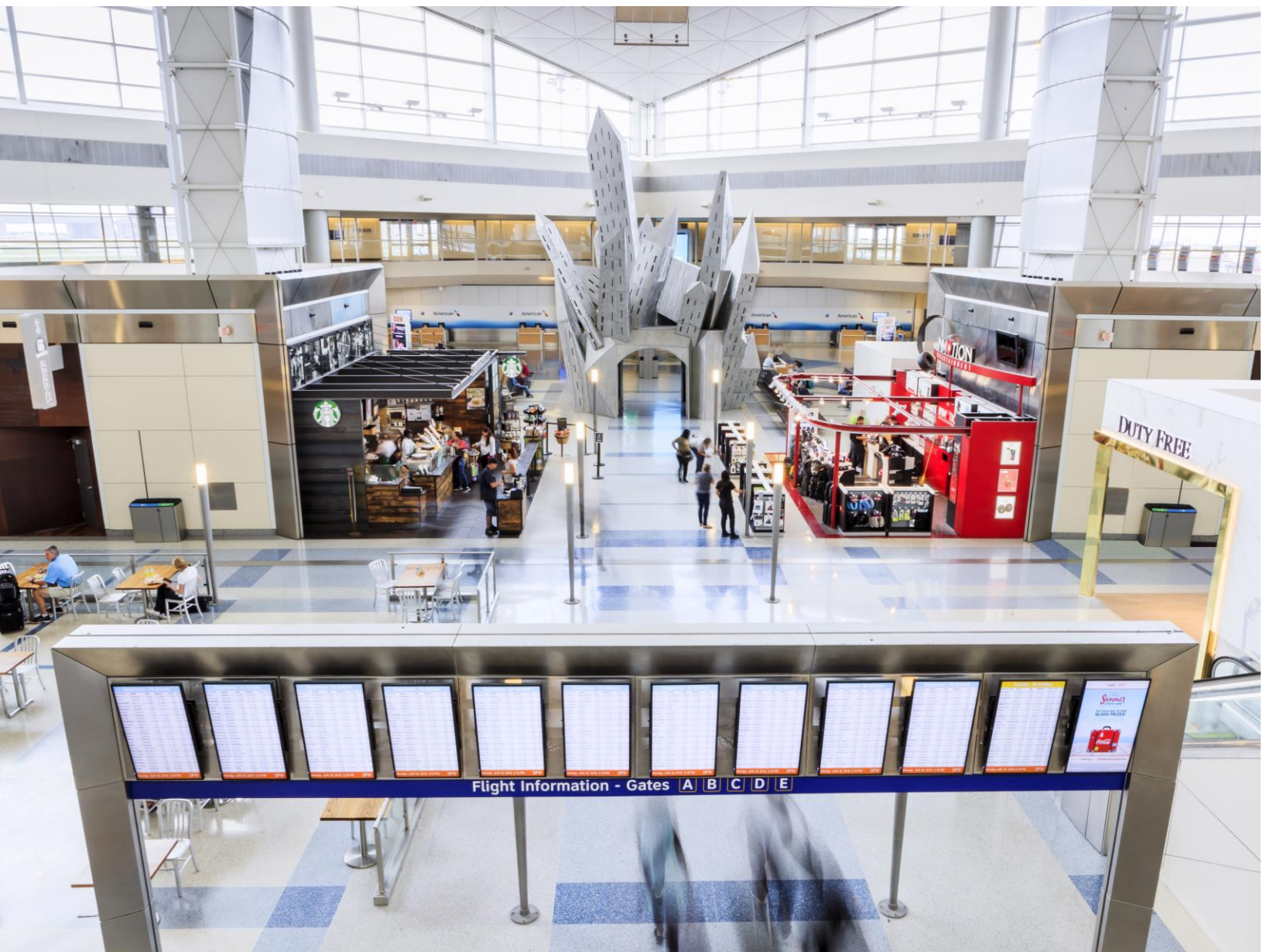


DFW International Airport Concessionaire Handbook





DFW Airport Concessions Concessionaire Handbook

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I. Introduction

Welcome to DFW International Airport! We are looking forward to doing business with you. The Concessionaire Handbook provides you with valuable resources to help you get up and running here at DFW Airport. It contains necessary procedures, information, contacts, websites, and resources you will need to have a successful start. Please make it your first source of information, should any issues arise.

Thank you,
DFW Airport Concessions

Notes:

- The information in this packet is based on current policies and procedures and is subject to change at any time. In the event of any inconsistencies with other terms of the Lease, said Lease terms shall control.
- The Rules and Regulations sections of each Lease states:

The Board may adopt and enforce Rules and Regulations, to be uniformly applied to similar uses and users of similar space, which Concessionaire agrees to observe and obey with respect to the use of the Premises and the Airport, and the health, safety and welfare of those using the same.



