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A. GLOSSARY OF AIRPORT ACRONYMS
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I. INTRODUCTION

The Hillsborough County Aviation Authority (Authority) strives to maintain the high standards of customer service, facility and equipment maintenance, cleanliness, and security that passengers have grown to expect at Tampa International Airport (Airport). To ensure extraordinary standards and service, this Concessions Handbook (Handbook) outlines the rules, regulations, and guidelines for operation within the Airport.

The information in this Handbook is not all inclusive and is subject to change at any time. In the event of any inconsistencies between the terms and conditions in this Handbook and those of a Concessionaire’s Lease and Concession Contract (Contract), the Contract shall control. Concessionaires will be notified of any updates to the Handbook in writing. The most current version of the Handbook will be available to download from the Airport website: http://www.tampaairport.com/concessions. Concessionaires, tenants, permittees, contractors, vendors, and their employees are required to comply with all rules and regulations pertaining to conduct while on the property or in any building of the Airport, as well as all other rules and regulations which are applicable to the operation of their respective businesses. The most current version of the Handbook must be available to all employees at each Concession Location.

A. AUTHORITY MISSION AND VISION STATEMENT

The mission of the Authority is to be a major driver in the economic growth of the Tampa Bay Region. We will be leading edge innovators to create access and extraordinary customer experiences through our people and facilities to build prosperity for our stakeholders and the region.

The vision of the Authority is to be a vibrant aviation gateway for the Tampa Bay Region, providing access and economic opportunity for all stakeholders.

II. GENERAL INFORMATION

A. OVERVIEW

1. Rental Cars
On-site rental car companies are located across the roadway from Blue and Red baggage claim.

The Authority is constructing a Rental Car Center (RCC), which is scheduled to be operational in the third quarter of 2017. The on-site and off-site rental car companies currently available are:
Rental Car Companies

<table>
<thead>
<tr>
<th>On-site</th>
<th>Off-site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alamo</td>
<td>ACE Rent A Car</td>
</tr>
<tr>
<td>Avis</td>
<td>Advantage Rent A Car</td>
</tr>
<tr>
<td>Budget</td>
<td>Carl's Van Rentals</td>
</tr>
<tr>
<td>Dollar</td>
<td>E-Z Rent A Car</td>
</tr>
<tr>
<td>Enterprise</td>
<td>Fox Rent A Car</td>
</tr>
<tr>
<td>Hertz</td>
<td>Payless Car Rental</td>
</tr>
<tr>
<td>National</td>
<td>Rentmax / Economy Rent A Car</td>
</tr>
<tr>
<td>Thrifty</td>
<td>Sixt Rent A Car</td>
</tr>
<tr>
<td></td>
<td>Zipcar</td>
</tr>
</tbody>
</table>

2. Telephones

- **Courtesy phones** offering paging service and free local or toll free calls are located on all Airport Terminals.

- **TTY phones** (Text Telephone for the Hearing Impaired) are located on the Main Terminal level 3 at the location listed below:

<table>
<thead>
<tr>
<th>Building</th>
<th>Level</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Terminal</td>
<td>Transfer Level, Level 3</td>
<td>Yeager Elevators Red Side by mailboxes</td>
</tr>
</tbody>
</table>

- **Assistance Telephones** are located in the Short and Long Term Parking Garages near the elevators on each level, and at shuttle stops in the Economy Parking Garage.

- **Hotel / Motel Courtesy Phone Center** is located on both sides of baggage claim on level 1 of the Main Terminal. These centers also list permitted off-site rental car companies and nearby restaurants.

3. Ground Transportation

During the Main Terminal & Airport Concessions Redevelopment Program (MTAC), ground transportation access is available through Blue and Red baggage claim outside Blue 2 GT area doors near bag belt 7 and outside Red 1 GT area doors near bag belt 9. Ground Transportation Services include:

- HART/Local Bus Service
- Prearranged Limousines and Hotel Shuttles
- Off-Airport Rental Car Courtesy Vehicles
- Off-Airport Parking Courtesy Vehicles
- Super Shuttle
- Tour/Charter Buses
- Taxicabs
- Yellow Cab of Tampa and United Cab
4. Customer Parking Information

**Cell Phone Waiting Lot** is located near the Post Office at the Airport entrance (follow signs). Flight information, restrooms, vending machines, and free Wi-Fi are available there. The cell phone waiting lot is free of charge.

**Economy Parking Garage** is located across from the Post Office. Shuttles run back and forth from the Economy Parking Garage to the Airport. Returning passengers can board the shuttle bus outside Blue 2 doors near bag belt 7 and outside Red 1 doors near bag belt 9 in baggage claim. Current rates are: $1 per 20 minutes, $10 max per 24 hours.

**Long Term Parking Garage** is located adjacent to the Main Terminal. The Long Term Garage is accessible via monorail located on level 5 of the Main Terminal and/or pedestrian bridges from Main Terminal level 3 next to blue elevators. Current rates are: 0-60 minutes, free; 61-80 minutes, $4; each additional 20 minutes, $2; $18 max per 24 hours.

**Short Term Parking Garage** is located atop the Main Terminal. The Short Term Parking Garage is accessible via elevators located in the Main Terminal. Rates are: 0-60 minutes, free; 61-80 minutes, $4; each additional 20 minutes, $2; $22 max per 24 hours.

**Valet Parking** is located in the Short Term Parking Garage. Valet parking is accessible via blue side departures or Short Term Parking Garage level 5 via Armstrong and Yeager elevators. Current rates are: $2 per half hour ($5 min), $30 max per 24 hours.

**Sunpass** is accepted in all garages, but not for Valet parking.

5. Additional Services

- **Airline Clubs** are Delta Sky on Airside E and American Club on Airside F.
- **ATMs** are located on levels 1, 2, and 3 of the Main Terminal; on all Airside Terminals (past security screening); and in the Marriott hotel lobby.
- **Bank / Suntrust** branch is located in Marriott hotel lobby.
- **Business Center/ UPS Store** is located in the Marriott hotel.
- **Chapel** is located on level 3 of the Main Terminal, near the Armstrong elevators.
- **Currency Exchange / Flight Insurance / Travelex** is located on the Main Terminal level 3 near the Armstrong elevators. **Currency Exchange ATM** is located on Airside F after the TSA security checkpoint.
- **Electric Vehicle Charging Stations** are located in the Cell Phone Waiting Lot, in the Long Term Parking Garage on Level 2, and via valet parking.
- **Emergency Services (Paramedics / Fire Dept. / Police)** can be reached via Page/Courtesy telephone or by dialing 911.
- **Information Desks** are on level 3 and baggage claim on Main Terminal.
- **Information Directories** are located throughout the Airport.
- **Lost and Found** can be reached via Page/Courtesy telephone or by calling 813-554-1414.
- **Luggage Carts / Smarte Carte** are located on levels 1, 2, and 3 of the Main Terminal and in the Short Term Parking Garage. Smarte Cartes are not allowed on the Airsides, except on Airside F for arriving international passengers where they are offered free of charge.
- **Mailing Kiosks / Mail Safe Kiosks** are located on all Airside Terminals (within the security screening area).

**Mailbox Drop USPS** is next to each elevator on Main Terminal level 3.

- **Service Animal Relief Areas (SARAs)** are located in the grassy areas across the vehicle drives of the arrival (baggage claim) and departure (ticketing) areas. SARAs are located in the truck courts on each Airside. Passengers with service animals requesting a SARA at an Airside should be directed to contact their airline for further information or to obtain access.

- **Smoking Areas / Outdoor Patios** are located on all Airsides (past security screening).

- **Travelers Aid Society** offers tourism information and passenger assistance and is located on the Main Terminal level 3 near the Armstrong elevators.

- **USO (United Service Organizations, Inc.)** is located on level 2 of the Main Terminal.

- **Wheelchair Assistance / Skycaps** can be reached by contacting the individual airline on the Main Terminal level 2 ticket counter.

- **Wireless Internet** is available free of charge throughout the Airport facilities.

### B. USEFUL CONTACTS

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone Number</th>
<th>Topic</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>911</td>
<td>medical, accident, threat, fire, etc.</td>
<td></td>
</tr>
<tr>
<td>Airport Information</td>
<td>813-870-8700</td>
<td>general airport/airline inquiries</td>
<td></td>
</tr>
<tr>
<td>Airport Operations Center</td>
<td>813-870-8770</td>
<td>operations related inquiries</td>
<td></td>
</tr>
<tr>
<td>Airport Police Operations</td>
<td>813-870-8760</td>
<td>non-emergency</td>
<td><a href="mailto:AirportPoliceDepartment@TampaAirport.com">AirportPoliceDepartment@TampaAirport.com</a></td>
</tr>
<tr>
<td>Badging</td>
<td>813-870-8753</td>
<td>badging information, apply, training, renew</td>
<td></td>
</tr>
<tr>
<td>Concessions Department</td>
<td>813-554-1416</td>
<td>general concessions inquiries</td>
<td><a href="mailto:Concessions@TampaAirport.com">Concessions@TampaAirport.com</a></td>
</tr>
<tr>
<td>Irene Pierpoint, Sr. Manager</td>
<td>813-554-1446</td>
<td>CRDC, support space, compliance, TPAcorp</td>
<td><a href="mailto:pierpoint@TampaAirport.com">pierpoint@TampaAirport.com</a></td>
</tr>
<tr>
<td>Nina Mahoney, Sr. Manager</td>
<td>813-676-4271</td>
<td>events, media, sales, merchandising</td>
<td><a href="mailto:Nmahoney@TampaAirport.com">Nmahoney@TampaAirport.com</a></td>
</tr>
<tr>
<td>T.R. Rutherford, Compliance Specialist</td>
<td>813-870-7815</td>
<td>daily operations, compliance</td>
<td><a href="mailto:TRutherford@TampaAirport.com">TRutherford@TampaAirport.com</a></td>
</tr>
<tr>
<td>CRDC</td>
<td>813-435-6600</td>
<td>distribution and delivery services</td>
<td><a href="mailto:balpaacrdc@airportlogistics.org">balpaacrdc@airportlogistics.org</a></td>
</tr>
<tr>
<td>Incident Command Center</td>
<td>813-870-8752</td>
<td>updates during airport emergency</td>
<td><a href="mailto:ICC@TampaAirport.com">ICC@TampaAirport.com</a></td>
</tr>
<tr>
<td>Lost and Found</td>
<td>813-554-1497</td>
<td>lost items in concessions and/or airport areas</td>
<td><a href="mailto:Landl@TampaAirport.com">Landl@TampaAirport.com</a></td>
</tr>
<tr>
<td>Mail Address Assignment, Jackie Smith</td>
<td>813-870-7861</td>
<td>U.S. mail delivery address assignment</td>
<td><a href="mailto:JSmith@TampaAirport.com">JSmith@TampaAirport.com</a></td>
</tr>
<tr>
<td>Maintenance Department Work Control</td>
<td>813-870-8740</td>
<td>pest control, refuse transfer, food court janitorial</td>
<td><a href="mailto:WorkControl@TampaAirport.com">WorkControl@TampaAirport.com</a></td>
</tr>
<tr>
<td>Shared Tenant Services, Mark Peterson</td>
<td>813-801-6044</td>
<td>stand phone line setup</td>
<td><a href="mailto:MPeterson@TampaAirport.com">MPeterson@TampaAirport.com</a></td>
</tr>
<tr>
<td>Parking Permit Office</td>
<td>813-870-8792</td>
<td>employee parking/shuttles</td>
<td><a href="mailto:ParkingOffice@TampaAirport.com">ParkingOffice@TampaAirport.com</a></td>
</tr>
<tr>
<td>Passenger Paging</td>
<td>813-870-8770</td>
<td>lost person(s)</td>
<td></td>
</tr>
</tbody>
</table>

### C. USEFUL WEBSITES

- Florida Department of Transportation DBE Program [http://www.dot.state.fl.us/equalopportunityoffice/dbeprogram.shtm](http://www.dot.state.fl.us/equalopportunityoffice/dbeprogram.shtm)
- Florida State Fire Marshal [http://www.myfloridacfo.com/Division/SFM/#U8boNjbD9aT](http://www.myfloridacfo.com/Division/SFM/#U8boNjbD9aT)
- Local Health Department [http://hillscountyhealth.org/](http://hillscountyhealth.org/)
D. BADGING PROCESS

Only those Concessionaires that hold a contractual or lease agreement with the Authority, and have a definite need to obtain badge credentials for their Personnel, will be considered as an “Authorized Issuer” under Tampa International Airport Security Identification Badge Program. An Authorized Issuer company must designate at least one, but not more than three signatories, and must submit an “Authorized Issuer Signatory Form Letter” to the ID Badging Office. This form is available in Section VIII. Forms. All Authorized Issuer Signatories must first go through a Transportation Security Administration (TSA) Security Threat Assessment (STA), FBI fingerprint-based Criminal History Records Check (CHRC), and successfully complete the computer based ID Badge training class. All Authorized signers for these badges must also complete the mandatory Authorized Issuer Signatory training (AST) prior to signing for any ID badge at the Airport. All new signatories must have a completed and signed Badge Application and FBI Fingerprint Based Criminal History Records Check (CHRC) application, with appropriate I-9 documents, with one either one document from List A or one from List B (this ID must contain a photograph) and one from List C. Individuals who are born outside of the U.S. and who are U.S. citizens must provide proof of U.S. citizenship with one of the following combinations:

- Valid U.S. Passport
- Valid Driver’s License with Social Security Card and Naturalization Paper
- Valid Driver’s License with a Certificate of birth Abroad issued by U.S. Department of State

All new Authorized Signatories must schedule appointments on-line through the badge office on-line scheduling website at http://www.tampaairport.com/badgingappt and take the Security Identification Display Area (SIDA) and AST Training. All Authorized Signatories are also required to schedule for Authorized Signatory Training on-line annually to maintain their signatory status.

New applicants applying for an Airport ID badge for unescorted access to the Security Identification Display Area (SIDA) will be charged $43.00 which includes the CHRC and STA fees. New badges will be issued for three months to start, then nine months to finish the first year and then a maximum of one year after that. Applicants may be issued for shorter terms at the discretion of the Badging office. An ID badge will not be issued to an individual until he or she passes a CHRC and STA with a completed and signed Badge Application and Fingerprint Form and the appropriate IDs’ as listed above, and successfully complete the computer based ID Badge training class. An appointment must be scheduled on-line through the badge office on-line scheduling website at http://www.tampaairport.com/badgingappt. Each time an individual renews his or her ID badge, the total badge fee will apply and a SIDA Renewal appointment must be scheduled on-line.

