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## **INTRODUCTION**

### **ARTICLE 1 Introduction**

#### **Section 1.1 Purpose of Manual**

The purpose of the Terminal Operations Manual ("Manual") is to provide a central reference resource for users and tenants of Terminal D ("Tenant(s)" ) at Dallas/Fort Worth International Airport ("Airport" or "DFW") regarding the rules, regulations and procedures related to the operation of Terminal D. It is intended to provide a user-friendly guide to available resources and services and to provide a single source of information regarding operations at Terminal D.

This Manual was designed to be consistent with the reasonable exercise by Tenants of rights or privileges expressly granted under an agreement with the Dallas/Fort Worth International Airport Board ("Board") related to the Airport or any part thereof. It is also intended to be consistent with the mandatory and valid rules and regulations of any state, local or federal agency having jurisdiction over the Tenant or its operations.

As with any reference Manual, the rules, regulations, procedures and protocols included in the Manual are intended to represent the general operational guidelines for those areas and activities identified. If you have questions or need additional information regarding a specific area or activity which is not addressed in this Manual, please refer to your agreement with the Board or you may contact Terminal D Management for further assistance.

The Manual is a compilation of many sources of information and, as such, is intended to be updated from time to time as needed to reflect current rules, regulations, procedures, and other pertinent information. Revisions to the Manual will be documented in a revision log and included in the updated Manual (See Appendix F).

#### **Section 1.2 Description of Terminal**

Terminal D is DFW's new international terminal which serves all international flights operating out of DFW. It is comprised of 27 gates and over 2 million total square feet of facilities and support space. American Airlines leases 18 gates in Terminal D and 9 gates are utilized as common use gates and managed by the DFW Board.

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### Section 1.3 Terminal D Space Classifications

The operational protocols addressed in this Manual apply to various types of space within Terminal D. In order to better understand the directives of this Manual and where they apply, the following is a brief description of the primary types of space identified in Terminal D.

#### Common Use Premises

The Common Use Premises are those areas within Terminal D that are non-preferential and non-exclusive areas, including but not limited to common use gates, hold rooms, passenger loading bridges and ticket counters. These areas are made available to one or more airlines for use in common with other airlines. Common Use Premises do not include Public Areas or FIS Facilities.

#### Public Area

The Public Areas are those areas of Terminal D which are not included in any Lased Premises or Common Use Premises but are used for the operation, maintenance or security of Terminal D and are made available by the Board from time to time for use of passengers, Board, airline employees and other members of the public. Public Area includes sidewalks, concourses, corridors, lobbies, passageways, restrooms, elevators, escalators, utility rooms, janitorial rooms and other similar space in Terminal D.

#### Leased Premises, Leased Premises Support Area, Designated Operating Areas

These areas are locations within Terminal D which are leased or permitted for use by a specific airline that has signed a lease or permit and has agreed to pay, in addition to any other applicable fees, the rates, fees and charges directly associated with the lease or permit with the Board.

#### Terminal Aircraft Apron Area

The Terminal Aircraft Apron Area is the apron area associated with Terminal D which is controlled by the Board and made available for airline use as provided in this Manual and any other leases or permits with an airline using Terminal D. This area is defined as the areas adjacent to and within 300 linear feet of Terminal D and designated for the parking of passenger aircraft and support vehicles and the loading and unloading of passenger aircraft.

#### Terminal Curbside Area

The Terminal Curbside Area is the pedestrian walkway areas which are adjacent to Terminal D and designated for the ingress to and egress from Terminal D, passenger aircraft check-in, and the loading and unloading of vehicles as set forth by and controlled by the Board.

#### Terminal Support Area

The Terminal Support Area refers to those areas in Terminal D that are not included in any other defined space, which are controlled by the Board and

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made available to the airlines for use as provided for in this Manual and any other airline agreement for space in Terminal D. These areas primarily include vertical penetrations and areas adjacent to the Terminal Aircraft Apron Area which are unenclosed and unconditioned baggage work areas designated generally for the operation of a portion of the terminal baggage system, for the parking of support vehicles and the loading and unloading of baggage.

FIS Facilities

The FIS Facilities refer to the federal inspection service facility located in Terminal D. The FIS Facility does not include any areas in Terminal D used or under the control of the TSA.

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## RATES, FEES & CHARGES

### ARTICLE 2 Rates, Fees & Charges

#### Section 2.1 Terminal D Cost Centers

There are two types of gate operations in Terminal D. American Airlines operates specific gates under preferential lease terms detailed in the Lease Agreement between AA and the Airport. The remaining gates are operated as Common Use Gates and are shared by a number of Terminal D tenants.

The Terminal D Cost Center is comprised of two sub-cost centers for purposes allocating Terminal D square footage and costs, as follows: (a) the Terminal Sub-Cost Center, which includes the American Airlines Leased Premises, the Common Use Premises, all other premises leased on a preferential or exclusive basis to airlines and that portion of the Public Area allocable to airlines operating in Terminal D, and (b) the FIS Facility Sub-Cost Center, which includes the FIS Facility in Terminal D. Unconditioned space is not included in the allocation of Terminal D square footage. The Terminal D hotel and the Terminal D garage are not part of the Terminal D Cost Center. The allocation of Terminal D square footage to the Terminal Sub-Cost Center and the FIS Facility Sub-Cost Center, AA's Chargeable Square Footage and the Common Use Chargeable Square Footage are set forth each fiscal year in Schedule B, which is a document allocating the square footage of all terminals in accordance with Use Agreement formulas.

The total cost associated with the Common Use Premises consists of the costs associated with the Chargeable Square Footage for the Common Use Premises and the other costs specifically and exclusively associated with the operation of the Common Use Premises. Prior to each Fiscal Year, in consultation with the Signatory Airlines, the Airport reviews the total costs associated with the Common Use Premises in furtherance of establishing rental rates and use fees for that Fiscal Year that, if feasible, will pay for the total costs of the Common Use Premises for that Fiscal Year; provided that the Airport, in its sole discretion, will determine such rates and fees. For each Fiscal Year, the Airport allocates to Ancillary Net Revenues (as defined in the Use Agreement) for such Fiscal Year 100% of any deficits or surpluses resulting from a difference between the total costs associated with the use of the Common Use Premises in that Fiscal Year.

Rent includes not only a share of costs associated exclusively with Terminal D, but also a share of the costs of the general administration, operation and maintenance of the entire Airport, also referred to as Airport Services.

The Airport's published Schedule of Charges outlines the rates, fees and charges assessed at the Airport for each Fiscal Year. A copy of the Schedule of Charges is made available to users of the Airport at the beginning of each Fiscal Year and an electronic version is available [www.dfwairport.com](http://www.dfwairport.com).

## Section 2.2 Terminal D Rates, Fees & Charges

While not all-inclusive, a summary of the primary rates, fees and charges associated with airlines operating at Terminal D include:

### Landing Fees

Fee assessed to each Airline based on a Signatory, Permittee, and Non-Signatory, Non-Permittee rate which is applied per 1,000 pounds maximum approved gross landed weight.

### Terminal Rents

Fee assessed on a per square foot basis which is assessed on each chargeable square foot of space permitted or leased to an airline. Rate is based on Signatory or Non-Signatory and includes both base rent and applicable operations and maintenance costs.

### Gate Use Fees

For airlines utilizing the Common Use gates, a Gate Use Fee or "Per Turn" fee is assessed for each flight operation on a Common Use gate. Gate Use Fees vary depending upon the size/type of aircraft and whether the flight is a scheduled, charter, or tech stop operation. The following chart identifies the facilities and services included in the Gate Use Fee for Terminal D.

| Facility                | Services Provided   |
|-------------------------|---|
| TERMINAL                | Skycap services, use of common areas, flight information displays (FIDS), terminal wide paging, lost and found, signage, international arrival area w/baggage recheck area, including common use self service kiosks, wheelchairs, janitorial service, trash cans, common employee break room |
| GATE PODIUM & LOUNGE    | Podium with 5 in 1 FAA mandated signage, boarding pass reader/printer & bag tag printer, hold room area with seating, PA system, aisle chair, stanchions, gate information displays (GIDS), airline signage via LCD monitor   |
| ATO                     | Ticket counter positions with 5 in 1 FAA mandated signage, common use terminal equipment (CUTE) usage & support, common use self service kiosks, scales stanchions, baggage tubs, anti-fatigue mats, airline signage via LCD monitors   |
| BAGGAGE SERVICE COUNTER | Baggage service counter with locking storage cabinets, baggage carousel, airline signage via LCD monitors   |

|            |   |
|------------|---|
| JET BRIDGE | Air conditioned bridge, Teledyne power (400Hz), common use mini-operations office, airport wide telephone, duty free receiving window |
| VIP CLUB   | VIP clubs are common use & utilization of the club space is included in the per turn fee (service provider fees are not included)     |

## CUTE

As indicated on the list of services included in the Gate Use Fee, the use of the standard CUTE system on the Airport's Common Use Gates and the costs associated with the operation and maintenance of the system are included in the Gate Use Fee or "Per Turn" fee that each Airline pays for each flight operation on a common use gate. DFW provides a standard package of equipment and services for the various common use facilities, including back office and ramp or gate house areas which may be permitted to a particular Airline. Additional fees may be incurred by Airlines who request additional equipment or services above and beyond the DFW standard. Those fees would be assessed specifically to the requesting Airline.

## FIS Charges

FIS Charges are collected on a 20/80 formula:

Twenty percent (20%) of the costs associated with the FIS Facility Sub-Cost Center will be allocated to the Terminal Sub-Cost Center and divided equally between the Common Use Premises and AA's Leased Premises. The 20% is allocated as FIS Rent exclusively and is included in the costs of Terminal Rent which is assessed through the chargeable square footage.

Eighty percent (80%) of the costs associated with the FIS Facility Sub-Cost Center will be paid from revenues collected by DFW from FIS Fees imposed on the airlines using the FIS Facility. DFW will charge an FIS Fee to airlines for each of their deplaned passengers using the FIS Facility as set forth in the Schedule of Charges.

Airlines are required to report the number of deplaned passengers using the FIS Facility, and remit payment of FIS Fees to DFW as set forth in the monthly Flight Activity Report required by Section 5.7(e) of the Use Agreement.

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## Aircraft Parking Fees

Aircraft parking fees are assessed on a per use basis and vary depending upon the maximum approved landing weight of the aircraft and the duration of each use where the aircraft was parked on the ramp or other designated public aircraft parking area. Please refer to the DFW Schedule of Charges for detailed information and fee schedule.

## Interline Baggage Transfers

Scheduled airlines are assessed a fee for this service in accordance with the baggage and mail formula contained in the Airport Use Agreement as modified by the Interline Baggage Committee effective July 1, 2002. This modification changed the Interline Baggage and Mail fee formula as follows:

10% of the cost will be charged equally among all passenger airlines,  
90% of the cost will be charged to the airlines on a per bag basis

Non-scheduled airlines are assessed a fee for this service as follows:

10% of the cost will be charged equally among all passenger airlines  
90% of the cost will be charged to the airlines on a per bag basis for all bags put into the interline baggage system. Non-scheduled airlines will be assessed their portion of 10% of the cost for the months in which they make landings at DFW.

## Employee Transportation Charges

Employee transportation charges are assessed at a flat rate per month for each employee. Employees subject to this charge include all employees who work within the central terminal area and all flight crews based as DFW. Employee transportation charges are based on the certified employee counts reported by the tenants annually. Please refer to the DFW Schedule of Charges for more detailed information regarding this charge.

For more detailed information regarding rates, fees and charges, including current fiscal year rates, please refer to the DFW Schedule of Charges. The DFW Schedule of Charges is available through DFW's Finance Department or electronically at [www.dfwairport.com](http://www.dfwairport.com).

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## **USE OF TERMINAL PREMISES**

### ARTICLE 3

#### **Gate Use Policies & Procedures**

The Dallas/Fort Worth International Airport Board ("Board") is committed to providing adequate facilities for airlines to enter, grow and expand at Dallas/Fort Worth International Airport. In order to promote competition and ensure access for the broadest number of airlines and air service offerings, the Board has adopted Common Use Flight Schedule Submission Procedures, Common Use Gate Prioritization Policies, Common Use ATO Position/Gate Assignment Procedures, and Preferential Use Gate Policies and Provisions ("Policy" or "Policies") for common use and preferential use facilities.

The purpose of these Policies and Procedures is to determine priority among competing air services among airlines seeking accommodation on a passenger loading bridge position at a preferential use gate or a common use gates, as defined and designated by the Airport. The Board sets forth these Policies and Procedures mindful of the need and desire to accommodate as many types of airline services as possible, but recognizing that there may be circumstances where limited facilities at certain operating times may require the need to prioritize the different types of airline service.

#### **Section 3.1 Common Use Flight Schedule Submission Procedures**

Airlines shall submit copies of their proposed schedules to Terminal Management. All upcoming fall/winter schedules are due to Terminal Management no later than July 31st, and all upcoming spring/summer schedules are due no later than January 31st. Schedule submission due dates are subject to change if necessary, at the sole discretion of Terminal Management. Additionally, Airlines should submit all ancillary schedule changes to Terminal Management no later than forty-five (45) days prior to the proposed change schedule date. Proposed schedules and schedule changes received after the published deadlines are given a lower priority for gate accommodation and may require adjustments for consideration (See Article 3, Section 3.2 – Common Use Gate Prioritization Policy).

All schedules and schedule changes must be submitted by email to [SchedulesD@dfwairport.com](mailto:SchedulesD@dfwairport.com), and should include the following information:

Flight Number

ICAO 3-letter airline identifier (Int'l Civil Aviation Organization)

IATA 2-letter airline identifier (Int'l Air Transport Association)

Aircraft type to include model and series

City pairs

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FIS Status (Pre-cleared or Post Cleared)

Arrival and Departure Times

Schedule beginning and ending dates

Day(s) of operation

Passenger Configuration

Maximum Gross Landing Weight (MGLW)

Maximum Gross Take-Off Weight (MGTOW)

Terminal Management will respond to all schedule requests within fifteen (15) calendar days of the respective referenced submission deadline dates above.

At this time said airline is to be provided with an approval, or denial and available adjustment options, based on the original schedule request.

## **Section 3.2 Common Use Gate Prioritization Policy**

### Common Use Gate Priority Levels

The Board will review the airline request for each new flight operation requiring use of common use gate(s) and assign a priority for each proposed flight operation. The order of priority is as set forth below:

**Level 1 Criteria: International Scheduled Widebody Service:** Any airline, whether a signatory airline or otherwise, planning nonstop scheduled widebody service to an international destination from DFW is automatically afforded the highest priority.

**Level 2 Criteria: International Scheduled Narrowbody Service:** Any airline, whether a signatory airline or otherwise, planning nonstop scheduled narrowbody service to an international destination from DFW is automatically afforded second level priority.

**Level 3 Criteria: New Entrant Airlines Introducing Scheduled Domestic Service:** Any airline, having not served DFW in the previous three years as a scheduled airline and introducing scheduled domestic service at DFW shall be afforded third level priority. This third level priority shall apply to the new entrant airline for any new or expanded service for up to one year after initial service starts.

**Level 4 Criteria: Current Signatory Airlines Offering New or Expanded Scheduled Domestic Service.** Any current signatory airline that has served DFW for at least one year introducing new or expanded scheduled domestic service shall be afforded fourth level priority.

**Level 5 Criteria: Current Non-Signatory Airlines Introducing Scheduled Domestic Service.** Any current non-signatory airline seeking to introduce new scheduled domestic service shall be afforded fifth level priority.

**Level 6 Criteria: Charter, Itinerant and Other Non-scheduled Services.** All charter, itinerant and other non-scheduled flight operations, even by an airline that operates scheduled flight operations at DFW, will be accommodated as facilities are available. Any charter, itinerant or other non-scheduled flight operation is subject to reassignment (as to both gate and operating time) if a proposed scheduled flight operation requires accommodation and/or additional gate facilities.

Any gate access offered by DFW and accepted by an airline for non-scheduled services shall not be withdrawn, unless such non-scheduled service ceases to operate for a period of 30 or more consecutive calendar days.

### Assignment of Service Priority

All requests by an airline for common use gate access shall be assigned a priority level by the Board consistent with this Policy. A proposed flight

operation is deemed accepted upon written approval by the Board. Prior to written acceptance by the Board, a higher priority level flight operation request supersedes a pending lower priority flight operation request.

Priorities Within Levels

In the event of competing flight operation requests within the same priority level and at similar proposed operating times, the Board shall make the priority determination on the basis of factors, including, but not limited to:

- Aircraft size
- Number of operations
- New destination or duplicative service by airline
- Other competitive factors and benefits as determined by DFW

**Section 3.3 Common Use ATO Position & Gate Aircraft/Podium Assignment Procedures**

Purpose

The DFW Airport Board operates, maintains and schedules certain airline facilities, including ATO ticketing positions, gates, baggage devices and other facilities referred to as common use facilities. Assignment of these facilities is based on aircraft type and availability. **Terminal Management has the final authority over all facility assignment decisions in accordance with these procedures.**

ATO & Gate Aircraft/Podium Occupancy for International and Domestic Flights

| AIRCRAFT TYPE              | MAXIMUM ATO POSITIONS ASSIGNED PER TURN        |         | * MAXIMUM ATO POSITION OCCUPANCY | **MAXIMUM AIRCRAFT GATE OCCUPANCY | **MAXIMUM GATE PODIUM OCCUPANCY |
|----------------------------|--|---------|----------------------------------|-----------------------------------|---------------------------------|
|                            | 1 Turn   | 2 Turns |                                  |                                   |                                 |
| 50 seats or less           | 2  | 4       | 1.5 hours                        | 75 minutes                        | 15 minutes                      |
| Narrow Body (Single Aisle) | 4  | 6       | 3 hours                          | 1.5 hours                         | 15 minutes                      |
| Wide Body (Double Aisle)   | 8-10<br><small>(based on availability)</small> | 12      | 4 hours                          | 3 hours                           | 30 minutes                      |
| Jumbo                      | 12   | 12      | 5 hours                          | 3 hours                           | 30 minutes                      |

\*Maximum ATO position occupancy times are based on hours prior to the **scheduled** flight departure time.

\*\*Maximum gate aircraft/podium occupancy times are based on minutes/hours prior to the aircraft's **actual** arrival time.

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### ATO Positions

Airlines are allowed to access their applicable ATO positions during the designated occupancy times listed above. ATO positions close immediately following aircraft departure. Additional ATO positions are subject to availability.