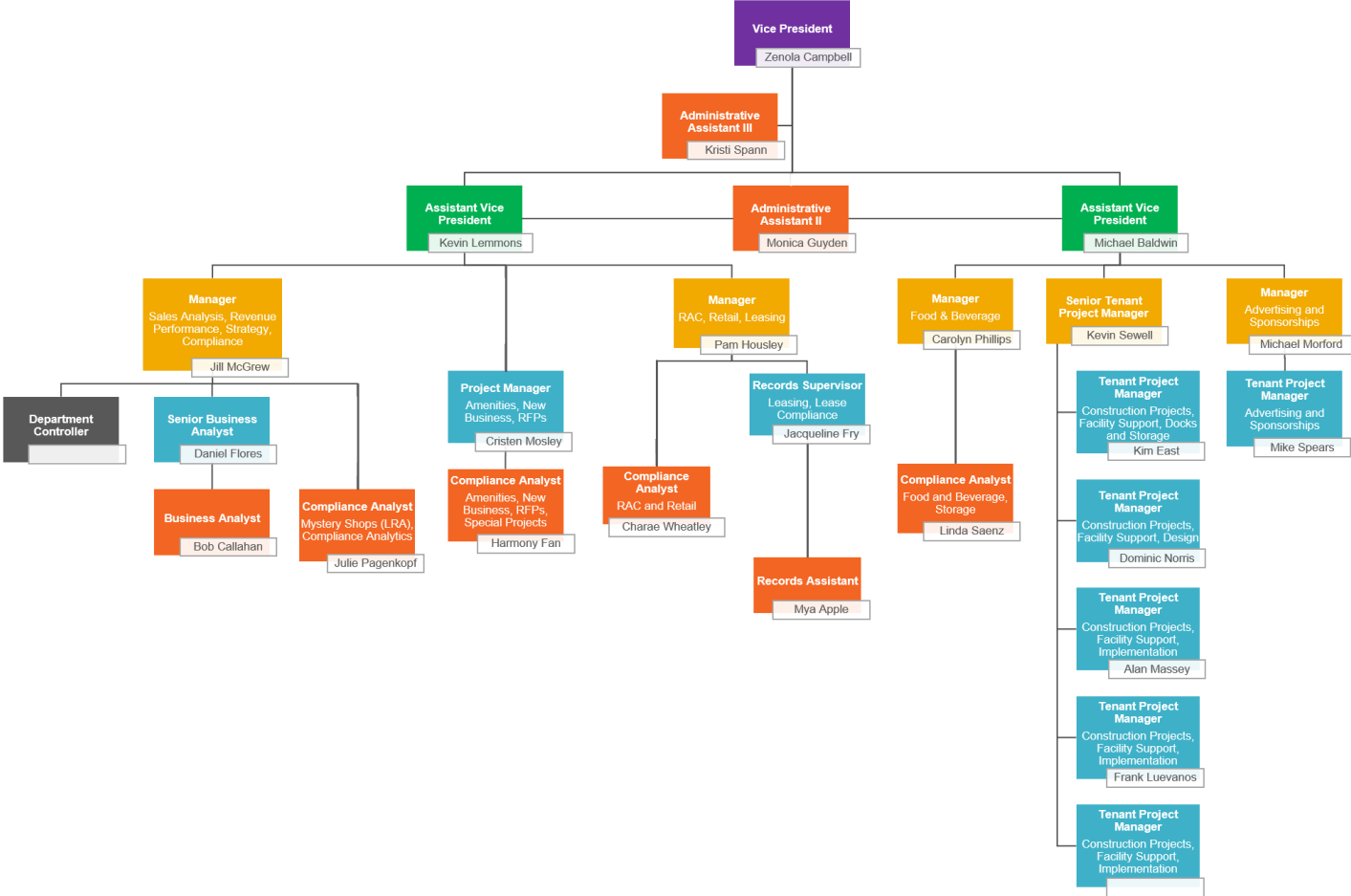
II. General Information

A. Airport Contacts

Access Control Office (Badging)		(972) 973-5100
AOC Airport Operations Center		(972) 973-3112
Business Diversity & Development		(972) 973-5500
Communications and Marketing		(972) 973-5555
Concessions		(972) 973-4820
Food & Beverage – Carolyn Phillips		(972) 973-4827
Retail and Rental Car Center – Pamela Housley		(972) 973-4835
Passenger Amenities – Cristen Mosley		(972) 973-4810
Advertising and Sponsorships – Michael Morford		(972) 973-4894
Customer Experience		(972) 973-6640
Terminal A – Troy Snyder	TSnyder@dfwairport.com	(972) 973-8410
Terminal A – Mark Weaver	MWeaver@dfwairport.com	(972) 973-5003
Terminal B – Shahla Pillai	spillai@dfwairport.com	(972) 973-8405
Terminal B – Owen Coley	ocoley@dfwairport.com	(972) 973-8422
Terminal C – Troy Snyder	TSnyder@dfwairport.com	(972) 973-8410
Terminal C – Catherine Jamison	cjamison@dfwairport.com	(972) 973-8412
Terminal D – Jay Dixon	jdixon@dfwairport.com	(972) 973-8080
Terminal D – Jerry McCoy	JeMcCoy@dfwairport.com	(972) 973-8406
Terminal E – Jim Espinoza	jespinoza@dfwairport.com	(972) 973-8577
Terminal E – Chad Schwestka	cschwestka@dfwairport.com	(972) 973-8423
Dock Masters		
Terminal A		(972) 973-7670
Terminal D		(972) 973-1639
Terminal E		(972) 973-6670
Finance Department		(972) 973-5400
Fire Department: Fire Marshals		
Mitch Gray, Captain	mgray@dfwairport.com	(972) 973-3585
Terminal A&C – Tom Stottle	tstottle@dfwairport.com	(972) 973-3491
Terminal B&E – Tom Foley	tfoley@dfwairport.com	(972) 973-2373
Terminal C&D – Mike Adams	adams@dfwairport.com	(972) 973-9673
Ground Transportation		(972) 973 4078
Legal Department		(972) 973-5480
Lost and Found		
American Airlines and American Eagle		(972) 425-2465
DFW Airport Lost and Found		(972) 574-4420
Parking Business Unit		(972) 973-4851
Police/Fire/EMS (non-emergency)		(972) 973-3210
Risk Management		(972) 973-5650
U.S. Post Office		(972) 453-3372



Concessions Department Organizational Chart





B. Useful Websites

Concessionaire Vendor Portal

<https://www.dfwairport.com/apps/cvp/v1/index.php>

Health Inspections

<http://access.tarrantcounty.com/en/public-health.html>

Schedule of Charges

<https://www.dfwairport.com/investors/?tab=2>

iReceivables

<http://www.dfwairport.com/concessions/ireceivables/index.php>

Concessionaire Submittal Application (CSA)

<https://www.dfwairport.com/apps/cup/>

Badging

www.dfwairport.com/badge

Concessions Department

www.dfwairport.com/concessions

Mystery Shops and Market Baskets

<http://www.sassieshop.com/2LRA/clients/LoginClient.norm.php>

C. Glossary of Airport Acronyms

Listed below are Acronyms that are used at the Airport.

AAB – Airline Advisory Board
AACS – Automated Access Control System
ABN – Airport Beacon
AC - Aircraft
ACFT - Aircraft
ADA – Americans with Disabilities Act
ADE – Airport Development & Engineering Department
AFLD - Airfield
AIP – Airport Improvement Program
ALCS – Airfield Lighting Control System
AOA – Aircraft Operation Area
AOC – Airport Operations Center
APM – Automated People Mover
APS – Automated Parking System
ARFF – Aircraft Rescue Fire Fighting
ATSAC - Aviation Transportation Security Act Compliance
BDDD – Business Diversity Development Department
BIDs – Baggage Information Displays
CBP – U.S. Customs and Border Protection
CCC – Consolidated Communications Center
CCTV – Closed Circuit Television
CDP – Capital Development Program
CEO – Chief Executive Officer
CIF – Capital Improvement Fund
CIP – Capital Improvement Program
CIS – U.S. Citizenship and Immigration Services
CNG – Compressed National Gas
CPCS – Computerized Parking Control System
CSP – Carrier Support Program
CTA – Central Terminal Area
CUP – Central Utility Plant
CUTE – Common Use Terminal Equipment
CUSS – Common Use Self Service
DBEs – Disadvantaged Business Enterprises
DBO – Date of Beneficial Occupancy
DFW – Dallas/Fort Worth International Airport
DHS – Department of Homeland Security

DOT – Department of Transportation
DPS – DFW Department of Public Safety
ETM – Energy & Transportation Management
EVIDs – Electronic Visual Information Displays
FAA – Federal Aviation Administration
FARs – Federal Aviation Regulations or Federal Acquisition Regulations
FEIS – Final Environmental Impact Statement
FIC – Facility Improvement Corporation
FIDs – Flight Information Display System
FIS – Federal Inspection Service
FLW - Flow
FOD - Foreign Object Debris
FSDO – Flight Standards District Office
FY – Fiscal Year
GA – General Aviation
GAAP – Generally Accepted Accounting Principles
GIDs – Gate Information Displays
GIS – Geographic Information System
GL – General Ledger
Global Super Hub - An Airport with a lot of domestic and international flights where people can easily change planes and travel on to another Airport.
GNP – Gross National Product
HR – Human Resources
HVAC – Heating Ventilation Air-Conditioning
ICE – U.S. Immigration and Customs Enforcement
INS – Immigration & Naturalization Service
IROPS - Irregular Operations
IRS – Internal Revenue Service
ITS – Information Technology Service
ILS - Instrument landing system
JRB – Joint Revenue Bonds
KPI's – Key Performance Indicators
LARS – Land Acquisition Reporting System
LOA – Letter of Agreement
MAG – Minimum Annual Guarantee
M/WBEs – Minority/Women-Owned Business Enterprises
MEPS/RS – Mechanical, Electrical, Plumbing, Structural/Ramp Services
MII – Majority in Interest
MOU – Memorandum of Understanding
NTSB – National Transportation Safety Board



New Use Agreement – A 10-year Airline Use Agreement that redefines our business model and relationship with the airlines

O&D – Origin and Destination

O&M – Operating & Maintenance

OALs – Other Airlines (as in American and OALs)

OBAs – Official Board Actions

OPS – Operations

PAX – Passenger

PFCs – Passenger Facility Charges

PFIC – Public Facility Improvement Corporation

PSSF – Passenger Service Special Facilities

QTR – Quarter

RAC – Rent-A-Car

RAP – Respond Action Plan

RFC – Rates Fee & Charges

RIDs – Ramp Information Displays

RIMS – Risk Information Management System

RMS – Records Management System

ROI – Return on Investment

RS – Ramp Services

RWY - Runway

SIDA – Security Identification Display Area

SIDS – Source Isolation Deice System

Spine Road - Nickname for *International Parkway*

SWAP – Interest Rate SWAP

TCEQ – Texas Commission on Environmental Quality

TRIP - Terminal Renewal and Improvement Program

Triple Bottom Line - Sustainability principle: Financial, Environmental, and Social

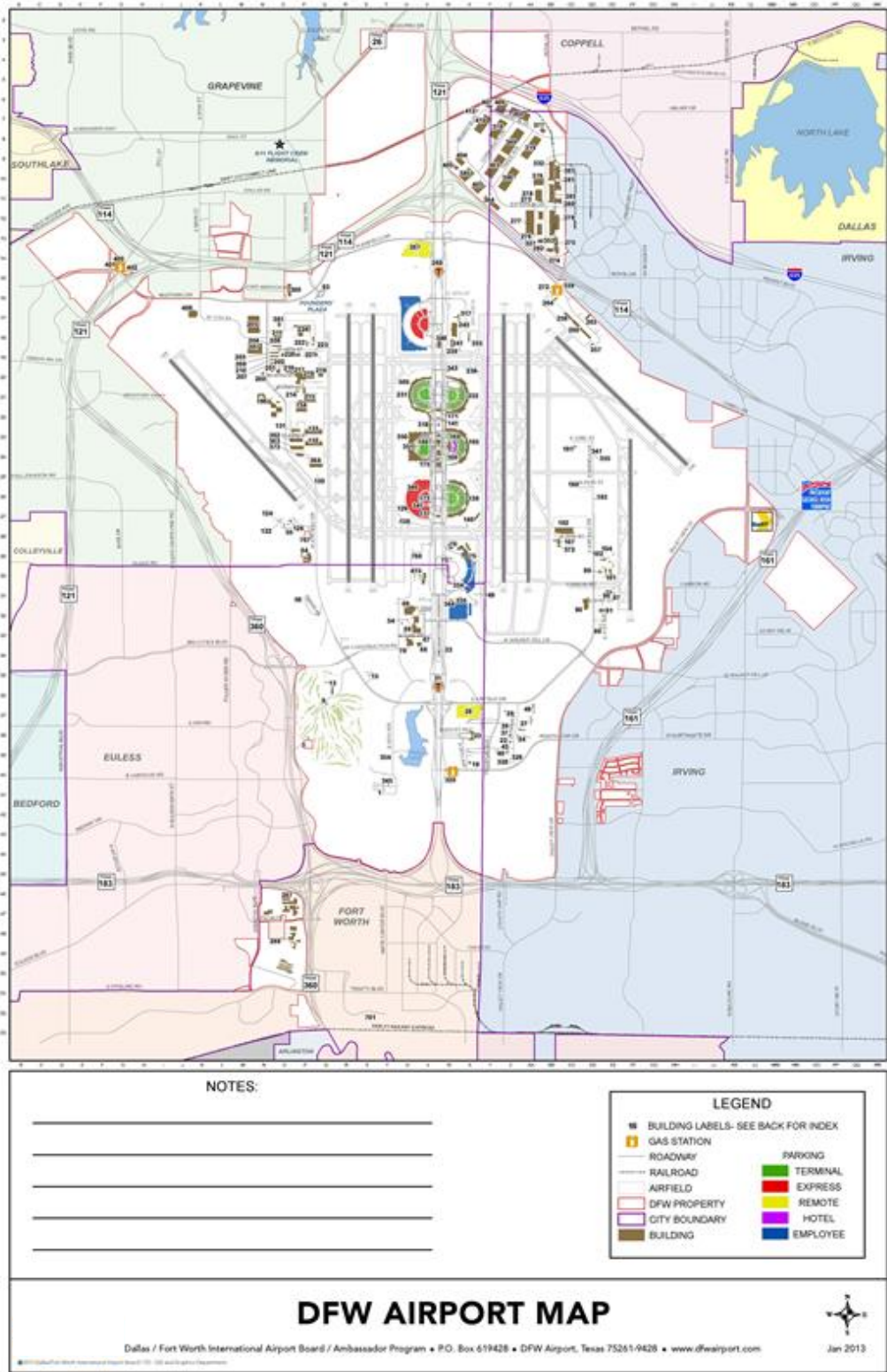
TSA – Transportation Security Administration