Lost, stolen and unaccounted badges for direct employees of the Concessionaire will be charged an additional $65.00 for replacement. Contractors doing work on behalf of a
Concessionaire will be charged $300.00 for lost, stolen, or unaccounted ID badges. Replacement of Lost/Stolen badges must complete a new Badge Application with a valid Driver’s License, and no appointment is required.

Fees are subject to change at any time.

Airport Identification Security Badges remain the property of the Authority and must be returned to the Authority upon the individual’s termination of employment or work assignment at the Airport. The Authorized Issuers are responsible for the proper use and accountability of all ID Badges issued under their authority.

A monetary penalty may be assessed by the TSA against a Concessionaire if a Concessionaire violates the requirements of the Airport Security Plan and/or TSA Regulations.

For more information, the Authority ID Badge Office can be reached by calling 813-870-8753.

E. EMPLOYEE PARKING

1. Each employee requesting employee parking privileges must have an approved authorization card on file before access will be issued. The authorization card will include Concessionaire name, employee’s name and airport security identification card number (if issued), and certification of employment by an authorized official of the Concessionaire. The authorization card, along with payment for at least one month’s parking, will be submitted to the parking permit office located at the North Parking Lot 1. A map indicating the location of the North Parking Lot 1 is included in Section IX. As an option, the employer may fax the authorization card to the permit office in advance (fax # 813-396-3039). A copy of the authorization card can be found in Section VIII. Forms.

2. After obtaining required authorization, all concessions employees will park in the North Parking Lot 1. There are three bus stops at the center of the North Parking Lot 1 where all employee pickups and drop offs are conducted. At the Main Terminal, all pickups and drop-offs are conducted at the west end of red arrivals, outside of the Air Canada, Cayman airlines door.

3. Employees will need an Airport Security Badge or a valid corporate picture ID to park in the North Parking Lot 1 and board the buses. Employees must have this ID available at all times when in the North Parking Lot 1 or on the employee bus.

4. Employees and their possessions are subject to search while on Airport property, including in the North Parking Lot 1 and on the employee bus.
5. Parking fees are $25 monthly and are subject to change.

6. For more information about employee parking, the Parking Permit Office can be reached by calling 813-870-8792 or emailing PermitOffice@TampaAirport.com.

F. EMPLOYEE DROP OFF AND PICK UP

Employees may be dropped off in the Red or Blue Departures curbsides in front of the Main Terminal. The Departures curbsides are for active unloading only. Employees may be picked up at the Red or Blue Baggage Claim curbsides. Baggage Claim curbsides are for active loading only.

No vehicles may be left unattended when dropping off or picking up employees. Unattended vehicles will be towed immediately. To avoid drivers circling the airport, drivers should park and wait in the Cell Phone Waiting Lot until the employee has arrived at the Baggage Claim curbside for pickup, and then proceed to the Main Terminal. The Cell Phone Waiting Lot offers free WiFi, restrooms, and flight information.

G. MAIL DELIVERY

For U.S. mail delivery address assignment, please contact Jackie Smith by calling 813-870-7861 or by email at JSmith@TampaAirport.com.

III. CUSTOMER SERVICE

The Authority understands that customer satisfaction is a main driver in the success of our operations and we aim not only to achieve satisfaction, but to exceed customer expectations. Traveling customers have specific needs and the Authority strives to ensure all employees at the Airport are aware of and accommodating to those needs. Concessionaires are expected to abide by the Authority’s Service Values, Service Standards, and Image Standards set forth below. In addition, each Concessionaire is required to follow all customer service standards submitted in Response to any RFP that was awarded to Concessionaire, including any subsequent information submitted by Concessionaire during the evaluation process. Concessionaire will also submit customer service standards for each Concession Location to the Concessions Department prior to opening for business, as outlined in Section VI. Compliance below. The following values and standards will serve as guiding principles for each Concession Location and Concessionaires will be held accountable for enforcing these values and standards.

A. SERVICE VALUES
All Concessionaires will adhere to the Authority’s Service Values by delivering extraordinary customer service and embodying the “I am Tampa International Airport” customer service philosophy. It is important to the Authority that all customers feel genuinely welcomed and appreciated for their business. Concessionaires will anticipate the needs of customers by identifying expectations and working to meet or exceed those needs. Following are the Airport’s Service Values:

“I am Tampa International Airport”
1. My guest is my first priority – I am Responsible
2. I greet every guest with a smile – I am Approachable
3. I anticipate my guest’s needs – I am Attentive
4. I own and do my best to resolve my guest’s problems – I am Reliable
5. I am proud of my professional appearance, language and behavior – I am Respectful
6. I seek opportunities to innovate and improve my guest’s experience – I am a Problem-Solver
7. I assist in providing a safe, clean and secure environment for guests and employees – I am Confident
8. I deliver the Wow! – I am Committed

B. SERVICE STANDARDS

In order to achieve the Authority’s Service Values, the following Service Standards have been developed to set the B.A.R. for service excellence. These Service Standards ensure that customers receive the best traveling experience and feel appreciated for selecting to travel at the Airport.

Brilliance:
- Customers are welcomed and greeted in a friendly and comforting manner. Customers are genuinely thanked for their business.
- Customers are guaranteed to receive high quality products and services.
- Employees are given all of the training and knowledge necessary to competently and confidently serve customers.
- Employees strive to delight customers through uncompromising levels of courtesy, cleanliness, and positive performance.

Attentiveness:
- Customer needs are anticipated and handled proactively.
- Employees are aware of important landmarks and are prepared to answer the questions of travelers.
- Employees act with a sense of urgency, understanding that traveling customers have time constraints.
- Procedures are in place for customers to easily contact management with concerns, complaints, questions, or suggestions.
Reflection of TPA:

- The image our Concessionaires portray is a reflection of the Airport and must convey excellence at all times.
- Employees are well groomed, neat, professional, and comply with the Image Standards set forth below.
- Employees maintain eye contact and offer full attention while conversing with customers.
- Employees maintain composure and a calm demeanor when encountering disgruntled customers.

C. IMAGE STANDARDS

Image is the most critical element passengers utilize to evaluate the Airport. The behaviors and appearance of all employees who work at the Airport greatly influence our passenger’s initial impression of our image. The Airport’s image should convey professionalism, confidence, composure, excellence, and quality. A fresh, neat, and composed appearance reflects these qualities and exhibits the commitment and dedication we have to the work we do daily. The Image Standards below have been developed for all Concessionaires and their employees:

- Employees will maintain a well-groomed, neat, professional, and clean appearance at all times.
- Hair will be neatly groomed and pulled away from the face at all times.
- Concession specific uniforms are required to be worn appropriately, clean, and neatly pressed at all times. Prior to the use of any new uniforms or uniform changes, all uniforms must be approved by the Concessions Department.
- Name badges or security badges must be appropriately displayed at all times.
- 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 company uniform.
- Employees will refrain from eating, drinking, chewing gum, smoking, texting or talking on the phone while in any customer environment.
- Personal radio/ recorders or ear phone buds are not permitted at any time while employees are on duty. This applies regardless of whether or not these items are for sale at the Concession Location.
- Employees are expected to always be properly identified as an Airport concessions employee.
- Employees are prohibited from wearing items that could interfere or distract from providing quality service (e.g. no sunglasses are allowed unless prescribed by a doctor, excessive jewelry can become a distraction).
- Concessionaires are required to submit company and/or location specific uniform standards to the Concessions Department at least 30 days prior to the
opening date of a new Concession Location or to the roll-out date of any proposed uniform changes. Company standards must outline how uniforms are to be worn, acceptable amounts of jewelry, and finger nail standards (length of nails, nail polish and fake fingernail policies).

D. MYSTERY SHOPPER SERVICE

One way to evaluate sales and customer service success is through mystery shopping. The Authority encourages all Concessionaires to implement their own mystery shopper evaluations. In addition, the Authority may monitor, test, or inspect the services of any Concessionaire at any time through the use of a mystery shopper service or other commercially reasonable means. Concessionaires will be given copies of all Authority sponsored mystery shop reports and will be required to document corrective actions for any deficiencies found on mystery shopper visits and submit to the Concessions Department within 10 days of receipt.

E. CUSTOMER COMPLAINTS

All customer complaints referred to Concessionaires by Authority must be responded to by Concessionaire and a written copy of Concessionaire’s response and/or corrective actions is to be submitted to the Concessions Department within 48 hours of referral.

F. CUSTOMER SERVICE TRAINING

Concessionaires are expected to provide excellent customer service. All concessionaires are highly encouraged to require customer service training for their staff. Concessionaires are responsible for following all customer service policies, procedures, guidelines, and training programs proposed in any RFP that was awarded to Concessionaire. Further, Concessionaires are required to follow all customer service policies, procedures, guidelines, and training programs submitted for each Concession Location as outlined in Section VI. Compliance below. All staff members are required to follow all Rules and Regulations of the Authority and should review this Handbook in its entirety. Concessionaires are required to keep on file copies of all management and supervisory level employee’s signed forms acknowledging their receipt and understanding of this Handbook. Non-supervisory employees must read and review the Concessions Employee Quick Reference Handbook and sign acknowledging their understanding of that Quick Reference Handbook. In addition, the Authority may establish its own customer service training program and require employees of Concessionaires to participate.

G. RETURN POLICY

A clearly posted and understood policy allowing for exchanges and refunds encourages credibility and confidence in the product and the merchant. Concessionaires are required to display their Return Policy at each Concession Location so that it can be clearly seen by
the public. The Authority requires such policy to include a provision that all returns made within 30 days with valid receipt will be replaced, exchanged, or refunded at the customer’s option. Concessionaire Return Policy signage will be approved by the Concessions Department prior to displaying. For more information on signage approval, see Section VI. Compliance, Subsection E., Signage Compliance.

IV. OPERATIONS

Concessionaires are responsible for ensuring that air travelers and the public are provided high quality food, products and services. A sufficient supply of food, beverages, articles and goods offered for sale, as appropriate by Concession, must be supplied and in stock at all times to meet the demand of customers.

If Authority identifies any problems with respect to the operation of any Concession, such as concerns related to quality, variety, and quantity of goods or services offered, the Concessionaire shall be notified in writing by Authority and shall correct the problem in the timeframe provided. Failure of Concessionaire to correct problem areas may result in fines or other remedies as outlined in Section VI. Compliance, Subsection D. Failure to Comply.

A. UNIFORMS

All concessions staff are required to have brand specific uniforms. Uniforms will be worn appropriately and will be clean and neatly pressed at all times. All uniforms must be approved by the Concessions Department, including new uniforms and uniform changes.

Any occasion or circumstance that would allow an employee to deviate from wearing approved uniforms is subject to prior approval from the Concessions Department.

B. SMOKING

Smoking is only permitted in the designated smoking areas within the Airport, as stated in Section II., General Information. Smoking, including electronic or vapor cigarettes/devices and other nicotine dispensing devices, is prohibited in all Authority areas, such as offices, halls, break rooms, and conference rooms. No employees are permitted to smoke while in uniform.

C. CASH HANDLING
Concessionaires are required to observe cash-handling procedures in accordance with sound accounting and financial control practices and as necessary to provide timely and accurate reports to the Authority. Prior to the opening of any new location, Concessionaires are required to submit a copy of cash handling procedures along with other documents set forth in Section VI. Compliance, Subsection B. Required Documentation Compliance. Authority may request an updated copy of these procedures at any time. The Authority shall have the right to monitor and test any Concessionaire's procedures and controls.

1. **Making Change for the Public**
   Concessionaires are required to make change for the public. This will include servicing both persons making a purchase in the store and persons not making a purchase.

2. **Credit Cards**
   Concessionaires will accept gift cards, airline vouchers, traveler’s checks, debit cards, and nationally recognized credit cards including American Express, MasterCard, VISA, and Discover. No minimum credit card or debit card purchase amount or charge for credit card purchases is allowed.

3. **Point of Sale Terminals**
   Concessionaires must install and properly train employees to use electronic point-of-sale terminal(s) (POS terminals) in order to provide an accurate record of all transactions occurring in each Concession Location for accounting, reporting and auditing purposes.

   In order to provide an accurate record of transactions and to provide a high level of service to customers, employees must accurately perform the following features on the POS terminals:

   - Accurate reporting of gross receipts by various merchandise and services categories
   - Recording transactions by sequential control number to an audit tape or computer file
   - Printing a transaction history to tape or computer file by time of day, day, month, and year by product category
   - Printing customer receipts showing the amount due, amount tendered, and the amount of change due to the customer, as well as the time and date of the transaction and Concessionaire contact information including phone number and/or email address for any customer concerns, complaints, or questions
   - Giving accurate change
   - Displaying fees to customers during a transaction
- Maintaining a secure transaction audit tape or ASCII transaction file on a removable storage device
- Discounting and returning of items

4. **Lost Credit Cards**
Concessionaires are required to develop a procedure for storage and disposal of credit cards left by customers and to submit this procedure to the Concessions Department. For more information, see Section VI. Compliance.

**D. MANAGEMENT**

1. The General Manager is the primary individual responsible to fulfill a Concessionaire’s obligations to operate a Concession at the Airport and will have oversight of operations on the Premises, including those of any partners.
2. Offices should be located at or near the Airport and General Managers must be available 24 hours a day, 7 days a week for Authority staff to communicate any challenges and/or emergencies. If the General Manager is not available, a qualified and responsible alternate is required to be left in charge and available 24 hours a day, 7 days a week with the ability and authority to make decisions on the Concessionaire’s behalf.
3. Each Concession Location is required to have a manager or supervisor on duty and readily available with the capability to handle any customer concerns that may arise.
4. Concessionaire must submit a completed Concessions Contact Information Form prior to the opening of the first Concession Location in a package and must update the Form whenever a change is required.

**E. PERSONNEL**

Concessionaires will hire, train, supervise, and deploy a sufficient number of properly trained representatives, agents, and employees to service customers in a timely and efficient manner and to properly meet the operations and compliance requirements of this Handbook. Concessionaires will closely monitor Personnel to ensure first class service, as determined in the sole discretion of Authority. Concessionaire will determine and implement company disciplinary procedures for personnel who participate in acts of misconduct on or about the premises. These company standards and procedures are to be submitted to Authority following the requirements outlined in Section VI. Compliance, Subsection B. Required Documentation Compliance.

**F. HOURS OF OPERATION**

The hours of business shall be such that the passengers of all flights arriving or departing from any terminal where a Concession Location has been assigned will be accommodated.
1. Failing to open for business within thirty minutes of the required time or closing more than thirty minutes early will constitute a violation of the Contract, for which the Authority may assess fines as delineated in the Contract and incorporated in this Handbook in Section VI. Compliance, Subsection D. Failure to Comply.