### Gate Podium Positions

Airlines are allowed to access their applicable gate podiums during the designated occupancy times listed above. Gate podiums close immediately following aircraft departure. Access to the computer/check-in area at the designated gate podium will not be available prior to the gate podium occupancy start time. Prior to this time, airlines may choose to appoint an airline representative to assist with passenger questions or concerns within their respective hold room areas. Additionally, the D8 gate podium is available for off schedule CUTE needs, but must be scheduled in advance through Terminal Management. All gate podium appointments are subject to availability. If an airline occupies a gate podium past their designated scheduled time, and an additional airline is scheduled to occupy the gate podium, the delayed airline will make every effort to vacate the gate podium immediately, and will be required to share the CUTE system at the gate podium with the next scheduled airline until the delayed airline has vacated the gate area.

After aircraft departure and immediate close of gate podium, airlines with additional close out requirements may utilize a designated mini-ops room. See Terminal Management for further details and locations. All mini-ops rooms are subject to availability.

### Carousel Assignment

All carousel re-assignments to common use operated carousels must be handled through Terminal Management. One inbound carousel and outbound make up unit will be allotted per flight. Carousels/make up units will be shared during periods of heavy flight activity. All carousels and outbound make up units are subject to Terminal Management assignment and availability.

### Penalties/Fees

Terminal Management may extend the standard allocated occupancy times subject to availability. During busy or peak seasons, any carrier exceeding the above stated facility occupancy time will be asked to promptly vacate said facility as ordered by Terminal Management.

Airlines occupying the common use facilities beyond the established occupancy times or after DFW Airport Terminal Management has directed the area to be cleared for operational reasons, shall be charged \$50.00 for each thirty (30) minute increment past the established maximum occupancy time. This fee will be assessed at the sole discretion of Terminal Management.

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### Irregular Operations

**During irregular operations all assignment decisions will be made by Terminal Management.**

#### **Section 3.4 Preferential Use Gate Policy**

If an airline, including any domestic or foreign airline, seeking to expand its scheduled flight operations at DFW, or seeking entry into DFW with scheduled flight operations requires gates or facilities at DFW, which requirement cannot be met by use of sublease with existing airlines or on common use gates, then the Chief Executive Officer of DFW shall have the right to pursue accommodation from airlines operating at DFW under preferential gate use leases. In the event of competing flight operations requests, the order of priority set forth in the Common Use Gate Policy, as amended or modified from time to time, shall control.

#### **Section 3.5 Preferential Gate Use Provisions – More than 4 Gates**

The Dallas/Fort Worth International Airport Board (DFW) maintains a policy of providing open access to the terminal buildings and related facilities at the Dallas/Fort Worth International Airport (Airport) to all airlines wishing to serve the Airport. DFW also intends to realize a balanced utilization of Airport facilities. To achieve the goals of open access and balanced utilization, DFW reserves the right to require shared use of airline passenger terminal space and gate space.

DFW's policy recognizes that priority should be given to Signatory Airlines who have executed Use Agreements with DFW. Such priority is extended to Signatory Airlines' Affiliated Airlines.

DFW has provided the Federal Aviation Administration, related to the approval of collection of a Passenger Facility Charge (PFC) at the Airport, certain assurances, among which DFW has stated "that any lease or use agreements between DFW and any air carrier or foreign air carrier for any facility financed in whole or in part with revenue derived from a passenger facility charge will contain a provision that permits DFW to terminate the lease or use agreement if the air carrier or foreign air carrier has an exclusive lease or use agreement for existing facilities at DFW; and any portion of its existing exclusive use facilities is not fully utilized and is not made available for use by potentially competing air carriers or foreign air carriers" (Assurance 7).

Current constraints on passenger terminal facilities at the Airport result in unusually high gate utilization by several of the airlines operating at the airport. DFW is implementing plans to provide additional passenger terminal facilities at the Airport, both on a temporary and permanent basis. Future terminals D and F, when completed, will provide new international and domestic passenger

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airline facilities. Additionally, as current exclusive use gate leases expire in terminals A, A satellite, B, C and E, those leases are only being renewed on a preferential-use basis.

DFW has prepared and shall comply with a Competition Plan, as required by Pub. L. 106-81 (AIR 21). The approved 2000 Competition Plan (and subsequent updates) provides for the accommodation of new entrant airlines or airlines currently serving the Airport that wish to expand service.

### Definitions

1. Accommodated Airline—an airline that occupies, on a temporary basis, the Leased Gate of a Signatory Airline.
2. Affiliated Airline(s)-- airline(s) that are sublessees on Leased Gates (defined below).
3. Airline--the airline signatory to the agreement to which this exhibit is attached.
4. Airport--the Dallas/Fort Worth International Airport.
5. DFW--the Dallas/Fort Worth International Airport Board.
6. Gate--an aircraft passenger loading position, including but not limited to aircraft parking position on the apron, loading bridge (and pre-conditioned air and 400Hz power, if included), holdroom, check-in counter, back-office space, access to international passenger processing facilities (Customs and Immigration), certain related baggage facilities, security screening, and any other such facilities appurtenant to the operation of airline operations at the Airport. Reasonable access to all above facilities is considered an integral part of the definition of Gate.
7. Leased Gates--Gate(s) and related facilities currently leased by Airline or leased in the future prior to the expiration of the current Use Agreement, including Gates leased on an exclusive use basis.
8. Preferential Use Gates-- Gate(s) used by Airline, which are subject to the provisions of this exhibit.
9. Requesting Airline – a domestic or international airline that seeks space or facilities to expand its current schedule at the Airport or to commence service at the Airport.
10. Signatory Airline--an airline that has executed the Use Agreement offered by DFW.

### Procedures for Accommodation

If a Requesting Airline requires space or facilities to expand its current service offerings at the Airport or to commence service at the Airport and such requirement cannot be met by the more efficient use of its own leased space or the adjustment of its schedule (for an incumbent airline) or the use of then unleased premises or common use premises, if any, in the existing facilities, DFW and the Requesting Airline shall follow the procedures below:

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- (1) DFW shall direct Requesting Airline to request the use of leased space or facilities from all Signatory Airlines on a voluntary basis. In the event Requesting Airline is unable to secure, on a voluntary basis, adequate space from a Signatory Airline, Requesting Airline must provide DFW in writing a request for space or facilities of a type granted to Signatory Airlines. In its written request, Requesting Airline must demonstrate to DFW that Requesting Airline has contacted all Signatory Airlines and has exhausted all reasonable efforts to find reasonable accommodation for its proposed operations and the space or facilities it needs.
  - (2) DFW must determine that Requesting Airline's proposed operations cannot reasonably operate from space or facilities less desirable than that offered to Signatory Airlines, i.e., hardstand or other accommodation for an initial start-up period.
  - (3) DFW must determine that: (a) Requesting Airline needs the requested space or facilities to accommodate passengers or aircraft, (b) Requesting Airline is fully utilizing its leased space, if any, and cannot fit its proposed new service into its currently leased space by making reasonable modifications to its schedule, and (c) DFW cannot provide such space or facilities to Requesting Airline on a timely basis.
  - (4) DFW must independently verify that Requesting Airline has followed all procedures set forth in this exhibit to determine the availability of reasonable gate space at the Airport.
  - (5) If reasonable gate space is available during a different time-period than Requesting Airline proposes to operate, DFW will require Requesting Airline to demonstrate why operating at another time than that proposed is unacceptable.
  - (6) DFW must use all reasonable efforts to encourage airlines at DFW to make facilities, including exclusive use gates, available for Requesting Airline.
  - (7) DFW must attempt to identify any underutilized gate space that is leased on an exclusive basis and if the Signatory Airline leasing such space is unwilling to provide accommodation for Requesting Airline, DFW shall work with the FAA to determine DFW's rights to force accommodation under applicable Federal statutes and Federal Aviation Regulations, and other industry best practices, and to use reasonable efforts to enforce any such rights.
  - (8) Prior to requiring Airline to provide gate facilities for Requesting Airline, DFW shall seek majority-in-interest approval for temporary facility construction to increase capacity at the Airport. Such construction shall be funded through DFW's joint revenue bonds and shall be an obligation of the Signatory Airlines' rates and charges.

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### Terms of Accommodation

If after following the above procedures DFW determines no reasonable gate space is available to adequately satisfy Requesting Airline's documented needs, DFW has the right to require Airline to provide access to its Preferential Use Gates on a temporary basis until other reasonable gate space becomes available, as set forth below, subject to the following exceptions:

- A. If Airline is currently operating an international service, DFW shall not require Airline to alter or change the international service's current schedule times, and
- B. DFW shall not require Airline to accommodate a Requesting Airline if the Requesting Airline currently leases gates at the Airport and Airline is utilizing its Leased Gates more times per day on average than Requesting Airline is utilizing its gates.
- C. DFW shall not require Airline to accommodate a Requesting Airline if common use gates are underutilized (taking into account the type of service and aircraft operating from the common use gates) and reasonable attempts have not been made to accommodate the Requesting Airline on such common use gates. The DFW Common Use Gate Policy establishes the priority of flight operations on common use gates at the Airport.
- D. A Requesting Airline may not refuse to accept a reasonable accommodation because it is different from one proposed by Requesting Airline. If Requesting Airline does so, Airport may not require Airline to accommodate Requesting Airline on its Preferential Use Gate(s). Reasonable schedule changes and reasonable alternative facilities must be accepted by Requesting Airline if they represent the current best opportunity to provide new or additional air service to the Airport.

Airline and Airport acknowledge that 5 departures per day, per any single Preferential Use Gate is the maximum number of Accommodated Airline operations that the Airline is responsible to accommodate.

In the event DFW determines that Requesting Airline shall be granted the right to share use of Airline's Preferential Use Gate(s), DFW shall serve written notice to Airline of that determination not less than 90 calendar days prior to such use.

In its sole discretion, Airline may choose to accommodate an Accommodated Airline on any of its Leased Gate(s) instead of its Preferential Use Gate(s) based upon which Leased Gate(s) have the least impact on Airline's schedule, after considering the Accommodated Airline(s) intended use of the Leased Gate(s).

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The Airline shall notify DFW 60 days in advance of any schedule change affecting the Gates being used by the Accommodated Airline. Upon appropriate notice to DFW of the Airline's requirement to use the Gate(s) utilized by the Accommodated Airline, which conflicts with the utilization of the Accommodated Airline, Airline may exercise its first preference use rights, and the Accommodated Airline must cease operations at such Gate; however, Airline must provide another suitable Leased Gate. There shall be no more than two such changes in Gates during any twelve-month period. Airline shall pay all actual and reasonable relocation costs of the Accommodated Airline associated with the changing of the Accommodated Airline's Gates, due to Airline's exercise of its first preference rights.

The Airline may require that the Accommodated Airline utilize the Airline's passenger services, ground handling services and jet bridge operators, subject to reasonable service standards and pricing provisions (discussed hereinafter).

Airline and Accommodated Airline shall enter into a sublease agreement defining the rights and obligations of each of the parties. Such a sublease shall incorporate by reference this exhibit.

Airline may charge reasonable rates for any subcontracts entered into between the Airline and an Accommodated Airline, subject to the following exceptions:

- (1) When an Accommodated Airline is placed on a Leased Gate(s) pursuant to this Agreement by DFW, that Accommodated Airline will be charged rent by the Airline as set forth in the then current Schedule of Charges on a pro rata basis.
- (2) Accommodated Airline's fees for services at the Airline's Leased Gate shall be pro-rated based on Airline's fully allocated (including overhead) actual costs.

Airline shall at all times make all reasonable efforts not to interfere with or otherwise impede the commercial operations of the Accommodated Airline.

Airline agrees to provide accommodation for a reasonable period of time (based on Airline's and Accommodated Airline's schedules and type of aircraft) to permit Accommodated Airline's aircraft to arrive and depart. The operating window shall be of a reasonable length to permit the aircraft to complete an arrival and departure sequence, consistent with industry average operating windows for the particular aircraft type. In the event of a disagreement between Airline and Accommodated Airline for which there is no time to seek a decision from DFW, Airline shall have the authority to control operations at the Gate(s) and, if necessary, to remove Accommodated Airline's aircraft from the ramp. This authority shall in no way limit Airline's liability for breach of this

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Agreement or the rights of Accommodated Airline. Airline agrees to make all reasonable efforts to resolve unanticipated schedule deviations through airline representatives.

Accommodated Airline agrees to make all reasonable efforts to resolve unanticipated schedule deviations through airline representatives.

Accommodated Airline shall at all times make all reasonable efforts not to interfere with or otherwise impede the commercial operations of the Airline.

#### Airport Rights & Responsibilities

DFW's approval is required as to any and all subleases or other agreements between the Airline and the Accommodated Airline pertaining to the Accommodated Airline operating from one of Airline's Leased Gates, which approval shall not be unreasonably withheld by DFW.

DFW shall review all terms and conditions of such agreements, including pricing, and shall determine the reasonableness of any particular term or condition, based on industry practices and with a spirit of reasonably promoting competition at the Airport. Should DFW determine a term or condition unreasonable, it may allow the parties another effort to resolve the issue or DFW may impose reasonable terms on the parties. DFW's right-of-review is on-going and continuous.

In the event of a material dispute concerning the enforcement or interpretation of this policy, DFW will resolve the dispute. DFW's decision will become effective pending judicial review which may be sought by any party. DFW shall not mediate any disputes involving injuries to persons or damages to equipment or other facilities.

### **Section 3.6 Preferential Gate Use Provisions – 4 or Fewer Gates**

The DFW goal is to maintain open access to the Airport and to achieve a balanced utilization of Airport facilities. To facilitate this goal, DFW maintains exclusive possession and control of certain facilities for common use by various airlines, and also leases certain facilities on a preferential use (non-exclusive) basis. Tenant airlines in those preferential use facilities may, under certain conditions, be required to accommodate new entrants to the Airport by sharing facilities, or they may be required to vacate the facilities altogether if they do not maintain certain average utilization levels.

DFW recognizes legitimate reasons for imposing different preferential use rules on "hubbing" airlines than on non-hubbing airlines, in order to be fair to airlines that have the highest utilization levels while at the same time promoting competition. DFW currently uses these Preferential Use Provisions for non-hubbing airlines, which DFW currently defines as an airline with four gates or

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fewer. DFW uses a different set of preferential use provisions for hubbing airlines. DFW reserves the right to determine in its sole discretion whether an airline is a hubbing airline or a non-hubbing airline, for purposes of determining which set of rules to apply in future agreements, and DFW reserves the right to change its definition of hubbing airline in future agreements.

### Definitions

“Airline” shall mean the signatory to the agreement containing these Preferential Use Provisions.

“Airline Affiliates” shall mean the Airline’s regional airline subsidiaries, Code Share partners, or other such air transportation company conducting flight operations on the behalf of the Airline.

“Airport” shall mean the airport facilities operated by DFW.

“Daily Average Utilization” with respect to a Gate shall mean the average scheduled daily departures by the Airline or Airline’s Affiliates using the Gate.

“DFW” shall mean the Dallas/Fort Worth International Airport Board.

“DFW Common Use Facilities” shall mean those terminal areas, including Gates and other facilities associated with airline operations that are in the exclusive possession and control of DFW.

“DFW Schedule of Charges” refers to the Schedule of Charges approved by DFW and published annually, which sets forth the current rates and charges for the Airport, and which may be amended from time to time.

“Gate” shall be defined as the terminal apron area, appurtenant passenger loading bridge, hold room, and check-in counter.

“Lease” means the agreement to which these Preferential Use Provisions are attached.

“Preferential Use” means that Airline has the senior right to the use of Preferential Use Gate(s) for purposes authorized by the Lease, but that DFW may require Airline to share the use of Preferential Use Gate(s), or may require Airline to vacate Preferential Use Gate(s) altogether, under the terms of these Preferential Use Provisions.

“Preferential Use Gate(s)” shall mean Gate(s) leased to Airline pursuant to a Preferential Use agreement.

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“Signatory Airline(s)” shall mean those airline(s) which have executed an Airport Use and Lease Agreement with DFW.

“Terminal Apron Area” shall mean those exterior areas of the Gate(s) used for the parking, servicing, and ground handling of aircraft at the terminal building, as assigned by Terminal Management.

#### Accommodation

In the event an airline seeking to establish or to increase service at the Airport (“Requesting Airline”) requests the use of Gate(s) or additional Gate(s), and in the event DFW is unable to accommodate the Requesting Airline at DFW Common Use Facilities or to obtain a consensual accommodation by another airline, Airline agrees, upon request by DFW, to accommodate such Requesting Airline by sharing some or all of Airline’s Preferential Use Gate(s) as designated by DFW, at such times and on such terms and conditions specified by DFW, including without limitation the portions of the Gate(s) or Terminal Apron Area(s) to be shared, the days and hours of accommodation, the sharing of DFW-owned equipment, allowable signage, rules of access and employee cooperation, and the division of Airport rents and fees pursuant to the DFW Schedule of Charges.

DFW intends to consider Airline’s scheduled or planned operations, and those of other airlines whom Airline is already accommodating. The operating window required for Airline’s operations referenced above shall be of a reasonable length of time to permit the aircraft to complete an arrival and departure sequence, consistent with industry average operating windows for the particular aircraft type. DFW intends to consider the number of total daily scheduled departing flights, the size of aircraft scheduled on gate, scheduling considerations, union work rules, Terminal Apron Area positions, and other operational considerations. DFW also plans to make full use of DFW Common Use Facilities, and encourages consensual accommodations by another airline, before forcing an accommodation by Airline. In the event of a change in plans or circumstances during an accommodation, DFW will consider all such plans and circumstances, in order to respond in a manner that is fair to all the parties. DFW will consult with Airline in all matters concerning accommodation of a Requesting Airline, and to give priority to Airline’s legitimate needs over the needs of the Requesting Airline. However, in the event of a dispute concerning any of these matters--concerning DFW’s efforts or ability to accommodate the Requesting Airline at DFW Common Use Facilities or the inability of the Requesting Airline to reach a consensual accommodation from another airline, concerning Airline’s ability to accommodate a Requesting Airline at Preferential Use Gate(s), concerning the genuine need for accommodation by the Requesting Airline, or concerning the terms of accommodation--DFW reserves the right in its sole discretion to ultimately resolve the dispute by unilateral decision. In the event Airline decides in its sole discretion that a forced accommodation destroys the utility or necessity of the Preferential Use Gate(s)

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in which the accommodation is compelled, Airline's sole remedy is to terminate the Lease as to said Gate(s).

