** Construction Inspection Services
- CUTE -** Common Use Terminal Equipment
- DGM -** Design Guidelines Manual; consists of several volumes of criteria governing the design of DOA facilities, primarily the ATL Terminal Complex.

FAA	The Federal Aviation Administration; a branch of the U.S. Government charged with administering the aviation industry and all U.S. airports.
FAR -	Federal Aviation Regulations.
FIDS -	Flight Information Display System consisting of the television monitors and backup equipment that inform passengers of flight arrival and departure times and gate locations.
FIS -	Federal Inspection Station.
FOD -	Foreign Object Debris.
General Condition's	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 information booth or device usually computer and network intensive.
L.E.D. -	Light Emitting Diode.
Life Cycle Cost -	The cost of a project considering not only the initial cost of design and construction but also the cost of maintaining and operating the facility over its reasonable life span.
PLB -	Passenger Loading Bridge.
PRM -	Passenger with Reduced Mobility.
SIDA -	Security Identification Display Area.
Space & Furniture Standards	– A volume of requirements governing the layout of interior spaces and the selection and acquisition of furniture for DOA projects.
Terminal Wide People Mover -	The system of moving walkways in the ATL Terminal and Concourses that facilitate the rapid movement of passengers to their destinations within the facility.