2. Hours of operation are to be posted in each Concession Location as specified in the Concessions Design Criteria Manual.

3. The Concessions Department reserves the right to change the hours of operation to ensure that goods and services are available to serve the needs of the traveling public.

G. EXTENDED HOURS

In the event of extended flight delays, emergency circumstances, or other unforeseeable events that might keep passengers in the terminals longer than normal, Concessionaires will be asked to stay open and offer exceptional customer service to passengers who may be experiencing a stressful situation. Concessionaires are required to make all necessary accommodations to extend Store Hours until delayed flights depart or until instructed otherwise by the Authority. When an event requires extended hours, a notification will be sent from Airport Operations to all concession managers and locations. Some events may require extended hours through the night.

H. PRICING

Concessionaires are expected to provide the traveling public and Airport employees high quality products and services at reasonable prices. Concessionaires are required to follow the Authority’s Pricing Standard, Price Benchmark Establishments, and price survey requirements outlined in the Contract.

1. Pricing Standard
   a. For merchandise with a pre-printed price affixed by the manufacturer or distributor, the selling price at the Airport shall not exceed the pre-printed price;
   b. The selling price for products and services at the Airport will not be greater than 10% above the selling price for the same or similar products and services at the Price Benchmark Establishments as approved by the Concessions Department.

2. Price Conformance
   a. The Authority may complete a price survey for goods or services offered by any Concessionaire. If the Authority concludes that any prices being charged do not comply with the Pricing Standard, then Concessionaire will be required to adjust prices within 3 calendar days of written notice from the Authority. Failure to adjust any pricing discrepancies within 3 calendar days may result in fines or other penalties.

3. Price Disclosure
a. Prices for all food and beverages, including alcoholic beverages, must be displayed on menus or menu boards and available to all customers.
b. Prices for all retail goods must be visibly marked on goods or displayed on a label near the item that clearly indicates for which items the price applies.

4. Price Surveys
   a. Price surveys are to be conducted no later than 30 days prior to the opening of a Concession Location and prior to the beginning of each Contract Year. A sample of the price survey form is located in Section VIII., Forms, and the fillable excel form and instructions for completion are available by contacting the Concessions Department.

5. Price Changes
   a. Concessionaire may request changes to pricing. Price change requests must be submitted in writing and include price surveys to justify supporting the price change.
   b. The Concessions Department will notify Concessionaire in writing of approval or rejection of each requested price change. No price changes will go into effect until after approval has been granted.

I. EMPLOYEE DISCOUNTS

Concessionaires shall offer a 10% discount on all food and non-alcoholic beverages purchased by Airport employees and employees of airlines operating at the Airport who have been issued (and show at the time the discount is requested) appropriate identification badges. The discount shall be based on Concessionaire’s normal non-sale or non-promotional prices. No discount shall be given on food and non-alcoholic beverages with manufacturer pre-printed price.

J. PRODUCT QUALITY

All products sold or kept for sale are required to be of high quality and wholesome, and must conform in all respects to applicable federal, state, county and municipal food and drug laws, ordinances and regulations, along with Authority Rules and Regulations and Operating Directives. Printed menus are required to include appropriate descriptive terminology that accurately and truthfully describe the food or beverages, services, or products being offered.

The Authority may require a Concessionaire to discontinue the sale of any product it deems unsatisfactory, distasteful, or inappropriate for any reason.

All food and non-alcoholic beverage products should be made available “to go” for customers if they so request. The carry out or “to go” containers and flatware should be recyclable or preferably compostable, made of sustainable materials, and of high quality.
and substantial enough for the customer to take on an airplane. All to go packaging must be approved by the Concessions Department for quality, usefulness, and durability.

If Authority identifies any deficiencies including, without limitation, quality, variety, and quantity of goods or services offered, Concessionaire will be notified in writing by Authority and will correct the problem within 7 days. If Concessionaire fails to correct the deficiency within 7 days, Authority may assess fines as described in Section VI. Compliance, Subsection D. Failure to Comply.

K. FOOD SAFETY AND SANITATION

Concessionaires are required to comply with all health and sanitary regulations adopted by Authority, City of Tampa, Hillsborough County, State of Florida, and any other governmental authority with jurisdiction. Concessionaire will grant access for inspection purposes to any duly authorized representatives of all such governing bodies, and will provide documentation to the Authority as outlined in Section VI. Compliance, Subsection B. Required Documentation Compliance.

L. MERCHANDISING

Concessionaires are required to develop and implement creative merchandising techniques to entice customers to purchase food, beverages, and retail merchandise. Food and beverage displays, retail merchandise displays, display cases, promotional displays, attractive and durable packaging, menu boards or table-top menus, and pictures of food and beverages or retail merchandise are some ways to merchandise product offerings. Apparel and accessory merchandising should be neatly folded or hung in appropriate locations. Display and materials placement must comply with ADA standards and allow for ease in movement by customers with luggage.

No merchandising displays or product may protrude past the lease line of any Concession Location. Concessionaires must submit proposed changes to merchandising fixturing plans to the Concessions Department for approval.

Food and beverage Concessionaires are encouraged to offer product samples for tasting; however, any such samples must be items sold at the specific Concession Location where the item is sampled, and no sampling may take place outside of the lease line for the Concession.

Authority may approve or disapprove all product displays and require a Concessionaire to modify product displays for any reason. If Concessionaire fails to comply with the written notice from Authority to modify a merchandising display, the Authority may assess fines as described in Section VI. Compliance, Subsection D. Failure to Comply.
M. CLEANLINESS

1. Concessionaires are responsible for all janitorial services within the lease lines. All designated premises occupied by Concessionaires shall be free, at all times, from all rubbish, filth, and refuse.
2. Concessionaires should develop a cleaning standard and schedule that encourages employees to clean during down time.
3. Concessionaires are required to develop a cleaning schedule similar to the one shown in Section VIII. Forms, Subsection C. Sample Cleaning Checklist and submit to the Concessions Department for review and approval at least 30 days prior to the opening of each Concession Location.
4. Cleanliness will be evaluated during Performance Audits. For more information about the items that will be audited, see Section VIII. Forms, Subsection A. Performance Audit Checklist.
5. Any areas not meeting cleanliness standards during Performance Audits, Health Inspections, Internal Audits, or visits by members of the Concessions Department will require corrective actions and follow up documentation as described in Section VI. Compliance.

N. MAINTENANCE

Concessionaire Maintenance:

1. Concessionaires will establish a preventive and routine maintenance program for the Premises, the provisions of which shall be subject to the initial written approval of and periodic review by Authority. Concessionaire will provide Authority a written schedule of Concessionaire’s maintenance program at least 30 days prior to opening each Concession Location and annually thereafter. See Section VI. Compliance, Subsection B. Required Documentation Compliance for more information.
2. Concessionaire shall maintain each Concession 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 Authority). 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 Authority. Concessionaire shall keep the leasehold area well illuminated by replacing bulbs and ballasts as required.
3. Food & Beverage Concessionaires that use cooking oil on their Premises are required to provide a cooking oil reclamation, pumped and piped system. If any piping is required beyond the piping provided by the Authority, the Concessionaire must provide the extra length of piping and any modifications required by this addition in
accordance with the Concessions Design Criteria Manual. Any additional piping or connections to existing piping that are added by a Concessionaire will be the responsibility of that Concessionaire to maintain.

4. Food & Beverage Concessionaires requiring roof access for hood cleaning will need to contact Work Control at least one week in advance by emailing WorkControl@TampaAirport.com or calling 813-870-8740. Information to be provided to Work Control by the work order requestor includes:
   a. Requestor name, contact phone number, and organization
   b. Complete description of the request for roof access, including the reason access is being requested (i.e. for hood cleaning) and the estimated duration of time access is needed
   c. Exact location of the requested roof access

5. On the night hood cleaning is conducted, a representative of Concessionaire is required to call Work Control at 813-870-8740 before starting work on the roof and after work on the roof is complete. Airport maintenance personnel will unlock the appropriate roof access, inspect the roof work areas, and relock the roof access door once work is complete. Note that if hood cleaning is provided by a contractor, then an individual with SIDA escort privileges will be required to escort the contractor while in secure areas of the Airport. If it is determined that maintenance is not in compliance with Airport standards, the Authority will notify Concessionaire in writing. If the required maintenance is not performed to the Authority’s satisfaction within 15 calendar days after receipt of such written notice, then the Authority may choose to perform the maintenance and charge the Concessionaire for the cost of the work done plus a 15% administrative fee.

Authority Maintenance:
1. Grease Interceptors- Each Airside has differing conditions, but all have central below-grade grease interceptors. The Authority has contracted for regular pressure pumping of waste grease from all interceptor tanks located outside of the lease line and for semi-annual water jetting of the sanitary sewer lines servicing the interceptor tanks from the outside access ports. If it is found that excessive clogging has occurred in the drain lines or interceptors that can be traced back to a specific Concessionaire, that Concessionaire will be charged to have that material removed. Excessive clogging may occur by the entrance of coffee grounds, dairy product build-up, rags or cloths, or any other debris or foreign objects entering the piping in excess.

2. Food Court Common Area Cleaning/ Janitorial- The Authority has contracted for janitorial services in food court common seating areas within the Airport Terminals. The Authority will maintain all seating and trash receptacles located in common seating areas, such as common food court seating areas. Any seating, whether food court seating or otherwise, located within a Concessionaire’s lease line is the responsibility of that Concessionaire to
clean and maintain. The Authority will not provide tray cleaning or return services.

3. Areas outside of Concessionaire Premises - Any areas on Airport property that are not included in Concessionaire Premises that require maintenance should be reported to Work Control at the contact information listed below.

4. Pest Control - The Authority has contracted for pest control services, which are detailed in Section M. below. To request services beyond those regularly scheduled by type of Concession in Section M., a work order may be placed by contacting Work Control and the contact information listed below.

5. Work Control - To report any concerns related to common grease traps, pest control, food court common area seating, or other common areas on Airport property, a work order may be placed by contacting Work Control by email at WorkControl@TampaAirport.com. Be sure to also copy the Concessions Department on the email. Work Control may also be contacted by calling 813-870-8740. For any work orders called in, be sure to also call or email the Concessions Department to notify of the request. Work Control is available 24/7. Information to be provided by the work order requestor includes:
   a. Requestor name, contact phone number, and organization
   b. Complete description of requested work or repair, including operational impact
   c. Exact location of the requested work or repair
   d. Drawings, photos, or sketches, if appropriate, which would help explain requested work or repair

O. PEST CONTROL

The Authority has contracted for pest control services inside and/or outside of each Concessionaire’s Premises. Concessionaires are required to facilitate services by providing access to the Premises, and paying their portion of the costs in accordance with the Contract.

Retail Concessions:
Each retail concession will be inspected and treated monthly using the Airport’s Integrated Pest Management Program. A service technician is on site every Friday to address all call backs or additional services. Emergency services are handled on a case by case basis.

Food and Beverage Concessions:
Each food and beverage concession will be treated in accordance with the Florida Department of Business Professional Regulations, Division of Hotels and Restaurants administrative rules and the U.S. Public Health Service Food Code, 2009. Each treatment comes with a 30-day guarantee with call backs to be scheduled each week on a day to be determined. Each food and beverage concession will be inspected and treated on a
monthly basis. These treatments will normally take place after Store Hours, with days and times to be determined. A sample schedule is provided below and will be updated from time to time:

- **Week 1:** Main Terminal F&B Concessions
- **Week 2:** Airside A F&B Concessions
- **Week 3:** Airside C F&B Concessions
- **Week 4:** Airside E and F F&B Concessions

The food and beverage Concessionaire may have pest control standards that exceed the minimum required by law as stated above. Any Concessionaire requesting additional services should contact Work Control. Additional services are handled on a case by case basis.

**Concessions Support Spaces:**
Each support space will be inspected and treated monthly. The method of treatment will depend on the type of operation. Food and beverage support spaces will be treated under the U.S. Public Health Service Code and support spaces used for storage of retail items will be treated under the Airport’s Integrated Pest Management Program.

**Service Contact:**
To request services beyond those regularly scheduled by type of Concession above, a work order may be placed by contacting Work Control by email at WorkControl@TampaAirport.com. Be sure to also copy the Concessions Department on the email. Work Control may also be contacted by calling 813-870-8740. For any work orders called in, be sure to also call or email the Concessions Department to notify of the request. Work Control is available 24/7. Information to be provided by the work order requestor includes:

- Requestor name, contact phone number, and organization
- Complete description of requested work or repair, including operational impact
- Exact location of the requested work or repair
- Drawings, photos, or sketches, if appropriate, which would help explain requested work or repair

**Setting up services:**
New Concession Locations should contact Work Control at 813-870-8740 or WorkControl@TampaAirport.com 30 days prior to opening in order to set up initial and ongoing pest control services.

**Performance of Pest Control Services:**
Pest control will be performed inside and/or outside each specified structure as often as reasonably deemed necessary for the proper eradication/control of rodents, insects,
and/or pests, but in any event not less than one time during each calendar month. The pest control contractor will make every effort to retain the same service technician on the job so that the technician will be thoroughly familiar with the areas and procedures for accomplishment of pest control services. Once a week, the technician will check in with the Authority’s representative for any work orders submitted by Concessionaires. Work orders will be incorporated into that day’s routine work schedule. Pesticides will not be dispensed into any public areas at any time unless specifically authorized in advance by the Authority’s representative. Special conditions may include Personnel having or prone to allergic reactions to pesticides, Airport security requirements, and interference with normal operations during peak passenger traffic. Any Concessionaire scheduling work for such special conditions is required to provide advance notice to Work Control.

The pest control contractor will use methods that maximize pest control in a manner that is safe to the public and environment and minimizes the amount of pesticides used. This will include a proactive baiting system to specifically target roaches, ants, rats, and mice. No insecticide or rodenticide will be used in a manner capable of contaminating foods, endangering persons, contaminating the environment, or endangering animals or wildlife other than the pests to be controlled. Insecticides must not stain or otherwise damage tile, carpet, baseboards, or other structural or architectural surfaces. Bait stations will be selected for the greatest effectiveness, but also with due consideration for safety, non-interference with Airport activities, and accessibility for servicing.

