



Dallas/Fort Worth International Airport

Terminal Operations Manual

Revision Log

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INTRODUCTION

ARTICLE 1 Introduction

Section 1.1 Purpose of Manual

The purpose of the Terminal Operations Manual ("Manual"), also referred to as the "Airport Operations Manual" in the DFW Lease and Use Agreement, is to provide a central reference resource for users and Tenants of Terminals A,B,C,D and E ("Tenant(s)") at Dallas/Fort Worth International Airport ("Airport", "Board" or "DFW") regarding the rules, regulations and procedures related to terminals operations. 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 each Terminal.

This Manual was designed to be consistent with the reasonable exercise by Tenants of rights or privileges expressly granted under an agreement, in particular the DFW Lease and Use Agreement, with the Dallas/Fort Worth International Airport 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 any defined terms or 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 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 D).

There are numerous references in this manual to the DFW Lease and Use Agreement. This document may be found at www.dfwairport.com/investors under the Controlling Documents section.

Section 1.2 Defined Terms

Unless specifically defined in this Manual, defined terms herein will have the meaning set forth in the DFW Lease and Use Agreement or other agreement that a specific term applies.

Airline

Airline shall mean an Aircraft Operator that engages in transportation by aircraft of persons or property and includes, but is not limited to all persons and entities employed, hired, or contracted by said Aircraft Operator to perform services at the Airport on behalf of, or for the benefit of, the Aircraft Operator or its patrons or invitees and such persons or entities shall be considered agents of such Aircraft Operator.

Tenant

Tenant is a person or entity that has a lease or permit with DFW to operate in the Terminal(s) or is authorized by DFW to use the Terminal.

Section 1.3 Description of Terminals

DFW currently operates five (5) passenger terminals, Terminals A,B,C,D and E. Terminals A and C are occupied by DFW's largest Airline Tenant, American Airlines. Terminal B is occupied by Envoy Air, Inc. with one DFW common use gate. Terminal D is the International terminal and the newest, completed in 2005. Terminal D is a mixture of American Airlines preferentially leased gates and DFW Common Use Gates. Terminal E is occupied by all other domestic airlines.

Section 1.4 Terminal Space Classifications

The operational protocols addressed in this Manual apply to various types of space within the Terminals. 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 the Terminals. These are general in nature and are not intended to be specifically defined as per the DFW Use and Lease Agreement.

Terminals

Terminals include the passenger terminal buildings and related facilities at the Airport as they now exist and as they will, from time to time, be constructed, renovated, improved and enlarged.

Common Use Space

The Common Use Premises are those areas within each Terminal that are not leased by an Airline, but are used in common by multiple Airlines. These areas include common use ticket counters, gates and associated support space not otherwise held under Lease or Permit.

Airline Leased Space

These areas are locations within the Terminals which are leased or permitted for use by a specific Airline that has signed the DFW Lease and Use Agreement or a DFW 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. This space includes preferentially leased ticket counters, gates and associated support facilities.

Non-Airline Tenant Space

These areas are locations within the Terminals which are permitted for use by non-Airline/support Tenants that have signed a DFW Permit and have agreed to pay, in addition to any other applicable fees, the rates, fees and charges directly associated with the permit with the Board.

Public Area

The Public Areas are those areas within the Terminals which are not included in any Airline Leased Premises, Non-Airline Tenant Premises, or Common Use Premises but are used for the operation, maintenance or security of the Terminals and are made available by the Board from time to time for use by passengers, Board, Airline employees and other members of the public. Examples of Public Areas include sidewalks, concourses, corridors, lobbies, passageways, restrooms, elevators, escalators, and other similar spaces.

Terminal Aircraft Apron Area

The Terminal Aircraft Apron Area is the portion of the Terminals designated for the parking of passenger aircraft and support vehicles, and for the loading and unloading of passenger aircraft, among other things. This area is also identified by exhibit in the DFW Lease and Use Agreement.