TWY – Taxiway

WBE – Women Business Enterprise

WX - Weather

D. Airport Layout Maps





DFW AIRPORT MAP - INDEX

LOCATIONS SORTED ALPHABETICALLY BY FACILITY NAME

Table with 4 columns: BLDG ID, GRID, STREET ADDRESS, FACILITY / DEPARTMENT. It lists various airport facilities and departments, such as AERO DFW COMMERCIAL, AIR LOGISTICS I, AIR LOGISTICS II, AIR LOGISTICS III, AIR SERV, AIRPORT ADMINISTRATION, etc.

III. Safety and Security

A. Badge Authorization/Sponsorship

Each concessions company must designate an employee as an Authorized Signatory (AS) to authorize badges, access, recovery of badges, and terminations.

- Each company must have:
 - A minimum of 2 authorized signatories
 - Additional authorized signatories will be assigned as needed.
- Authorized Signatories must be at a managerial level or above.
- Authorized Signatories must always maintain an active SIDA badge.
- Authorized Signatories must complete the annual Access DFW-issued Authorized Signatory training as required.
- Not completing the required annual training will result in your AS privileges and potential badging privileges being suspended.
- Each Authorized Signatory is assigned in SAFE to be the primary contact for Access DFW.
- In order to onboard a new company with Access DFW, you must complete a Sponsorship form along with a contract/agreement/or letter of verification from the Sponsoring company with the scope of work, start and end date of the contract, the access needed such as driving privileges, customs, and escort. Additional information can be found at www.dfwairport.com/AccessDFW
- Each company must complete a badge recovery plan to the Access DFW describing in detail how the badges will be returned to Access DFW within 5 business days.
- Authorized Signatories are encouraged to read the Authorized Signatory guidebook provided after the requirements to be an Authorized Signatory have been met.
- Authorized Signatories will have access to the SAFE AS portal. Access DFW encourages reviewing the portal for updates on the badging process for all employees.
- Each Authorized Signatory is assigned in SAFE to be a point of contact for Access DFW.
- For more information regarding becoming an authority, contact Access DFW at accessdfw@dfwairport.com or at **972-973-5100**.

2. Unaccountable Badges

- Any badge that is lost/stolen or missing with an unexpired date on the front of the badge is considered unaccountable.
- Failure to return a badge within 5 business days after termination will result in a \$120.00 non-refundable unreturned badge fee, billed to the company by DFW Airport.



- The Government can hold your company liable for civil penalty up to a \$13,669 if you do not collect or make a reasonable effort to collect the badge from the employee on the day of termination and do not terminate the employee in SAFE within 24 hours.

3. How to terminate an employee

If you have an employee that is no longer working for your company, the badge should be returned, and the employee terminated in the system.

- You will terminate the employee by going into their profile in SAFE and changing the status of their employment on the Occupation Tab from Active to Terminated. Please be sure to click Update and Save to keep the changes made.
- If you have any questions about this process, you can contact our office at 972-973-5100 or accessdfw@dfwairport.com

4. How to return a badge to Access DFW

- By Mail: badges can be returned via FedEx, USPS, or certified mail. Employees can request from Access DFW a stamped self-addressed envelope be sent to them for the return of their badge.
- In Person: We will provide a receipt of the transaction upon request.
- 24hr Dropbox: Available 24 hours/7 days a week. Located by the front lobby doors of the office in Terminal B, near B17. Upper level, pre-security.

B. Badge Application Process

Identification/access badges are required for concessionaire employees working in DFW's terminals and are issued by Access DFW, formerly known as the Access Control Office (ACO), which is located in Terminal B, near B17, Upper Level, landside (before security).

- To review the most up-to-date information regarding the requirements for the badging process, including all required forms, visit www.dfwairport.com/accessdfw
- If you have questions about the process after reviewing the website, contact Access DFW at accessdfw@dfwairport.com or by calling **972-973-5100**.
- Note that some employees work at multiple concession locations. Ensure that your employees are badged under your company's name.

1. Purple Sterile Badge (formerly the green Non SIDA badge)

The purple Sterile Badge allows access through the TSA checkpoints *and through the Terminal Loading Docks' screening* into the sterile areas of the terminals where concessions are located. Most concession employees have a purple Sterile badge. All TSA screening rules apply to Sterile badge holders, including not being able to bring in prohibited items, which includes liquids and gels. These items also apply to purple Sterile badge holders:



- Sponsorship Form of the Sponsored Company must be signed by the concessionaire's Authorized Signatory.
- Concessionaire Authorized Signatories cannot legally sign off on applications for a Sponsored company's vendor/delivery company employees.
- A purple Sterile badge does not authorize the badge holder to use the Employee Portals at any time.
- A purple Sterile badge does not authorize the badge holder to be unescorted in the Security Identification Display Area (SIDA).
- Badges must be displayed, always, while working in the sterile area on the outermost garment, above the waist and below the neck with the picture facing forward.
- Employees who forget to bring their badge to work cannot be escorted.
- Employees whose badge has expired cannot be escorted.

2. Blue SIDA Badge

The Blue SIDA Badge is generally only authorized for the concessionaire's management and/or key employees. It allows the badge holder to be unescorted in the SIDA and to escort non-badged individuals through TSA checkpoints into the sterile areas of the terminals. It also allows the badge holder to escort purple Sterile badge holders in the SIDA. These items also apply to blue SIDA badge holders:

- Concessionaire Authorized Signatories cannot legally sign off on applications for a sponsored company's vendor/delivery company employees.
- The number of blue SIDA badges is limited to 25% of the concessionaire's total number of active badges.
- Badges must be displayed, always, while working in the sterile area or when in the SIDA on the outermost garment, above the waist and below the neck with the picture facing forward.
- Blue SIDA badge holders who have an E printed on their SIDA badge can escort up to 5 non-badged individuals and must ensure the non-badged individuals always remain within visual and audible contact.

3. Employee Portal Access Rules

Some, but not all, SIDA badge holders are authorized to use the Employee portal in the terminals. The door opens with a biometric hand scan and a badge scan.

- Concessionaire upper management employees or concessionaire owners may be granted access through the Employee Portals with



the approval of Authorized Signatory and the Department of Public Safety.

- The Employee Portals are always monitored by video camera.
- Employee Portals may only be used by SIDA badge holders who have been authorized to use the portals.
- No public access through the Employee Portals.
- Use of the Employee Portals for the purpose of boarding an aircraft for travel is prohibited.
- Escorting and/or piggy backing is prohibited.
- Employees are subject to random inspections of their person and property by DPS Police, DPS Aviation Security Officers, or by TSA.
- Items prohibited at TSA checkpoints are also prohibited at Employee Portals, except for liquids, gels, and/or aerosols.
- It is a violation of the Airport Security Program to introduce prohibited items through an Employee Portal, including but not limited to wheelchairs, boxes, cartons, containers, racks, carts, packages, trash (in or out of bin), merchandise, etc. Violations may result in the suspension or revocation of SIDA access privileges, repeat SIDA Training and payment of a reinstatement fee.
- Tools prohibited at the TSA checkpoints cannot be taken through an Employee Portal
- Items to be sold to the traveling public may not be taken through an Employee Portal
- Failure to abide by the Employee Portal rules may subject the badge holder to suspension or revocation of their badge and/or access privileges, repeat SIDA training, civil or criminal prosecution, and/or fines imposed by the TSA for violating TSA Federal regulations

B. Fire Safety Training

In order to continually improve fire safety in DFW's terminals, please have your employees in Food and Beverage operations take the free, online Fire Code Training for Commercial Kitchens.