Any accommodation compelled by DFW must contain the following conditions:

- A. Requesting Airline must furnish a certificate of insurance evidencing insurance of the types and with the limits and deductibles required to be carried by the Airline hereunder and endorsed to include Airline, DFW Board, the cities of Dallas, Texas and Fort Worth, Texas and their respective employees, board members and council members as additional insured.
- B. Requesting Airline must provide Airline and DFW with written indemnification as to liability concerning Requesting Airline's operations that is equal to or greater than the indemnification Airline provides to DFW.
- C. Requesting Airline must provide DFW with a security deposit equal to or greater than the security deposit Airline provides to DFW, for the benefit of both Airline and DFW.
- D. Requesting Airline must pay, and Airline must not be required to pay, a proportionate share of Airport rents and fees attributable to Requesting Airline's use of the Preferential Use Gate(s), pursuant to the DFW Schedule of Charges.
- E. Airline and Requesting Airline must enter into a sublease, or handling agreement, or a combination thereof for the use of the Preferential Gate(s). If they cannot agree on terms, terms shall be specified by DFW in its sole discretion. Any terms agreed by them are subject to the reasonable approval of DFW. If Requesting Airline finds another airline that is willing to make a consensual accommodation on terms subject to the reasonable approval of DFW, Requesting Airline shall be entitled to terminate the sublease or other agreement(s) with Airline and to vacate Airline's Preferential Use Gate(s), except that any liquidated damages, and indemnification provisions previously approved by DFW shall remain enforceable and survive the termination of the agreement.
- F. In no event shall Requesting Airline be required to pay more than its proportionate share of Airport rents and fees pursuant to the DFW Schedule of Charges. Airline shall not be required to provide handling or other services to or for the benefit of Requesting Airline, but in the event Airline agrees to provide services to Requesting Airline, Requesting Airline shall not be required to pay more than a

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proportionate share of Airline's actual costs in providing said services, including overhead.

- G. Upon request by DFW, either or both parties shall provide monthly flight activity statements for purposes of monitoring the continued necessity and reasonableness of accommodation.

#### Termination

In the event Airline does not maintain a Daily Average Utilization for all of its Preferential Use Gate(s) combined of at least six published scheduled departures, DFW may, upon thirty days' written notice, terminate the Preferential Use Lease and compel Airline to vacate one or more Preferential Use Gates so that any remaining Preferential Use Gate(s) will then meet or exceed the required Daily Average Utilization. DFW shall in its sole discretion select which Preferential Gate(s) are to be relinquished. In the event Airline leases a single Preferential Gate and does not maintain the required Daily Average Utilization, DFW may, upon thirty days' written notice, terminate the Preferential Use Lease and convert the Preferential Gate to a DFW Common Use Gate and Airline will be responsible for the rents, fees, and charges associated with the use of a Common Use Gate as outlined in the DFW Schedule of Charges.

The Daily Average Utilization shall be calculated by dividing the total number of published scheduled departures from all of Airline's Preferential Use Gates during the two calendar months immediately proceeding the month of the termination notice by the number of days in said months, and by further dividing the result thereof by the total number of Airline's Preferential Use Gates.

In the event Airline's use of the Gate(s) increases after notice of termination, but prior to the Gate(s) being vacated, DFW shall not be required to rescind the termination.

Any termination as to Preferential Use Gate(s) pursuant to this provision shall be reflected on a revised set of Exhibit(s) in the Lease.

The cost of any reconfiguration of Airline's Preferential Use Gate(s) after said Gate(s) are vacated shall be paid by subsequent users of said Gate(s) and shall not be charged to Airline directly, nor indirectly through Airport rents or fees.

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## ARTICLE 4

### Common Use Premises

Policies and procedures for the operation of the common use gates and related facilities have been established by the Board. In accordance with the established gate prioritization policy, Terminal D Management is responsible for the scheduling of aircraft operations on the common use gates and related facilities as well as the overall operation of Terminal D. Airlines operating on the Common Use Premises execute an Aeronautical Operating Permit through the Board's Aviation Real Estate department and flight operations are scheduled on available common use facilities by Terminal D Management.

#### **Section 4.1 ATO Positions**

Each Airline operating on a Common Use Gate is assigned an appropriate number of common use ATO positions based on the specific flight operation and schedule in relation to the criteria established by Terminal D Management (See ARTICLE 3, Section 3.3). Every effort will be made to locate each Airline's assigned ATO positions in close proximity to that Airline's ATO back office support space, if applicable, and to keep the Airline's assigned positions consistent from flight to flight. However, the CUTE system is specifically designed to allow for the greatest flexibility in management of ticketing positions and gates and the assignment of these facilities will be at the discretion of Terminal D Management, giving consideration to current policies, procedures and the smooth and efficient operation of the common use premises.

#### **Section 4.2 Support Space**

Support space for airline operations (back office space at the ATO, ramp office space, baggage service offices, re-check back office space) is available and can be requested by airlines utilizing the Common Use Premises. Support space is designated for the exclusive use of the requesting airline and is permitted by executing an Aeronautical Operating Permit (with Designated Operating Area). All rates, fees and charges associated with the support space are the responsibility of the individual airline that has executed the Permit.

#### **Section 4.3 Common Use Support Space**

There are several common use areas located in the back office support space areas behind the ATO positions, including a common use break room, conference room and training room. Airlines utilizing the common use gates may utilize these facilities at no additional costs, however, the use of the conference room and training room must be scheduled through Terminal D

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Management. To schedule the use of either of these facilities, please call 972-973-8630.

#### **Section 4.4 Gate Utilization**

Common Use Gates at Terminal D area assigned for use for Terminal D Management under the existing Common Use Gate Prioritization Policy (See ARTICLE 3, Section 3.2). Every effort will be made to provide consistent assignment of gates to Airlines operating schedules, wide-body international flights. However, the CUTE system is specifically designed to allow for the greatest flexibility in the scheduling and management of gates and the assignment of gates will be at the discretion of Terminal D Management, giving consideration to current policies, procedures and the smooth and efficient operation of the common use premises.

Current flight schedules for all Airlines utilizing Common Use Gates should be submitted to Terminal D Management along with any updates as soon as the information is available (See ARTICLE 3, Section 3.1). Terminal D Management will be responsible for producing the gate utilization schedule for the Common Use Gates.

#### **Section 4.5 Baggage Carousels**

Baggage carousels in the Common Use Premises are shared by the airlines utilizing the Common Use Gates. Scheduling and use of specific baggage carousels is determined by flight schedules and is subject to assignment by Terminal D Management (See ARTICLE 3, Section 3.3).

#### **Section 4.6 Recheck Area**

The Recheck Area associated with the Common Use Premises is available for use by all airlines utilizing the common use gates that may require the use of these facilities. The recheck area consists of a combination of common use ticket counters, baggage belt and small individual offices with baggage lockers. A few of these offices may be available for lease should an airline feel that a dedicated office is necessary, however, the remaining offices will be common use and available for use by any airline operating on the common use gates.

#### **Section 4.7 Common Use Airline Club Guidelines**

##### Purpose

Terminal D contains a suite of four common use airline clubs for use by airlines utilizing common use gates in Terminal D. These clubs are part of DFW's common use space and the assignment of the clubs for use by a specific airline is determined by DFW's Aviation Real Estate Department. The clubs are fully furnished with furniture, fixtures and equipment. In addition, they provide

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numerous other common use amenities, including shower facilities, conference room and a concierge/reception area.

The common use airline clubs and associated facilities are designed to provide first class lounge facilities and other amenities for the VIP guests of the participating airlines and the airport. These guidelines are intended to ensure that these facilities operate as economically as possible considering the level of amenities provided and are utilized with the greatest amount of flexibility, while giving each participating airline an opportunity to provide an individualized level of special services and amenities to its VIP guests.

#### Fees

The terminal rental costs associated with the common use airline club space is included in the common use cost center for Terminal D. There is no direct charge for terminal rent to the requesting common use airline for the use of the club space.

#### Club Services

Each airline requesting the use of a common use club is responsible for contracting directly with a service provider for the specific food and beverage services the airline chooses to provide to club guests.

#### Service Provider

Due to the design and layout of the clubs and the associated support space, DFW requires that a single service provider be selected collectively by majority vote of the airlines utilizing the clubs. Upon selection of a service provider, each airline will be required to negotiate a separate contract to be paid for directly by the airline for the specific services provided to their club guests.

The selected service provider will be responsible for obtaining a permit from DFW's Aviation Real Estate Department authorizing their right to occupy the space for the purpose of providing contract food and beverage services in the common use airline clubs, subject to all applicable rules and regulations of the Airport, including the Terminal Operations Manual.

The selected service provider will agree to provide an acceptable "per head" rate to allow airlines whose flight activity does not warrant a full service contract to be able to pay individually for access to a club for their VIP guests.

#### DFW Use

DFW retains the right to negotiate directly with the selected service provider for a "per head" rate for the purpose of providing BIP services to selected guests.

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In addition, DFW will be responsible for any and all future negotiations for additional VIP services and products that may be beneficial to the common use club environment.

#### DFW Responsibilities

DFW is responsible for the operation, maintenance and repair of common use airline club facilities, including all equipment, electrical and mechanical systems, structural and non-structural repair and maintenance in addition to all janitorial services.

#### Furniture, Fixtures & Equipment

All furniture, fixtures and equipment in the common use airline clubs are the property of DFW and are provided for use in the operation of the common use airline clubs. An inventory list of the furniture, fixtures and equipment will be maintained by DFW. All furniture, fixtures and equipment must remain the common use airline club facilities and may not be removed, modified, or replaced without the express written consent of DFW Terminal Management.

#### Décor, Design and Signage

All décor, design and signage in the common use airline club facilities shall be determined by DFW, or, if requested by an airline, subject to the prior approval of DFW in its sole discretion.

No signs, symbols, advertisement, artwork or any other proprietary property shall be placed on the walls of the common use airline club facilities (including both interior and exterior surfaces of windows and doors).

The common use airline clubs are available for use by multiple airlines and have been designed to allow airline proprietary signage/logos on electronic media and other displays within the club facilities. Any additional displays of airline proprietary signage, logos, property, or other media are not permitted without the prior written approval of DFW Terminal Management.

Any airline proprietary items such as glassware, napkins, and magazines will be allowed to be utilized and displayed during the timeframe the airline is occupying the common use club. Removal and storage of these items after occupancy of the club is the responsibility of the airline, wither directly or through the contracted service provider.

#### Shower Facilities

Shower facilities are available in the common use airline club suite. Management of the showers, including scheduling, linens and any other supplies will be the responsibility of the airline selected service provider. The shower facilities will be cleaned and maintained by DFW.

#### Conference Room

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A conference room is also available in the common use airline club suite. Management of the conference room scheduling will be the responsibility of Terminal D Management. The conference room will be cleaned and maintained by DFW. To schedule the use of this facility, please contact Terminal Management at 972-973-8630.

Other

These guidelines are intended to address the primary functions associated with the operation and management of the common use airline clubs. For additional information or specific requests regarding the use and management of these facilities, please contact Terminal Management at 972-973-8630.

**ARTICLE 5  
Dispute/Issue Resolution Procedures**

**Section 5.1 Procedures for Leased Premises**

For Airlines with Leased Premises, please refer to the specific procedures outlined in your Lease Agreement for dispute/issue resolution.

**Section 5.2 Procedures for Common Use Premises**

Informal complaints and disputes among Tenants continue to be resolved through mutual discussion and resolution of any issues among the affected parties. To date, there have been no specific disputes which have not been resolved through this informal process.

Tenants who are unable to resolve issues or disputes should contact the Board Representative (Please see Exhibit). The Board Representative will make every effort to resolve the dispute among the conflicting parties.

| <b>Tenant Classification</b> | <b>Board Representative</b>                               |
|------------------------------|---|
| Airlines                     | Vice President of the DFW Aviation Real Estate Department |
| Concessionaires              | Vice President of the DFW Revenue Management Department   |
| Other Tenants                | Vice President of the DFW Aviation Real Estate Department |

Should the parties not be able to come to a mutual agreement for the resolution of a material dispute between the Tenant and DFW, the decision of the Board Representative shall be final and binding on the Tenant.

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### **Section 5.3 Procedures for Accommodation on Preferential Use Gates**

The following dispute resolution procedures apply to material disputes between airlines regarding accommodation of an Airline on a Preferential Use Gate:

1. DFW has the unilateral right to resolve any material dispute concerning the accommodation of an Airline on a Preferential Use Gate.
2. All decisions by DFW will be effective immediately and will be binding on the affected parties until such time that a court of competent jurisdiction determines otherwise.
3. The unilateral right for immediate resolution of a dispute is for the benefit of both parties.
4. Both parties can continue to operate under the direction of DFW while a final resolution is negotiated.

### **Section 5.4 Procedures for Environmental Matters**

Any dispute between the Tenant and the Board related to environmental matters will be resolved by means of the following dispute resolution procedures:

1. Any dispute will first be submitted, by written notice, to a designated senior executive of both Tenant and the Board.
2. Both designated executives will meet at the Board's place of business or other mutually agreeable location.
3. If a physical meeting is not possible, parties will confer by teleconference in an effort to resolve such dispute.
4. Decisions made by the designated executives will be final and binding on the parties.
5. Any dispute which remains unresolved by the end of ten (10) business days after written submission or within any other mutually agreed upon time frame, either party may refer the dispute to mediation or institute any other available legal or equitable proceeding in order to resolve the dispute.

## **ARTICLE 6 Terminal Curbside Area**

### **Section 6.1 Passenger Loading and Drop-off**

Passenger loading and drop-off will occur on either the departure (upper) or arrival (lower) levels at Terminal D. Terminal D signage clearly indicates the traffic flow and passenger areas.

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- ➔ Departures. The upper level is designated for departing traffic and is comprised of five (5) lanes. Passengers can be dropped off on the right-hand side. Signage will indicate “No Parking” (drivers cannot leave their vehicles unattended). The left lane is primarily for through traffic as well as entering and exiting the parking garage. No stopping, standing or parking will be allowed.
  - ➔ Arrivals. The lower level is designated for arriving traffic and is comprised of six (6) lanes. The right three (3) lanes are “gated” and available to those permitted operators (e.g., taxi, bus, shuttles, etc.) that have a Signal Receiving Device (SRD) that is issued by the Board. The outside three (3) lanes (i.e., left three lanes) are available for other traffic including passenger pick-up and drop-off, pre-arranged limousines, and tour/charter busses.

For additional information, please refer to Chapter 2 – Traffic Regulation and Section 5 – General Service Rules and Regulations of the ***Code of Rules and Regulations of the Dallas-Fort Worth International Airport Board***.

## Section 6.2 Skycap Services

Skycap Services are provided in Terminal D utilizing two primary contracts:

- ➔ The first is under the direction of Terminal D Management to support the Common Use Premises
- ➔ The other is contracted by American Airlines to support their leased premises.

Skycap personnel are an integral part of the Terminal D passenger experience. Given this, skycaps are to positively greet passengers in a friendly manner and transport their baggage from their autos, buses, taxicabs to the screening area. Skycaps are the front line of operations for departing passengers by identifying passengers, comparing their IDs with their tickets, as well as issuing boarding passes and claim checks.

Skycaps must appropriately tag and identify all customer bags with the correct routing tags for either international or domestic flights. The skycap is also responsible for communicating wheelchair needs to dispatchers so that prompt passenger pick-ups are assured.

- ➔ Skycap Baggage Dollies. Skycap baggage dollies (“baggage dollies”) must be in good working condition at all times. Hand written messages or verbiage that is not guest-friendly (i.e., Do Not Touch) will not be allowed. In addition, baggage dollies should not have any torn carpet, broken handles, bumper guards, or sharp edges. When not in use, skycap baggage dollies

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must be removed from public sight and not attached to any part of the facility.

- Wheelchairs. Safety is of the utmost concern for Terminal D passengers. Wheelchairs must be in good working condition at all times with no hand written messages on the unit, no loose wheels, missing foot rests or side arms. Broken wheelchairs should be removed from public sight and stored. At no time should wheelchairs be attached to any part of the facility (e.g., chained to railings).

## ARTICLE 7 Employee Parking

Terminal D employees (airline, vendor, and concessionaire) will be allowed to park in the Terminal D garage. Because of access on the Airport, additional information will have to be gathered for Terminal D employees. This information will include license plate, make and model of the vehicle, and other information so that on exit through the plazas these individuals are not charged for parking. In addition, there will be additional rules that need to be followed. A hangtag will be provided to each authorized employee and will need to be displayed at all times in the vehicle.

An Access Control Office is located in Terminal D.

Once the Automated Parking System is operational, Terminal D employees will be directed to park on specific levels of the Terminal D garage. The new system's gates will be incorporated in the Term D garage and roadways. It will be monitored to ensure employees park on the designated top level by recording the vehicles' entry and exit times.

An Employee Certification Count will be performed on an annual basis. Files will be maintained in the Parking Administration office (Department of Public Safety or Customer Service).

## ARTICLE 8 Dock Delivery

### Section 8.1 Dock Delivery Protocols

Access to the loading dock will be controlled by DPS Security Services guards posted at the entry to the lower level roadway. This gate will be manned 24/7. Please see section 8.2 Lower Level Road Access for information on requirements for access and inspection requirements and protocols.

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The Terminal D Delivery Dock is managed by the Dock Master under the direction of Terminal Management. For additional information regarding the scheduling and protocols for use of the Terminal D Dock, please contact the Dock Master at 972-973-1639.

## **Section 8.2 Lower Level Service Road Access**

Access to the Lower Level Service Road and the loading dock will be controlled by DPS Security Services guards posted at the entry to the roadway (Guard Shack at Crossunder #3). This gate will be manned 24/7.

Because of the location of this gate, traffic backups may occur at Cross-under #3. The guards will notify the Police Services for any traffic control that may be required.

### Requirements for Access

For entry, each driver must provide both an ID and a manifest. If both items are not provided, the driver and vehicle will be denied entry. In summary, ID requirements are defined as:

- a. A valid government photo ID in conjunction with a company ID will be required for entry. This will apply to both the driver and any passengers.
- b. All required information (persons and vehicles) will be recorded on the entry log sheet.
- c. If a driver is unable to produce any form of ID, they will be denied entry.

### Inspection

Each driver needs to be aware that all vehicles, and their contents, entering this checkpoint are subject to inspection. The goal of the vehicle inspection is to provide a deterrent for any adversary that might attempt to introduce a vehicle bomb into the Service Level Roadway. Vehicles exempt from inspection are: Airport Crash Fire Rescue vehicles, marked Airport Operations vehicles, Federal, State and local law enforcement vehicles.

### Inoperative or Stalled Vehicles at the Entry Gate

The guards will follow these procedures for inoperative or stalled vehicles at the entry gate.

- a. Advise the driver that they may contact their company and ask for a tow truck to respond in a timely manner.
- b. If a tow truck cannot respond in a timely manner, or at all, DPS Communications will be contacted, advised of the situation and a tow truck will be requested to respond as soon as possible.
- c. DPS will make the final determination on the handling of each individual situation.
- d. Towing charges will be at the owner's expense.

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ARTICLE 9  
Terminal Aircraft Apron Area

**Section 9.1 Terminal D Bus Stop**

Terminal D development included the construction of an airside bus stop for the loading and unloading of passengers on the ramp to support hard stand aircraft parking operations if needed. At present, there is no operational need to utilize this type of operation. Protocols for the future use of this type of operation will be developed after the opening of Terminal D and after Terminal Management has had time to review and evaluate the best methods for utilizing this type of service within the current operations of Terminal D.