FIS Facilities

The FIS Facilities include the international areas of the Terminal utilized for processing international passengers and their baggage for purposes of clearing U.S. Customs and Immigration.

RATES, FEES & CHARGES

ARTICLE 2 Rates, Fees & Charges

Section 2.1 Terminal Cost Center

The Terminal Cost Center includes the passenger terminals and spaces associated with the Terminals, such as Airline space, non-Airline space, public space, terminal support space, vacant space, Federal Inspection Services (FIS)

facilities, decommissioned space, unconditioned space, and all land, equipment, fixtures, appurtenances and infrastructure associated with the Terminals, including aircraft parking adjacent to the Terminals as set forth in the DFW Lease and Use Agreement, but specifically excluding Skylink.

Included in the Terminal Cost Center are sub-cost centers including Airline Leased Space, Common Use Space, FIS Facilities and Vacant/Leasable Space. Each Fiscal Year, DFW prepares a schedule of Airline Rates and Charges based on budgeted revenues and expenditures for the following Fiscal Year utilizing the methodologies outlined in the DFW Lease and Use Agreement.

DFW'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 available to users of the Airport at the beginning of each Fiscal Year at www.dfwairport.com/about/financials.

Section 2.2 Terminal Rates, Fees & Charges

While not all-inclusive, a summary of the primary rates, fees and charges associated with Airlines operating at the Terminals 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 terminal rent (including DFW Ground Rental Rate) 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.

| Facility | Terminal E | Terminal D |
|---------------------------|---|---|
| TERMINAL SERVICES | Use of common areas, flight information displays (FIDS), terminal wide paging, lost and found, signs (limited), janitorial service, trash cans, common use self service kiosks | 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 FAA Mandated signage, hold area with seating, PA system, stanchions, gate information displays (GIDS), Airline signage via LCD monitor | Podium 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 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 | Ticket counter positions with 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 carousel, Airline signage via LCD monitors | Baggage service counter with locking storage cabinets, baggage carousel, Airline signage via LCD monitors |
| PASSENGER BOARDING BRIDGE | Passenger Boarding Bridge, Teledyne power, airport-wide telephone | Passenger Boarding Bridge, Teledyne power (400Hz), common use mini-operations office, airport wide telephone, duty free receiving window |
| | | |

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. Any required back office and ramp or gate house areas are permitted directly 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.

Federal Inspection Services (FIS) Facility Fees

FIS Facility Fees are charged on a per passenger basis for each deplaning passenger using the FIS Facility. The fee is calculated each fiscal year based on the budgeted facility cost divided by the total budgeted deplaned passengers using the FIS Facility.

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

Interline baggage transfers are carried out pursuant to the Interline Baggage Transfer Agreement the Airlines entered into with a service provider. Each participating Airline executes an Interline Baggage Transfer Agreement with the Board, which enables that particular Airline to join the Fuel Committee, and each participating Airline then executes an agreement with the authorized service provider that performs the interline baggage transfer function at the airport. The Fuel Committee oversees the authorized service provider contract for these services. The administration and invoicing of interline baggage transfer services is administered by the authorized service provider. Terminal Management can direct you to the appropriate parties on the Fuel Committee in the event there are specific questions related to interline baggage transfers.

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 at 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.

USE OF TERMINAL PREMISES

ARTICLE 3

Gate Use Policies & Procedures

The Board is committed to providing adequate facilities for Airlines to enter, grow and expand at the 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

Common Use 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 the appropriate Terminal Manager and include the below listed schedule information.

- Terminal D - SchedulesD@dfwairport.com
- Terminal E - SchedulesE@dfwairport.com

Required Schedule 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
- 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

The Dallas/Fort Worth International Airport Board ("Board") is committed to providing outstanding facilities and services for signatory airlines, non-signatory airlines or other airlines ("Airline(s)") for them to enter, grow and expand at Dallas/Fort Worth International Airport ("DFW"). In order to promote competition and ensure access for the broadest number of Airlines and air service offerings, the Board has adopted this Common Use Gate Prioritization Policy ("Policy") for common use facilities.