- We are pleased that DFW's Department of Public Safety developed this training course specifically for concessions employees in order to make sure all employees are familiar with fire extinguisher operation and what to do in case of a fire.
- The employees will need to log into the DFW Testing Center at www.dfwairport.com/learninghub. Employees will want to have the latest Flash software on their computers; if necessary, updates are free at www.adobe.com. Once signed into the testing center, the test is located under Concessions Department and is labeled Fire Code Training for Commercial Kitchens.



- **Keep Completion Certificates On File** – As employees complete their training, a certificate will appear at the end of the session. Please print out each certificate and keep these certificates in the same location as the employees' Food Handler Safety Training Certificates. These are a part of DFW's Concessions Compliance Program.

C. Fire Prevention and Planning

The DFW International Airport's Fire Prevention and Planning Division are dedicated to the education, compliance and outreach to the concessions located on DFW property. It is the goal of Fire Prevention and Planning to partner with concessionaires to provide a safe experience and to assist in the education and training of concession employee's to be stewards of fire and life safety education and fire safety compliance.

Procedures:

- Have an emergency evacuation plan for your concession and share it with all of your employees
- Know the closest location of your fire extinguishers
- Know the closest location of an Automated External Defibrillator (AED)
- Have evacuation maps that show the two closest exits, locations of fire extinguisher and AED's for your employees
- If you have a kitchen hood system as part of your concession, have all employees take the Kitchen Hood Fire Extinguishing Training offered by the DFW Airport Test Center
- Fire Prevention and Planning can conduct fire extinguisher training to your employees
- Fire Prevention and Planning can work with DFW Airport Emergency Medical Service to provide AED Training
- Make sure to correct any fire code violations immediately
- Reach out to Fire Prevention and Planning if you will modify your space where Emergency Strobes, Fire Sprinklers and Fire Extinguishers may be impacted
- The terminals have a unique Public Address/Voice Evacuation system that can be used for a variety of situations that may occur within the facility, so it is critical to listen to the messages prior to evacuation
- Fire Prevention and Planning requires a key to your concession to be placed in a Knox Lock that is only accessible to emergency response personnel and tracked in case of an emergency to help minimize damage to your concession. If there are updates to key, please work with Fire Prevention and Planning.

D. Evacuation Plan

Each concession location is required to have an evacuation plan available to all employees. This evacuation plan must include directions to an exit as well as to a gathering place outside the building.

E. Prohibited Items Procedures

If your concession location keeps prohibited items (as described on TSA's [website](#)), a **Controlled Item Inventory Log** (example following) is required for each location (Food and Beverage, Retail and Services). This Log will be necessary in order to maintain consistency in all concessions locations and to avoid even further restrictive regulation.

Maintenance of this log is part of Lease compliance, and this log could be requested for review by Concessions Department or DPS representatives at any time.

Please remember:

- Concessionaires must have a legitimate business justification for keeping a prohibited item within their location.
- The Controlled Item Inventory Log is for all TSA prohibited items, as follows:
 - **Kitchen items**, including knives, cleavers, and blades
 - **Tools**, including screw drivers and drill bits
 - **Cutting utensils**, including scissors and box cutters
- Any changes in the number of controlled items at a location must be documented on the notes section of the Log.
- All prohibited items must be brought in through the Airfield Operation Area (AOA) and not through a Security Checkpoint or 1542 Portal
- It is your responsibility to safeguard knives or ANY prohibited items which are job-related and allowed to be brought into the sterile/restricted area for performing your job.
- These items must be accounted for and under control at all times.
- These items should be stored in a locked container (safe, cabinet). A manager or designated individual is the only person that should have the combination or key to these containers.
- The manager or designated individual opening the location at the start of the business day should be the only one accessing the storage container or safe. They should be the only individual who will inventory these items and issue the items at the start of the day.
- At the close of the business day, the locations manager, or designated individual, will collect the prohibited items and account for such items being returned.
- The items will then be stored in the designated container or safe.
- Any prohibited items that are missing or unaccounted for must be reported to DPS Police immediately.



- During the business day, AT NO TIME should knives be left unattended. When an employee leaves a work station, knives must be secured. Knives in view of the public must be secured or inaccessible at all times.
- An inventory log must be established at any location that has prohibited items which are necessary for conducting business (such as knives).
- This log must be filled out at the beginning and end of each business day.
- The log will be part of the review by any DFW Concessions Compliance Analyst or DFW DPS Security Compliance Analyst or their designated representative.
- Note: DFW (DPS) is required conduct a monthly audit of concessionaires, restaurants, and vendors operating in the sterile area to ensure they are not displaying, offering for sale, offering for use, or carrying in their inventory any items on the Prohibited Items List. The results of this audit must be documented and made available to the TSA.
- Title 49 CFR Transportation part 1540, section 1540.105 “Security Responsibilities of Employees and Other Persons.”
 - No person may:
 - Tamper or interfere with, compromise, modify, attempt to circumvent, or cause a person to tamper or interfere with, compromise, modify, or attempt to circumvent any security system, measure, or procedure implemented under this subchapter.
 - An individual found to be in violation of this section could be subject to a penalty from \$1,500 to \$6,000.
- Terminal Dock Access for Tools
 - In order to satisfy 49 CFR 1562.23 Chapter XII, the Department of Public Safety Airport Security Division Compliance Section has designed a program that will ensure that no prohibited items are able to be accessed by passenger in a purpose driven or accidental desire to bring them onboard any aircraft at DFW International Airport.
 - To accomplish this, The Tool Access at Terminal Docks A, D, E Tool Possession Form has been created and the components of that plan shall be followed.
 - Tools including screwdrivers, pliers, and wrenches will be allowed through the Terminal A, D, and E docks with security clearance
 - Knives needed for food preparation by Concessionaires will follow the same procedures as tools



Upon entry, security will out the Tool Access at Terminal Docks A, D, and E Tool Possession Form. All of this information is needed to provide written responsibility for the serious nature attached to this privilege.

**Tool Access at Terminal Docks A and D
Tool Possession Form**

_____ Date _____ Time

_____ Tenant or Project _____ Operational Need

_____ Location of Tool Use _____ Tenant or Project Representative

_____ Timespan For Use Within Sterile Area _____ SIDA Badge / Drivers License Number

Name, Number and Brief Description of Tools (Including knives) Requiring Access:

_____ Dock Officer _____ SIDA /Badge Number

_____ Compliance Representative _____ SIDA /Badge Number



- Hand tools will be screened via the x-ray equipment
 - Any tool that will not fit in the x-ray must be inspected by a Maltos Supervisor, member of the DPS ASD Compliance, Operations Security Supervision, or a Operations Security Officer.
 - Power tools (Saws, drills, sanders) and prohibited items (knives and blades) must be signed in and out by security contractor or Concessionaire Management.
- A Security Compliance Inspector will brief you on the requirements necessary for ofilling out the Tool Management Plan form. Security Compliance can be reached at (214) 794-3160
- This sheet, once filled out by management and approved bu Compliance and/or Dock Security Supervisor will be used to satisfy the request to bring in knives or remove knives to/from the sterile concourse
- All items and transporting personnel will go through the screening process
- Please be aware the knife must be in shipping/purchase packaging the entire time the escort is occurring.
- PLEASE BE AWARE: Anyone requesting this privilege will keep the Tool Possession Form when the tool leaves the sterile or secure areas and at NO TIME will tools be allowed outside of their contol or supervision.

CONTROLLED ITEMS LOG

OPENING				CLOSING			
Date	Number of Controlled Items	Description	Opening Manager Verification and Signature	Number of Controlled Items	Closing Manager Verification and Signature	Time Secured	Notes
Example 1 June 20 11	5	3 knives, 1 cleaver, 1 pizza cutter	Sue Smith	5	Joe Jones	11:45 PM	locked in safe
Example 2 June 20 11	4	2 screwdrivers, 1 box cutter, 1 pr scissors	Steve Smith	5	Elizabeth Jones	11:45 PM	Added another pair of scissors. Locked in safe

Operations

A. Employee Parking Privileges

Parking Privileges are granted on the basis of business necessity to authorized airport representatives and tenants, governmental organizations and law enforcement agencies with jurisdiction over the airport. Business necessity is defined as a requirement for the performance of an employee's job duties or company's business requirements at DFW Airport. These privileges are evaluated on a case-by-case basis. The approval of parking privileges is the responsibility of the assigned sponsor and/or their representative who will evaluate the business need. For additional information, please contact Employee Parking at prkpri@dfwairport.com or 972-973-8040.