**Section 9.2 Deplaning Passengers on the Ramp**

Please refer to the Enplaning and Deplaning Passengers on the Ramp Section of the Terminal D Ramp Operations Manual.

**Section 9.3 Ground Handling**

Ground handlers operating at Terminal D are required to execute a Ground Handling permit with DFW. In addition to any terminal space which is permitted to an individual ground handler, all support equipment parking and storage on the ramp must be in the designated area assigned to each ground handler by the Terminal D Manager. For additional information regarding operations on the ramp, please refer to the Terminal D Ramp Operations Manual. Ground Handlers must comply with all applicable protocols and policies, including but not limited to the DFW Airport Rules and Regulations, Terminal D Operations Manual and the Terminal D Ramp Operations Manual and well as the terms of the ground handling permit. Failure to comply with these regulations is cause for termination of the ground handler's operating permit at DFW.

**Section 9.4 Aircraft Apron Area**

References to the ramp and the apron are often interchangeable in many cases. Technically, the Aircraft Apron Area is defined as the area that is adjacent to and within 300 linear feet of Terminal D. Aircraft Apron Area is most often referred to as the areas that are designated for the parking of passenger aircraft and support vehicles and used for the loading and unloading of passenger aircraft. Other areas within the Aircraft Apron Area are generally referred to as Ramp Areas and include areas such as:

- ➔ Ramp area (or ramp level) which includes Terminal Support Areas and baggage make-up areas.

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- Ramp areas that include designated parking and storage for ground handling and other equipment while not in use.

More detailed information regarding the Aircraft Apron Area or Ramp Areas can be found in the Terminal D Ramp Operations Manual.

An additional source of information is the Airport Certification Manual.

## **Section 9.5 Foreign Object Damage Control (FOD)**

Foreign Object Damage, commonly referred to as FOD, is extremely hazardous to aircraft and a serious threat to employee and passenger safety.

### FOD Examples

FOD is damage to engines, tires, other aircraft components, ground equipment or facilities that is caused by an alien object (e.g., cardboard ingested by an engine or a nail stuck in a tire). It does not include damage resulting from natural causes such as lightning, hail or wind. Examples are:

- Metal: nuts, bolts, washers, cans, wire, and nails.
- Natural objects: rocks, pebbles, and wood.
- Other debris: paper, plastic, Styrofoam, gloves, luggage handles, and luggage wheels.

### Daily FOD Prevention Procedures

FOD prevention is the responsibility of each ramp user (i.e., ground handling contractor or airline) at the Terminal. Effective FOD prevention requires daily attention to these very important procedures:

- Check ramp and gate areas for cleanliness and deterioration.
- Check ground equipment staging and parking areas for cleanliness.
- Check ground equipment for debris.
- Check bag belt areas for cleanliness.
- Check dumpsite areas for cleanliness.
- Ensure there are no loose parts on ground equipment (powered and non-powered) which could fall off.
- Ensure that gate areas are clear of FOD prior to any aircraft arrival or departure.

As a safety procedure, each ramp user must remove and properly dispose of FOD in the proper receptacle which shall be located at each gate. This information is also available in the Terminal D Ramp Operations Manual.

### Reporting of Ramp Facility Deterioration

Ramp or facility deterioration should be reported to the Terminal D Manager.

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## ARTICLE 10 Terminal Support Area

The primarily areas included in the Terminal Support Area are those areas adjacent to the Terminal Aircraft Apron Area which are unenclosed and unconditioned ramp or baggage makeup areas or enclosed and unconditioned baggage work areas designated generally for the operation of a portion of the terminal baggage system, for the parking of support vehicles and the loading and unloading of baggage. These areas are controlled by the Airport and the use of these areas and the assignment of any available parking area for support vehicles and equipment are the responsibility of Terminal D Management. Please contact Terminal D Management for additional information on the assignment and use of these areas.

## ARTICLE 11 Other Areas

### **Section 11.1 Public Areas**

Public Area includes sidewalks, concourses, corridors, lobbies, passageways, restrooms, elevators, escalators, utility rooms, janitorial rooms and other similar space in Terminal D. These areas are controlled by the Airport through Terminal D Management and airline use of these areas is subject to the terms of the airline's lease or permit or the specific approval of Terminal D Management.

### **Section 11.2 Leased Premises, Designated Operating Areas**

These areas are locations within Terminal D which are leased or permitted for use by a specific airline that has signed a lease or permit and has agreed to pay, in addition to any other applicable fees, the rates, fees and charges directly associated with the lease or permit with the Board. These premises are subject to the terms of the airline's lease or permit and uses not specifically covered in a lease or permit are subject to the approval of DFW's Aviation Real Estate department.

### **Section 11.3 FIS Facility**

FIS Facilities are under the operational control of Customs and Border Protection and other federal agencies providing the federal inspection services for Terminal D.

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## ARTICLE 12 Signage

All décor, design and public signage of Terminal D, including all public signage in any of the Leased Premises, Leased Premises Support Area and Designated Operating Areas shall be determined by DFW or, if installed by Tenant, shall be subject to the approval of DFW in its sole discretion.

Tenants shall not place on the walls of the Leased Premises, the Leased Premises Support Areas or the Designated Operating Areas (including both interior and exterior surfaces of windows and doors) any signs, symbols, advertisements or the like that are visible from any Public Area and shall not place any signs, symbols, advertisements or the like on any part of Terminal D outside of the Leased Premises, Leased Premises Support Areas or the Designated Operating Areas without the prior written consent of DFW, which consent may be withheld in the sole discretion of DFW.

All signage requests should be submitted to DFW Terminal D Management for review and comment before further processing for approval. If desired signage requests require the submittal of a tenant alteration application to the DFW Building Official, a copy of this application should also be forwarded to DFW Terminal D Management.

Tenant Alternation forms are available online at [www.dfwairport.com](http://www.dfwairport.com). A copy of this form is included in the Forms section of this Manual.

## ARTICLE 13 Decorations & Displays

Furniture and furnishings, interior finishes, interior trim, decorative materials and decorative vegetation in buildings shall be in accordance with the Airport Fire Code. Furnishings or decorations of an explosive or highly flammable character or easily ignitable shall not be used. Exposed foam plastic materials and unprotected materials containing foam plastic used for decorative purposes or stage scenery or exhibit booths shall meet flame and burning characteristics in accordance with the Airport Fire Code. Natural cut trees shall not be placed in unsprinklered areas. The required width of any portion of a means of egress shall not be obstructed by decorative vegetation. No decorations or other objects shall be placed to obstruct exits, access thereto, egress there from, or visibility thereof. Artificial decorative vegetation shall be flame resistant or flame retardant. Such flame resistance or flame retardance shall be documented and certified by the manufacturer. Curtains, draperies, hangings and other decorative materials in public areas suspended from walls or ceilings shall be flame resistant or be noncombustible. Interior decorative materials of

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occupancies shall be restricted by combustibility and flame resistance in accordance with the Airport Fire Code. Combustible materials (fuel packages) shall be limited in heat release rates and resistant to ignition by cigarettes. Display of automobiles is permitted upon permit application and approval from the DPS Fire Prevention Office.

## ARTICLE 14 Miscellaneous

### Section 14.1 Luggage Carts

The Airport maintains a contract for the installation, maintenance, management, and operation of a first-class luggage cart concession. This contract covers all five (5) terminals at the Airport and provides luggage carts that are branded with the DFW Logo.

#### Usage Charges

Domestic and international enplaned (departing) passengers pay a fee of \$3.00 for the use of a cart and have a 25 cent incentive return. Passenger carts for international deplaned (arriving) passengers are free.

In some locations, dispensing equipment accepts credit card and accepts \$1 and \$5 bills with a money-changing mechanism (see Table 2 below).

#### Maintenance of Luggage Carts

Smarte Carte is the vendor that provides, installs, operates, and maintains reliable service for all necessary equipment including credit card data lines and electrical connections. Maintenance is available 24 hours per day, 7 days per week, with repairs taking place within twenty-four (24) hours of notification. Any installation or removal of equipment is completed between the hours of 12:00 midnight and 5:00 a.m.

The vendor is required to gather all carts and return to their dispensing units or designated operating areas in a timely manner so as not to create a nuisance, safety hazard, or damage of any property.

Please contact the AOC at 972-574-3112 to report any maintenance, collection or other issues surrounding luggage carts at Terminal D.

### Section 14.2 Stanchions

Stanchions are very important in assisting both the Airport and airlines with crowd control and organization. The initial supply of stanchions for Terminal D

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has been provided by DFW. If a tenant's operation requires additional stanchions, the additional stanchions will be the responsibility of the tenant. The tenant should contact Terminal D Management for approval of the proposed location of the additional stanchions and to obtain a list of requirements and vendors for the procurement of the additional stanchions. Existing stanchions that break, are in disrepair or in need of replacement must be removed from public view.

## ARTICLE 15

### No Smoking Policies

#### Section 15.1 No Smoking Policy Statement

Dallas/Fort Worth International Airport recognize the right of its employees, guests, and tenants to work in an environment free of tobacco smoke. The Airport also recognizes rights of employees who choose to smoke to make personal decisions without interference, as long as these decisions do not interfere with the rights of other employees.

Given the documented risk of second hand tobacco smoke by the Environmental Protection Agency, the right to a smoke free environment takes precedence over individual desires to smoke; therefore, smoking is only allowed in designated areas on airport property. The Board has designated outdoor smoking areas available to Tenant employees, clients, contractors and guests.

#### Section 15.2 Designated Smoking/No Smoking Areas

##### Upper Level Curbside

The only designated smoking area on the upper level curbside is to the right of the doorway as you exit the terminals, unless otherwise noted. There are cigarette ash urns placed in these areas, and signage guiding you to this location. It is strictly prohibited by the Fire marshal to place your cigarette butts anywhere other than ash urns. (i.e. roadway, trash cans, sidewalks).

##### Lower Level Curbside

There are no designated smoking areas on the lower level curbside at this time. Ash urns have been placed next to benches and on the walls/columns for customer convenience.

##### Ramp

There are designated smoking areas located on the ramp for employees working in that area.

##### Smoking Strictly Prohibited in Airport Buildings

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Smoking is strictly prohibited in Airport owned or leased buildings. A person commits an offense if he/she smokes or possesses a burning tobacco product, weed or other plant product in a public area of the Terminal or in a retail or service establishment located within the Terminal. In this section:

- ➔ "Public area" means any interior area to which the general public routinely has access but does not include areas restricted by the Board or by an Airport tenant to employees and/or contractors.
- ➔ "Retail or service establishment" means any establishment which sells goods, food or services to the general public but excluding any private club operated by an Airport tenant within its leasehold and to which access is limited to a membership other than the general public.

Any person in control of a retail or service establishment that is located in an Airport passenger terminal shall post a conspicuous sign at the main entrance to the establishment. The sign shall contain the words "No Smoking, DFW Airport Regulations", and the universal symbol for no smoking. The Airport's "No Smoking Policy" is contained in the ***Code of Rules and Regulations of the Dallas-Fort Worth International Airport Board***.

### Section 15.3 Inquiries/Complaints

The Airport policy will comply with all state and local ordinances controlling smoking. Inquiries or complaints about smoking should be forwarded in writing to the Assistant Vice-President Customer Service.

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## TERMINAL OPERATIONS

### ARTICLE 16

#### Terminal & Gate System Protocols

##### Section 16.1 Passenger Boarding Bridges

Passenger boarding bridges are comprised of mechanical and electrical components, hydraulics, fixed tunnels and other components including 400 Hertz, preconditioned air, and potable water. It excludes the physical gatehouse structure and the electrical feed and power to the passenger boarding bridge equipment. Each bridge is capable of simultaneous omni directional movement including vertical elevation, rotation in a horizontal plane in addition to extension and retraction capability.

##### Operational Protocols

Operation of to/from aircraft is to be performed only by person(s) that have received proper training and certification from the Airport (must have Ground Equipment Operator's Permit in possession at all times while on duty as subject to inspection on request).

- Pre-Arrival Planning. The operator must check the position of the passenger boarding bridge (if equipped) and ensure that it is in the correct pre-positioned spot and at the correct height for the arriving aircraft. In some stations, a safety cone is placed on the "lead in" line and must be removed prior to arrival of each flight. This safety cone serves as a visual reminder to clear the area and check the passenger boarding bridge position during the pre-arrival gate check. If the bridge is the pedestal type, it must be fully retracted. If equipment or passenger boarding bridges are out of position, do not allow the aircraft to approach the gate until the positioning is corrected.
- Pushback. While the initial phase of the push is straight, it is imperative the passenger boarding bridge be safely cleared before any turns are initiated.
- 400HZ Power Cables. The 400HZ power cables are to be properly retracted prior to driving the bridge to an aircraft. Once attached to an aircraft, the hoists are then to be lowered for access to the cables. Cables are not to be disconnected and left on the ground while hoists are retracted in order to allow bridge movement. This action only raises the damage probability factor with vehicles driving over unseen cables.

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For additional information, please see the Terminal D Ramp Operations Manual or visit [www.dfwairport.com/testcenter](http://www.dfwairport.com/testcenter) for access to the full version of the Passenger Boarding Bridge Operation and Maintenance Manual which was provided by ThyssenKrupp Airport Systems, Inc. and utilized for employee training.

### Maintenance Protocols

Users will maintain passenger boarding bridges and shall keep the passenger boarding bridges in a clean, safe, sanitary and orderly condition and appearance.

Passenger boarding bridge maintenance for the Common Use Gates is the responsibility of the Airport. For operational issues, repairs and maintenance or janitorial needs related to the passenger boarding bridges, please contact the AOC at 972-574-3112.

### **Section 16.2 Pre-Conditioned Air (PCA)**

Each gate is equipped with either a single or dual hose system designed to provide cooling, heating and ventilation for the aircraft cabin.

All airline ramp personnel and authorized ground handlers must be trained on the use of the pre-conditioned air systems before operation. Please refer to the Ramp Operations Manual for additional information regarding the use of the pre-conditioned air system.

For all repairs and maintenance concerning the pre-conditioned air system, please contact the AOC at 972-574-3112.

### **Section 16.3 400 Hz Ground Power**

The ground power cable is to supply operational power to the aircraft when it is parked and no power is being generated by the aircraft. The normal operational objective of this system is to have ground power available for the aircraft parked at gates 24 hours a day. The 400-Hertz frequency converter converts incoming 60-Hertz power to a controlled DC current. This DC current is then put through transistorized inverters to produce the desired frequency of 400-Hertz.

The major components are the:

- ➔ 400-Hertz converter (to produce the desired power frequency)
- ➔ Line Drop Compensator (to boost the voltage as current draw rises)
- ➔ Gate Box (to monitor power faults)
- ➔ Aircraft Ground Power Cable (power cables are attached to cable hoists on the passenger boarding bridge and, as a damage precautionary measure, when lowered, prevent movement)

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### Operator Safety

All handling of ground power must be accomplished with particular attention to operator safety. The operator should always handle cables as if the cables were energized, with insulated dry gloves.

### Inspection of Cables and Electronics

Cables and electronics are inspected on a schedule to keep the system safe for the users and the aircraft. The 400-Hertz system is maintained with a preventative maintenance schedule to insure users a safe working environment.

In the event of an electrical outage, the alternatives are the use of portable/mobile Ground Power Unit (GPU) or the aircraft's Auxiliary Power Unit (APU).

For repairs and maintenance associated with the 400 Hz ground power, please contact the AOC at 972-574-3112.

## **Section 16.4 Potable Water System**

Potable Water is supplied to the passenger boarding bridge via the service transport unit (STU) mounted under the passenger boarding bridge. Water is supplied through a backflow and filtration device to the reel mounted on the passenger boarding bridge. The supply of drinking water for the aircraft tanks is processed via a standard aircraft coupler.

The Potable Water System (PWS) includes:

- Motorize take-up reel
- Hoses
- Valves
- Coupling
- A Backflow Prevention Device, and a
- Service Cabinet

The backflow device prevents any water from backing up into the city's water supply that may be contaminated. Any back pressure from the hose at the aircraft that exceeds the supply pressure will dump onto the ground. A water filtration unit will further clean the water before entering the aircraft. The motorized unit will facilitate the operators in winding and unwinding the hose.

### Operation of the PWS

All airline ramp personnel and authorized ground handlers must be trained on the potable water system prior to operation. Additional information is also available in the Ramp Operations Manual.

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For repairs and maintenance associated with the potable water system, please contact the AOC at 972-574-3112.

### **Section 16.5 Triturater**

There is no triturater at Terminal D. A triturater is located at Terminal B at the GSE North hardstand. Please contact the Terminal B Management at 972-574-8630 prior to use.

### **Section 16.6 Baggage Handling System Overview & Operational Protocols**

#### System Description

The Baggage Handling System (BHS) in Terminal D consists of approximately 28,000 linear feet of conveyor equipment. The baggage handling system is an automated sortation system consisting of inbound and outbound subsystems. The baggage handling system is divided into two zones with American Airlines utilizing approximately the north half of the system and DFW (common use gates) utilizing approximately the south half of the system.

#### Operational Protocols

##### Outbound Baggage

The outbound system consists of eight ticket areas served by 99 Euro-style check-in units, two curbside inputs, five concourse-level outbound oversize inputs, two Federal Inspection Services (FIS) Recheck counter lines served by 18 Euro-style check-in units, one FIS Recheck oversize input, two FIS checked-through bag lines, six domestic transfer bag load belts, (EDS) bag screening matrices, four Selectee bag bar-code scanner arrays, four EDS bag sizing arrays, six sortation bar-code scanner arrays, 12 manual encoding stations, six high-speed mainlines, two manual recirculation inputs (with manual recoding) and 17 make-up devices. These system components combine to create the outbound gate delivery system.

##### Inbound Baggage

The inbound baggage system consists of five domestic claim units served by 10 in-feed conveyors, eight international claim units served by 16 in-feed conveyors, two domestic inbound oversize conveyor lines and two international inbound oversize conveyor lines. Four of the international in-feed lines incorporate in-line x-ray screening capability via an Animal and Plant Health Inspections Service (APHIS) bag screening subsystem and terminate at two of the international claim units.

##### Capacity

The Terminal D baggage handling system is designed as an 80-bag-per-minute (bpm) system relative to bag sortation capability. Each conveyor is designed to convey a minimum load of 40 pounds per linear foot, regardless of conveyor

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speed. All conveyor equipment is capable of supporting a single concentrated static load of 250 pounds. Sorting devices will operate at a rate of 80 bpm continuously with bags weighing up to 100 pounds each; sorting devices will operate at this bag rate with a random volume of 20 percent of the baggage exceeding 100 pounds with range of weight up to 120 pounds. The system design objective called for the maximum baggage travel time from any point of bag input to the point of final sort (the related make-up device) to be 10 minutes.