This Policy applies to Airlines seeking accommodation on a common use gate and establishes priority among competing air services for boarding bridge and facility usage. In the event a Board common use gate is not available, then the impacted Airline may park, if available, at the terminal hardstand aircraft parking area. The Board sets forth this Policy 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. The effective date of this Policy is April 3, 2014.

The Board will review Airline requests for each new flight operation requiring use of common use gate(s) and assign a priority for each proposed flight operation. Schedule changes to existing flight operations are considered a new flight operation and are subject to the Policy.

Order of Priority

As a general rule, the order of priority for Airline service is as set forth below:

International Wide-Body Operations

1. Wide-body
 - a. Year round daily
 - b. Year round partial week
 - c. Seasonal daily
 - d. Seasonal partial week

International Narrow-Body and Regional Jet – Full Year Operations

2. Narrow-body daily
3. Regional Jet daily
4. Partial Week
 - a. Narrow-body
 - b. Narrow-body half turn
 - c. Regional Jet

International Narrow-body and Regional Jet – Seasonal Operations

5. Narrow-body
 - a. Daily
 - b. Partial week
 - c. Half turn
6. Regional Jet
 - a. Daily
 - b. Partial week
 - c. Half turn
7. Ad Hoc Charter
 - a. Wide-body
 - b. Narrow-body
 - c. Regional Jet

Domestic Gates

1. Domestic year round
 - a. Wide-body
 - b. Narrow-body
 - c. Regional Jet
2. Seasonal scheduled daily
 - a. Wide-body
 - b. Narrow-body
 - c. Regional Jet

3. Charter

- a. Wide-body
- b. Narrow-body
- c. Regional Jet

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.

Seasonal Operations

As related to this policy, "Seasonal" flights will be defined as scheduled flight operations by a single airline covering a period of at least three months but less than twelve months each year.

Priority Within Levels

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

- Available Seat Miles ("ASM's")
- Number and/or type of operation(s)
- New destination or duplicative service by airline
- Other competitive factors and benefits as determined by DFW

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.

Administration of Policy

Prioritization of Airline flight operations on common use gates will be managed by DFW Terminal Management staff, with support and coordination from DFW's Air Service Development and Aviation Real Estate departments.

DFW will exercise reasonable effort to accommodate Airline requests for utilization of common use gates and facilities. However, in the event of a dispute concerning gate prioritization and usage, DFW reserves the right in its sole discretion to resolve the dispute as to what is deemed in the best interest of airport operations. Examples of possible disputes include irregular operations, weather impacts, airline delays or other operational issues. Resolution will include consideration of DFW's goals to provide outstanding facilities and services to all customers, expanding global access and economic benefits to those served 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 – Phased Use | 1.5 hours | 15 minutes |
| Wide Body (Double Aisle) | 6-8 <small>(based on availability)</small> | 10 | 4 hours – Phased Use | 3 hours | 30 minutes |
| Jumbo | 10 | 12 | 5 hours – Phased Use | 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.

ATO Positions

Airlines are allowed to access their applicable ATO positions during the designated occupancy times listed above. ATO positions close 45 MINUTES prior to scheduled aircraft departure for wide body aircraft and 30 MINUTES prior to scheduled aircraft departure for narrow body aircraft. Requests for

additional ATO positions shall be considered subject to availability.

Depending on each individual air carrier's operational model; the total number of assigned ticket counter positions may vary. Example; Carrier A – 350 seat wide body aircraft with 90% local check in will be allotted 6-8 ticket counter positions. Carrier B – 350 seat wide body aircraft with 25% local check in and 75% transfer customers will likely be assigned 4-6 ticket counter positions.