1. Overview of Parking Options

- Employee Parking Lot: Employers must complete an Annual Headcount Form along with the submittal of their personnel listing. Upon approval, Employers will be issued hang tags that will allow employees to park in the employee parking lots (outside the revenue area and transported to the terminals 24 hours per day. Employers will be billed monthly by Finance based on data provided. *See the schedule of charges for applicable fees.*
- Parking Privileges: Access to park in the Central Terminal Area (CTA). Employees are approved by their employers and must submit payment online. This access is only offered to supervisory and management staff. A NTTA Toll Tag supported by a credit card is required for this access. Unless there are extenuating circumstances, parking is limited to 24 hours which provides 24 consecutive hours of parking in the CTA. Any vehicle parked over 24 hours will be charged at the appropriate public parking rate according to the Schedule of Charges. Parking fees will be access to the NTTA Toll Tag account. *See the schedule of charges for applicable fees.*

2. Rules and Regulations

- All Parking Privileges are subject to a renewal process and payment. Payment for all privileges is submitted online via credit card only.
- Approved applicants may list two (2) vehicles on their application. Both vehicles must have a NTTA Toll Tag supported by a credit card &



listed on the same NTTA account. Vehicles be registered to the applicant or reside at the same address.

- Each applicant is responsible for maintaining accurate and current vehicular information. It is also their responsibility to maintain current information on their NTTA TollTag account. Failure to do so may result in the assessment of parking fees.
- If an applicant is incorrectly charged a parking fee; the request for an adjustment must be submitted by their Employer to the Employee Parking Office within 60 days of the incident. All requests after this date will be disallowed. E-mail form to prkpri@dfwairport.com
- Approved applicants having two (2) vehicles in the system will forfeit their parking privileges and be held responsible for accrued parking fees under the following conditions:
 - Both vehicles recorded as having been parked in the CTA of DFW International Airport at the same time.
 - A second plate provided for use by anyone other than the applicant.

3. Debts to DFW Airport

An applicant will not be granted a parking privilege if he/she owes an outstanding debt to DFW Airport Board. Parking Privileges may also be revoked if the person or company incurs outstanding debts to DFW Airport Board.



B. Utilities

Concessionaires are provided electrical conduit, water, and gas to the lease line, where applicable. Refer to the Tenant Design Manual for further information.

1. Data & Phone Line set up

Concessionaires should contact NEC regarding phone line set up. (See Appendix for paperwork and more information.)

C. Pest Control

Concessionaires are responsible for all pest control within their lease space. Concessionaires must submit invoices of completed monthly inspections to the concessions department.

D. Mail Delivery

US Mail is not delivered to terminal addresses. However, concessionaires may purchase a PO Box from the Post Office located on Airport property. Concessionaires may also use FedEx, UPS, and other parcel delivery services, which typically require terminal, gate and column number to deliver packages.

2420 Innovation Dr.
DFW Airport, TX 75261
(972) 453-3372

Terminal A Physical Address 2040 N. International Parkway DFW Airport, TX 75261	Terminal D Physical Address 2333 S. International Parkway DFW Airport, TX 75261
Terminal B Physical Address 2141 S. International Parkway DFW Airport, TX 75261	Terminal E Physical Address 2625 N. International Parkway DFW Airport, TX 75261
Terminal C Physical Address 2330 N. International Parkway DFW Airport, TX 75261	

E. Refurbishment/Improvement of Lease Space

Please refer to Section 8.10 Refurbishment of your Lease for exact language regarding refurbishment.



If this Lease is for a term of more than five years, the concessionaire shall refurbish the premises at the midpoint of the Term. This includes refinishing, repair, replacement, redecorating, repainting, and re-flooring necessary to keep all areas in first-class condition.

F. Waste Management Program

Upon opening the location will receive trash pickup and other services as needed. Contact your concessions manager with any further questions regarding necessary service.

Janitorial Service Provider	Dispatch Number	Notes
Terminal A – DFS		Kizito Jean k.jean@dfscompany.com
Terminal B – APRO		Terry Lee terrylee@approinc.com
Terminal C – DFS		Kizito Jean k.jean@dfscompany.com
Terminal D – APRO		David Yang dsyang@approinc.com
Terminal E – DFS		Margaret Ortiz m.ortiz@dfscompany.com
Custodial Dispatch	972-973-8409	Cxcustodialdispatch@dfwairport.com

Used fryer grease disposal:

- DFW provides (free of charge) a used fryer grease disposal system in Terminals A, B, D, and E via collaboration with Mahoney Environmental. Terminal C is in progress and will be available soon.
 - Grill grease is classified as food waste and should be carefully bagged up and thrown away in the trash.
- Mahoney provides each Concessionaire with an assigned collection caddy for the transport of used grease to the centralized collection tank.
- Each terminal has a centralized collection location.
- Upon delivery of the transport caddy, Mahoney will provide training on how to use the system and directions to the terminal’s collection tank.
- Concessionaire is responsible for providing fryer information (make, model, and quantity) to Concessions Department prior to opening.
- Concessionaire is responsible for the cleanliness, upkeep, and security of their caddy.

G. Smoking Areas

DFW is a smoke-free airport. However, employees may smoke outside in designated smoking areas. Designated smoking areas are available outside of each terminal on the lower level. Smoking is not permitted within any DFW terminal.

H. Maintenance

Please refer to Section 9.01 Concessionaire's Maintenance Obligations of your Lease for further information.

- Concessionaire shall maintain the location in good appearance and repair, and in a safe as-new condition. Concessionaire shall maintain, repair, replace, paint, or otherwise finish all leasehold improvements on the Premises (including, walls, partitions, floors, ceilings, windows, doors, glass and all furnishings, fixtures, and equipment therein, whether installed by Concessionaire or by the Board). All of the maintenance, repairs, finishing and replacements shall be of quality at least equal to the original in materials and workmanship. All work, including finishing colors, shall be subject to the prior written approval of the Airport Concessions Department.
- If it is determined that the maintenance is not in compliance, the Board shall so notify Concessionaire in writing. If the maintenance required to be performed as provided in the Board's notice to Concessionaire is not commenced by Concessionaire within five (5) days after receipt of such written notice, or is thereafter not diligently prosecuted to completion, the Board or its agents shall have the right to enter upon the Premises and perform the subject maintenance, and Concessionaire agrees to promptly reimburse the Board for the cost thereof, including such charges as are provided in the then current Schedule of Charges of the Board.

I. Hours of Operation

- **Opening Time: Terminals A, B, C, D** - All newsstands and locations serving coffee and breakfast will open for business no later than **5:00 a.m.** All other locations will open no later than 6:00 a.m.
- **Opening Time: Terminal E** - All newsstands and locations serving coffee and breakfast will open for business no later than **4:30 a.m.** All other locations will open no later than 5:00 a.m.
- **Closing Time for all Terminals** - All locations will remain open until flights are called for boarding within a minimum of 3 gates on either side of the location. If the location is not adjacent to any gate area, use the gate activity closest to the location to determine the closing time.
- If there is customer traffic in front of the location, the store will remain open.
 - "Open" means ready for business: gates fully open, registers open, and chairs on the floor in restaurants.

V. Communication

A. Concessions Irregular Operations (IROPS) Procedure

The Irregular Operations program was established to ensure concessionaires and other key Airport entities are notified in the event of a delay that might keep passengers in the terminals longer than the original schedule. This allows concessionaires and others to be prepared to offer exceptional customer service to our passengers in a potentially stressful situation.

- An Irregular Operations (IROPS) notification will be sent via phone and/or via E-mail to concessionaires when flight departure delays keep passengers in the secured section of the terminal beyond typical concession closing times.
 - Concession closing time is the time the last flight is called for boarding at gates adjacent to the concession location.
- Airline(s) that anticipate delayed departures or will have passengers in the terminals overnight will contact the Airport Operations Center (AOC) at 972-973-3112 with the terminal(s) impacted, number of flights impacted (by terminal, if applicable) and estimated time of last departure.
- An IROPS notification will be declared by the AOC as soon as the probability of IROPS exceeds 50% based on weather reports or as soon as the AOC is notified by the Airlines that there will be flight delays or



passengers in the terminals overnight. Early notification ensures that concession operators have the opportunity to schedule staff for extended hours.

- An automated IROPS notification call will be sent to DFW Concessions management and all concession owners, managers and locations. Note: All concession locations are not expected to remain open, but with notification, will have the option to remain open to serve customers and generate sales. Food & Beverage operators are required to stay open during an IROP’s notification.
- An IROPS event typically requests that concession locations remain open until midnight. However, some events have extended through the night, with the terminals hosting 2,000 to 3,000 passengers overnight.
- Those Concessionaire Operators in each terminal that have previously agreed to serve as “key concession operations” are expected to stay open when the AOC provides concession notification prior to 6 P.M.
- If notification is sent after 6 P.M., the key concession operations are requested to honor the call to remain open, but will not be required to do so.

The “key concession operators” that do not remain open for an IROPS event for which they were notified before 6:00 p.m. will be considered out of compliance and will be addressed on a case-by-case basis and subject to a \$500 fine. The key concession operations in each terminal are:

Terminal A <ul style="list-style-type: none"> • Einstein’s (A11) • T.G.I. Friday’s (A14) • Qdoba (A16) • McDonald’s (A17) • 7-Eleven (A25) 	Terminal B <ul style="list-style-type: none"> • DFW News Connection/Starbucks (B15) • Subway (B24) 	Terminal C <ul style="list-style-type: none"> • McDonald’s (C22) • T.G.I. Friday’s (C29) • 7-Eleven (C11)
Terminal D <ul style="list-style-type: none"> • Starbucks (D12, D28) • Cantina Laredo (D24) • McDonald’s (D33 when needed) • 7-Eleven (D20) 	Terminal E <ul style="list-style-type: none"> • 7-Eleven (E13) • Boar’s Head Deli (E26 Satellite) • Blue Mesa Taco Bar and Grill (E31) • Wendy’s (E33 when needed) 	*Starbucks when needed in each terminal

- The list of key concession operations will be amended over time due to TRIP impact and the debut of new concession operations.
- To be added to the list of key concessions operations you must commit to being open any time there is an IROPs. Please contact your concessions manager to be included.