### Operational Protocols

All tenants requiring the use and operation of the baggage handling system must ensure that their employees are fully trained concerning the operational protocols and procedures related to the baggage handling system. Initial training for the operation of the baggage handling system was provided for all applicable tenants in Terminal D. Much of provided baggage handling system training was done in a “train the trainer” format so that airlines and other applicable tenants could provide on-going training to additional employees and contractors as needed.

In addition, the training materials and any other operational protocols for operating the baggage handling system are available at [www.dfwairport.com/testcenter](http://www.dfwairport.com/testcenter).

### Maintenance and Repair

For maintenance and repair issues related to the baggage handling system, please contact the AOC at 972-574-3112.

## **Section 16.7 Automated External Defibrillators (AED)**

The EMS Operations Manager is responsible for maintenance, testing, and replacement of units. Semi-annual inspections of each unit are carried out by trained personnel. No other testing should occur.

Use procedures are clearly marked on the units and their cabinets. Removal of a unit from its cabinet will cause a local alarm to sound. Removal and use of a unit should be accompanied by a call to 9-1-1 for medical assistance.

Use of a unit will require replacement of its battery and electrode pads. This will normally be accomplished by EMS personnel following patient stabilization and transport.

Problems with a unit or cabinet may be reported to the duty EMS supervisor at 972.574.8511.

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## **SAFETY & SECURITY**

### ARTICLE 17 **Badging & Access Control**

#### **Section 17.1 Badging Services**

DFW Airport's Access Control Office (ACO) provides its business partners and their employees with badging, fingerprinting and parking device issuance services that may be needed for the employees to work at the Airport.

The process to request a new badge, delete a badge, and/or request an AOA vehicle permit can be initiated through the DFW web site at [www.dfwairport.com](http://www.dfwairport.com) which contains the necessary forms, information, office hours and directions to help Tenants through the process. By reviewing the information and completing the necessary forms before arriving at the ACO, DFW hopes to make the process proceed more smoothly and quickly.

DFW Airport issues two main types of badges:

- Security Identification Display Area (SIDA) Badge  
Provides unescorted access to the secured side of the Airport, including ramps and Air Operations Area (AOA); and
- Non-SIDA Badge  
Authorizes an employee through the screening process at the security checkpoints, but does not authorize unescorted access to the SIDA, ramps, or AOA.

Some badges may require U.S. Customs Clearance based on the job responsibilities of the employee; this clearance may be added to either badge. In addition, certain Airport employees or contractors may apply for badges that provide access to various DFW facilities that do not require SIDA or Non-SIDA badges.<sup>1</sup>

#### **Section 17.2 SIDA or Non-SIDA Badges**

In order to obtain SIDA or Non-SIDA badge, the following steps must be completed:

1. Download the badge application.  
Download and print the "DFW Airport Access Badge Application" form available on the DFW web site at [www.dfwairport.com](http://www.dfwairport.com). This form includes the application on page 1 and the instructions on page 2.

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<sup>1</sup> <http://www.dfwairport.com/badge/index.html>

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2. Complete the badge application.

Complete the form according to the instructions on page 2 and obtain the necessary signatures. Please remember these basic instructions when filling out the application:

- Complete the form using BLACK ink only
- Type or print information legibly
- ALL correction tapes/fluids are prohibited – if you make a mistake, please print and complete a new form
- All three sections must include original signatures by the necessary parties – stamped signatures are not accepted
- Applications must be presented to ACO within 30 days of a sponsor's signature
- Do not fold or staple the application

In addition, use the following information as a guide for completing each section on the application:

- Employee Section
  - Should be completed by the applicant with an original signature and date
- Employer Section
  - Must be certified by a duly authorized agent of the company
  - New company's should register with the Access Control Office
- Sponsorship Section
  - An authorized signature is needed, granting/authorizing access
  - Obtained through tenant airlines, governmental agencies or the Airport Board based upon relationship of access needs

3. Department of Homeland Security – Bureau of Customs & Border Protection - U.S. Customs Clearance.

If your job responsibility requires you access a federal inspection station or international area, additional clearance is required by the Bureau of Customs & Border Protection (BCBP). You will need to complete U.S. Customs Form 3078 along with a letter on company stationary that attests to a 10-year background check being performed on the applicant and provides an explanation of the duties that will be performed in a Customs area, and where access is needed. BCBP paperwork is accepted at Terminal D, International Arrivals area Monday through Friday between 8:00 a.m. and noon. For additional information about this process, please contact BCBP at 972-973-9800.

4. Completing the Fingerprint Application.

First time applicants are required to clear an electronic, fingerprint-based criminal history records check before a badge can be issued. Download

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and print the "Fingerprint Application" form available on the DFW web site at [www.dfwairport.com](http://www.dfwairport.com). Applicants are required to read and sign a Fingerprint Application before receiving fingerprint services. This application lists the 28 crimes that disqualify applicants from receiving a badge. It also advises the applicant of his/her responsibility to self-disclose any arrests/convictions received while possessing security access privileges with DFW Airport.

5. Presenting your application at the ACO.

Bring the items listed below to the ACO, where you will turn in your application and be fingerprinted in order to start the badging process.

- Completed and approved DFW Airport Access Badge Application" with signatures
- Completed and signed "Fingerprint Application"
- Two (2) forms of identification
  - One (1) MUST be a valid, government-issued photo ID, such as a driver's license, military ID, or passport
  - A second form includes any of the above, social security card, birth certificate, company ID, school ID
  - Foreign-born applicants MUST present their employment authorization documentation

Generally, criminal history results are returned within one to three business days. Airport-sponsored applicants will be notified once clearance is received. Applicants have 30 days from notification date to return to the ACO and claim the badge. Airline-sponsored applicants will be notified of this clearance through the carrier. Employees will be provided a certification letter to bring to the ACO authorizing badge issuance. These letters must be presented to the ACO within 30 days from the date of the letter. Failure to return within these timeframes will cause the application to expire, forcing employees to reapply and start the process over.

6. Security training.

Applicants applying for the SIDA badge will be required to submit to security training before badge issuance; the training must be certified. The training can be accomplished on the first or second visit to the ACO based on whichever is most convenient for the applicant. The training schedule is below:

- ➔ Monday through Thursday: 8:30 a.m., 10:00 a.m., 1:30 p.m. and 3:00 p.m.
- ➔ Friday: 8:30 a.m. and 10:00 a.m.

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## **Section 17.3 Employee or Contractor Identification Badges**

### Employee Identification Badge

DFW Airport employees who require access to Airport Board campus facilities and do not possess either a SIDA or Non-SIDA badge may apply for the Employee Identification Badge. This badge may be programmed to enable after-hours access to specific buildings, if needed. Employees are required to download and complete the "Employee Identification Badge Application" form, route to supervisor/manager for approval, and seek sponsorship approval before you visit the ACO. Valid, photo identification will be required before a badge can be issued. There is no fee for this badge, nor is there a criminal history records check requirement to be met.

### Contractor Identification Badge

DFW Airport contractors/vendors who require access to Airport Board campus facilities and do not possess either a SIDA or Non-SIDA badge may apply for the Contractor Identification Badge. This badge may be programmed to enable after-hours access to specific buildings, if needed. Employees are required to complete the "Contractor Identification Badge Application" form, route to supervisor/manager for approval, and seek sponsorship approval before you visit the ACO. Valid, photo identification will be required before a badge can be issued. There is no fee for this badge, nor is there a criminal history records check requirement to be met.

## **Section 17.4 Badge Renewals**

Download and complete the badge application according to the instructions. Badge holders are required to renew access privileges within 30 days of badge expiration. Although expired badges will be denied access, employees are given an additional 30 days to renew a badge without penalty. Failure to renew on time requires that the employee complete the application process from the beginning as a first-time applicant, including the fingerprinting process.

## **Section 17.5 Badge Deletion Requests**

According to federal regulation, employers are required to promptly notify the ACO whenever an employee's access is no longer needed and the employer is unable to retrieve the property. Download and complete the "Badge Deletion Request" form and fax to the ACO at 972 574 0159. After hours, the Airport Operations Center can deactivate badges by calling 972 574 3112.

## **Section 17.6 AOA Vehicle Permits**

The Airport Access Badge is the means by which individuals are granted access authority to restricted areas. The Air Operations Area Access Permit is the means by which motor vehicles are authorized. Download and complete the "Air Operations Area Access Permit Application" form and seek sponsorship

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approval before you visit the ACO. Individuals and vehicles not authorized as indicated must be properly escorted. Access without authority is unlawful. Only badge sponsors can authorize applications for an AOA Vehicle Permit.

## **Section 17.7 Access Control Office (ACO)**

### Hours of Operation

#### **BADGING**

Monday through Thursday: 8:00 a.m. to 4:00 p.m.

Friday: 8:00 a.m. to noon

On the last Wednesday of each month: 6:30 a.m. to 4:00 p.m.

#### **FINGERPRINTING**

Monday through Thursday: 8:00 a.m. to 4:00 p.m.

Friday: 8:00 a.m. to noon

#### **SECURITY VIDEO TRAINING VIEWING TIMES**

Monday through Thursday: 8:30 a.m., 10:00 a.m., 1:30 p.m., 3:00 p.m.

Friday: 8:30 a.m. and 10:00 a.m. only

#### **EMPLOYEE PARKING/DECAL & DEVICE ISSUANCE**

Monday through Friday: 8:30 a.m. to 4:30 p.m.

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

and the day after

Christmas Day

### Fees & Charges

Please refer to the current DFW Schedule of Charges which lists the applicable fees associated with various services provided by the Airport. This information is available by visiting the Financials page on the Airport's webpage at [www.dfwairport.com](http://www.dfwairport.com). Please refer to Other Charges; paragraph C on page 29 for badge and fingerprinting charges. The ACO accepts cash, check or credit card (VISA, MasterCard or American Express). All services are payable at the time rendered. Pre-paid accounts may be established if beneficial to the company. The money stays on account, and as your employees are presented, we draw from those funds. At the end of each month, the accounts are reconciled through our Finance Department, where they prepare an invoice, stamp it as paid and attached the employee detail of who was printed and when.

### Directions to the ACO

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### South Entrance

From Highway 183, go to the south entrance of the Airport. Continue north to the South Entry Plaza. Obtain a parking ticket, and continue north on International Parkway to the Terminal D Exit. Park in the Terminal D parking garage and proceed to the "Concourse" level of the Terminal. Entering the Concourse Level of Terminal D at the Center Entry, turn left and proceed down the corridor. The Access Control Office is located on the right of the corridor and is identified by an overhead way finding signage. (Location is on the non-Sterile side of the terminal).

### North Entrance

From Highway 114/121/ and I-635, go to the north entrance of the Airport. Continue south to the North Entry Plaza. Obtain a parking ticket, and continue south on International Parkway to the Terminal D Exit. Park in the Terminal D parking garage and proceed to the "Concourse" level of the Terminal. Entering the Concourse Level of Terminal D at the Center Entry, turn left and proceed down the corridor. The Access Control Office is located on the right of the corridor and is identified by an overhead way finding signage. (Location is on the non-Sterile side of the terminal).

## ARTICLE 18 Key Control

### **Section 18.1 Key Holder Requirements**

Keys issued by the DFW International Airport Board shall remain the property of the Board. Keys are non-transferable, and unauthorized reproduction is not permitted. Keys to a Security Identification Display Area/Aircraft Operations Area (SIDA/AOA) gates are electronic, and will not be issued to anyone not in possession of a valid DFW SIDA (AOA) badge. Electronic keys will automatically expire on the same date that the key holder's AOA/SIDA badge expires. All business involving AOA/SIDA keys must be transacted at the Access Control Office.

Employers/Employees shall immediately notify the Key control section if a key is lost, stolen, or not returned when an employee terminates employment or transfers to a position that no longer requires an access card or key. Keys must be returned to the Key Control section when access is no longer required.

### **Section 18.2 Key Security Deposits**

Each key will be coded with a unique serial number for tracking/accountability. A deposit of \$150 for each non-SIDA/AOA gate key and \$300 for each SIDA/AOA gate key is required in accordance with the FY06 DFW Schedule of

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Charges. The DFW Schedule of Charges is updated at the beginning of each fiscal year (October 1). Please visit [www.dfwairport.com](http://www.dfwairport.com) for a complete copy of the most current Schedule of Charges.

The following entities are exempt from the initial deposit but the replacement of a lost/stolen/missing key will require a deposit: DFW Airport Board, Federal Agencies, Dallas Water Utilities, Fort Worth Water Utilities, and other utility contractors under contract with the DFW Airport Board.

The initial deposit will also be waived for contractors working directly for the DFW Airport Board provided the contract includes a provision that \$150.00 per non-AOA key and \$300.00 per AOA gate key will be withheld from the final payment to the contractor for each key not returned at the conclusion of the contract.

All requests that require a deposit will be accompanied by a statement on company letterhead containing the following information:

- Date of the request
- Statement of need for access
- Timeframe access will be required
- Deposit amount
- Company contact information
- Name, address, telephone of each key holder
- Signature of authorized company representative

Access to AOA/SIDA areas.

AOA gate keys will only be issued to individuals with a valid DFW Airport AOA/SIDA badge. Authorized access will expire on the same date as the badge.

The deposit letter and Key Request form must be signed by the representative on file with the Airport's Access Control Office with the authority to request AOA/SIDA access.

### **Section 18.3 Key Request Procedures**

To request keys, complete the Key Authorization form. This form may be downloaded from the Business Opportunities section at [www.dfwairport.com](http://www.dfwairport.com). The form must be signed by an authorized Manager and co-signed by an Airport representative. The fully executed form shall be presented to the Key Control Section.

Request for keys that are unique to a Department will require approval from a manager of that Department.

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Contracts will not be closed until all access cards and keys are returned to the Access Control Office.

#### **Section 18.4 Key Responsibilities – Issuance, Installation, Other**

Key Control – Responsible for issuing keys managed under the key control program.

Asset Management – Responsible for providing, maintaining, installing and/or removing locks.

Departments/Tenants – Responsible for designating a person(s) within their department to serve as the contact or liaison person for keys.

Employers/Employees – Responsible for notifying the Key Control Section if a key is lost, stolen, or not returned when an employee terminates employment or transfers to a position that no longer requires a key.

### ARTICLE 19 Emergency Procedures

#### **Section 19.1 911 Services**

Call 911 in the event of an emergency that requires response by police, fire/rescue, emergency medical or security personnel.

In accordance with the *Airport Certification Manual*, call the AOC at 972-574-3112.

An emergency is defined as a serious situation or occurrence that happens unexpectedly and demands immediate action or a condition of urgent need for action or assistance from DFW Airport Department of Public Safety, (Fire, EMS, Police).

For immediate assistance dial 9-1-1 to report emergencies for Fire Emergency Medical Services or Police.

These types of emergencies include the following:

- Fire or Smoke reports
- Odors such as burning or natural gas
- People ill or injured with immediate care needs.
- Fire Alarms
- Fuel spills or hazardous conditions
- Trapped or unconscious people
- Auto Accidents

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- Altercations between people
  - Crime in progress
  - Reckless drivers
  - Suspicious activities or incidents
  - Roads blocked by traffic or materials

In police matters, it is recommended that you not try to intervene, especially if a suspect is armed. The best option for your safety and those around you is to gather detailed information to pass on to the 911 operator and the first arriving officer.

Critical information will be required for these reports. Each situation is different, be prepared to answer questions about the emergency incident. The information given will help the Airport Department of Public Safety help you.

Potential Fire questions include the following:

- Where is the problem?
- Do you hear an alarm?
- Do you see or smell smoke?
- Do you see flames?
- Is anyone hurt or ill?
- Can everyone in the area get to a place of safety?
- Do you know of any hazardous materials stored in the area?

Potential Medical questions include the following:

- Where is the patient?
- Are you with the patient?
- Will someone be available to direct EMS to the exact location?
- What is the patient complaining about (illness or injury)?
- If illness:
  - Has this happened before?
  - Does the patient take any medications?
- If Injury:
  - How was the patient injured?
  - Is there anyone with the patient?
- Does the patient want to see EMS? (If conscious, their permission is necessary for treatment.)

Potential questions for the Police include the following:

- Where do the police officers need to go?
- What is the problem?
- Is anyone injured?

- 
- Are the involved parties still at the location?
  - Did anyone see who was involved?
    - What do they look like?
    - Do you know him or her?
  - Does anyone have a weapon?
    - What kind?
  - Does the suspect have a vehicle?
  - What does it look like?
  - What kind?
  - Where did they go?
  - Where did they go?
  - What kind?
  - What is the suspect vehicles license plate number?
  - What is the direction of travel?

## Section 19.2 Guest/Accident Reporting

In the event of an accident by a guest (or guests), DFW will be a first respondent. Courtesy telephones are available throughout the Terminal for passenger and Tenant use.

- For **Police, Fire, Medical, Security Emergencies**, call 9-1-1
- For **Police, Fire, Medical, Security, Non-Emergencies**, call 972-574-4454

Depending on the location of the incident either an Airline Representative, DFW Ground Transportation or DFW Terminal Management Representative will respond and complete a report.

Any additional information that your organization may have may be requested at a later date.

## Section 19.3 Fire Safety

Combustible waste material creating a fire hazard will not be allowed to accumulate in buildings or structures or upon premises.

Accumulations of wastepaper, wood, hay, straw, weeds, litter or combustible or flammable waste or rubbish of any type shall not be permitted to remain on a roof or in any court, yard, vacant lot, alley, parking lot, open space or beneath structures or equipment.

Weeds, grass, vines or other growth that is capable of being ignited and endangers property, shall be cut down and removed by the owner or occupant of the premises.

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Storage of combustible rubbish shall not produce conditions that will create a nuisance or hazard to the public health, safety or welfare.

Clearance between ignition sources, such as fixtures, heater and flame producing devices and combustible materials shall be maintained to prevent ignition of combustible materials.

A person shall not kindle or maintain or authorize to be kindled or maintained any open burning unless conducted and approved in accordance with the Airport Fire Code.

Recreations fires for the purpose of BBQ or cooking shall be under approval and permit of DFW DPS Fire Prevention office.

A person shall not take or utilize an open flame or light in structure or other place where highly flammable, combustible or explosive material is utilized or stored.

No person shall throw or place, or cause to be thrown or placed, a lighted match, cigar, cigarette, matches, or other flaming or glowing substance or object on any surface or article where it can cause an unwanted fire.

Open-flame devices such as candles shall not be used in Terminal D complex. Exception: Where candles on tables in a dining establishment and are securely supported on substantial noncombustible bases and the candle flames are protected.

Portable open-flame devices fueled by flammable or combustible gases or liquids shall be enclosed or installed in such a manner as to prevent the flame from contacting combustible material.

#### Vehicles and Equipment:

Powered industrial trucks shall be operated and maintained in an approved manner. Powered industrial trucks using liquid fuel or LP-gas shall be refueled outside of buildings or in areas specifically approved for that purpose and in compliance with the Airport Fire Code.