P. CONCESSIONS RECEIVING AND DISTRIBUTION CENTER

1. Authority has contracted with Bradford Airport Logistics to operate the CRDC and provide distribution and delivery services to the Airport Terminals. The services Bradford provides include:
   - The receipt and distribution of material on behalf of Concessionaires
   - The management of the CRDC schedule for approved suppliers
   - Scheduled deliveries to Concessionaires
   - The systematic collection of all returnable delivery media
   - A mechanism for Concessionaires to return product to approved suppliers
   - A system of transferring product from Concessionaire commissaries/production kitchens to Concession Locations
   - The collection of Used Cooking Oil (UCO),
   - Collection of cardboard on any Airsides that do not have a cardboard compactor
   - Collection and storage of food for donation
   - The scheduled pick-up of food for donation by Food Donation Connection

2. Concessionaires will use the CRDC and have all deliveries made to the CRDC, except where delivery to a third party is prohibited by law or as otherwise approved in writing by Authority.
3. CRDC Physical Location & Contact Information:
Bradford Airport Logistics
Tampa Concessions Receiving & Distribution Center
4617 N. Westshore Blvd.
Tampa, FL 33614

Office Tel#: 813-435-6000
FAX #: 813-563-4029
Email: baltpacrdc@airportlogistics.org

General Manager Contact Information
Mike Pardikes
Mobile Tel#: 813-847-3052
Email: mpardikes@airportlogistics.org

Operations Supervisors: Heather Hollister and Steve Larimore

Parcel Deliveries (3rd Party Carriers): Concessionaires using third-party carriers (UPS, Fed Ex, DHL, etc.) to deliver material must ensure material is addressed in the following manner:

Concessionaire Name and Store/Concept Name
Concessionaire Suite # (Airport Space Designation)
C/O Bradford Airport Logistics
4617 N Westshore Blvd
Tampa, FL 33614

4. Setting up services: New Concession Locations should contact Bradford Airport Logistics at 813-435-6000 or baltpacrdc@airportlogistics.org 60 days prior to opening in order to set up initial and ongoing services.

5. CRDC hours of operation: The CRDC operating hours are listed below and will be reviewed and updated as necessary.

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<th>Day</th>
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<td>Sunday</td>
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6. Bradford’s Airport Material Information System (AMIS™) Extranet is designed to provide Concessionaires with the status of received material during the delivery process. Concessionaires may also view supplier invoices and supplier schedules in addition to scheduling material pick-ups for return to approved suppliers. For food and beverage products that are time and temperature sensitive, a Temperature Log is also available to view. For login credentials and training to access AMIS™ Extranet system, contact Bradford’s General Manager.

7. Scheduled Dock Time Requirement: All supplier delivery vehicles bound for the CRDC must be entered in Bradford’s scheduling system to ensure deliveries are authorized. The scheduling system is an internet based tool that provides visibility to Concessionaires of all pending authorized supplier deliveries.

8. Unscheduled Suppliers/Unknown Deliveries: Bradford will administer a series of challenge questions to any unscheduled supplier that must be successfully answered before any delivery to the CRDC is allowed. Any unscheduled delivery vehicle that cannot be authorized will be turned away pending a call into Bradford Customer Resolution Management from the driver’s supervisor or dispatching manager. Additionally, the Concessionaire associated with the delivery will be immediately contacted.

9. Material Labeling Requirements: Material received by the CRDC will be barcode-labeled to indicate the Concessionaire that owns the material, the delivery destination (retail/remote storage), the category of the goods, the handling requirements, storage requirements, purchase order number, and the type of container. The barcode labeling will occur prior to delivery of the material to the CRDC. The labels will be located on the containers in a standard location. These labels will be standard for all suppliers of Concessionaires.

10. Material Packaging Requirements: Bradford staff will not break down palletized material for the purpose of storage. Inbound material must be segregated based on its storage requirements. In other words, dry storage goods should not be packaged on skids with freezer or refrigerated storage goods. The barcode should reflect the most-stringent handling and storage requirement of any single item contained on the skid. Skids should be shrink-wrapped using a clear material and a single barcode should be applied in a visible location on the exterior of the shrink-wrap. Bradford staff will not open or violate the shrink-wrap. If the Concessionaire and/or supplier has a single and/or individual product line to be individually received, those items will require an individual barcode or each type of product should be individually placed on the skid with a corresponding barcode. Items will be visually inspected to determine if they are labeled and undamaged. All food items must be received in cases, cartons, or otherwise wrapped to minimize the possibility of adulteration and contamination.
Bradford staff visually inspect the unloaded material to ensure that prohibited items (including but not limited to those items on the TSA Prohibited Item List) are not being introduced into Airport distribution. If such items are noted, Bradford will immediately notify Airport Police for assistance. Any question as to the nature of any particular item must also be referred to Airport Police.

11. Quantity Verification: Bradford will reconcile the quantity of containers received to the Bill of Lading (BOL) while the material is being off loaded by the approved supplier. This reconciliation will be limited to counting container quantities and does not include opening any containers to perform reconciliation, reviewing quantities, or reviewing product labels. Examples of containers include any skid, tote, or container with a single BOL and/or barcode.

12. Food Inspection: Bradford staff will inspect products received by the CRDC at the time of unloading. Items will be checked to determine if they are labeled and undamaged (as determined from the visual inspection). Food temperature scans will be completed and logged at the time of receipt. Noncompliant product will be placed on hold and the Concessionaire will be contacted to review the issue and determine next steps.

13. Return Process: Bradford will be responsible for the returns of empty beer kegs, totes, pallets, bread racks, bottles, Co2 tanks, and expired magazines and newspapers, as necessary. Supplier returns are required to be properly prepared and accompanied with a Return Request document.

Concessionaires should arrange for the pick-up of the returns from the supplier no later than the day following the pick-up. Due to the limitations on space within the CRDC area, the prompt pick-up of returns is critical. Failure by Concessionaires in executing a prompt pick-up may result in storage charges. Once the supplier has been notified of the return by Concessionaire, they may call to schedule a dock time to pick up the material.

All returns should be clearly identified so that the custody can be properly tracked. Bradford staff will scan all returns to document their status and attach a bar-code ID BWID onto the return if one does not exist. The BWID will be scanned and the location of the pick-up will be manually entered onto the screen.

In the event Bradford staff discover that a return is not properly prepared, Bradford staff will refuse pick-up and reschedule the pick-up of the return when it has been properly prepared. In the event a return is picked-up by Bradford that has not been properly prepared, the supplier may reject the pick-up of the return. Bradford may be required to re-stock, re-deliver or dispose of the return. Additional charges may apply for the additional handling.
14. Food Donation Process: Bradford will provide for the collection and storage of food for repurposing that meets the minimum standards required by Bradford and Food Donation Connection. For more information on food donation and repurposing, see Section P. Sustainability.

15. Damaged Material Process: Bradford staff will inspect all deliveries for visible damage. In the event damage is detected while receiving, the delivery driver will be immediately notified. In the event the damage is identified after the driver has departed, the CRDC Manager on Duty will be notified and the Concessionaire will be contacted.

16. Used Oil Pickup

1. Collection schedules:
   1.1. WVO collection schedules are agreed between BAL and F&B concessionaire/operator (F&B).
   1.1.1. Frequency of recurring collection is determined by F&B need.
   1.1.2. BAL will provide TPA Concessions with the agreed Master WVO Collection Schedule and update as necessary.
   1.2. BAL will notify Concessionaire if there is a need for a deviation from approved collection schedule via email or phone.
   1.2.1. Concessionaires are responsible for providing BAL with up to date management contacts details – email, mobile phone number.
   1.3. Should the concessionaire wish to cancel a WVO collection, the concessionaire must contact the TPA CRDC no later than 4:00pm EST the day preceding collection if possible.
   1.4. Any permanent modifications to the collection schedule require a seven-day written notice to BAL.
   1.4.1. The accepted modification will be communicated to the F&B operator by BAL, including the effective date of the modification.
   1.4.2. BAL will also update the Master Collection Schedule accordingly.
   1.5. Collections in addition to predetermined schedule will require a 24-hour notice.

2. Collection Process:
   2.1. F&B operators must provide BAL access to fryers at pre-determined scheduled times.
   2.1.1. Access may be granted by providing BAL with keys or codes to access unit or
   2.1.2. Food & Beverage operators must be present to allow BAL access.
   2.2. Fryers not to be emptied must be clearly marked by the F&B operator
2.2.1. Preferred signage, “Do Not Empty” in basket or affixed to fryer is preferred.

2.2.2. Additionally, WVO reading a temperature of > 130°F will not be collected.

2.2.3. Clear access path to fryers for BAL staff member is required to be able to perform extraction.

2.3. Fryers emptied by F&B operator will be collected provided the WVO is packaged in five (5) gallon pails with secure lids.

2.3.1. However, advance cleaning of fryers is a violation of TPA policy.

2.4. WVO needs to be free of debris such as gloves and/or rags. These materials can damage collection equipment, thus, resulting in a delayed or missed pick up.

2.5. By-product is the responsibility of Concessionaire, disposal must follow approved TPA trash disposal guidelines.

17. Claims for Product Loss/Damage: Bradford will make every effort to maintain the highest standards of material control and integrity. At the same time, problems do occasionally happen. For this reason, the following instructions outline how to file a claim for lost or damaged goods, if the need arises.

a. **Loss Claims**: The general measure of damages for loss of property is the value (cost of material) of the property at the time it would have been delivered. The claim may not include charges for demurrage or the like.

b. **Damage Claims**: Where goods are damaged, the general rule for determining the amount of damages is the difference between the value (cost not retail value) of the property in the condition in which it should have arrived and its value in its damaged condition, less salvage value if any. The claimant can claim the cost of the items damaged beyond repair, less any salvage value. When damaged goods are repairable, the claimant can claim the cost of repairs, and any additional transportation costs needed to have the repairs done (freight charges to and from repair facility). All the above costs are subject to the limits of liability set forth when they arrived or Bill of Lading when they were shipped.

c. **Types of Claims**:

1. **Non-Delivery**: Loss or miss-delivery of any pieces of a shipment. It is important that a Concessionaire representative verify the Bradford Piece Count before signing the delivery Bill of Lading. If the Piece Count does not agree with the number of pieces delivered, an exact notation of this discrepancy should be entered on the Bill of Lading when signing for the freight.

   Notations such as "subject to count" are not considered valid, as they do not establish that a loss existed at the time of delivery. In most cases, Bradford will only verify the itemized count of material to the extent that it is visible to verify (material is not broken down). Itemized count verification cannot be
accomplished due to the speed which material must be turned-around. In other words, Bradford will count the number of sealed parcels or containers and will ensure that these parcels are delivered in the same condition that they were received. An itemized count, after Bradford has delivered the material, is vital for Concessionaires to hold their suppliers responsible for shortages resulting from misdelivered items.

2. **Visible Damage:** Noticeable damage to the outer shipping container or to the merchandise itself. Although Bradford staff is trained to identify and notify Concessionaires if any potential damage is found on material they receive, Concessionaire should check for any signs of damage to the cartons or containers. If damage is found, a notation should be entered on the delivery manifest, which accurately reflects the nature and extent of the damage. Notations such as "subject to inspection" are not specific enough to establish liability. If the amount of damage appears to exceed $250.00, a Bradford supervisor must be immediately notified to verify the inspection of the damaged goods.

3. **Concealed Damage:** Damage discovered by the Concessionaire after delivery of goods, which were signed for with no visible damage to the containers. Concealed damage must be reported to Bradford immediately by notifying the operations supervisor. If the amount of damage appears to exceed $250.00, a Bradford supervisor must be immediately notified to inspect the damaged goods. Bradford will not be held responsible for loss of goods by leakage or failure to detect it, or for concealed damage. Bradford will make every effort to provide documentation supporting this claim to the supplier. In addition to the local investigating operations supervisor; Bradford will offer the support of their Partner Resolution Group to assist in the reconciliation of these issues.

4. **Tampered Shortage:** Cartons delivered in an open, re-taped or tampered condition (signs of any form of tampering with the contents). A joint examination of the contents by the Concessionaire and a Bradford supervisor must be performed to verify the count and condition of the items inside. The Concessionaire should immediately request a Bradford supervisor to be dispatched to the delivery site. An exact notation should then be made on the Bradford delivery manifest as to the nature and extent of the possible shortage resulting from suspected tampering. If the material appears to have been tampered with while in the custody and care of Bradford, Bradford will initiate an investigation and at Bradford’s discretion will invite local authorities to participate if criminal wrongdoing is suspected. Bradford will provide the Concessionaire with a full report on their findings and will reimburse the Concessionaire for the missing material if the loss is supported by the investigation to be a valid and just claim. If after Bradford submits findings related to a claim the Concessionaire disagrees with the findings, the Concessionaire may appeal the finding directly to:
17. Filing A Claim: A formal claim must be filed via the Customer Resolution Management (CRM) process with the Bradford General Manager. Claim can be submitted in the following manner: email, fax, mail, or hand delivery. Where all applicable information and documentation has been submitted, all reasonable attempts to settle claims within 30 days will be made. The time limit for Filing a Claim is 24- hours from the date of delivery.

A valid claim must contain the following information:

1. A request for payment (dollar amount).
2. Complete identification of the shipment:
   a. Bill of Lading number (copy preferred)
   b. Date of shipment
   c. Shipper and consignee
   d. Shipper Tracking Number and Date of Shipment
3. Documentation substantiating claimed amount:
   a. Copies of invoices for the items claimed
   b. Repair invoices/estimates of repair for items damaged
4. Description of claim:
   a. What damages are claimed?
   b. What service failures does the Concessionaire claim?

18. Readable Material Logistics: All readable materials (books, magazines, and newspapers) will be received and sorted by concept at the CRDC. Readable materials will be delivered to designated CRDC Material Staging Areas on each Terminal. Maps of the designated CRDC Material Staging Areas are located in Section IX. Materials at each staging location will be sorted by concept. Retailers and/or merchandisers will check in and work through readable materials from the CRDC Material Staging Areas only.

19. Receiving Deliveries: Deliveries will be made to the designated delivery areas as determined by Concessionaire and Bradford. Concessionaire must have a representative available to receive and authorize all deliveries. Once material has been received, it may not be left unattended in common areas. Unattended items left in common areas are a security infraction and will result in fines as outlined in Section VI. Compliance, Subsection D. Failure to Comply.
Q. PRODUCT TRANSPORT

The Authority has pre-approved the following conveyances for material transport within the Airport Terminals. Any other carts or conveyances must be submitted for approval prior to usage on Airport property. Concessionaire’s carts or conveyances must be clearly marked to indicate the Concessionaire and the Concession Location for which the cart or conveyance belongs.

**Transport Storage Cabinets with doors** may be used for transportation of prepared food items through the Airport Terminals. Doors are required on these conveyances and no goods within the cabinet are to be seen. All goods being transported must be sealed and leak proof. The cabinet must be equipped with pneumatic wheels suitable for operating on carpet or other flooring without damage thereto.