In any emergency event, IROPS or otherwise, where concession locations need to open, the AOC will contact DFW Concessions management directly with a briefing on the situation. Contact either the Airport Operations Center at 972-973-3112 or your DFW Concessions manager for IROPS questions:

Food & Beverage Manager	Carolyn Phillips	817-995-5850	cphillips@dfwairport.com
Retail Manager	Pam Housley	817-239-0676	phousley@dfwairport.com
Passenger Amenities Manager	Cristen Mosley	817-721-8957	cmosley@dfwairport.com
Advertising and Sponsorship Manager	Michael Morford	972-971-8414	mmorford@dfwairport.com
Concessions	General	972-973-4820	concessions@dfwairport.com

- For facility-related concession emergencies, contact the Airport Operations Center at 972-973-3112.
- The Concessions Department will update the AOC with any changes in personnel or contact information.
- Should your Irregular Operations contact person need to be updated, contact DFW Concessions Administrative Assistant **Monica Guyden** at mguyden@dfwairport.com.

B. Forums and Meetings

The Concessions Department hosts concessionaire forums quarterly. These forums provide pertinent operation and Airport project information for concessionaires. The forum also gives Airport staff the opportunity to update the concessionaires on flight information and any procedural changes within the Airport. These forums are open to concession owners and their management. Information, including save the dates and agendas, regarding the forums is distributed via E-mail prior to the meetings. All forum attendees are notified based on the contact information provided; please ensure that this contact information remains current at all times.

C. E-mail Communication from DFW

In an effort to provide valuable, meaningful and recognizable communication, the Concessions Department has one main E-mail address for external communication. Please watch for E-mails from dfwConcessionseNews@dfwairport.com for important updates.

D. Website Resources

The Airport operates three main concession-related pages:



- dfwairport.com/shops
From here, our passengers receive information about our concession operations, including location, a description and a helpful photo.
- dfwairport.com/concessions
This page serves our current concessionaires and provides resources such as the Tenant Design Manual, the Concessionaire Submittal Application, Badging and Key Request information, the Schedule of Charges, as well as presentations from previous concessionaire forums and various market research studies.
- dfwairport.com/concessions/solicitations/current
All public Request for Proposal (RFP) opportunities are listed on this page. In addition, any addenda and questions & answers will be posted here. Presentations from Pre-Proposal conferences and other outreach events will be included here as well.

E. Media Opportunities

DFW has a robust Public Affairs department that can assist in raising awareness about new operations and achievements by concessionaires. Feel free to reach out to your Concessions Manager, with any unique news about your operation. Your Concessions Manager will assist you in working with the Public Affairs Department.

F. Catering Program

The Concessions Department periodically produces a catering brochure and distributes it to key Airport personnel. We encourage Airport staff to use our concessionaires for catering purposes whenever possible. It is required that all concession operations that participate be prompt and professional in order to remain a part of the brochure. To participate in the brochure, submit a catering menu in pdf format that can be made available on our internal website. **Important note:** Catering operators must also submit a cell phone number with a voice-mail that is checked on a consistent basis. Calls on the day of the event must be returned within 15 minutes. If you are interested in participating in this catering brochure, please contact **Carolyn Phillips** - Manager, Concessions, via E-mail at cphillips@dfwairport.com.

VI. Compliance

A. Operational Compliance

1. Products and Pricing Survey (Market Basket)

DFW strives to keep its prices competitive with outside businesses.

- The Pricing Survey is a periodic review to confirm the concessionaires are in compliance with street-level pricing plus 10%, which is defined as prices that are no more than 10% above the prices charged at non-Airport locations, as per Lease requirements. The Survey compares these prices to those of identical or similar merchandise items or services found at a minimum of three (3) comparable businesses outside DFW Airport premises.
- The street-level comparable prices must come from traditional venues within a 20-mile radius of DFW Airport. Traditional venues exclude amusement parks, other entertainment venues, stadiums, other airports, hotels, hospitals and zoos.
- All concessionaires must gather street-level prices from businesses with comparable concepts. If there is a business operating outside the airport under the same name that should be used as the comparable.
- Submission must be entered into the LRA system, Finalized and 100% Compliant by April 1st Annually
- Food & Beverage Locations must submit all menu items
- Retail Locations
 - Select ten(10) different sales categories based on your highest gross sales (example: candy bars, cotton shirts, pain relievers, etc.)
 - Compare prices for three (3) items from each category (example: Category = Candy Bars - KitKat, Snickers, and Payday)
 - Must submit a minimum of 30 items
- Submissions are required for every location.
 - If not submitted an outside vendor may be hired to complete on behalf of the concessionaires
- Prices found to be out of compliance must be lowered within 2 days.
- If prices are not lowered Concessionaire may be charged Non Compliance Fees per the Schedule of Charges
- Please refer to your Lease, Section 6.01 Products and Pricing, for more details and the most accurate information.

2. **Mystery Shop Program**

DFW is proud of the customer service its concessionaires provide the millions of passengers who visit the Airport each year. To ensure clean, working and friendly service, DFW Utilizes a Mystery Shop program. The program also benefits concessionaires by helping them see areas for improvement in their locations. To operate the program, DFW contracts with an outside Mystery Shop agency to shop each location and grade each employee for their professionalism and the facility for its appearance. These shops provide snapshots in time of a customer's experience in our stores or restaurants. Below are details about the program:

- Each Food & Beverage, Retail and inline Service location receives approximately 18 Mystery Shop visits per year.
- In conjunction with the Mystery Shop Program, there is the Employee Recognition Program. This program rewards those exemplary employees and concessionaires who scored exceptionally well on their Mystery Shops. Employees with a customer service score of 90% and above receive a \$25 gift card. Employees with a 100% score receive a \$50 gift card.
- To determine the Employee of the Month for Food & Beverage and Retail, the names of all those employees who received a 100% score from that month's mystery shops are entered into a drawing. The winner of this drawing will be awarded a \$100 gift card.
- To determine the Employee of the Year for Food & Beverage and Retail, the names of those Employees of the Month for both Food & Beverage and Retail are entered into a drawing from which the Employee of the Year is selected (one each for Food & Beverage and Retail). The selected employees of this drawing will be given a check for \$500.
- The Retail and Food & Beverage locations that have the highest average score within their concept group and transactions will be considered the Customer Service Champions of the Year and will each receive a monetary award.
- The number of awards and award amounts are subject to change.
- The Employees of the Year and the Customer Service Champions of the Year awards are the highlight at the end-of-year Concessionaire Forum and are warmly recognized by the entire DFW concessions family.



3. Observation Compliance

Compliance Analysts visit retail concepts, restaurants, and passenger amenities locations to ensure that passengers are given world-class service and are provided with outstanding facilities. Compliance Analysts examine concessions locations for issues related to food-safety, aesthetics, merchandising, pricing, housekeeping, and customer service. Incident Reports are generated by compliance analysts for issues identified as being non-compliant according to the terms of the lease. These Incident Reports are sent to the General Manager of the location for correction of the deficiency. Corrections are to be made immediately, and a response given to the compliance analysts with corrective action taken within ten (10) calendar days - unless otherwise noted. If the correction cannot be made within ten (10) calendar days, the General Manager must notify the Concessions Department (in writing) to request an extension beyond the ten-day deadline.

4. DFW Buck Reimbursement:

DFW Airport DPS and Customer Service Departments issue DFW Bucks to passengers for customer service and to reward Airport employees for a variety of reasons, including on-the-spot recognition. We ask that you accept these bucks as payment according to your company's policies.

- Occasionally you will receive DFW bucks in amounts up to \$20. These may be used for any food or retail purchases within the Airport. However, they may NOT be used for the purchase of alcoholic beverages.
- If the amount purchased is less than the amount of the buck, the remaining value must NOT be given as change. The Buck presenter forfeits the remaining amount. The entire buck must be used in a single purchase.
- When your company accepts a DFW Buck as payment, send the original used DFW Buck to the Concessions Department (Attn: Monica Guyden) along with the receipt showing the purchase amount, and a reimbursement check will be sent out to you.
- You will receive reimbursement approximately two weeks from the date Concessions receives the invoice.

5. Product Movement and Storage Procedures

DFW Airport has put into place procedures for the transportation and storage of products within the Airport. All products/merchandise shall enter the terminal areas via one of the three Terminal Concessions Loading Docks, unless otherwise authorized in writing by the DFW International Airport Board.