Repairs to fuel systems, electrical systems and repairs utilizing open flame or welding shall be done in approved locations outside of buildings or in areas specifically approved for that purpose.

#### Smoking:

See Smoking and Open Flames Policy in section 19.6 of this document.

#### Outside Storage:

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Outside storage of combustible materials shall not be located within 10 feet (3040 mm) of a property line.

#### **Section 19.4 Fire Alarm**

Upon activation of a fire alarm within Terminal D, the Department of Public Safety, upon receipt of the fire alarm indication at the morning station, will instigate action to respond appropriate resources to contend with alarms as received.

DPS Fire Procedures:

- Respond
- Identify situation and mitigate the fire alarm incident
- Implement restoration of fire alarm status and return fire alarm system to normal
- Implement an "all clear" status for evacuated persons to return to business
- Notification of responsible parties upon fire alarm malfunction and/or not able to restore to normal status
- Fire prevention office to investigate multiple false fire alarms and initiate corrective action to mitigate repeated false fire alarms

Upon awareness of malfunction fire alarm system or fire protection system within Terminal D, Department of Public Safety shall notify the Airport Operations Center to initiate response of appropriate notifications to instigate remedy.

Upon notification of malfunctioning alarms, the Airport Operations center will notify energy and asset management of the condition of the situation. Appropriate contractors or staff will initiate remedy of the alarm or condition.

Upon notification of malfunctioning alarms or systems, DPS, DFW IT and Energy and Asset Management will coordinate identification of the necessary repair or remedy to prevent the malfunctioning fire alarm.

Employees within Terminal D are responsible for reporting damaged, malfunctioning or non-serviceable fire alarm components or fire protection systems. Notifications will be made to the Airport Operations Center at 972-973-3112.

#### **Section 19.5 Fire Code Permits**

A permit constitutes permission to maintain, store or handle materials; or to conduct processes which produce conditions hazardous to life or property; or to install equipment utilized in connection with such activities; or to install or

modify any fire protection system or equipment or any other construction, equipment installation or modification in accordance with the provisions of the Fire Code where a permit is required.

#### Permit Required Operations

|  |   |
|--|---|
| Aerosol Products   | To manufacture, store or handle aerosol products in excess of 500 lbs   |
| Amusement Building   | To operate a special amusement building   |
| Aviation Processes   | To use any portion of a building for aircraft service, repair and aircraft fueling servicing vehicles.  |
| Battery Systems  | To install stationary lead-acid battery systems having a liquid capacity of more than 50 gallons  |
| Compressed Gases   | To store, use or handle compressed gases  |
| Cutting and Welding  | To conduct cutting or welding operations  |
| Exhibits and Trade Shows   | To operate exhibits & trade shows   |
| Explosives   | To store, handle or use any quantity of explosives  |
| Fire Hydrants & Valves   | To use or operate fire hydrants or valves intended for fire suppression   |
| Flammable/Combustible Liquids<br>Except: Liquids in the fuel tanks of vehicles, aircraft, or mobile equipment.<br>Class I – gasoline, acetone, MEK, Thinner<br>Class II – kerosene, Diesel, Solvents<br>Class III – Oils, grease, solvents, hydraulic fluids | To store or use Class 1 liquid over 5 gallons in a building or 10 gallons outside.<br>To store or use Class II or IIIA liquids in excess of 25 gallons in a building or 60 gallons outside.<br>To operate tank vehicles, fuel dispensing stations or tanks. |
| Hazardous Materials  | To store, transport on site, dispense, use or handle hazardous material   |
| Hot Work – brazing, soldering, grinding  | To conduct hot work   |
| Miscellaneous Combustible Storage  | To store in excess of 2,500 cu ft of combustible boxes, cases, tires, rubber, cork or similar materials   |
| Open Burning   | To kindle or maintain an open fire  |
| Open Flames & Candles  | To use a torch to remove paint, or in a hazardous fire area. Open flames or candles in public areas.  |
| Pyrotechnics   | To use & handle pyrotechnic special effects material  |

|                                   |   |
|-----------------------------------|---|
| Repair Garages & Service Stations | To operate a repair garage or an automotive or fleet service station  |
| Tires & Tire Scrap                | To establish, conduct or maintain storage of tires & scrap tires over 2,500 cu. ft.                             |
| Tents & Membrane Structures       | To operate an air supported membrane structure or tent in excess of 200 sq ft or a canopy larger than 400 sq ft |

Permit Application

Application for a permit required by the Airport Fire Code shall be made to the Department of Public Safety – Fire Prevention Office in writing.

Applications for Permits shall be accompanied by plans. Plans shall be representative of the site conditions, situation and processed to be conducted or operated.

Inspections

Before a permit is approved, the fire marshal is authorized to inspect the receptacles, vehicles, buildings, devices, premises, storage spaces or areas to be used to determine compliance with this code or any operations constraints required.

Rejection or Approval

If the application documents do not conform to the requirements of pertinent laws, the Fire Marshal shall reject such application in writing, stating the reasons therefore. If the Fire Marshal is satisfied that the proposed work or operation conforms to the requirements of this code, laws and ordinances applicable thereto, the Fire Marshal shall issue a permit therefore as soon as practicable.

Posting the Permit

Issued permits shall be kept on the premises designated on the permit at all times and shall be readily available for inspection by the Fire Marshal.

Additional requirements may apply depending on the process, conditions and evaluation of permit applications.

**Section 19.6 Smoking & Open Flames Policy**

Smoking is prohibited in the following areas:

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- Aircraft ramp servicing areas when aircraft are parked, being serviced or fueled. Smoking is prohibited within 50 ft of all portions of the aircraft while parked or during servicing or fueling.
  - All areas of the building in which combustible materials are present except for dedicated areas for smoking as designed and permitted under use agreements and are provided with appropriate receptacles for disposal of smoking materials.
  - All designated areas with No Smoking signs posted.
  - All portions of the Skylink track/guideway.

Smoking is permitted in designated smoking areas that are approved by the Airport Board Terminal Management and the Department of Public Safety Fire Prevention Office and equipped with appropriate receptacles for the disposal of smoking materials.

Smoking materials shall not be discarded in such a manner that could cause ignition of combustible materials.

Open flames are prohibited in the following locations:

- Aircraft ramp servicing areas when aircraft are parked, being serviced or fueled. Except as approved under permit from the Department of Public Safety Fire Prevention Office.
- All areas of the building in which combustible materials are present. Except as approved under permit from the Department of Public Safety Fire Prevention Office.
- Charcoal burners or other recreational fires are prohibited. Except as approved under permit from the Department of Public Safety Fire Prevention Office.
- Open flame decorative devices are prohibited. Except as approved under permit from the Department of Public Safety Fire Prevention Office.
- Torches and portable fueled open flame devices or heaters are prohibited. Except as approved under permit from the Department of Public Safety Fire Prevention Office.
- Flaming foods and beverage preparation shall be conducted in an approved manner. Demonstrations of flaming processes shall be demonstrated prior to implementation to the Department of Public Safety Fire Prevention Office.
- Open burning of any kind is prohibited. Except as approved under permit from the Department of Public Safety Fire Prevention Office.

Upon notification to the Department of Public Safety Fire Prevention Office, complaints for smoking or open flames or burning in unauthorized areas or as prohibited will be investigated and appropriate notices of citations issued as the law allows.

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## Repair of Vehicles & Ground Equipment Repair Garages

An operational permit is required from the DPS Fire Prevention Office for operation of repair garages. A repair garage is a building, structure or portion thereof used for servicing or repairing motor vehicles. Repair garages shall be in accordance with the DFW Airport Fire Code and the International Fuel Gas Code, International Building Code and International Mechanical Code. It shall be unlawful for a person, firm or corporation to erect, construct, alter repair, remove demolish or to utilize a building, occupancy, premises or system regulated by the Airport Fire Code, or cause same to be done, in conflict with or in violation of any of the provisions of Airport Fire Code.

## ARTICLE 20 Lost & Found

As a service for its passengers, the Airport maintains a Lost and Found office. Travelers Aid International, a nonprofit organization, provides Lost and Found management for the Airport. The purpose of this procedure is to outline the steps to be followed with respect to dealing with lost and found articles.

### Section 20.1 Lost & Found Office

The Lost and Found office is located on the Arrivals Level, in the South Domestic Bag Claim area.

### Section 20.2 Found Articles

All articles that are found should be either brought to the Lost and Found office or deposited in the designated drop boxes at the security checkpoints in Terminal D. The hours of operation for the Lost and Found office are:

- ➔ Monday through Friday between 8 a.m. and 6 p.m.
- ➔ Saturday and Sunday between 9 a.m. and 5 p.m.

Items found in the terminal, SkyLink, parking garage, or drive areas are stored securely for 60 days before disposition.

#### Claim/Disposal

A rightful owner must show proper photo identification and claim his/her property by attesting to the contents and description of the article.

Found articles that are not claimed after 60 days will be disposed of.

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## Section 20.3 Lost Articles

Anyone who has lost an article should either:

- Check directly with the airline on which the person was traveling
- go to the Lost and Found office to check if the article has been turned in, or
- call the Lost and Found office (1-866 DIAL DFW if out of town or 972-973-5050 if local to the Dallas/Fort Worth area).

If the article has not yet been turned in, the person who lost the article will be asked to file a lost property report. If the article was thought to be stolen, the person who lost the article may also want to file a report with DFW's DPS Department.

Each airline is responsible for items found on its aircraft. As a result, many airlines maintain their own lost and found departments. Passengers are directed to contact their airline, directly, if they lose an item on an aircraft.

### Missing Baggage

If passengers have a complaint about missing baggage, they are directed to:

- Contact the airline. Most airlines recommend reporting missing bags at the airport within 24 hours and filling out an Air Carrier Claim Report within 30 to 45 days.

### Items lost at TSA Checkpoint

If passengers have lost or missing items which they believe was left at a TSA Screening or Baggage Checkpoint:

- Call the TSA Contact Center at: 1-866-289-9673 or call the Terminal D Lost and Found Department at 972-973-5050.

## ARTICLE 21 Transportation Security Administration (TSA)

On November 19, 2001, the President signed into law the Aviation and Transportation Security Act (ATSA) which among other things established the Transportation Security Administration (TSA). This Act established a series of challenging, but critically important milestones, toward achieving a secure air travel system. The TSA is a division of the Department of Homeland Security.

At DFW, the TSA is responsible for passenger and luggage screening prior to boarding or being loaded on board commercial aircraft. Security screeners will screen all passengers and carry-on baggage.

Tenants and passengers are welcome to visit the TSA website ([www.tsa.gov](http://www.tsa.gov)) for information regarding security alerts, security checkpoint wait times, claim

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forms for missing or damaged items at a TSA screening or baggage checkpoint, prohibited items, among others.

### Missing Baggage

If passengers have a complaint about missing baggage, they are directed to:

- Contact the airline directly. Most airlines recommend reporting missing bags at the airport within 24 hours and filling out an Air Carrier Claim Report within 30 to 45 days.

### Items lost at TSA Checkpoint

If passengers have a lost or missing items which they believe was left at a TSA Screening or Baggage Checkpoint, they are directed to:

- Call the TSA Contact Center at: 1-866-289-9673 or call the Terminal D Lost and Found Department at 972-973-5050.

For other questions or additional information, please contact the TSA at 1-866-289-9673.

## ARTICLE 22 Protecting the Artwork

There are more than 30 sculptures, paintings and mosaics in International Terminal D. This artwork will most likely encourage thought and dialogue, and many people will be attracted to the artwork.

As an employee working inside the terminal, you are asked to report any damage or vandalism, but you should **never attempt to repair damage yourself**. For example, if someone puts a piece of gum on a piece of art, do not attempt to remove it. The individual pieces of art are made up of various materials, and these materials may require different tools or cleaning implements that must be used by an art professional.

All service calls regarding the artwork should be reported to AOC at 972-574-3112. Examples of needed service calls:

- Loose tile
- Broken glass
- Cracked plaster

If you **witness a crime in progress**, call 911. All vandalism or security issues regarding the artwork should be reported to 911, but **only** if you are witnessing a crime in progress.

All damage or vandalism should also be reported to the Art Manager at 972-574-9623.

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## **TERMINAL MAINTENANCE**

### **ARTICLE 23 Custodial Services**

Custodial services in Terminal D are the responsibility of the Airport. These services are provided through outsourced service contractors managed by the Airport. If you have an immediate need for custodial services, please contact the AOC at 972-574-3112. For all other inquiries, please contact Terminal D Management.

### **ARTICLE 24 Building Maintenance**

Building maintenance services in Terminal D are the responsibility of the Airport. These services are provided through outsourced service contractors managed by the Airport. If you have a building maintenance issue, please contact the AOC at 972-574-3112. For all other inquiries regarding building maintenance, please contact Terminal D Management.

### **ARTICLE 25 Waste Management**

#### **Section 25.1 Waste Collection**

Terminal D janitorial contractors are responsible for collecting trash from the leased, common and public areas of the terminal. This contract is managed by Asset Management. For issues related to trash management please contact the AOC at 972-574-3112.

#### **Section 25.2 Incinerator/International Waste**

Please refer to the Disposal of International Waste section of the Terminal D Ramp Operations Manual.

#### **Section 25.3 Recycling Programs**

Currently, there is no formal recycling program in place at Terminal D.

#### **Section 25.4 Rubbish, Waste & Storage of Combustible Commodities & Goods**

Combustible waste material creating a fire hazard shall not be allowed to accumulate in buildings or structures or upon premises.

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### Waste Material

Accumulations of wastepaper, wood, hay, straw, weeds, litter or combustible or flammable waste or rubbish of any type shall not be permitted to remain on a roof or in any court, yard, vacant lot, alley, parking lot, open space, or beneath a grandstand, vehicle or other similar structure.

### Vegetation

Weeds, grass, vines or other growth that is capable of being ignited and endangers property, shall be cut down and removed by the owner or occupant of the premises.

### Storage

Storage of combustible rubbish shall not produce conditions that will create a nuisance or hazard to the public health, safety or welfare.

### Containers

Combustible rubbish and waste material kept within a structure shall be stored in accordance with the following requirements.

- Spontaneous Ignition – Materials susceptible to spontaneous ignition, such as oily rags, shall be stored in a listed disposal container.
- Capacity Exceeding 5.33 cu ft – Containers with a capacity exceeding 5.33 cu ft (40 gallons) (0.15 m<sup>3</sup>) shall be provided with lids. Containers and lids shall be constructed of noncombustible materials or approved combustible materials.
- Capacity Exceeding 1.5 cu yd – Dumpsters and containers with an individual capacity of 1.5 cu yd (40.5 cu ft) (1.15 m<sup>3</sup>) or more shall not be stored in buildings or placed within 5 feet (1524 mm) of combustible walls, openings or combustible roof eave lines.
- Exception - Dumpsters or containers in areas protected by an approved automatic sprinkler system.

### Storage in Buildings

Storage of combustible materials in buildings shall be orderly.

### Clearance from Ignition Sources

Clearance between ignition sources, such as light fixtures, heaters and flame-producing devices and combustible materials shall be maintained in an approved manner. Storage shall be separated from heaters or heating devices by distance or shielding so that ignition cannot occur.

(Electrical appliances = 12" minimum, gas/fuel fired = 3' minimum)

### Ceiling Clearance

Storage shall be maintained a minimum of 18 inches (457 mm) below sprinkler head deflectors in sprinklered areas of the Terminal.

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### Means of Egress

Combustible materials shall not be stored in exits or exit enclosures.

### Aisles

Public areas in public areas of business offices and mercantile occupancies, the minimum clear aisle width shall be 36 inches (914 mm) where seats, tables, furnishings, displays and similar fixtures or equipment are placed only one side of the aisle and 44 inches (1118 mm) where such fixtures or equipment are placed on both sides of the aisle.

### Nonpublic Areas

In nonpublic areas, aisle widths shall be a minimum of 36 in (914 mm).

- Exception – Nonpublic aisles serving less than 50 people need not exceed 28 in (71mm) in width.

### Equipment Rooms

Combustible material shall not be stored in boiler rooms, mechanical rooms or electrical equipment rooms.

### Under-Floor & Concealed Spaces

Under-floor or concealed spaces used for storage of combustible materials shall be protected on the storage side as required for 1-hour fire-resistive construction. Openings shall be protected by assemblies that are self-closing and are of noncombustible construction or solid wood core not less than 1.75 inches (44.5 mm) in thickness.

### Fueled Equipment

Fueled equipment, including but not limited to motorcycles, mopeds, lawn-care equipment and portable cooking equipment, shall not be stored, operated or repaired within a building.

- Exception – Buildings or rooms constructed for such use in accordance with the Airport Building Code.

### Highly Combustible Goods

The display of highly combustible goods, including but not limited to fireworks, flammable or combustible liquids, liquefied flammable gases, oxidizing materials, pyroxylin plastics and agricultural goods, in main exit access aisles, corridors, or within 5 feet (1524 mm) of entrances to exits and exterior exit doors is prohibited when a fire involving such goods would rapidly prevent or obstruct egress.

### Miscellaneous Combustible Storage

An operational permit is required to store in any building upon any premises in excess of 2,500 cu ft (71m<sup>3</sup>) gross volume of combustible empty packing cases, boxes, barrels or similar containers, or similar combustible material.

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Permit Applications

Permits shall be required as identified in the Airport Fire Code and this policy manual.

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## ENVIRONMENTAL RESPONSIBILITIES

### ARTICLE 26 Environmental Policy & Protocols

#### Environmental Policy

The Airport is committed to protecting the environment in which it operates. As a result of this commitment, the Airport will:

- Strive for improvement in managing its environment
- Comply with all applicable regulations and cooperating with environmental enforcement agencies
- Implement pollution prevention and maximize energy efficiency
- Promote and require environmental responsiveness from all Tenants, and
- Design, construct and implement operational and structural best management practices to improve environmental performance

Each Tenant at the Airport shall obtain and maintain all licenses, permits, exemptions, registrations and other authorizations required under Environmental Laws. Please review your Operating Permit or Lease Agreement for specific Tenant responsibilities.

#### Environmental Protocols

Each Tenant and operator is responsible for understanding the applicable regulations and managing their activities accordingly. Environmental protocols are meant as guidance only and do not supersede any applicable regulations.

#### **Section 26.1 Spills**

This section addresses spills of cleaning fluids, fuels, hydraulic fluids, blue water, glycol, battery charging stations, and other hazardous or controlled materials. The Tenant and operator must follow spill prevention procedures including the use of spill prevention and containment equipment. Spills of any kind shall not be washed into any sewer system or waterway, or on to any soils.

Each Tenant must:

- Train all Tenant operator personnel in appropriate spill prevention and response procedures.
- Maintain adequate supplies of spill response equipment and materials in locations where spills are likely to occur.

Lavatory (i.e., blue water") spills, drips paper, etc. must be cleaned up immediately after aircraft departure.