**Convertible Hand Truck** may be used for transportation of goods contained within crates specified below. No goods within the crates are to be seen. All goods being transported must be sealed and leak proof. The hand truck must be equipped with pneumatic wheels suitable for operating on carpet or other flooring without damage thereto.
Retail Storage Crates may be used on convertible hand trucks to transport sealed and leak proof retail goods.

R. WASTE MANAGEMENT

1. The Authority provides trash and waste disposal from designated compactors and dumpsters at the Airport. Maps identifying compactor locations and designated transfer routes are located in Section IX. Concessionaires will arrange for sanitary handling and transfer of all trash and waste from each Concessionaire space to the trash or waste compactor or dumpster designated for the space and type of trash or waste.

2. In transporting trash and waste, Concessionaires may only use carts or conveyances that are sealed, leak proof, and have a fitting lid. Wheels must be cleaned regularly.
and be suitable for operating on carpets or other flooring without causing damage. Concessionaire’s carts or conveyances must be clearly marked to indicate the Concessionaire and the Concession Location for which the cart or conveyance belongs. The following conveyances have been pre-approved for the movement of trash. Lids that fit the conveyance are required and must be used during transport within the Airport Terminals.

Waste Transporting Tilt Trucks

3. Concessionaires must not use the Airport shuttle system for the purpose of transporting trash or waste.
4. Trash and waste receptacles within the Concessionaire’s spaces are to be emptied regularly to avoid overflow of trash and waste.
5. **Hallways, elevators, and areas around Concessionaire’s spaces must be kept free of Concessionaire’s trash and waste.** Trash and waste must be kept within Concessionaire’s leased space until it may be transported to the designated compactors and dumpsters. Piling of boxes, cartons, or other similar items in, or within view of, a public area or a common area will not be permitted.

6. Concessionaires must not dispose of trash or waste in public area trash receptacles or place trash or waste (including, in particular, used cooking oil or coffee grounds) in rest room sinks or toilets.

7. Bradford will provide for the sanitary and safe removal and disposal of used cooking oil from food service operations. Concessionaires will cooperate and partner with Bradford to ensure the safe and efficient removal of used cooking oil.
   a. Spills of used cooking oil or other liquid waste caused by Concessionaire (or its vendors) are the responsibility of the Concessionaire to clean up.
   b. All Concessionaires must 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.

8. Concessionaires must flatten or break down all cardboard and cartons and place within designated cardboard receptacles. Maps identifying cardboard receptacles and designated transfer routes are located in Section IX.

9. Concessionaires are required to properly dispose of recyclable waste items in the locations designated on the maps located in Section IX. Concessionaires should allocate dedicated areas accessible to waste haulers and building occupants for the collection and storage of recyclable and compostable materials. For more information about recycling, see Section S. Sustainability below.

### 5. SUSTAINABILITY

Sustainability is an important component to efficient and responsible operations and construction at the Airport. Concessionaires are required to meet the sustainability requirements of the Concessions Design Criteria Manual and the Tenant Work Permit Handbook for designing, developing, constructing, or refurbishing within their lease lines.

Concessionaires are required to participate in Airport-wide sustainability initiatives, including recycling and food donation programs. Concessionaires will be required to participate in any future sustainability initiatives at the time of implementation. Recyclable materials should be aligned with the Sustainability Management Plan protocol and include: mixed paper, corrugated cardboard, glass, plastics, metals, shrink wrap, pallets, coffee grounds, whipped cream canisters, cooking oil, and toner cartridges. The Authority encourages Concessionaires to have recycling receptacles within their Concession Locations and support spaces in order to efficiently collect and transfer recycled materials to the designated drop-off locations. Please refer to the Sustainable Management Plan to learn
more about Airport sustainability initiatives. In addition, Concessionaires are responsible for keeping their facilities in compliance with the Authority’s Environmental Management Policy and Standard Procedure, as well as all applicable local, state and federal environmental regulations. It is the responsibility of Concessionaires to contact Environmental Services Department to inquire about environmental regulations that may apply to any new or existing activity or operation to see if there is a potential for environmental impact, whether or not such impact is estimated to be minimal.

Concessionaires are responsible for immediately forwarding copies of all environmental permits, notice(s) of violation, warning notice(s), consent orders and related documents, site rehabilitation reports and related correspondence, and asbestos and lead paint reports to the Concessions Department and the Environmental Services Department.

1. **Recycling** - The Main Terminal and all Airsides are equipped with green 95-gallon recycling bins, serviced twice weekly. The following items can be recycled in the recycling bins: glass; paper/magazines/newspapers; plastic; aluminum, tin, and steel cans; and cardboard. The following items cannot be recycled: plastic bags, liquids and food, light bulbs and batteries, toxic materials, wood and construction materials. When loading items into the recycle bins, do not leave these items in plastic garbage bags, as this is a non-recyclable material. DO NOT DISPOSE OF ANY PLASTIC BAGS IN THE RECYCLING BINS. The designated locations and routes for recycling drop-off are indicated on maps located in Section IX. More information about cardboard and other recyclable waste material hauling is located in Section R. above.

2. **Food Donation** - The Authority encourages all Concessionaires to repurpose unsellable yet otherwise wholesome food and food items for the benefit of the community. All food donation pick-ups will take place at the CRDC. Bradford will provide for the collection and storage of food for repurposing that meets minimum standards for safety and wholesomeness. Bradford reserves the right to refuse pick-up of any contaminated food items that do not meet the minimum standards and/or that pose a risk to other items stored in the CRDC. To facilitate and encourage food donation participation, the Authority has contacted Food Donation Connection, an organization that manages food donation programs for food service companies. Food Donation Connection partners with several different organizations in the local community and offers Concessionaires the ability to select the partner organization that receives the donation. Unless Concessionaire has proposed to donate food to other organizations that Food Donation Connection is unable to donate to, Concessionaire is encouraged to donate all unsellable wholesome food items through the Food Donation Connection process. If Concessionaire is partnering with another food donation organization, Concessionaire must schedule for collection and storage of food with Bradford and coordinate for pick-up by the organization from the CRDC. Concessionaires participating in the food donation program will
receive food donation documentation on a quarterly basis from Food Donation Connection. This documentation may be used as a tax deduction item in most cases. To sign up for the food donation program through Food Donation Connection or to receive more information about the program, Concessionaires should fill out the form located in Section VIII., Forms. Upon receipt of the form, a representative from Food Donation Connection will make contact using the information provided on the form.

All Concession Locations are required to purchase two red food donation bins in order to have product picked up and stored in the CRDC. Depending on volume of food to donate, more bins may be required at specific Concession Locations on a case by case basis. Red food donation bins will be used for storage of the food donation items in Concession Locations and the CRDC, however, these bins will not be used by the food donation organizations when they come to pick up the donated food. Food donation organizations will be responsible for providing bins or other storage materials for the donated food items at the time of pick-up. Red food donation bins must be clean and lined with a trash bag fully covering all food items to prevent leaking, or Bradford will refuse collection and storage. The Authority has approved the following red bin to be used for storage of food donation items:

Red bins come in packs of 3 for $47.25 per pack plus shipping
Description: Distribution Container With Hinged Lid 27 3/16" x 16 5/8" x 12 1/2" Red

Donation bags may be needed for bulk food items that are not pre-packaged. At Concessionaire's discretion, the following donation bags supplied at cost by Food Donation Connection may be useful:

1 case (1000ct) 15"x17" food-safe pre-labeled donation bags and twist ties: $53.40 plus shipping

To order bins or donation bags at cost from Food Donation Connection, call their toll free number:
T. UTILITIES

Concessionaires are provided stubs for electricity and water to the lease line, where applicable. Refer to the Concessions Design Criteria Manual for more information.

1. Data and phone line setup
   For data and phone line setup, Concessionaires have the option to use the Airport’s services or to use a third party provider. Many locations are not provisioned for third party provider cabling within the premises, and any costs associated with interior cabling are the responsibility of the Concessionaire. To use the Airport’s services, or to ask any questions about data and phone line setup, Concessionaires should contact Mark Peterson with the IT Department by calling 813-801-6044 or by email at MPeterson@TampaAirport.com.

U. USE OF STANCHIONS

Stanchions must be part of the initial store design and approved at that time. If there is a legitimate reason necessitating temporary stanchions, Concessionaire must seek approval from the Concessions Department prior to such use. No stanchions should be placed outside of the lease line without written approval from the Concessions Department.

V. REFURBISHMENT

1. Routine Refurbishment
   Representatives of Authority and each Concessionaire will tour the premises each year and jointly agree upon what, if any, routine refurbishment is required. Concessionaires will promptly complete such refurbishment at their own expense.

2. Mid-Term Refurbishment
   Concessionaires will refurbish their Premises around the midpoint of the term of their Contract. The Mid-Term Refurbishment includes all refinishing, repair, replacement, redecorating, repainting and re-flooring necessary to keep the Premises in first class condition.

   All plans and specifications for refurbishment must be in accordance with the Concessions Design Criteria Manual. Specifications must be submitted for review and approval by the Authority no later than the mid-point of the 5th full year of operations. The Mid-Term Refurbishment must be completed prior to the midpoint of the 6th full year of operations.
W. MUSIC/ NOISE

Any concession location that wishes to play music must obtain approval for the system, type of music, and volume level from the Concessions Department. Any noises within a concession location must be kept at a volume level so that the noises do not extend outside Concessionaire’s space into the public areas. All music and noises must cut off during Airport emergency announcements.

X. NUISANCE

Concessionaires will not commit any nuisance, waste, or injury at the Airport and will not do or permit to be done anything which may result in the creation, commission or maintenance of such nuisance, waste, or injury.

Y. DECORATIONS

All store decorations for any concession, including holiday or special occasion decorations, are subject to prior approval from the Concessions Department.

Z. PROHIBITED ACTS

1. Concessionaires may not install coin-operated vending machines in any part of their Premises or on the Airport for either public or employee use.
2. Concessionaires and any personnel employed by Concessionaires may not use improper language; act in a loud, boisterous, or otherwise improper manner; or be permitted to solicit business in a manner that is offensive or otherwise unprofessional.
3. Concessionaires may not sell products that have not been approved by the Concessions Department.
4. Concessionaires may not change prices of products without approval from the Concessions Department. For more information about pricing, refer to Subsection G. Pricing above.
5. Concessionaires are prohibited from displaying tip jars, buckets, or containers unless approved in writing, in advance, by the Concessions Department.
6. Concessionaires are prohibited from printing “tipping” language on sale and credit card receipts at all quick service and fast casual eateries.
7. Concessionaires will not place excessive loads on the walls, ceilings, and floor or pavement areas of the Airport and will repair any areas damaged by excessive loading to the satisfaction of the Authority.
8. Concessionaires will not permit the active display or operation on their Premises of any display that flies, flashes, or emits a noise or odor unless approved in writing in advance by the Authority.
9. Concessionaires will not keep or display any merchandise on or within, or otherwise obstruct, any part of the Airport terminals that are outside of their Premises.
Concessionaires shall keep any service corridor, hallway, stairway, door, or loading dock leading to and from their Premises free and clear of all obstructions.

10. Concessionaires will not interfere or permit interference with the use, operation, or maintenance of the Airport, including but not limited to, the effectiveness or accessibility of the drainage, sewerage, water, communications, fire protection, utility, electrical, or other systems installed or located from time to time at the Airport.

11. Employees of all Concessionaires are prohibited from smoking while in uniform.

12. Concessionaires will not engage in any activity prohibited by Authority’s existing or future noise abatement procedures nor its Rules and Regulations and Operating Directives.

13. The Authority may assess fines for failure to comply with the Authority’s prohibited acts. Concessionaires shall take all proper steps to discipline employees who participate in acts of misconduct or prohibited acts on or about the Airport.

V. COMMUNICATION

A. ADVERTISED PROMOTIONS

Each Concessionaire is required to participate in all advertised sales or promotions conducted by its parent corporation, its franchisor, or its selected operating brands. Advertised sales include TV, newspaper, radio and all print media. However, Concessionaires are not permitted to participate in liquidations, going out of business, moving sales or closeouts of products or brands. Concessionaire may not post any type of sign related to these types of sales.

Concessionaires must make every reasonable effort to ensure that all corporate advertisements that list multiple locations will list the Airport as a participating location or member of the promotion or sale(s). In the event that participation in a sale or promotion harms a Concessionaire, the Concessionaire may request, in writing to the Concessions Department in advance of the sale or promotion, permission to not participate.

B. MEDIA OPPORTUNITIES

The Authority has a Department of Media and Government Relations that can assist concessionaires in raising awareness about new operations and achievements. Concessionaires should feel free to reach out to the Concessions Department with any unique news about their operations. The Concessions Department will assist Concessionaires in working with the Department of Media and Government Relations.
C. TAMPA INTERNATIONAL AIRPORT CORPORATE IDENTITY

Consistent handling of the Airport logo or name is required in all collateral materials, which may include items such as brochures, newsletters, promotional items, presentations, reports, etc. Any Concessionaire wishing to use the Airport logo on any materials must submit a request to the Concessions Department for review to ensure consistency with the Airport’s corporate identity and image. For external communications, if the Airport is abbreviated, it should be referred to as TPA.

D. EMAIL COMMUNICATIONS

Relevant email communications from the Authority will be sent to General Managers of Concessionaires. Reading and/or responding appropriately to this information in a timely manner is important to the success of all Concessionaires. Information will be sent to the contact information provided on the most recently submitted Concession’s Contact Information Form received by the Concessions Department. Concessionaires are asked to please ensure that contact information remains current at all times, as stated in Section VI. Compliance, Subsection B. Required Documentation Compliance.

E. CONCESSIONAIRE MEETINGS

The Concessions Department hosts Concessionaire meetings for all concession owners and their management. These meetings provide pertinent Airport operation and project information for Concessionaires, and each Concessionaire is required to have a representative in attendance at the meetings. All meeting notifications will be sent to the most recent contact information provided to the Concessions Department.