Terminal Concessions Loading Docks in Terminal A, D, and E



- Terminal Concessions Loading Docks shall be the primary product delivery portal and are located in Terminals A, D, and E. Details on the dock locations, office and screening hours, driving directions and delivery procedures are available at:
[www.dfwairport.com/concessions/resources and presentations/Deliver Procedure](http://www.dfwairport.com/concessions/resources_and_presentations/Deliver_Procedure)
- Loading docks are equipped with a security checkpoint for employees and merchandise, as well as temporary dry storage areas and secured walk-in coolers and freezers.
- Dock Office Staff at each dock monitor deliveries and control the temporary storage areas. Dry storage as well as large walk-in cooler and freezer storage areas are available for temporary staging. Products must be moved from temporary dock storage areas within three hours.
- Coolers and freezers are locked and secured by Dock Office Staff during dock office hours. Office and screening hours vary by terminal. Cooler and freezer access is unavailable when dock office is closed.
- All products must be taken off the pallets and screened. Once thru, concession employees can transport the merchandise to either their storage location or directly to their shop or restaurant.
- **Pallets/pallet jacks are not allowed in any Concourse/public area at any time and are required to be removed from all Ramp Level storage spaces upon delivery.**
- Terminal B merchandise can be brought in from the Terminal D Dock to Terminal B via the B-D connector walkway. Terminal C products can be brought in through the Terminal A Dock, via the A-C connector walkway. Similarly, skybridge walkways are also available that connect Terminal D to C and Terminal B to A.
- Product moved through the terminals must be moved on equipment with pneumatic (inflatable) or medical-grade rubber wheels. Equipment with any other type of wheels is not allowed to be used inside the public terminal areas.
- **Moving sidewalks shall never be used for product movement under any circumstance**
- Employee 1542 portals can never be used for product deliveries.
- Terminal Loadings Dock serve as secondary employee portals and can be accessed by both Green and Blue badged employees. Contact the DFW Access Control (badging) Office with any employee access issues
- Product deliveries shall not be brought into terminal areas via TSA Passenger Screening Checkpoint areas, unless:
 - Delivery is needed for an emergency situation and,
 - Takes no more space in line than a single average-sized person and,



- The checkpoint is not backed up

AOA Deliveries

- Deliveries are no longer permitted via the Air Operations Area (AOA).
- Any AOA delivery exceptions must be approved in writing by DFW Airport Board but exceptions will be extremely limited and may be revoked as deemed necessary by the DFW Airport Board.
- Those who receive an AOA delivery exception are only allowed on AOA between 11:00 pm and 4:59 am. Deliveries beyond hours listed are required to use the terminal loading docks, NO EXCEPTIONS.
- AOA access requires \$10 million in liability coverage, adherence to all DFW Board rules and regulations found in the DFW Drivers Handbook and additional driver training ~~due to trucks maneuvering near aircraft~~.

Hot-shot Deliveries via Skylink

- Skylink is designed to move people between terminals and was never designed as a primary means of moving product.
- Any Concessionaires that move product on Skylink must adhere to the safety directions included in this document.
- **Any product movement on Skylink is limited to Concessionaires making small-scale (under 200 pound) deliveries** (hot-shots) and must be conveyed in carts using the specified DFW Concessions-approved cart.
- **Passengers are priority.** No delivery carts may board a highly occupied Skylink Car; wait for the next Skylink.
- If there is an occupied wheelchair on the car, wait for next Skylink
- There is a limit of ONE (1) Cart on a Skylink two-car train (not one per car.)
- Do not allow the cart to block access to the Skylink Emergency Telephone.
- Cart must be positioned with **WHEELS LOCKED** in the direction of travel
- **Employee must be in control of cart at all times with hands on cart**
- **No** dollies or hand trucks of any kind allowed on Skylink
- All product must be fully enclosed in the interior of the cart – no product or boxes within 6” of top of cart
- **No vendor deliveries and no beverages** (alcoholic, non-alcoholic) of any kind will be moved on Skylink. Beverage delivery companies must make arrangements to deliver product through docks, AOA or TSA checkpoints as defined hereafter.



- Concessionaires are responsible to communicate these procedures to their staff and ensure compliance.

Storage Facilities

- Storage areas shall not be used as an office or as a food preparation area.
- The hallways and aisles in all storage areas should remain clear of products or clutter (pallets, crates, bread trays, products, boxes, trash, etc.) by order of the fire marshal.
- Concessionaire is responsible for removal of all items placed in trash collection areas that are not disposed of by Custodians.
- Concessionaire is responsible for maintaining a clean storage space, free of any debris, spills, or leaks within their leased area or caused by them in the shared/common spaces.
- To inquire about available storage locations, please contact the Concessions Department.

6. Signage

All signage on and within the tenant's space is subject to design review and approval, including all signs for sale and seasonal promotions, and for product displays. DFW Concessions must approve signage of this type before it is installed. Signage must be professionally designed and produced in colors and materials consistent with the overall store image. Temporary signs, banners, sale notices, etc., are not permitted on the storefront.

- Please refer to the Tenant Design manual section 3.5 for more detailed information regarding signage guidelines. The complete Tenant Design Manual can be found at www.dfwairport.com/concessions/ under Current Concessionaires.

7. Service Level Agreements

All current and incoming concessionaires must sign a Service Level Agreement (SLA). This agreement is intended to achieve the highest levels of service. Concessionaires will review this information with their managers and staff to ensure ongoing compliance as described and with subsequent updates through their term with DFW Airport. Refer to the Service Level Agreements presentation on the Concessions website under Resources and Presentations:

https://www.dfwairport.com/cs/groups/webcontent/documents/webasset/p3_109662.pdf Signed agreements must be sent to the appropriate Business Unit Manager.

8. Sustainability

CONCESSIONAIRE acknowledges that DFW has adopted a Sustainability Management Plan (“SMP”), which is available on DFW’s website at www.dfwairport.com/sustainability. DFW has adopted a holistic approach to sustainability that includes Economic Vitality, Operational Efficiency, Natural Resource Conservation, and Social Responsibility. CONCESSIONAIRE agrees to collaborate with DFW as to how best to align CONCESSIONAIRE’s activities, and those of CONCESSIONAIRE’s contractors, subcontractors, agents, employees, licensees, Sublessees, and other parties under CONCESSIONAIRE’s direction or control, with the SMP, and to actively participate, in efforts to attain the goals of the SMP, as amended from time to time, including, but not limited to climate action, energy performance, water and biodiversity, health and safety, and circular economy.

In order to sustainably manage resources, CONCESSIONAIRE will ensure responsible sourcing and consumption through initiatives focused on resource management, food management, waste management. CONCESSIONAIRE will actively partner with DFW to attain the following goals:

- Reduce annual waste to landfill by 10%
- Purchase products with post-consumer materials made through recycling and upcycling
- Eliminate purchase of all single-use plastic products (i.e. straws, bags, food containers)
- Recycle 100% of used cooking oil through participation in DFW’s waste cooking oil recycling program
- Recycle 100% of organic waste through participation in DFW’s organics recycling program
- Recycle 100% of cardboard through participation in DFW’s mixed recyclables program
- Participate in DFW’s Food Donation Program

9. Point of Sale (POS) Integration

Concessionaire will work with Concessions to provide a file of daily data at the category level with transaction count provided by the afternoon of the following day. Concessionaire will review and submit the finalized data weekly. This program is intended to minimize the human interaction needed for sales submission every week from the concessionaire, and to minimize the validation effort by Airport staff.

The Airport reserves the right to implement a solution or solutions that capture sales data electronically from the point-of-sale system (POS) or other pertinent system and to further modify the system from time to time.



Concessionaire must collaborate and participate fully in the development and implementation of any technology changes and procedures of such systems. If the Board instructs Concessionaire to use technology, equipment, software and systems, the Board shall not be obligated to furnish Concessionaire with the technology, equipment, software or systems necessary to do so.

10. Mobile Ordering

The Concessionaire will use commercially reasonable efforts to accommodate Airport passengers ordering via the Concession Department's mobile software application if any.

B. Food Service Compliance

1. Health Inspections (Food & Beverage)

The Tarrant County Health Department is required to inspect each Food & Beverage facility at least twice per year. He/she may perform inspections every 6 months and more often, if necessary. The Concessions Department Food & Beverage Compliance Analyst may assist with inspections and periodically review findings. Additionally, an outside contractor will also inspect each Food & Beverage location at least twice a year.

- If the concessionaire receives 15 demerits or greater in one inspection, the Airport requires the location to be re-inspected within a few days.
- A concessionaire with a pattern of low scores is required to meet with the inspector, the Food & Beverage Manager and Compliance Analyst, at the Tarrant County Health Department. At this meeting, the concessionaire will present a plan of action explaining what they will do to change the pattern of low scores along with a timeline.
- A copy of the Inspection Report is sent to the DFW Food & Beverage Compliance Analyst to input into the Concessionaire Compliance Application (CCA) database, and an Incident Report will be processed and sent to the store manager for a response and Action Plan.
- The Tarrant County Public Health Department may be reached at 817-321-4700
- <http://access.tarrantcounty.com/en/public-health.html>.

2. Food Handler Permits (Food & Beverage)

Every Food & Beverage employee is required to have a Food Handler Certification Card per the Health Department.