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To avoid breakage and spillage, no trash bags are to be dropped from the aircraft to the apron.

For additional requirements related to fueling and fuel spills, please refer to the Fueling and Fuel Spills section of the Terminal D Ramp Operations Manual.

### **Section 26.2 Spill Reporting**

For all spills, immediately report the situation by first calling the AOC at 4-3112. In addition, the spill must be reported to the DFW Environmental Affairs Department, State and Federal National Response Center.

### **Section 26.3 Storage of Hazardous Materials**

Each Tenant must maintain legible labels and markings, including required signage on all containers, tanks, and dispensing systems. For additional information, please refer to the Fire Prevention section and the Hazardous Materials Section of the Terminal D Ramp Operations Manual.

### **Section 26.4 Air Quality**

Please contact the DFW Environmental Affairs Department for information regarding Air Quality Permit requirements, parts washing, APU use, Alternate fuel GSE. And electric charging stations.

### **Section 26.5 Water Quality**

The introduction of wash waters produced from vehicle, equipment or aircraft into the storm water runoff system is prohibited. The washing of aircraft requires approval of a Wash/Waste Water Management Plan (WWMP) by the DFW Environmental Affairs Department.

For additional information regarding the general guidelines applicable to outdoor wash operations and ramp cart wash down areas, please refer to these areas in the Terminal D Ramp Operations Manual.

### **Section 26.6 Concessionaire Issues**

Many concessionaire issues are the result of waste oils. Each concessionaire must identify exhaust vent requirements, trash compactor use, location, and restrictions.

Concessionaire agrees to comply with all environmental laws, rules, regulations, orders and/or permits applicable to Concessionaire's operations on or in the vicinity of the Airport, including but not limited to required National Pollutant Discharge Elimination System Permits and all applicable laws relating to the

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use, storage, generation, treatment, transportation, and/or disposal of hazardous or regulated substances.

Concessionaire shall not knowingly use, store, generate, treat, transport or dispose of any hazardous or regulated substances or waste on or near the Airport without first obtaining prior written approval from the Board's Environmental Services Section and all required permits and approvals from all authorities having jurisdiction over Concessionaire's operations on or near the Airport. If Concessionaire determines at any time through any means that any threat of any potential harm to the environment, including but not limited to any release, discharge, spill or deposit of any hazardous or regulated substance, has occurred or is occurring which in any way affects or threatens to affect the Airport, or the persons, structures, equipment, or other property thereon, Concessionaire shall immediately notify, in person or by telephone: (1) the Board's Environmental Services Section at 972-574-1700, (2) the Board's Fire Marshal at 972-574-8510, and (3) all emergency response centers and environmental or regulatory agencies, as required by law or regulation, and shall follow such verbal report with written confirmation within seventy-two (72) hours.

Concessionaire agrees to cooperate fully with the Board in promptly responding to, reporting, and remedying any threat of potential harm to the environment, including without limitation any release or threat of release of hazardous or regulated substances into the drainage systems, soils, ground water, waters or atmosphere, in accordance with applicable law or as authorized or approved by any agency having authority over environmental matters.

Concessionaire shall be responsible to the Board, including remediation and all costs associated therewith, for Concessionaire's action or inaction directly or indirectly responsible for any failure of the Airport to materially conform to all then applicable environmental laws, rules, regulations, orders and/or permits.

## ARTICLE 27 De-icing Protocols

For detailed information on de-icing protocols, please refer to the DFW Winter Weather Operations Manual. This manual is updated each year and contains applicable protocols and procedures for all winter weather operations including the following: DFW Airport Snow and Ice Plan, DFW Airport D-Ice Operations Plan and attachments, and the DFW Snow and Ice Support Operations Plan. A copy of the current 2005-2006 DFW Winter Weather Operations Manual which is effective October 1, 2005 is included as an attachment to this manual.

Please contact the DFW Environmental Affairs Department for questions regarding these plans or for additional environmental information.

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## **COMMUNICATIONS & INFORMATION TECHNOLOGY**

### **ARTICLE 28 Common Use Terminal Equipment (CUTE)**

#### **Section 28.1 Introduction**

DFW Terminal "D" will provide Special Systems to airlines, tenants, government agencies and passengers. One of these Special Systems includes Common Use Terminal Equipment (CUTE).

This section establishes Standard Operating Procedures (SOP) for technical support and business operations and includes description, responsibilities, support, and repair for the CUTE System.

#### **Section 28.2 CUTE Description / Technical Operations**

CUTE is an International Air Transport Association (IATA) sponsored system that allows airlines to share the same ticket and gate counters. CUTE allows airlines to utilize a common network system to perform several functions that are aimed at increasing gate utilization, reducing congestion at ticket counters and gates. Instead of counters installed with airline specific hardware and cabling, the common-use counters have airport provided hardware (e.g., workstation, Automatic Ticket and Boarding Pass Printer, etc.). Common Use Terminal Equipment is used to provide a common user interface for all airline Host systems. Each airline can access their Departure Control System (DCS) and their own Computer Reservation System (CRS) through the same common use computers. The CUTE System includes a Local Departure Control System (LDCS) and Local Board Application (LBA), which allows non-host-based airlines to perform computerized passenger check-in, boarding and reports. In the event of a system failure, each carrier is responsible for having developed a contingency plan that is consistent with and is most efficient for their individual systems. This plan should include developing manual passenger check-in and baggage check procedures required for all international flight. For passenger convenience, several common use self service kiosks (CUSS) are available in Terminal D.

CUTE Equipment and Systems provided by DFW include:

- ARINC iMuse Cute System for hosted Airlines
- ARINC Common Use Self Service Devices (CUSS)
- CUTE Dell Computers

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- 15" Flat Screen LCD Monitors
  - IER 567/IP ATB Ticket Printers
  - IER 507/IP Bag Tag Printers
  - IER 627BC Boarding Gate Readers
  - Access MSR/OCR Keyboard
  - HP Document Printers
  - Local Departure Control System (LDCS) for non-hosted airlines and charters
  - Local Departure Control System (LDCS) for non-hosted airlines and charters
  - Local Boarding Application (LBA) for non-hosted airlines and charters
  - BagLINK – for processing of BSMs

### **Section 28.3 Responsibilities**

All Airlines and Charters using the CUTE /LDCS Systems are responsible for:

- Ordering their own CUTE dedicated circuit(s)
- Their own document printer paper and Boarding and Bag Tag direct thermal paper stock per IATA requirements.
- Keep work areas clean and free of debris.
- Cost of replacing the equipment due to vandalism, or spilling liquids and food.
- Coordinating change management with DFW Staff.
- Training their agents on the use of CUTE.

Charters are responsible to build their own flights using the LDCS system.

DFW Airport Board is responsible for:

- Responding and fixing / replacing CUTE hardware, system and infrastructure within the published individual vendor's Service Level Agreements (SLAs).
- Performing Preventative Maintenance on all CUTE devices per manufacturer's recommendations.
- Coordinating change management with Airlines.
- Replacing printer cartridges and thermal print heads as needed.

### **Section 28.4 Move, Add, Change Request (MAC) & Training**

#### **Move – Add – Change (MAC) Work Request Lead Times**

Airline requests for moves, adds, and changes for CUTE in their leased spaces will be requested through Terminal Management and forwarded to DFW ITS. DFW will endeavor to complete all work requests in a timely manner.

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## **Training**

As part of the CUTE Lease Agreement, DFW Airport will provide one course of Train-the-Trainer for each Airline and Charter. Additional training that the Airline or Charter may require can procure that training directly from ARINC Inc.

## **Section 28.5 Support Operations – Maintenance and Repair**

DFW will provide on-site and on-call technical support (Service Provider) for all hardware and software associated with the following installed systems:

- Common Use Terminal (iMUSE), CUSS, Software, Servers, Gateways
- Common Use Terminal Equipment, including ATB, BTP, BGR, Workstations, Keyboards, Monitors, printers and Common Use Self Service (CUSS) Kiosks – including those Airport owned CUTE units found in Tenant Leased Offices
- LDCS (Software & Server)
- LBA (Software)
- BSM – BagLink Software and Servers
- ARINC provided Routers, Switches and cabling and patch cords that are associated with iMuse, MuseLink or other systems provided by ARINC
- Disaster Recovery, failover of Systems listed above

DFW will provide First-Level support technicians to the tenants of the Dallas Fort Worth International Airport's CUTE (collectively, "Users") operating common-use terminal equipment, kiosks, network/gateways and interface systems.

### **Support Description**

DFW will provide factory trained staff to operate on-site 18 hours a day, seven (7) days a week, 365 days a year 18 x 7 x 365. Hours of on-site coverage will be 6 am to 12 am. The hours may be adjusted depending on the airlines' flight schedules. Off-Site coverage will be 24 x 7 x 365.

CUTE Technicians will be dispatched in response to alarms, complaints, and requests for service. Activities will be coordinated through the DFW Airport Operations Center (AOC).

CUTE Technicians will be primary contact for Service Tickets associated with the installed CUTE System.

AOC tickets that are found to be a host/airline or DFW facility/network problem will not be closed until the problem is resolved.

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## Required Service Levels

During the On-Site hours the required response time for all CUTE (including LDCS/LBA/CUSS), BagLink, AOC tickets will be 20 minutes from the time the AOC calls, pages or faxes the ticket to Service Provider. The Response Time for Back-Office CUTE workstations will be 30 minutes.

Immediate assistance will be given to resolve the problem. The resolve time for Level-One Support will be 45 minutes (1 hour for Airline Back Office) from the time CUTE Technician receives call, page or faxed ticket from AOC.

During Off-Site Service hours (Midnight to 6 am), telephone response to the first page will be made within 30 minutes. Initial dial in or travel to DFW in attempt to resolve the ticket as described above will not exceed 120 minutes. The problem will be resolved and the system restored within the earlier of the following.

- ➔ For Emergency - 120 minutes or 6:30 am (30 minutes following commencement of on-site hours). Emergency is defined as a problem that affects 50% of the CUTE systems of any one or more Airlines.
- ➔ For Non-emergency, restore will be eight hours or 8:00 am (Two hours following commencement of on-site hours).

## Section 28.6 SLA & Escalation Procedure

### Support Levels and Escalation

#### First Level Support

The CUTE Technician will respond to trouble calls reported with-in 20 minutes from receipt of Call. The Technician will investigate the trouble reported and make best efforts to correct the problem within 45 minutes from receipt of call. In the event they are unable to correct the problem in a reasonable timeframe (not to exceed 2 hours) or the problem is outside the scope of the work defined herein, the technician will contact Site Administrator, and/or appropriate off-site support technicians for additional assistance.

The CUTE Site Administrator will monitor all calls for compliance with stated times and to arrange any necessary further support in a timely manner.

If the AOC Ticket cannot be resolved within two hours by First Level Support, Service Provider will escalate the ticket to (1) Appropriate Factory Support Services, (2) the Printer Manufacturer, (3) escalated to other applicable organizations within the Airport, or (4) if host or circuit problem, CUTE

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Technician will work with circuit provider /Airline's technical services to resolve the problem.

CUTE Technician will call the AOC or through direct access, update the ticket. CUTE Technician will remain the owner for all such unresolved tickets and follow-up or provide reports as required. When the problem is resolved and verified the CUTE Technician will call the AOC to close the ticket.

A statement of the corrective action for all Tickets must be provided in the description before ticket can be closed. User who reported the problem must also be notified the problem has been resolved.

Loss of service at three adjacent Common Use Workstations, two adjacent gates or a bank of monitors will be reported immediately to the AOC and Airline Station Manager or its designated employee.

Where an outage exceeds, or is likely to exceed the Service Level, all affected DFW and Airline Operational Contacts will be notified.

In no event will more than two hours pass from receipt of ticket before it is escalated and CUTE Technician has notified the following entities of the problem:

1. DFW ITS Terminal Systems Manager
2. CUTE Technician Customer Support Manager
3. DFW AOC

It will then be the responsibility of the AOC to immediately notify the

Owner's:

1. Operations Manager on Duty
2. DFW Duty Supervisor

### **Second Level Support**

Initial local escalations will be generated either by the technicians or the Site Administrator monitoring open service calls. If First Level Support cannot resolve a problem within two (2) hours, or if the problem is found immediately to be not within First Level Support capability, the ticket will be escalated to second level support. During Second Level Support, the CUTE Service Site Administrator will keep the tenant (user), DFW ITS Terminal Systems Manager,

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and DFW operations apprised of the situation and be primary contact for the technician and/or vendor representative.

In the event second level support from the OEM is needed, the on-site technician will contact the appropriate OEM headquarters' hot line. Once a critical issue is reported to the OEM Hot Line, a Service Provider/Factory Customer Support Engineer will respond to all inquiries within fifteen (15) minutes to begin the investigation process on the problem reported.

If required, OEM will dispatch the appropriate technical support personnel to the trouble location to assist on-site technician if necessary

On-site technician will remain directly involved in the trouble resolution, while updating the AOC and Airport Board management with repair and activity status using, telephone, email or pager.

### **Third Level Support**

If the problem is not resolved within six (6) hours, it is elevated to Third Level Support. Third Level Support combines the DFW ITS Terminal Systems Manager, ARINC's Service Director, the DFW ITS Vice President, Terminal Manager along with on-site/off-site Service Provider Technical Support Center resources, Service Provider account representatives, applicable airline technical staff, and other higher management levels of the Service Provider and DFW. The purpose of involving so many people at this level is to create a full support team whose primary focus is to resolve the trouble by committing all available resources and talents.

The DFW ITS Terminal Systems Manager will be the Airport's focal point for coordination of efforts with the Station Managers until the Third Level support scenario is declared completed and service is restored to a normal operating condition. The DFW ITS Terminal Systems Manager will escalate the situation to the applicable vendor's upper management. If necessary, the DFW ITS Vice President will dialogue with the vendor's upper management until assurances are in place that the applicable vendor will provide replacement parts, on-site technical assistance, or whatever other resources is necessary to resolve the repair problem.

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ARTICLE 29  
Infrastructure & Protocols – Fiber & Cable, Wireless

**Section 29.1 Fiber & Cable Infrastructure and Protocols**

For information regarding fiber and cable infrastructure and applicable protocols, please contact the DFW ITS Department.

**Section 29.2 Wireless Infrastructure & Protocols**

The Airport, through its wireless Internet service provider, T-Mobile, provides wireless direct sequence coverage in the terminals and in the airline club rooms. This service allows both Tenants and passengers, once associated with the access point, to connect to the Internet and enjoy near T-1 speeds for time spent at the Terminal.

Wireless Fidelity (Wi-Fi)

Wireless Fidelity (Wi-Fi) is a term that is used generically to refer to any product or service using any type of 802.11 technology. Wi-Fi networks operate in the unlicensed 2.4 and 5 GHz radio bands, with an 11 Mbps (802.11b) or 54 Mbps (802.11a) data rate, respectively.

Wi-Fi enabled devices (i.e., laptops or PDAs) can send and receive data wirelessly from any location equipped with Wi-Fi access. Access points, installed at the Airport, transmit an RF signal to Wi-Fi enabled devices that are within range of the access point, which is about 300 feet. The speed of the transmission is governed by the speed of the pipeline fed into the access point. Every service location is equipped with a full T-1 connection running to the access points. <sup>2</sup>

Types of Wireless Equipment in Use at Airport

There are varied pieces of equipment that are defined as wireless equipment. Those include:

- Personal Computers
- Wireless Telephones
- Personal Digital Assistant (PDA)

**Section 29.3 Wi-Fi Usage at the Airport**

For browser based authentication, each user must configure their Wi-Fi 802.11b enabled laptop or PDA to access the T-Mobile HotSpot network. By setting the SSID (or network identifier) in your wireless device to 'tmobile', the device can synchronize to the T-Mobile HotSpot network.

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<sup>2</sup> [http://www.t-mobile.com/hotspot/support\\_wifi.htm](http://www.t-mobile.com/hotspot/support_wifi.htm)

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Instructions on how to set the SSID vary depending on the brand and model of wireless network card being used. Users are asked to refer to their wireless network card documentation for specific instructions on how to configure the device.

Many laptops or handheld devices already have Wi-Fi 802.11b wireless capability built-in. If not, a Wi-Fi 802.11b wireless networking card can be purchased:

- At the T-Mobile location at the Airport
- Direct from the manufacturer
- From select T-Mobile retail locations
- At any major electronics retailer

## Section 29.4 Wi-Fi Support

**Support for usage of wireless at the Terminal is available via:**

- Online Support. The online support area provides customers with comprehensive technical support and assistance. This assistance includes troubleshooting tips, FAQs, and configuration settings( <http://support.t-mobile.com>).

Subscriber sign up services as a T-Mobile HotSpot subscriber. Several service levels are available including DayPass and annual subscriptions.

You may contact T-Mobile at 1-877-822-SPOT (7768).

## ARTICLE 30 Radio Equipment

There are two (2) types of radio systems in operation at the Airport:

- Airport Trunked Radio System. This 800 MHz system (Ericsson) is used by Airport Board personnel for operations at the Airport. Typical personnel that utilize radio equipment at the Airport include Engineers, Management Staff, Electricians, Elevator and Custodial personnel. The Airport's Trunked Radio System does not currently service the airlines or other Tenants.
- ARINC System. This 400 MHz system is primarily used for airline communications (e.g., ticketing and baggage personnel, ground handling) to conduct business at airports. ARINC personnel can be reached by contacting the AOC at 972-574-3112.

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The Federal Communications Commission (FCC) carefully restricts radio activity for Tenants. As a result, Tenants must apply with the FCC for equipment authorization of radio frequency devices.

Installation, maintenance and operations of radio communication systems are subject to prior written approval of the Board via the Tenant Alteration Process (see Article 34 for additional information).

## ARTICLE 31 Telecommunications

### Section 31.1 Telecommunications Service Provider

The Airport has contracted with NEC Unified Solutions, Inc. as its third party telecommunications vendor to provide a high level of telecommunications managed services for Tenants. Services offered to Tenants are via the Managed Services Support Center (MSSC) which provides the end-user with a single point of contact to resolve any telecommunications needs.

### Section 31.2 Telephone Services & Equipment

There is a wide variety of telephone equipment available to meet Tenant requirements. Telephone service offerings are separated into:

Telephone Equipment/Products – A variety of telephone equipment and products are available for Tenants (please see Table 3 below).

Basic Telephone Service – This service is for voice and analog requirements and includes voice telephone service, caller ID, call waiting, call forwarding, call conferencing, and voicemail.

Enhanced Carrier Services – These services are for high-speed data requirements and include digital T1 lines, Digital Subscriber Line (DSL) services, and Fiber Optical Interfaces.

A listing of the products offered is provided in the table below. Please check the MSSC website ([www.mssc.com](http://www.mssc.com)) for updates and detailed descriptions.