F. WIRELESS COMMUNICATION DEVICES

1. Concessionaires are not permitted to install any paging, audio or video systems within their Premises without advance written approval of the Concessions Department.
2. Should a concessionaire install any type of radio transceiver or other wireless communications equipment, Concessionaire will provide radio frequency protection within the aviation air/ground VHF frequency band and the UHF frequency band in accordance with restrictions promulgated by the Federal Aviation Administration (FAA) for the vicinity of FAA Transmitter or Receiver facilities. Radio frequency protection will also be provided for all other frequency bands operating in the vicinity of a Concessionaire’s equipment. Should interference occur as a result of a Concessionaire’s installation, Authority reserves the right to shut down the installation until appropriate remedies to the interference are made by the Concessionaire. Such remedies may include relocation to another site. The cost of all such efforts to remedy the interference will be solely at the Concessionaire’s expense.
VI. COMPLIANCE

A. OPERATIONAL COMPLIANCE

Authority Requirements
The Authority will conduct periodic Performance Audits of each Concessionaire’s Premises to ensure that all of the operational, safety, and compliance standards of this Handbook are consistently performed by Concessionaires. Concessionaires are required to cooperate with Performance Audits.

1. Performance Audits will be updated from time to time, but will always include minimum objective standards in the following areas: certification and documentation compliance, customer service, cleanliness and maintenance of premises, hygienic and safe food handling practices, daily operations management, sustainability compliance, and merchandising/display compliance. If a Concessionaire fails to meet minimum standards in any of these areas, the Authority may, at its discretion, assess fines or seek other remedies available.

2. Performance Audits will be conducted at random utilizing the Performance Audit form, which may be updated from time to time. The Performance Audit form, available in Section VIII. Forms, covers all areas that may be evaluated on the Performance Audit. Additional items may also be noted, but will not be considered part of the evaluation.

3. Performance Audit forms, in their newest version, will always be available to Concessionaires ahead of the Performance Audit so that appropriate preparations can be made.
   a. Updates to the Performance Audit will be cause for an update to Section VIII. Forms, of this Handbook, which update will be emailed to all Concessionaires.

4. In order to assure consistent adherence to performance standards throughout the Term of Concessionaire’s Contract, the Authority will use a rolling twelve month cycle in the recording of incidents or failure to meet standards. The Authority reserves the right to assess fines for violations of certain performance standards as set forth in Subsection D. Failure to Comply below. Violations of performance standards resulting in fines may be found during Performance Audits or at any other time during the Term of the Contract.
   a. Action plans and documentation of corrective actions will be required after each Performance Audit, regardless of any scoring.
   b. Annual Reviews will take place no later than 90 days after the end of each Contract Year.

5. Concessionaire and Authority will meet to review and evaluate the financial, customer service, and operational performance of each location.
6. Authority will provide written notice to Concessionaire if it determines that a location performed unsatisfactory during the prior Contract Year. Concessionaire will be required to prepare and submit a Remediation Plan to Authority within 30 days of receipt of such written notice. The Remediation Plan will include, but not be limited to, proposed remedial activities such as employee training, staffing changes, merchandise and service modifications, facility refurbishment and repair, and/or replacement of concept or brand.

   a. In the event Authority determines that the location is still performing in an unsatisfactory manner after 6 months of implementation of a Remediation Plan, then Authority reserves the right to require Concessionaire to replace the underperforming concept or brand. Concessionaire will submit a proposal for brand or concept replacement plan within 90 days of receiving written notice from Authority requiring a replacement.

Health and Safety Standards
Concessionaires are required to comply with all health and sanitary standards and regulations as set by Authority, City of Tampa, Hillsborough County, State of Florida, or any other governmental authority with jurisdiction. Failure to meet such standards is addressed in Subsection D. Failure to Comply.

Americans with Disabilities Act
Concessionaire will comply with the applicable requirements of the Americans with Disabilities Act (ADA); the Florida Americans with Disabilities Accessibility Implementation Act; Florida Building Code, Chapter 11, Florida Accessibility Code for Building Construction; and any other similar or successor laws, ordinances, rules, standards, codes, guidelines, and regulations and will cooperate with Authority concerning the same subject matter.

Additional Compliance
Concessionaire, its officers, authorized officials, employees, agents, subcontractors, or those under its control, will at all times comply with all applicable federal, state, and local governmental laws, ordinances, regulations, codes, and permits in the conduct of its operations, including, but not limited to, safety, operational, or security measures required of Concessionaire or Authority by the FAA or TSA, such as regulations regarding products or procedures, in addition to Airport Rules, Regulations, Policies, Procedures, and Operating Directives as are or may hereinafter be prescribed by Authority, all applicable rules and regulations and other mandates whether existing or as promulgated from time to time by the federal, state, or local government, or Authority, including, but not limited to, permitted and restricted activities, security matters, parking, ingress and egress, environmental and storm water regulations, and any other operational matters related to the operation of Airport. If Concessionaire, its officers, authorized officials, employees, agents, subcontractors, or those under its control fail or refuse to comply with said measures and such non-compliance results in a monetary
penalty being assessed against authority, then, in addition to any other remedies available to Authority, Concessionaire will be responsible and will reimburse Authority in the full amount of any such monetary penalty or other damages. This amount must be paid by Concessionaire within 15 days from the date of the invoice or written notice.

**Concessionaire’s Standards**
Concessionaire will ensure continuous adherence to Concessionaire’s own standards, which are to be provided as outlined below.

**B. REQUIRED DOCUMENTATION COMPLIANCE**

1. **Permits and Licenses**
   Concessionaire will obtain and maintain all permits, certificates, licenses, or other authorizations required in connection with the operation of its business at the Airport. Copies of all required permits, certificates, licenses, or other authorizations will be appropriately displayed within the Premises and submitted to the Authority.

2. **Franchise Agreements**
   All franchise standards will be met or exceeded. Copies of franchise standards, procedures, and any franchise quality audit forms are to be sent to Authority at least 30 days prior to the opening of any franchise concession location.

3. **Quality Audit and Operating Standards**
   Concessionaires are required to submit a copy of company quality audit forms and company operating standards, procedures, plans, and manuals (including those for uniforms, customer service, safe food handling, ill employees, cash handling, lost credit cards, safety, disciplinary actions, etc.) to Authority at least 30 days prior to the opening of each Concession Location.

4. **Health Inspection and Fire Safety Reports**
   Concessionaires are required to submit all health inspection and fire safety reports, along with documentation of any required corrective actions taken, to Authority within 48 hours of receipt.

5. **Cleaning and Maintenance Program Schedules**
   At least 30 days prior to the opening of each concession location, Concessionaires are required to submit to Authority a preventative and routine cleaning and maintenance program, including cleaning schedules. The cleaning and maintenance schedules should be designed to keep the business looking new, fresh, and inviting to customers.

6. **Price Surveys**
   Price surveys will be submitted to Authority at least 30 days prior to the opening of a
Concession Location and prior to the beginning of each Contract Year.

7. **Customer Complaints**
   All customer complaints referred to Concessionaires by Authority must be responded to by Concessionaire within 48 hours of referral. A written copy of Concessionaire’s response and/or corrective actions is to be submitted to the Concessions Department.

8. **Maintenance Log and Chemical Log**
   Concessionaires are required to maintain logs of maintenance visits and chemical servicer visits. The Concessions Department, or any representative of the Authority reserve the right to review these logs at any time.

9. **Updated Contacts and Organizational Chart**
   Each Concessionaire is responsible for ensuring that the Authority has the most up-to-date contact information and organizational chart for their concession locations and corporate office. Contacts can be updated by submitting a new Concessions Contact Information Form located in Section VIII. Forms, Subsection E.

10. **Disaster Planning**
    Each Concessionaire must develop an evacuation plan and a severe weather plan that coordinates with the Authority’s Emergency Plan and the Airport Emergency Response Manual. Employees of Concessionaires must be trained on disaster planning and Concessionaires must submit documentation once this has been completed. This training should take place within 30 days of opening and at least annually thereafter. See Section VII. Safety and Security for more information.

11. **Daily Sales Reporting**
    Concessionaires are required to enter Gross Receipts data for each Concession Location into the daily sales portal located at the following web address: http://app.tampaairport.com/ConcessionsPortal/Common/Login.aspx. Gross Receipts information must be entered into the portal by noon the next business day after the sales were generated. For questions accessing the portal or to set up a new Concession Location in the portal, contact Tony Conza at 813-554-1464 or AConza@TampaAirport.com.

C. **REPORTING COMPLIANCE**

Copies of all documentation that require submittal should be sent to the Concessions Department via email to Concessions@TampaAirport.com. Concessionaires with any questions regarding reporting of documentation should contact the Concessions Department by calling 813-554-1418 or by email at Concessions@TampaAirport.com.
Any construction or major maintenance work to be completed by Concessionaire will require prior approval by the Concessions Department and may be filtered through other departments prior to a determination.

Other items requiring submittal to the Concessions Department for its prior approval include signs, music/noise requests, product lists of items for sale, certain vendor and/or servicer information, certain equipment, and employee uniforms. Concessionaires are expected to read and understand the Contract and this Handbook in their entirety and are required to submit all compliance items within the designated time frames.

D. FAILURE TO COMPLY

It is the Authority’s objective to provide the public and air travelers with the highest level and quality of service to meet standards and expectations. High quality, consistent operations lead to higher sales, higher customer satisfaction, and repeat business. Accordingly, the Authority has established the following actions that may be taken for various violations of this Handbook.

1. First Violation
   Any violation that is a first offense will be delivered to Concessionaire as a “first offense” warning. This warning may be made verbally to the manager on duty with written follow-up sent to the General Manager, or it may be made only to the General Manager in written form. The violation will include a reasonable cure time in order for the Concessionaire’s management to take corrective actions. It is the responsibility of Concessionaire’s General Manager to follow-up with the Concessions Department with plans to resolve the violation and again once the violation has been remedied.

2. Second Violation
   Any violation that is noted a second time within a rolling 12 month period or that has not been remedied by the end of the “first offense” cure period will result in a “second offense” warning. This warning may be made verbally to the manager on duty with written follow-up sent to the General Manager, or it may be made only to the General Manager in written form. The violation will include a reasonable cure time in order for the Concessionaire’s management to take corrective actions. It is the responsibility of Concessionaire’s General Manager to follow-up with the Concessions Department with plans to resolve the violation and again once the violation has been remedied.

3. Third Violation
   Any violation that is noted a third time within a rolling 12 month period or that has not been remedied by the end of the “second offense” cure period will result in a “third offense” and fines will be immediately assessed, as set forth in the table below, as liquidated damages for the continuation of such violations. The Authority will contact
the Concessionaire’s corporate headquarters via a certified letter containing the standard being violated, the specific deficiency of the standard, details of past notices of the violation, the corrective actions expected, an expected deadline for implementation of corrective actions, and a statement that non-compliance within the allotted time could result in fines or other actions up to termination of the Contract. It is the responsibility of Concessionaire’s General Manager to follow-up with the Concessions Department with plans to resolve the violation and again once the violation has been remedied. If the Concessionaire fails to remedy the third violation within the allotted time, the Authority may continue to assess fines daily or may seek any other remedies available to it under the Contract.

4. Exceptions
Violations that result in the compromise of the health or safety of the public, staff, or any others, including critical health code, fire safety or airport security violations, will require immediate action to be taken and are considered “Critical Violations” with fines accruing immediately and without notice. The Concessionaire’s General Manager should take immediate action and follow-up with the Concessions Department once such violation has been remedied. If the concessionaire fails to immediately remedy the violation, the Concessions Department may assess additional fines or may seek any other remedies available to it, including reporting the violations to the appropriate agencies or terminating the concessions contract.

5. Performance Standard Fines
The table below outlines the fines that may be assessed for failure to meet performance standards. The table includes the infraction and the fee schedule.

Performance Standard Fines

<table>
<thead>
<tr>
<th>Infraction</th>
<th>Fee Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Operational Deficiencies</td>
<td>$100 per day</td>
</tr>
<tr>
<td>2. Pricing Policy Infraction</td>
<td></td>
</tr>
<tr>
<td>3. Late Pricing Survey</td>
<td></td>
</tr>
<tr>
<td>4. Late Reporting</td>
<td></td>
</tr>
<tr>
<td>5. Other Non-Critical Infractions</td>
<td></td>
</tr>
<tr>
<td>1. Security Infractions</td>
<td>$500 per occurrence</td>
</tr>
<tr>
<td>2. Critical Health Code Violations</td>
<td></td>
</tr>
<tr>
<td>3. Other Critical Infraction</td>
<td></td>
</tr>
</tbody>
</table>
E. SIGNAGE COMPLIANCE

Subject to the approval of the Concessions Department, which will not be unreasonably denied, Concessionaires have the right to install and maintain signs within their leased locations in accordance with the Concessions Design Criteria Manual, Concessions Department standards, and the Contract. Concessionaires will submit to the Concessions Department the size, design, content, construction or fabrication and intended location of every sign for approval prior to installation. No signs of any type are to be installed on Airport property without the specific prior written approval of the Authority. No hand written signs will be approved.

No persons, without written authorization from the Concessions Department, may post commercial signs, banners, or distribute advertisements, literature, circulars, pictures, sketches, drawings, handbills, coupons, or any other form of printed or written commercial matter or material at the Airport.

F. ADA COMPLIANCE AND COMPLAINT RESOLUTION

Concessionaires are required to comply with federal and state laws and regulations, including the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973 and the Florida Americans with Disabilities Accessibility Implementation Act, and shall not discriminate on the basis of disability in the provision of services to the public.

Concessionaires should be proactive in addressing requests to accommodate disabilities and seek satisfactory complaint resolution. However, any complaints that are not resolved alleging discrimination on the basis of disability with regard to airport programs, services, activities or facilities should be made in writing on the Complaint Resolution Form found on the airport’s website (http://www.tampaairport.com/ada-complaint-form). Complaints can also be directed to the following Aviation Authority employee who has been designated to coordinate ADA compliance:

Elita Cobbs McMillon
Director of Ethics, Compliance and Diversity
P.O. Box 22287
Tampa, FL 33622
(813) 554-1450

Concessionaires and Concessions employees are required to know the Authority’s ADA Grievance Procedure, how to assist people with disabilities who want to file an ADA complaint, and how to contact the Authority’s ADA coordinator. To expedite grievances, Concessionaires should post the following Authority procedure in a discreet location for employees to view:
ADA Grievance Procedure: The Aviation Authority has adopted a grievance procedure providing for prompt and equitable resolution of complaints alleging discrimination on the basis of disability. Complaints that a program, service, or activity of the Aviation Authority is not accessible to persons with disabilities should be directed to the ADA Coordinator. The following Aviation Authority employee has been designated to coordinate its efforts to comply with the ADA regulations:

Elita Cobbs McMillon
Director of Ethics, Compliance and Diversity
P.O. Box 22287
Tampa, FL 33622
(813) 554-1450

VII. SAFETY AND SECURITY

The Airport has a dedicated Police Department (TIAPD) located on the ticketing level and Red Departure Drive. All Airport employees should report suspicious activity to the TIAPD. The non-emergency phone number is 813-870-8760. If you wish to remain anonymous, call the Airport Watch Tip Line at 1-877-TIPS TIA (847-7842). TIAPD Crime Prevention provides safety and security training each quarter for all employees who are interested in attending.