- It is the responsibility of the concessionaire to get all employees certified within 30 days of employment.
- The Food Handler Certification Card is to be renewed annually.
- The manager is required to have a Texas Food Manager Certification Card or ServSafe Certification.
- The Texas Food Manager Certification Card has to be renewed every 6 years, while ServSafe Certification must be renewed every 5 years.
- We require every location to have a file of the manager and staff's original or photocopied certification card for inspection by the Health Inspector.
- The Texas Restaurant Association also offers a two-day, more involved Food Manager course. The license requirements include food temperatures, food processing, storage of foods, transporting of foods, different type of diseases caused by different contaminations.

3. Approved Metal Butter Knife for Passenger Use (Updated March 20, 2014)

The Transportation Security Administration (TSA) has approved the use of rounded butter knives for use by passengers in concession food & beverage locations.

Effective March 2014, in order to receive approval for a metal butter knife implementation, a concessionaire must submit a sample knife, along with the make and model information about the knife, to DFW Concessions Management for TSA approval.

An example of an approved knife (Delco 33 butter knife) is shown below.



C. Reporting Compliance

1. Gross Receipts Reporting

Gross Receipts are reported through the Concessionaire Submittal Application (CSA) and is an online program allowing concessionaires to report their gross receipts. This information is used by the Concessions Department for statistical analysis and by the Finance Department in the calculation of monthly percentage rent due.

- Go to www.dfwairport.com/concessions, and under Resources – Resources and Presentations, you will see a link for the “Concessionaire Submittal Application (CSA) User Manual,” which will provide you with basic information and FAQ to get started in the CSA.
- To access the Concessionaire Submittal Application;
 - Go to <https://www.dfwairport.com/apps/csa/>
 - Go to <https://www.dfwairport.com/apps/cup/> and under Financial/Administration you will see a link for “CSA.”
- Please refer to your lease for specific payment and submittal information.

2. iReceivables

iReceivables is a web-based, self-service Oracle application that provides customers secure access to invoices within a standard web browser. Customers can use this program to view their own account information, print transactions and contact DFW personnel with questions or comments.

- Go to www.dfwairport.com/concessions, and on the far right hand side of this page, you will see a link for “iReceivables Tutorial.” The tutorial will assist you in using the application. For additional assistance please contact our Finance Department at 972-973-5400.

3. Annual Certified Gross Receipts Reporting

Per Section 4.07 of the Lease, concessionaires are required to submit annual certified gross receipts.

- On or before each April 1st during the term of this Lease, Concessionaire shall provide a written statement to the Board (Annual Certified Gross Receipts Report), in a format specified by the Board (see Lease **Exhibit “D”**), from an independent Certified Public Accountant, stating the amounts of Concessionaire's Gross Receipts (by month, by Percentage Rent category) and the amounts paid to the Board as the total of MAG and Percentage Rents for said calendar year or part thereof, and stating that, in the Accountant's opinion, the Gross Receipts reported on the annual report for the preceding



calendar year (Jan. – Dec.) are in accordance with the terms of this Lease. Concessionaire shall provide a written statement fully explaining any differences between the monthly Gross Receipts reported to the Board during the calendar year and the monthly Gross Receipts listed on the annual report. If Concessionaire shall have paid to the Board an amount greater than Concessionaire is required to pay as Percentage Rent for such calendar year under the terms hereof, the Concessionaire's refund will be issued in the form of a check or Electronic Funds Transfer (EFT) as determined by the Board; or if Concessionaire shall have paid an amount less than the Percentage Rent required to be paid hereunder, Concessionaire shall pay such difference to the Board upon presentation of an invoice for payment. The Board, in its sole discretion, may notify the Concessionaire in writing that the written statement may be signed and submitted by the Chief Executive Officer or Chief Financial Officer of Concessionaire rather than by an independent Certified Public Accountant.

4. W-9 Taxpayer Identification Number and Certification Form

See a sample of the form below. The form in its entirety can be found on the Concessions website under Resources.



Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	<p>1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.</p> <p>2 Business name/disregarded entity name, if different from above</p> <p>3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate</p> <p><input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____</p> <p>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see Instructions) ▶ _____</p>	<p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from FATCA reporting code (if any) _____</p> <p><small>(Applies to accounts maintained outside the U.S.)</small></p>
	<p>5 Address (number, street, and apt. or suite no.) See instructions.</p> <p>6 City, state, and ZIP code</p> <p>7 List account number(s) here (optional)</p>	<p>Requester's name and address (optional)</p>

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number								
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; border: 1px solid black;"> </td> <td style="width: 25%; border: 1px solid black;"> </td> <td style="width: 25%; border: 1px solid black;"> </td> <td style="width: 25%; border: 1px solid black;"> </td> </tr> <tr> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> </table>					-	-	-	-
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OR								
Employer identification number								
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-	-	-	-					

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.



5. Insurance

Per Section 11.01 of the Lease, Concessionaires are required to provide evidence of insurance coverage.

- All policies shall designate the following parties as “Additional Insured’s”:
 - “Dallas/Fort Worth International Airport Board and the cities of Dallas and Fort Worth, Texas”
 - All policies shall waive the insurer’s right of recovery or subrogation against the Board and the Cities.
- Refer to the lease for specific coverage and policy requirements.
- Concessionaires are required to submit insurance certificates into the Board-designated automated insurance reporting system Origami. NEW Insurance System – Send the Accord form to dfwcoi@dfwairport.com or fax to 972-973-5651
- For questions regarding insurance coverage contact our Risk Management Department at 972-973-5650.

6. Deposits and Bonds

Per Article 10 of the Lease, concessionaires are required to provide a cash deposit or surety bond.

- The Concessionaire shall keep such deposit or bond in full force and effect during the complete term of this Lease and any Extension of this Lease and any holdover period as applicable, as security for the full performance of every provision of this Lease by Concessionaire.
- The Board may apply all or any part of the deposit or bond to cure any default by Concessionaire hereunder, and Concessionaire shall restore to the deposit or bond all amounts so applied upon receipt of invoice from the Board.
- In the event of cancellation of the bond, and Concessionaire's failure to provide a substitute deposit or bond within (15) days from the date of the cancellation, then such failure shall be deemed a material default by Concessionaire.
- DFW Reserves the right to increase the bond based on prior year's payment history.

7. Approvals Needed

The appropriate Business Unit manager must give approval in writing before any changes may be made to merchandise categories and/or services, product pricing, signage, menu boards or the addition of new products, services and/or menu items. Signs must follow the Tenant Design Manual and the Board must approve them according to the lease. Approval must be received prior to any change.



8. Contact Updates

It is very important that we are able to contact the General Manager and/or owner of a concession location via mobile phone or E-mail. Any changes in management contact information must be provided to the concessions department. The Concessions Department strives to maintain accurate contact information for all concessionaires. Please utilize the attached contact form to make sure we have the most accurate, up-to-date information in our database.

- Any updates can be sent via the Contact Updates form to mguyden@dfwairport.com.
- If the Owner is not local, we recommend that a local Senior Manager be designated. In many instances, the Senior Manager will be contacted in addition to the Owner.



CONCESSIONS CONTACT INFORMATION

COMPANY: _____

Owner(s):

Contact Name: _____ Company: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Owner(s):

Contact Name: _____ Company: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Owner(s):

Contact Name: _____ Company: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Owner(s):

Contact Name: _____ Company: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Joint Venture Partner(s):

Contact Name: _____ Company: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Joint Venture Partner(s):

Contact Name: _____ Company: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____



Bill-To (Invoices and Billing):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Lease Notice (Lease and Contract Documents):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Additional Notices (All Notices):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Corporate Office (if applicable):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Attorney (if applicable):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Senior Manager (Incident Reports, Notifications about Owner(s) and Concessionaire Forums):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____



Finance Manager (Additional to Bill-To):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Risk Manager (Insurance and Surety Bonds):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

IROPS (Irregular Operations - Notification or other Emergencies):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Local Manager (Announcements, Food Handlers Classes, etc.)

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Contract Administrator (Additional to Lease Notice):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

CSA Concessionaire Submittal Application (Weekly Sales Entry):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____



Annual Certified Sales (Annual Certified Sales Submission):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Mystery Shopper (Mystery Shop Reports and Evaluations):

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Store Location:

Concept: _____ Gate: _____

Phone #: _____ Fax #: _____ E-mail: _____

Store Location:

Concept: _____ Gate: _____

Phone #: _____ Fax #: _____ E-mail: _____

Store Location:

Concept: _____ Gate: _____

Phone #: _____ Fax #: _____ E-mail: _____

Additional Contact (Please specify Function: _____)

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Additional Contact (Please specify Function: _____)

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____



Additional Contact (Please specify Function: _____)

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Additional Contact (Please specify Function: _____)

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Additional Contact (Please specify Function: _____)

Contact Name: _____ Title: _____

Address: _____

Phone #: _____ Cell #: _____ Fax #: _____ E-mail: _____

Copy and attach additional sheets if necessary.

Return Completed Form to:

<p>Dallas/Fort Worth International Airport Monica Guyden, Concessions Department Phone: 972-973-4826 / Fax: 972-973-4821 mguyden@dfwairport.com</p>
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