**Table 3  
Telephone Equipment and Products Available**

|  |
|--|
| Basic Multi-button Telephone                 |
| Basic Multi-button Telephone with Display    |
| Advanced Multi-button Telephone with Display |

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|  |
|--|
| Standard Telephone                     |
| Analog Line for POS/FAX/Modem          |
| Basic Telephone Service Plus Caller ID |
| Cordless Telephone                     |
| Cordless Headset                       |
| Polycom SoundStation Speaker Phone     |
| Headsets                               |
| Voice Mail Service                     |
| Unified Messaging                      |

### Section 31.3 Service Requests

Tenants are requested to contact the MSSC for new service, changes to existing service, and disconnection of service. The Tenant has several options to request assistance and price quotes:

- Visit On-site MSSC office
- Telephone Call to 972-973-0000
- MSSC Website Portal (customerservice@mssc.com)

#### Survey Form

For new service, each Tenant is requested to fill out a Customer Profile in order to evaluate each Tenant's needs.

#### Pricing Quotation

For ease of use, pricing will be available on the website portal. This will assist the Tenant in estimating the cost for telephone/telecommunications managed services required. A Quote Request will be available on-line. Once the Quote Request is submitted, the Tenant will receive confirmation of their request and a telephone call within one business day.

#### Work Authorization Form

Once completed, this will confirm each Tenant's order and allow the MSSC to process service orders. Orders will not be complete until the Tenant is contacted by telephone by MSSC personnel and final purchase approval is received.

### Section 31.4 Telecommunications Support

The MSSC is the local, on-site resource for telecommunication services management, technical services dispatch, user help desk and billing support services. Support will be offered in the following areas:

#### Assistance With Telephone Features

Advance support, via technician dispatch, will be offered for advance support.

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### 24-hour Technical Assistance

- Telephone assistance with telephone feature use and system functionality
- Assistance with monthly invoice issues
- Trouble ticket tracking and issue resolution
- An on-site Communications Technician dispatch for quick resolution of customer issues

### Quality Control

All incoming calls and technician dispatches will be logged. In order to ensure that customer satisfaction is maintained, call trends will be identified and follow-up will be performed.

### Training

Training is available for telephone equipment use, services and features. Initial training is provided with the start of each Tenant's service to ensure that users are informed and able to use the telephone and Voice Mail system. In addition, training for mandatory system upgrades will be provided, as needed.

Routine, refresher and special off-hours training is available for users as staff turnover and new hires dictate. The cost is \$109.00 per hour (or in ½ hour increments at \$54.50 per ½ hour).

### MSSC Contact Information

For assistance with telephone equipment, basic telephone service or enhanced carrier services, please contact the MSSC at 972-973-0000. During business hours (between 8:00 a.m. and 5:00 p.m.), a Customer Service Coordinator will assist the Tenant. After business hours (5:00 p.m.), calls will be routed to the NEC National Technical Assistance Center for problem resolution.

## ARTICLE 32 Electronic Visual Information Display System (EVIDS)

### **Section 32.1 Introduction**

DFW Terminal "D" will provide Special Systems to airlines, tenants, government agencies and passengers. One of these Special Systems includes Electronic Visual Information Displays (EVIDS).

This section establishes Standard Operating Procedures (SOP) for technical support and business operations and includes description, system capabilities, responsibility, support and repair for the EVID System.

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## Section 32.2 EVID Description / Technical Operations

The Electronic Visual Information Display Systems (EVIDS) are used to provide the public with accurate and timely flight information.

EVIDS displays offer a variety of information. It provides wayfinding information to the general public by displaying flight, baggage, and gate data and back-of-house information in the ramp and operations area. Information for these displays is collected either manually or from dedicated feeds from the respective sources.

Electronic Visual Information Displays includes the following Systems:

- Flight Information Display System (FIDS)
- Baggage Information Display system (BIDS)
- Tugman Input Devices
- Gate Information Display System (GIDS)
- Ramp Information Display System (RIDS)
- CBP Processing Information Display System
- Visual Messaging System (VMS)
- Emergency Messaging System (EMS)
- Resource Management System (RMS)
- All Interfaces between EVID System and AODB/IEM, CUTE and/or any third party flight information input

## Section 32.3 Responsibilities

All airlines and Charters using the EVID Systems are responsible for:

- Cost of replacing the equipment due to vandalism
- Coordinating change management with DFW staff
- Responding and fixing / replacing EVIDS hardware, system and infrastructure within the published individual vendor's Service Level Agreement (SLA's)
- Performing Preventative Maintenance on all EVIDS devices per manufacturer's recommendations
- Coordinating change management with Airlines

## Section 32.4 Move, Add, Change Request (MAC)

### Move – Add – Change (MAC) Work Request Lead Times

Work requests will be completed and made operational in timeframe mutually agreed between the Board's Authorized Technical Representative, its Users and Service Provider.

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## Section 32.5 Support Operations – Maintenance and Repair

DFW EVID Service Provider will provide on-site and on-call technical support for all hardware and software associated with the following installed systems:

- Flight Information Display System (FIDS)
- Baggage Information Display System (BIDS)
- Tugman Input Devices
- Gate Information Display Systems (GIDS)
- Ramp Information Display System (RIDS)
- CBP Processing Information Display System
- Visual Messaging System (VMS)
- Emergency Messaging System (EMS)
- Resource Management System (RMS)
- All interfaces between EVIDS System and AODB/IEM, CUTE and/or any third party flight information input

### Support Description

Factory Trained staff (Service Provider) will operate on-site 18 hours a day, seven (7) days a week, 365 days a year 18x7x365. Hours of on-site coverage: 6 am to 12 am Central Time. The hours may be adjusted depending on the airlines' flight schedules. Off-Site Systems Support will be 24x7x365.

EVIDS Technicians will be dispatched in response to alarms, complaints and requests for service. Activities will be coordinated through the DFW Airport Operations Center (AOC).

EVIDS Technicians will be the primary contact for AOC tickets associated with the installed EVID System.

### Required Service Levels

During the On-Site hours the required response time for RMS will be 20 minutes and all other EVID AOC tickets will be 30 minutes from the time the AOC calls, pages or faxes the ticket to the Service Provider.

**System Availability:** The systems will operate twenty-four (24) hours per day seven 7 days per week.

**Device Availability:** A device (e.g. DDC) will be considered available only if all components are operating and fully functional.

**Scheduled Downtime:** Downtime to update the computer operating system or repair a component will be acceptable reasons for downtime, but at no time will more than one (1) server be non-operational. The following reasons are acceptable causes of downtime:

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If the operating systems of the servers require maintenance or updates, or if the servers require system maintenance, each server will be brought down individually to be updated/maintained, such that at no time is more than one server down.

If the end device (e.g. FID Screen) requires system maintenance, the end device that requires the maintenance will be brought down during non-peak hours of operation.

The Airport Board may approve maintenance/updates on the end devices during non-peak hours if the particular end device is non-functional without having the maintenance or updates performed.

## **Section 32.6 SLA & Escalation Procedure**

### **Support Levels and Escalation**

#### **First Level Support**

During the on-site hours the required response time for all AOC tickets associated with RMS will be 20 minutes from the time the AOC calls, pages or faxes the ticket to the EVID Service Provider. Immediate assistance will be given to resolve the problem. Level-One Support will strive to resolve the problem within 30 minutes from the time the Service Provider receives the call, page or faxed ticket from DFW's AOC. Service Provider will notify the User and AOC when the problem has been resolved.

During the on-site hours the required response time for all AOC tickets associated for all other EVID Systems will be 30 minutes from the time the AOC calls, pages or faxes the ticket to the EVID Service Provider.

Level-One Support will strive to resolve the problem with the DDC or System Software within 60 minutes from the time Service Provider receives the call, page or faxed ticket from DFW's AOC. The Service Provider will notify the User and AOC when the problem has been resolved.

During Off-Site Service hours (midnight to 6 am), telephone response to the first page will be made within 30 minutes. Initial dial-in or travel to DFW in an attempt to resolve the ticket as described above will not exceed 120 minutes. The problem will be resolved and the system restored within the earlier of the following:

- a) For Emergency, 120 minutes or 6:30 am (30 minutes following the commencement of on-site hours). Emergency is defined as a problem that affects 50% of the EVID systems of any one or more Airlines.

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- b) For Non-emergency, restore will be eight hours or 8:00 am (Two hours following commencement of on-site hours).

Any non-emergency network downtime will occur after 24 hour notification has been provided to the Board's Designated Technical Representative and its Users.

The above measurements of availability will only be based on events within Service Provider's control (the core room software, equipment and user devices) and with due consideration for the service level requirements contained in this Agreement. If the measured item is not available due to reason outside of Service Provider's control, such as but not limited to: problems with the interface provider, wide area networks and local area network, such non-availability will be excluded from the measurement of availability of the above items.

Problems, related to mechanical or software problems, reported per month will be on average no higher than ten percent (10%) of the total number of installed workstations or devices. DFW Service Provider will actively work with Vendors to resolve repeat issues.

In no event will more than two hours pass from receipt of ticket before it is escalated and Service Provider's Technician has notified the following entities of the problem:

- DFW ITS Terminal Systems Manager
- Technician Customer Support Manager
- DFW AOC

It will then be the responsibility of the AOC to immediately notify the Owner's:

- Operations Manager on Duty
- DFW Duty Supervisor

### **Second Level Support**

Initial local escalations will be generated either by the Service Provider's technician or the Site Administrator monitoring open service calls. If First Level Support cannot resolve a problem within two (2) hours, or if the problem is found immediately to be not within First Level Support capability, the ticket will be escalated to second level support.

During Second Level Support, the Service Provider's Site Administrator will keep the tenant (user), DFW ITS Terminal Systems Manager, and DFW

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operations apprised of the situation and be primary contact for the technician and/or vendor representative.

In the event second level support from the OEM is needed, the on-site technician will contact the appropriate OEM headquarters' hot line. Once a critical issue is reported to the OEM Hot Line, a Service Provider/Factory Customer Support Engineer will respond to all inquiries within fifteen (15) minutes to begin the investigation process on the problem reported.

If required, OEM will dispatch the appropriate technical support personnel to the trouble location to assist on-site technician if necessary.

On-site technician will remain directly involved in the trouble resolution, while updating the AOC and Airport Board management with repair and activity status using, telephone, email or pager.

### **Third Level Support**

If the problem is not resolved within six (6) hours, it is elevated to Third Level Support. Third Level Support combines the DFW ITS Terminal Systems Manager, ARINC's Service Director, the DFW ITS Vice President, Terminal Manager and on-site/off-site Service Provider Technical Support Center resources, Service Provider account representatives, applicable airline technical staff, and other higher management levels of the Service Provider and the Owner. The purpose of involving so many people at this level is to create a full support team whose primary focus is to resolve the trouble by committing all available resources and talents.

The DFW ITS Terminal Systems Manager will be the Airport Board's focal point for coordination of efforts with the Station Managers until the Third Level support scenario is declared completed and service is restored to a normal operating condition. The DFW ITS Terminal Systems Manager will escalate the situation to the applicable vendor's upper management. If necessary, the DFW ITS Vice President will dialogue with the vendor's upper management until assurances are in place that the applicable vendor will provide replacement parts, on-site technical assistance, or whatever other resources is necessary to resolve the repair problem.

## ARTICLE 33 Terminal Paging System & Protocols

Gate pages are performed by the Airline and guest/passenger pages are performed by the AOC.

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### Section 33.1 Announcement Zones

The paging system at the Terminal is available to all carriers at all gate locations. Areas where the announcements are heard are organized by zones which determine the announcement locations (see Table below).

**Table 4**  
**Push To Talk (PTT) Buttons and Announcement Zones**

| MIC Button | Announcement Zones   |
|------------|--|
| 1          | Gateroom and Jetway  |
| 2          | Gateroom, Jetway and Adjacent Gateroom                                       |
| 3          | Gateroom, Jetway, Entire Concourse and Restrooms (Level X)                   |
| 4          | Gateroom, Jetway, Entire Concourse and Restrooms (FIS excluded) <sup>3</sup> |

### Section 33.2 System Protocols

As described above, an authorized user will have access to certain zones for boarding announcements. Procedures for use are as follows:

- Pick up microphone
- Identify Zone
- Record Boarding Announcement
- When system determines that boarding announcement is allowed, will be broadcast.

### Section 33.3 System Support

For terminal-wide paging and assistance, please contact the AOC at 972-574-3112.

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<sup>3</sup> This entry is not normally used and should only be selected if the need is critical.

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## TENANT RELATIONS

### ARTICLE 34 Airline Operating Permits

Airlines operating on Common Use Gates at Terminal D do so by executing an operating permit with the Airport. This permit applies to all airlines operating on the common use gates, including airlines who may also be Signatory Airlines to the DFW Use Agreement. While Signatory Airlines have additional obligations to the Airport under the terms of the Use Agreement, they also enjoy a lower landing fee and terminal rental rates than non-signatory airlines. Regardless of whether an airline is Signatory or Non-Signatory, the basic permit for operating on the Common Use Gates is the same.

#### Permit Types

There are two types of permits which are utilized for the Common Use Gates:

Aeronautical Operating Permit (with Designated Operating Area) – this is the most common type of permit and applies to those airlines requesting and occupying terminal space designated for their exclusive use (back office space, ramp offices, or other space not used in common with other airlines).

Aeronautical Operating Permit – this permit applies to those airlines utilizing the facilities and space available in common with other airlines, but not requesting and occupying terminal space designated for their exclusive use.

#### Permit Benefits

- Reduced Landing Fees (15% savings from published rate)
- Credit Privileges (may pay monthly rather than per landing)
- Required to occupy terminal space
- Short-term obligation (30 day cancellation notice)

#### Permit Responsibilities

- Reporting - Must file monthly flight activity report
- Insurance – must provide \$10 Million of Commercial General Liability Insurance, including public liability; Commercial Automobile Liability Insurance and if necessary, Commercial Umbrella Liability Insurance of not less than \$6 Million each accident; Worker's Compensation Insurance and Commercial Property Insurance. For more detail on insurance requirements and the coverage limits, please contact the DFW Aviation Real Estate department at 972-574-3121.
- Security Deposit – security deposit equal to 3 months landing fees may be required

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## Permit Process

- Airline submits Permit Application Information Form (See Forms section of this Manual for a copy of the form)
- DFW completes appropriate Permit and Legal Review
- 4 originals of completed Permit forwarded for execution by Airline
- Airline returns executed Permit, including insurance certificates, security deposit if applicable and any other required documentation
- DFW executes Permit, returning 1 original to Airline (standardized permits do not require individual DFW Board approval before DFW execution but are included as an information item to the DFW Board at the first board meeting following execution)
- Permit becomes active on the Effective Date stated in Permit
- Airline begins operating under the terms of the Permit and files monthly flight activity reports

For more information on Permits or the Permit Process, please contact the DFW Aviation Real Estate department at 972-574-3121.

## ARTICLE 35 Tenant Alterations

### Section 35.1 Tenant Alteration process

Tenants shall not construct, install, or make any structural or non-structural alterations, additions, or improvements to any portions of the Terminal, including, without limitation, the installation of trade fixtures without prior written consent of the Board. Any work associated with construction and/or installation shall not unreasonably interfere with the operation of the Airport or unreasonably interfere with the permitted activities of other Tenants or users.

- Each Tenant contemplating any alterations, additions, or improvements is welcome to consult with the Building Official who is a member of the Asset Management department of the Board.
- The Tenant representative shall obtain and fill out the "Tenant Alteration Form". A copy of this form is included in the Forms Section of this Manual and is also available on the web site at [www.dfwairport.com](http://www.dfwairport.com). The original form and attachments must be provided to the Building Official with a copy to the DFW Terminal Manager.
- Within sixty (60) calendar days of the receipt by Tenant of a certificate of occupancy, a complete set of as-built drawings shall be delivered to the Board in a media type and format acceptable for the permanent record of the Board.

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## Section 35.2 DFW Design Criteria Manual

Terminal design standards for DFW including Terminal D are outlined in the DFW Design Criteria Manual which is available on the web site at [www.dfwairport.com](http://www.dfwairport.com) in the About DFW section under Airport Development.

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## CONCESSIONAIRE PROTOCOLS

### ARTICLE 36 Concessionaire Protocols

#### **Section 36.1 Deliveries & Product Movement**

##### Deliveries

See ARTICLE 8 for delivery procedures.

##### Product Movement in Public Spaces

Product must be transported in leak proof containers from the service level to concession stores. Product should be placed in appropriate containers and/or covered, to minimize the visual impact of the product as it is delivered to the concession locations.

If the concession store is located in the north village for example, the travel route should be from the south service level, along the service corridor, to the north service elevators. Essentially the route of travel should minimize the time the product is in the public view.

#### **Section 36.2 Concession Hours of Operation & Off Schedule Operations**

##### Normal Hours of Operation

Concession hours are from 5:00 AM to 10:00 PM daily. Hours of specific stores may be adjusted, with the approval of Revenue Management, based upon flight activity and the types of products available for sale in the stores. For example, a men's clothing store may not be required to open at 5:00 AM.

Any questions about concession operating hours should be directed to Revenue Management at 972-574-1131.

##### Off Schedule Operations (OSO)

In the event of an OSO concessionaires will be notified to keep their stores open until 30 minutes after the last departure in order to provide service to passengers who experience delayed flight operations.

#### **Section 36.3 Customer Service**

Issues or complaints related to customer service in concession operations should be directed to the concession store manager on duty at the time of the

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complaint. If the issue is not resolved, please contact Revenue Management at 972-574-1131.

#### **Section 36.4 Maintenance & Janitorial**

Janitorial service is coordinated through the Asset Management department. For issues related to cleanliness, or the removal of trash from a concession space, please contact Airport Operations Center (AOC) at 972-574-3112. AOC will contact the janitorial provider and dispatch someone to resolve the problem.

#### **Section 36.5 Contractors & External Service Providers**

Outside contractors and service providers may be required by the concessions from time to time for repairs and ongoing maintenance of their stores. These contractors will require appropriate badges to enter security or they must be escorted by a member of the concession store's management team.

Contractors or service providers that find it necessary to bring tools into the secure area of the terminal must comply with TSA requirements. Please contact Terminal D Management for additional information.

#### **Section 36.6 Badging**

All concession employees must be sponsored for badging purposes by the Revenue Management department. They must follow the guidelines for completion of the appropriate forms as outlined in Article 16 of this Manual. The forms, with original signatures must be presented to a member of the Revenue Management team for signature, before going to the Access Control Office (ACO).

Badges must be continually displayed in keeping with Article 16 of this Manual.

#### **Section 36.7 Other Concessionaire Tenant Protocols**

Any changes or modifications to the concessionaire's space require building code approval and approval of the Revenue Management Tenant Project Coordinator. All design changes must be coordinated, in advance, through the Tenant Project Coordinator (TPC). The TPC will contact the building code department to determine what type of application and/or permit is required and help to expedite the process.

Additional Tenant Protocols will be determined after the opening of Terminal D.