A. LIFE SAFETY

1. Concessionaires should provide life safety training to all employees. It is important for all employees to understand the proper usage of any life and fire safety equipment installed in the Premises, e.g. fire extinguishers, hood, etc., as well as the life safety features of the Airport. At a minimum, each employee should know the locations of fire extinguishers, fire pull stations, and exit routes.
2. Sprinklers and smoke detectors must be maintained and operable at all times and no storage, obstruction, or furniture may impede the operation of the same.
3. Fire alarms and alarm devices must not be disconnected or tampered with by any means. Fire alarm components must be maintained and operable at all times.
4. Appropriate permits must be secured before proceeding with any remodel or construction, regardless of scale or cost of the project.
5. Repairs or remodeling of Airport structure or contents must be in compliance with the Florida Fire Prevention Code and have written approval from the Plans Review Section of the Florida Division of State Fire Marshal.
6. Exits must not be blocked or obstructed.
7. Exit doors must not be locked.
8. In the event that any of the referenced fire protection/life safety components are damaged or inoperable, it is the responsibility of the Concessionaire or their
designee to immediately notify the Maintenance Department Work Control by calling 813-870-8740 or by emailing WorkControl@TampaAirport.com.

B. REACTING TO EMERGENCY SITUATIONS

All employees should be prepared to call 911 in an emergency situation. TIAPD Dispatchers and Emergency Medical Dispatchers will assist immediately.

C. 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. Evacuation route plans must be clearly posted and practice drills conducted at least annually. Before evacuating, location management should secure and safeguard company records (personnel files, original contracts, negotiable instruments, documents, etc.) and lock appropriate files, vaults, closets, desks, etc. Food and Beverage locations must ensure that all electrical/gas appliances are turned off (grills, fryers, broilers, stoves, etc.) and/or unplugged before vacating the site.

D. SEVERE WEATHER PLANNING

1. The Airport is equipped to advise Concessionaires and the public of emergency weather conditions; however, in some cases, advance warning is not available. The Authority will conduct severe weather planning meetings in order to prepare and plan. All Concessionaires are required to have a representative attend these meetings.

2. All Concessionaires are required to create a hurricane/tornado plan. The following preparation items should be completed as necessary in order to stay up-to-date:
   - Review hurricane plan with employees
   - Inventory emergency supplies
   - Purchase necessary emergency supplies
   - Confirm employee hurricane schedule plan
   - Organize and clean work areas
   - Update emergency contact lists
   - Encourage all employees to have a plan in place for their homes and families

3. The Airport Status Board (http://status.tampaairport.com/) is activated by Airport Operations when National Weather Service advisories begin. This website contains information relevant to operations, status, and condition of the Airport.
   a. When National Weather Service advisories begin, Concessionaires are asked to provide information relevant to their operations, including:
      - Any need for assistance from the Airport
      - Plans for opening and closing operations
      - Damage to Airport property
• Security concerns

4. If a hurricane watch occurs, Airport Operations will activate the Incident Command Center, which can be reached by calling 813-870-8752 or emailing ICC@TampaAirport.com. Airport Operations will maintain contact with the County EOC and hold briefing meetings with Concessionaires, tenants, airlines, and agencies.

5. If a hurricane warning occurs, the following actions will be taken:
   • Meetings will be conducted with all Concessionaires, tenants, airlines, and agencies to confirm plans for ceasing all operations
   • Implementation of the systematic list of systems to be shut down and secured
   • Planned timeline for returning services will be announced
   • Concessionaires will be required to make contact with all employees
   • Concessionaires will be asked to remind employees to take shelter against the storm and know where that shelter is. The Airport is not a shelter from the storm and all individuals that are not necessary for emergency operations should seek shelter elsewhere.

6. During a hurricane, ICC and AOC will remain staffed and provide regular updates to FAA of status of the Airport. Communications will remain open as permitted by the storm and services available. Surveillance over the Airport will continue as permitted by the storm and available cameras.

7. After a hurricane, the Airport will return to normal business activities as soon as possible. A predetermined timeline and systematic return of airsides and services will be overseen by the ICC. Airfield and facilities will be inspected and returned to operations in order of importance.

E. POWER OUTAGE LOSS PREVENTION GUIDELINES

1. All Concessionaires must be equipped with a Power Outage Emergency Kit, which must include a method for tracking, tallying, and cashing out sales or orders during the outage.

2. Concessionaires’ employees should be trained on what to do during a power outage to maintain efficient operations and to calm the public.

3. To ensure safe food handling during a power outage, proper documentation of the time of the outage and record keeping of elapsed time when food is subject to unsafe temperatures (in the temperature danger zone of 41-140 degrees Fahrenheit) should be taken. In order to maintain cold food products as long as possible, Concessionaires are encouraged to ensure that their refrigerator and freezer units are properly closed and that no hot foods are in these chilling units that could elevate temperatures. Once power is restored, temperatures should be taken on food products to ensure food safety. Any products that are found to be in the temperature danger zone must be discarded.
F. LOST AND FOUND

TIAPD handles all lost and found items from Airport common areas, restaurants, shops, gate areas, and restrooms. Items left in concession locations should be delivered on a daily basis to TIAPD located on level 2 of the Main Terminal in the Administration Building. Items of high value including purses, wallets, smartphones, tablets and/or laptop computers must be delivered to TIAPD offices immediately. The Lost and Found Department can be contacted directly by calling (813) 554-1497, twenty-four hours a day or by email at LandF@TampaAirport.com.

The airport lost & found has a web-based lost property administration system (L-PAS) located at the following link: http://app.tampaairport.com/LPASExternal/. L-Pas handles cataloging and tracking of all lost property that is turned into the airport’s lost & found office. With the addition of L-PAS Online, customers can now visit the airport’s website and browse a real-time listing of low-value items that are currently in the lost & found. If they see a match to their property, the customer can click the claim item link which alerts the office via email to contact them. The online system also has limited tools to filter by keywords and includes self-help instructions to assist the customer with using the system.

G. PROHIBITED ITEMS

Concessionaires operating in the Sterile areas of the Airport (i.e., Airside buildings) must ensure they are not displaying, offering for sale, offering for use, or carrying items in their inventory any item on the Prohibited Item list which is available on the TSA website www.tsa.gov.

It is the responsibly of the Concessionaire to develop internal policies and procedures and best management practices to maintain accountability of the use, storage and security of any items reflected on the TSA Prohibited Items list which are necessary for the Concessionaire to perform their job and conduct business.

Concessionaires are required to follow all other TSA guidelines and regulations which can be found on the TSA website www.tsa.gov.

H. VENDOR ESCORTS

Service repair vendors must drive to the Airside Truck Courts and be inspected by the Traffic Police prior to parking in the loading dock for the Airside and being escorted to the Secure or Sterile areas of the Airport. Vendor vehicles must be clearly labeled with the Company Name on the outside of the vehicle. In addition, vendors should leave a note in their vehicle dashboard that includes the Concession Location(s) that will be visited along with a phone number to reach the driver directly in case the vehicle needs to be moved. A map showing the Airside Truck Courts is available in Section IX. Other Documents, B. Airport Maps. Once the Traffic Police have inspected the driver, vehicle, and contents, a Concessionaire employee with red
badge escort privileges will need to meet the vendor in the Airside Truck Court and escort the vendor and inspected tools to the location for service repair. The employee providing escort will need to stay with the vendor the entire time the vendor is in the Sterile and/or Secure areas of the Airport and will need to escort the vendor back to the Airside Truck Court once the work is complete. Concessionaire employees with red badge escort privileges are responsible for their escorts the entire time the escort is in a Secure or Sterile area of the Airport.
VIII. FORMS

A. PERFORMANCE AUDIT CHECKLIST

Performance Audit Checklist

<table>
<thead>
<tr>
<th>Category</th>
<th>Pass</th>
<th>Fail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. Certification Compliance</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Food establishment has a ServSafe Certified employee at each location during all operating hours. Certifications are posted in a discrete location on site.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Where alcohol service is offered, establishment has obtained proper liquor license. Liquor license is posted in a discrete location on site.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Food establishment has Florida Foodhandlers Certification for all employees who handle food on site.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Establishment has records of most recent company internal audit on site. Company has taken and documented corrective actions on any violations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Establishment has records of most recent health inspection on site. Company has taken and documented corrective actions on any violations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Food establishment maintains HACCP logs and cleaning checklists on site for at least one month.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Where alcohol service is offered, establishment has alcohol service certification on site for all employees serving alcoholic beverages.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**B. Customer Service**

1. Customers are welcomed and greeted in a friendly and comforting manner.

2. Customer needs are anticipated and handled proactively.
3. Associates are aware of important landmarks and are prepared to answer the questions of travelers.

4. Associates act with a sense of urgency, understanding that traveling customers have time constraints.

5. Associates are well groomed, neat, professional, and in compliance with the dress code as stated in the Concessions Handbook, including wearing proper uniforms.

6. Company has established a procedure for customers to easily contact management with concerns, complaints, questions, suggestions.

7. All employees are aware of closing time aligned with departure of last flight and have a procedure in place for delays.

<table>
<thead>
<tr>
<th>C. Cleanliness of Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Floors, walls, and ceilings are properly maintained and cleaned. Tile, terrazzo, carpet, and all other flooring is free of cracks, gouges, broken pieces, frays, or excessive wear.</td>
</tr>
<tr>
<td>2. Floors are free of standing water and floor drains are free from blockage.</td>
</tr>
<tr>
<td>3. Light fixtures are covered with shields to prevent contamination by broken glass in case bulbs break. Light fixtures are free of dust.</td>
</tr>
<tr>
<td>4. Customer service areas are inviting and fresh: free of dust, garbage, or any other uninviting debris. Garbage is quickly removed.</td>
</tr>
<tr>
<td>5. BOH areas are maintained so that trash, debris, and equipment not in use are properly stored and working surfaces are free of buildup.</td>
</tr>
<tr>
<td>6. Cleaning and sanitizing chemicals are FDA approved, stored away from food in a designated location, and proper chemical handling documents (MSDS sheets) are stored with chemicals in this location.</td>
</tr>
<tr>
<td>7. Equipment has been designed and certified as suitable for use in a food service operation. Equipment is in good repair and employees are trained to handle equipment properly.</td>
</tr>
</tbody>
</table>
8. Counters, tables, and chairs must be in like new condition and free of cracks, rips, scuffs, and tears. All tables, table bases, chairs, booths, fixtures, and décor items are free of debris, buildup, fingerprints, and dust.

9. Exhaust fans and Air Conditioning vents are operational and free of dust, dirt, debris, or leaks.

| Totals | 0 | 0 |

### D. Hygienic Practices

1. Employees wear proper hair restraints, beard coverings, disposable gloves, slip resistant shoes, and clean uniforms/ aprons as may be required by position. Company policy on jewelry and fingernails is being followed.

2. Employees wash and sanitize upon entering the work station, immediately after returning to the work station, between changing gloves, and any time when hands become soiled.

3. Handwashing facilities are furnished with soap, sanitizer, and paper towels or air dryers. If paper towels are used, a garbage receptacle is also located at the wash station.

4. Gloves are being used to properly prevent possible contamination and are not becoming a vehicle for spreading pathogens.

5. Employees are not observed eating, drinking, or chewing gum in food preparation areas.

6. Cleaning and sanitizing materials are readily located by each food preparation area and area sanitation is appropriately maintained.

7. Use of tobacco products is limited to designated areas as noted in the Concessions Handbook.

8. A fully stocked first-aid kit is readily available and contains bandages, finger cots, gloves, gauze, antiseptic spray and wipes, instant cold packs, burn spray, alcohol prep pads, antibiotic ointment, eyewash, and tweezers.

| Totals | 0 | 0 |

### E. Daily Operations and Safety Management

1. Company policy on reporting illness is being followed and no employees with infectious diseases are permitted to work.
2. A procedure is in place to track product from original location (i.e. farm), to the packer, distributor, and retailer. Labels on product indicate date of harvest, tracking identification, and expiration or best by dates.

3. Company's daily cleaning checklists and HACCP temperature logs are being used and recorded during each shift.

4. Employees have a designated storage area for personal belongings, which is clearly labeled as such. Employees have designated eating and drinking areas, which are clearly labeled as such.

5. Any location with a music system playing has approved the system, type of music, and volume level through the Concessions Department.

6. Spill response materials are in accessible locations near areas where spills are likely to occur.

7. Electronic devices or displays are maintained in good working order.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Totals</strong></td>
<td>0 0</td>
</tr>
</tbody>
</table>

**F. Sustainability Initiatives**

1. Employees are observed following established recycling procedures for cardboard, plastics, and other items determined by location (i.e. coffee grounds).

2. If applicable, establishment has a designated location for storing food for donation and follows food donation procedures.

3. Establishment is in compliance with any Authority wide sustainability initiatives outlined in the Sustainability Master Plan.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Totals</strong></td>
<td>0 0</td>
</tr>
</tbody>
</table>

**G. Required Documentation Submittal**

1. Health inspection and fire safety audits are submitted to Concessions Department within 48 hours of receipt by establishment.

2. Internal company audits are submitted to Concessions Department within 10 days of receipt by establishment.
3. Company procedures for certifying, training, and coaching employees and management on safe food handling practices have been submitted to Concessions Department.

4. Pest control visits are taking place monthly and documentation from site visits is available upon request.

5. Chemical servicing company visits are taking place quarterly and documentation from any routine or repair site visits is available upon request.

6. Company uniform standards, safety standards, sustainability standards, and illness reporting standards have been submitted to Concessions Department.

7. Evacuation plan and severe weather plan have been submitted to the Concessions Department and employees have been trained on disaster planning.

8. Company's daily, weekly, and monthly cleaning and maintenance program schedules have been submitted to the Concessions Department and are being followed at location.

9. Are products/prices in compliance with approved submittals of same?

<table>
<thead>
<tr>
<th>H. Merchandising/Displays</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Displays are attractive and present a neat, uncluttered appearance.</td>
</tr>
<tr>
<td>2. Merchandise is stocked in sufficient quantities. No damaged merchandise is present. (this includes fully stocked shelves, coolers, displays, etc.)</td>
</tr>
<tr>
<td>3. Apparel and accessories are neatly folded or hung in appropriate locations. Materials placement complies with width regulations for physically challenged customers and permits ease in movement by customers with luggage.</td>
</tr>
<tr>
<td>4. All cabinets, shelves, walls, and display units are free of marks, dust, damage, and spilled product.</td>
</tr>
<tr>
<td>5. All signs have been approved by the Concessions Department.</td>
</tr>
</tbody>
</table>
6. Are prices for ALL food and beverages, including alcoholic beverages, displayed on menus, menu boards and available to customers?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals</td>
<td>0</td>
</tr>
</tbody>
</table>

### I. Accessibility/ADA Compliance

1. Associates know how to assist people with disabilities who want to file an ADA complaint.

2. Associates know how to contact the Airport ADA coordinator. This information is displayed in a discreet location for employees to view along with the Authority’s ADA Grievance Procedure.