Phased ticket counter assignments will also be considered during very heavy peak operational times. Example A – Wide body carrier with 350 seat aircraft with 80% local check in will be allotted 4 ticket counters; 4 hours prior to scheduled departure and an additional 4 ticket counters; allotted 3 hours prior to scheduled departure time. Example B – Wide body carrier with 350 seat aircraft having 25% of their passengers as local check in would be assigned 4 counter positions; 4 hours prior to scheduled departure and an additional 2 ticket counters allotted 3 hours prior to scheduled departure. Phasing of allotted ticket counters may also apply beginning 1 hour prior to scheduled departure time (if necessary).

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. 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. Additional gate podiums may be available for off schedule CUTE needs but must be scheduled through Terminal Management.

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 assignments and 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, unless additional units are available and approved by Terminal Management. Carousels/make up units will be shared during periods of heavy flight activity.

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 a penalty based on the Schedule of Charges for violations past the established maximum occupancy time. This fee will be assessed at the sole discretion of Terminal Management.

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 Rules & Provisions

Purpose

DFW intends to provide open access to the Terminals and related facilities at the Airport to all Air Carriers wishing to serve the Airport, and to realize a balanced use of Airport facilities. To achieve these goals, DFW may modify, reconfigure, reassign, reallocate or require shared use of passenger Terminal space as more fully described in this Exhibit.

Gate Assignment

- A. DFW shall lease Airline one or more Gate(s) on a preferential use basis, in accordance with the minimum Gate use requirements herein, for all scheduled flights, subject to the specific gate use procedures for Off Schedule Operation Events contained herein.
- B. Airline will have priority in using its Preferential Use Gates to accommodate its flights. However, DFW may assign such Gates for use by other Air

Carriers in periods when the Gates are not in use by AIRLINE, so long as the other Air Carrier vacates Airline's Preferential Use Gates prior to Airline's flight.

- C. DFW may, in accordance with the procedures set forth in these rules and provisions and upon written notification to Airline, convert one or more Preferential Use Gate(s) assigned to Airline to a Common Use Gate, or reassign such Preferential Use Gate to another Air Carrier if Airline's scheduled average daily gate utilization (including Affiliates) falls below the minimum levels established herein.

Minimum Gate Usage

- A. In order for Airline to maintain the Preferential Use of a Gate, Airline's scheduled average gate utilization (including Affiliates) must be greater than or equal to five (5) departures per day. DFW may periodically evaluate Airline's utilization of the Terminal in terms of average number of daily departures per Gate for the immediately preceding three calendar quarters (the "Test Period"). If Airline's average gate utilization is less than five departures per day during the Test Period (as determined by taking the total number of scheduled departures during the Test Period and dividing by the product of total number of Gates preferentially leased to Airline times the number of days in the Test Period), DFW, at its option and in order to accommodate the needs of other Air Carriers at the Airport, may upon thirty (30) days' written notice to Airline require Airline to relinquish a proportionate number of its Gates such that, on a pro-rata basis, excluding relinquished Gates, the remaining Gates would have demonstrated an average utilization of at least five (5) departures per day during the Test Period. In addition, Airline must make available, as necessary, proportionate amounts of ticket counter, ticket office space, and bag makeup areas.
- B. IF DFW requires Airline to relinquish Gates, including ticket counter positions and other space, DFW and Airline will confer to determine which Gates will be relinquished. If, after twenty (20) days of good faith negotiations, no agreement has been reached, DFW shall select the Gates, including ticket counter positions and other space. If Airline is unable to operate all of its flights from Airline's remaining Gate(s), including ticket counter positions and other space, and:
1. The Gate relinquished by Airline is converted into a Common Use Gate, Airline shall have priority in the use of the relinquished Gate over other users of the Common Use Gate for those of its flights which, because of a schedule conflict, cannot be operated from Airline's remaining Gates; or
 2. The Gate, including ticket counter space and other space, relinquished by Airline is assigned to another Air Carrier on a Preferential Use basis, and Airline is unable to make arrangements

with another Air Carrier to accommodate those of its flights which, because of a schedule conflict, cannot be operated from Airline's remaining Gates, DFW shall assign such flights to available Common Use Gates as close to Airline's Preferential Use Gates as reasonably possible under the circumstances.