3. Associates know how to assist someone requesting the nearest Service Animal Relief Area (SARA).

4. Associates know how to assist someone requesting the nearest TTY phone.

5. Associates know how to provide menus or other documents in alternate accessible formats - e.g. verbally read a menu/document, provide a large print menu/document, provide a braille menu/document.

6. There a policy in place for employees to assist customers with reaching merchandise beyond the reach range (48 inches maximum).

7. Closed captioning (high contrast captioning) is enabled on audio visual displays.

8. Lowered transaction/service counter is available and free of merchandise display/advertising, along with hard surface clip boards for signing documents.

9. If there are sit down tables, accessible seating areas are available where the tables provide clear floor space (no circular table base).

10. Access aisles are maintained at 36 inches wide between various fixtures and merchandise within the Concession Location.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals</td>
<td>0</td>
</tr>
</tbody>
</table>

**Total Score**

0 0
B. BADGING FORM

PLEASE USE THIS FORMAT

ON YOUR COMPANY LETTERHEAD

(DATE)

Ms. Vivian E. Pullara
Access Control Manager
Hillsborough County Aviation Authority
P.O. Box 22287
Tampa, FL 33622

REF: Authorized Signatures for Access Control Badges

Dear Ms. Pullara:

The Names signed below are authorized signatures for Tampa International Airports’ Access Control Badges under the “Authorized Issuers” code ___ ___ ___ ___ ___ ___ for (Company Name). The individuals indicated have successfully completed a fingerprint-based criminal history records check in accordance with Title 49 CFR 1542.209 or 1544.229. No other signatures are authorized. We will notify you in writing of any changes.

(Company Name) will authorize the issuance of Access Control Badges under the procedures and responsibilities as stated in Tampa International Airports’ Security Program.

Sincerely

_________(Name)_________

_________(Title)_________

AUTHORIZED SIGNATURES
(Maximum (3) signatures)

_________(Print or Type Name)_________

_________(Signature)_________

_________(Title)_________

_________(Phone Number)_____

C. SAMPLE CLEANING CHECKLIST
### 1. Food and Beverage Outlets

<table>
<thead>
<tr>
<th>Location</th>
<th>Service</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Quarterly</th>
<th>Annually</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Vendor Areas</td>
<td>Auto scrub and/or mop floor in restaurant seating area, patio, and/or bar area.</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sweep and mop floor or vacuum carpet</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spot clean all horizontal and vertical surfaces, removing fingerprints, smudges and stains</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wipe walls in kitchen areas</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remove gum on all surfaces</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Power scrub kitchen floor</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dust low/high areas through restaurant (all decorative items 9 feet and below)</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kitchen floor drains – wipe inside ring area, remove visible debris</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Detail kitchen wall areas</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Detail corners and ledges</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remove dust from ceiling and wall vents</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remove dust from decorative store fronts and lighted structures</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Strip wash window interior</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hot water extract carpeting – high traffic areas</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scrub and re-coat tiled areas</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Strip and wax floor areas</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
## 2. Retail Outlets

**RECOMMENDED CLEANING SPECIFICATIONS FOR RETAIL UNITS**

<table>
<thead>
<tr>
<th>Location</th>
<th>Service</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Quarterly</th>
<th>Annually</th>
</tr>
</thead>
<tbody>
<tr>
<td>Store Areas</td>
<td>Sweep and mop floor or vacuum carpet</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spot clean all horizontal and vertical surfaces, removing fingerprints, smudges and stains</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remove gum on all surfaces</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dust low/high areas throughout store (all decorative items 9 feet and below)</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Detail corners and ledges</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remove dust from ceiling and wall vents</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remove dust from decorative store fronts and lighted structures</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Strip wash window interior</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hot water extract carpeting – high traffic areas may need more frequent cleaning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scrub and re-coat tiled areas</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Strip and wax floor areas</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>X</td>
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</tbody>
</table>
## D. SAMPLE PRICE SURVEY FORM

### Section Completed for Restaurant

<table>
<thead>
<tr>
<th>Min/Max Name</th>
<th>Bread Location 1 Current Price</th>
<th>Bread Location 2 Current Price</th>
<th>Number of Benchmark(s)</th>
<th>Benchmark L1</th>
<th>Benchmark L2</th>
<th>Benchmark L3</th>
<th>Benchmark L4</th>
<th>Benchmark L5</th>
<th>Benchmark Average</th>
<th>Street Price</th>
<th>Suggested Minus Current</th>
<th>% Change</th>
<th>Authority Approve Price</th>
<th>Approved Price Difference</th>
<th>Approved % Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lunch/Dinner Benchmark Comparisons</td>
<td>-</td>
<td>-</td>
<td>Benchmark L1</td>
<td>Benchmark L2</td>
<td>Benchmark L3</td>
<td>Benchmark L4</td>
<td>Benchmark L5</td>
<td>Benchmark Average</td>
<td>Street Price</td>
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<td>% Change</td>
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<td>Approved % Change</td>
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</tr>
</tbody>
</table>

### Section Completed by Authority

- Benchmark L1
- Benchmark L2
- Benchmark L3
- Benchmark L4
- Benchmark L5

* Benchmark Locations List: Use at least 2 and no more than 10 approved Benchmarks.

** Current Price and Suggested Minus Current will be blank for new Concession Locations.
### E. CONCESSIONS CONTACT INFORMATION FORM

**Company Name:**

**Agreement Title:**

**LOCAL EMERGENCY CONTACT (NAME/ TITLE)**

**Name:**

**Cell Phone:**

**Office Phone:**

**ADDRESS:**

**CITY:**

**STATE:**

**ZIP:**

**FAX Number:**

**Email Address:**

**PREFERRED INVOICE DELIVERY METHOD**

[ ] EMAILED INVOICE

[ ] MAILED INVOICE

[ ] BOTH

**EMAIL ADDRESS FOR ELECTRONIC INVOICES:**

**NOTE:** E-INVOICES WILL BE SENT FROM RECEIVABLES@TAMPAAIRPORT.COM

**BILLING CONTACT (NAME/TITLE)**

**ADDRESS:**

**CITY:**

**STATE:**

**ZIP:**

**PHONE NUMBER:**

**FAX NUMBER:**

**EMAIL:**

**PROPERTIES CONTACT (NAME/ TITLE)**

**ADDRESS:**

**CITY:**

**STATE:**

**ZIP:**

**PHONE NUMBER:**

**FAX NUMBER:**

**EMAIL:**

**REPORTING FORMS TO BE COMPLETED BY: (NAME/TITLE)**

**ADDRESS:**

**CITY:**

**STATE:**

**ZIP:**

**PHONE NUMBER:**

**FAX NUMBER:**

**EMAIL:**

**INSURANCE CONTACT (NAME/TITLE)**

**ADDRESS:**

**CITY:**

**STATE:**

**ZIP:**

**PHONE NUMBER:**

**FAX NUMBER:**

**EMAIL:**

**ENVIRONMENTAL CONTACT (NAME/TITLE)**

**ADDRESS:**

**CITY:**

**STATE:**

**ZIP:**

**PHONE NUMBER:**

**FAX NUMBER:**

**EMAIL:**

List individuals working in the capacity of Legal Representative for your company:

<table>
<thead>
<tr>
<th>LEGAL REPRESENTATIVE (NAME/TITLE)</th>
<th>LEGAL REPRESENTATIVE (NAME/TITLE)</th>
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</table>

This form was completed by the following Company representative:

Name: ________________________

Title: ________________________

Phone number: ________________________

Date form was completed: ________________________

Please return form to: Irene Piesport, Hillsborough County Aviation Authority, P.O. Box 22837, Tampa, FL 33622

Phone: (813) 554-1445 Email: IPiesport@TampaAirport.com

Page 66 of 71
## Contact Information

### Corporate Representative Contact

<table>
<thead>
<tr>
<th>Name</th>
<th>Cell Phone</th>
<th>Office Phone</th>
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### Local General Manager Contact

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<tr>
<th>Name</th>
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### Local Assistant General Manager Contact

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### Designer/Architect Contact

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<th>Name</th>
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### Construction Manager Contact (Name/Title)

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<tr>
<th>Name</th>
<th>Cell Phone</th>
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### General Contractor Contact

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### Marketing Director Contact

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<th>Name</th>
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</table>

### Communications Director Contact

<table>
<thead>
<tr>
<th>Name</th>
<th>Cell Phone</th>
<th>Office Phone</th>
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<thead>
<tr>
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</tbody>
</table>

Date form was completed: 

Please return form to: Irene Pierpont, Hillsborough County Aviation Authority, P.O. Box 22287, Tampa FL 33622
Phone: (813) 554-1446   Email: IPierpont@TampaAirport.com
F. EMPLOYEE PARKING AUTHORIZATION CARD

Tampa International Airport
Employee Parking Authorization

Name ___________________________ Lot No. _________
Airport Security I.D. No. ___________________________
Access Card No. ___________________________
Based Employee ____________ Non Based Employee _____
Employer Authorization ___________________________
Organization ___________________________ Date ________

PA-48
G. FOOD DONATION CONNECTION FORM

Harvest Program Information

The Harvest Program is a simple alternative to throwing away wholesome surplus food by donating it to local non-profit organizations that help people in need. The program is managed by the Harvest Support Center (HSC) at Food Donation Connection (FDC) [1-800-831-8161]. Please complete information below and email to development@foodtodonate.com.

Company Information

1. Company name(s) ___________________________________________________________
2. EIN(s) __________________________________________________________________
3. Contact Person(s) and Title ________________________________________________
   a. Address __________________________________________________________________
   b. Phone number(s) _________________________________________________________
   c. Fax number(s) __________________________________________________________________
   d. Email address (s)__________________________________________________________
4. Number of Locations_________________________________________
5. Fiscal year start/end _________________________________________
6. Period/Month Restaurant Fiscal Close Schedule (please attach calendar with fiscal close dates)
7. Corporate Tax Structure - C Corporation, S corporation, Partnership, Sole Proprietor, or LLC.
8. Combined State/Federal Marginal Income Tax Rate (Used to determine your tax savings)
   _______________________
9. Is your company able to take an enhanced deduction for food donations considering taxable income, alternative minimum tax, accelerated depreciation, etc.? Y / N
10. Do you have a preferred charity partner to whom you wish to donate? If so, please provide their contact information (charity name, contact person, phone person). While FDC cannot guarantee it, we will reach out to the charity to see if they meet the necessary qualifications to collect/distribute surplus food.

Food Donation Connection will provide you with:
   a. Harvest Program Introduction
   b. Harvest Program documents (Manager Guide, Harvest eLog Training Materials)
   c. FDC Fee Description (15% of the incremental tax savings resulting from food donations)
IX. OTHER DOCUMENTS

A. GLOSSARY OF AIRPORT ACRONYMS

AAB – Airline Advisory Board
ACDBE – Airport Concessions Disadvantaged Business Enterprise
ADA – Americans with Disabilities Act
AFLD – Airfield
AOA – Aircraft Operation Area
AOC – Airport Operations Center
APM – Automated People Mover
ARFF – Aircraft Rescue Fire Fighting
AS/A – Airside A
AS/C – Airside C
AS/E – Airside E
AS/F – Airside F
BIDs – Baggage Information Displays
CBP – U.S. Customs and Border Protection
CCTV – Closed Circuit Television
CEO – Chief Executive Officer
CIS – U.S. Citizenship and Immigration Services
CNG – Compressed National Gas
CRDC – Central Receiving and Distribution Center
DBO – Date of Beneficial Occupancy
DOT – Department of Transportation
EOC – Emergency Operations Center
EVIDs – Electronic Visual Information Displays
FAA – Federal Aviation Administration
FIDs – Flight Information Display System
FY – Fiscal Year
GA – General Aviation
HACCP – Hazard Analysis Critical Control Point
HCAA – Hillsborough County Aviation Authority
HR – Human Resources HVAC – Heating Ventilation Air-Conditioning
ICC – Incident Command Center
ICE – U.S. Immigration and Customs Enforcement
INS – Immigration & Naturalization Service
MAPF – Minimum Annual Privilege Fee
MT – Main Terminal
M/WBEs – Minority/Women-Owned Business Enterprises
O&D – Origin and Destination
O&M – Operating & Maintenance
OPS – Operations
PAX – Passenger
PFCs – Passenger Facility Charges
QTR – Quarter
RAC – Rent-A-Car
RFC – Rates Fee & Charges
ROI – Return on Investment
RS – Ramp Services
RWY - Runway
SIDA – Security Identification Display Area
SIDS – Source Isolation Deice System
TPA – Tampa International Airport
TSA – Transportation Security Administration
TTY – Text Telephone for the Hearing Impaired
TWY – Taxiway
USO – United Service Organizations, Inc.
WX - Weather

B. AIRPORT MAPS

Maps of the North Employee Parking Lot, CRDC Material Staging Areas, Airside Truck Courts, and designated transfer routes are on the following pages. Designated transfer route maps are created specifically for each Concession Location and given to the General Manager of the Concession Location prior to opening. These designated transfer route maps are to be added into the Concessions Handbook binder for the applicable Concession Location by the General Manager of the Concession Location.
Employee Parking Lot Map
CRDC Material Staging Area Maps
Airside A
Ramp level

Support Space
Elevator A7
Material Staging

General Notes:
1. All dimensions to be field verified with as-built conditions and coordinated with all wall types.
2. Overhead MEP and structural conditions vary. Tenant shall verify and confirm all as-built conditions.
3. Refer to coverings service water, 1.5 for MEP and structural conditions relative to lease space.
4. Before making floor penetrations or any kind of removal of concrete from the floor slab, etc. to ensure nothing is beneath the slab, tenant shall consult with the structural engineer to review the structural integrity of the slab. Cutting of any rebar shall require prior approval from a professional, structural engineer familiar with the original construction of the floor system. Use of saws or other devices such as Dremel for locating rebar is highly recommended before making penetrations into the slab.
Stellar Bay

Material Staging

Bay to Bay News

Airside F
Boarding Level
Airside Truck Courts Map