Gate Usage

- A. Airline shall minimize its time of usage of its Gates and shall remove its aircraft promptly, when aircraft are not being loaded or unloaded, from the aircraft loading positions to make available the use of the related passenger hold rooms whenever DFW notifies it that one or more of Airline's Gates are required for loading or unloading of other Air Carriers.
- B. Whenever DFW requires Airline to remove its Aircraft from its assigned aircraft loading positions, DFW shall provide paved aircraft parking space(s) in an area designated by DFW for such purposes to accommodate the removed aircraft, and the expense for the paved aircraft parking space shall be charged to the Terminal Cost Center.

Reasonable Fees

Whenever Airline's Preferential Use Gate(s) is used by others, Airline may charge such other users a reasonable fee not to exceed its direct costs and expenses related to providing such facilities plus an administrative overhead charge up to fifteen (15%) percent.

Modifications, Reconfigurations, Reassignments or Relocations

DFW may modify, reconfigure, reassign, reallocate or relocate Airline's Preferential Use Gates to (1) improve the utilization or functional capacity of a Terminal; (2) to implement Terminal capital projects, including TRIP capital projects; or (3) as necessary due to casualty or an event of force majeure. If DFW determines it is necessary to modify, reconfigure, reassign, reallocate or relocate Airline's Preferential Use Gates, DFW shall consult with Airline. DFW shall consider the input of Airline in good faith, but DFW shall make the necessary decisions regarding modification, reconfiguration, reassignment, reallocation or relocation. DFW shall not relocate Airline against its will to premises that are materially greater in area or that would result in increased Rent when compared to the Airline's Leased Premises at the time of relocation. To the extent reasonably possible, DFW shall provide the relocated Air Carriers with space that meets their operational requirements. IF DFW implements a plan to modify, reconfigure, reassign, reallocate or relocate facilities that is unacceptable to Airline, and Airline reasonably determines that the proposed new premises are inadequate to meet Airline's operational requirements, or to maintain Airline's competitive position at the Airport, Airline may terminate this Agreement without penalty upon ninety (90) days' prior written notice to DFW.

Accommodation of Requesting Air Carriers

DFW shall accommodate the needs of an Air Carrier that seeks to initiate passenger service to the Airport, but does not then lease space at the Airport, or an incumbent Air Carrier that seeks to expand its service to the Airport (collectively, a "Requesting Airline") as follows:

- A. If available, DFW shall grant the Requesting Airline the use of Gates, including ticket counter and related terminal space, that are included in Vacant/Leasable Space or that are designated as Common Use Gates. If there are an insufficient number of such Gates available, DFW shall direct the Requesting Airline to contact the Air Carriers serving the Airport to attempt to reach an agreement for the sublease or joint use of space leased by an Air Carrier or for handling of Requesting Airline's passengers, baggage, freight, and aircraft. Airline agrees to reasonably consider a request by Requesting Airline to sublease or jointly use Airline's Leased Premises and for handling. Airline shall not impose unreasonable terms or excessive charges on the Requesting Airline for sublease, joint use or handling. All sublease, joint use agreement, and handling arrangements are subject to DFW's approval pursuant to Section 9.1 of the Agreement.
- B. If a Requesting Airline notifies DFW in writing that it has contacted all Air Carriers at a level above the local station manager, and has exhausted all reasonable efforts to obtain accommodation for its proposed operations:
 1. DFW may require any Signatory Airline having an underutilized Gate (as determined in accordance with this Exhibit) to accommodate the Requesting Airline, or immediately relinquish such underutilized Gate back to DFW for reassignment to the Requesting Airline; or
 2. If there are no underutilized Gates, and DFW determines that the Requesting Airline needs the requested space or facilities, and that to satisfy such need, it will be necessary for one or more Signatory Airlines to share its Gates with Requesting Airline, DFW shall notify each Signatory Airline in writing. The notice shall inform the Signatory Airlines that it is DFW's intent to make a further determination within fifteen (15) days of how the Requesting Airline will be accommodated. If the needs of the Requesting Airline have not been voluntarily accommodated by one or more Signatory Airlines within this period, DFW may grant the Requesting Airline the right of shared use of all or a designated portion of an Airline's Leased Premises, together with the right of access to the affected Airline's Leased Premises, and the right to use appurtenant passenger loading bridges and all other equipment which is reasonably necessary for the use of such Premises. In determining which premises will be made available to a Requesting Airline, DFW shall consider:

-
- a. the average number of flight arrivals and departures per Gate per day;
 - b. potential flight scheduling conflicts;
 - c. potential labor conflicts;
 - d. the location of Gates, ticket counter and other Preferential Use Gates or Common Use Gates;
 - e. operational and other matters deemed appropriate by DFW.
- C. In the event that DFW grants a Requesting Airline the right of shared use of all or a portion of Airline's Leased Premises:
1. The Requesting Airline shall indemnify Airline in writing from claims for damages or personal injury arising out of Requesting Airline's use of Airline's Leased Premises to the same extent as Airline indemnifies DFW under this Agreement;
 2. The Requesting Airline shall reimburse Airline for Airline's direct costs and expenses related to providing such facilities plus administrative overhead not to exceed fifteen (15) percent; and
 3. Airline shall be excused from its obligation to indemnify DFW under Article 12 for claims for damages or personal injury caused by, or resulting from, Requesting Airline's use of Airline's Leased Premises, except to the extent caused by or resulting from the negligence or willful misconduct of Airline or Airline's agents, employees or contractors.

Off Schedule Operation Events

On a per Terminal basis, DFW shall have the right to allow Aircraft operations of another Air Carrier on Airline's Gate during Off Schedule Operation/Irregular Operations Events; provided, however that: (1) such Off Schedule Operations/Irregular Operations cannot be accommodated on Common Use Gates or Vacant/Leasable Space; and (2) that the use by another Air Carrier will not interfere with the scheduled active loading and unloading operations by Airline, its Affiliates, and other Air Carriers already operating from Airline's Leased Premises. Active loading and unloading operations shall be deemed to occur thirty (30) minutes prior to a scheduled flight arrival and thirty (30) minutes after a scheduled flight departure. Overnight parking of Airline's Aircraft shall not be deemed active loading or unloading.

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 Management is responsible for the scheduling of aircraft operations on the common use gates and related facilities as well as the overall operation of Terminals B, D & E. 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 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 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 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. All furniture, fixtures and equipment and replacement thereof are the responsibility of the occupying tenant.

Section 4.3 Common Use Support Space

Airlines utilizing Common Use Gates have access to other Common Use Support Space in available areas including conference/training rooms. All space

must be scheduled through Terminal Management. Contacts for each Terminal are listed below.

- Terminal B – Email requests to ConferenceroomsB@dfwairport.com
- Terminal D – Contact Terminal Management at ConferenceroomsD@dfwairport.com or 972/973-5004
- Terminal E – Email requests to ConferenceroomsE@dfwairport.com

Section 4.4 Gate Utilization

Common Use Gates are assigned for use for Terminal 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. 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 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 Management along with any updates as soon as the information is available (See ARTICLE 3, Section 3.1). Terminal Management will be responsible for producing the gate utilization schedule for the Common Use Gates.

Section 4.5 Baggage Carousels

Baggage carousels 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 Management (See ARTICLE 3, Section 3.3).

Section 4.6 Hard Stand Parking – Terminals B, D & E

Overnight hard stand parking requests are assigned based upon the Airline's schedule. Ad Hoc requests are assigned on a first come/first serve basis. All requests should be submitted directly to the Terminal Manager for approval and assignment. Fees associated with hard stand usage are outlined in the DFW Schedule of Charges. Contacts for each Terminal are listed below.

- Terminal B – Contact Terminal Management at 972/574-0123
- Terminal D – Contact Terminal Management at 972/973-8630
- Terminal E – Email requests to SchedulesE@dfwairport.com or contact Terminal Management at 972/973-8404

Hardstand Flight Operations

Schedule hardstand flight operations will be conducted from remote parking positions at various hardstand locations throughout the DFW Central Terminal Areas and to include Corporate Aviation and the 4W Ramp.

During Off Schedule Operation/Irregular Operations Events, flight operations may be subject to relocation from contact gates to hardstand locations based on DFW's Gate Priority Policy (See ARTICLE 3, Section 3.2). Terminal Management will have final approval on flight operations being relocated to a hardstand.

DFW will provide ground support equipment for common use International flight operations performed on the Terminal D Ramp and 4W hardstand locations. The following equipment will be made available to International carriers/ground handlers operating from these locations: Avi-Ramp (mobile boarding bridge), portable ground power unit, portable pre-conditioned air unit, portable water cart.

DFW will also provide transportation service from remote parking positions to the terminal.

Section 4.7 Recheck Area – Terminal D

The Recheck Area associated with the Terminal D 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 4.8 Common Use Airline Club Guidelines – Terminal D

Purpose

Terminal D contains a suite of five 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 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.

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 VIP services to selected guests.

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 facilities, 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, whether 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.

Concessionaire Fees

Nothing in this Agreement shall prohibit the Board from charging Airline and/or its Agents concession fees in connection with the serving of or sale of food, beverages, and other goods & services by Airline and/or its Agents at the Airport.

Conference Room

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 972/973-5030.

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 972/973-5030.

Section 4.9 Terminal E Ramp Tower

- ALL Terminal E Ramp movement including all gates (E2 – E38), the Terminal E Satellite, and all hardstands and taxiways on the Non-Movement side must be coordinated and approved by the DFW Ramp by contacting Frequency 131.000. Current Hours of operation are 04:30AM – 01:30AM (21hrs/day). Phone number 972-973-8525.
- This applies to all inbound flights, outbound flights, hardstand parking, hardstand removal, maintenance relocations, and aircraft towing.
- Terminal E Inbound and Outbound aircraft will utilize Apron Entry Points (AEP's) {Called "Spots"} 44, 45, 46, 47, 48, 49, 51, 52, 53.
- Spots 42, 43 can also be used but are shared with Terminal C aircraft/ramp. The Terminal E ramp tower will coordinate use of these spots if needed.
- Some Hardstand Parking closes designated Spots. (See Hardstand Diagram for details and instructions on Opening/Closing these AEP's.)
- Please reference the Terminal E Ramp Control document, which is available on the website at <https://www.dfwairport.com/about/publications/index.php> for full procedures.

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 and Use 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. The Board Representative will make every effort to resolve the dispute among the conflicting parties.

| Tenant Classification | Board Representative |
|------------------------------|---|
| 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.

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.

ARTICLE 6 Skycap Services

Skycap Services are provided by various contracts in all Terminals. Skycap personnel are an integral part of the Terminal 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 must be removed from public sight and not attached to any part of the facility.
- Wheelchairs. Safety is of the utmost concern for Terminal 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

Terminal Employee Parking

Terminal employees (Airline, vendor, and concessionaire) park in the designated DFW Employee Parking Lots. Each company is responsible for contacting the Parking Customer Relations Office to make arrangements for the appropriate parking decals and designations.

Part of the responsibility of the terminal Tenant is providing an annual Employee Certification Count to the DFW Parking Administration Office. The Parking Customer Relations Office is located in Terminal B.

ARTICLE 8

Deliveries

Section 8.1 Deliveries

Procedures for delivery of goods vary by Terminal. Terminals A,B,C, and E have specific guidelines which allow deliveries through specific Terminal checkpoints.

For information regarding deliveries to these Terminals, please contact Terminal Management at 972/973-8404.

Terminal D was constructed with a delivery dock and there are protocols in place for delivery of goods to Terminal D that are specific only to Terminal D. The general guidelines for Terminal D are provided below.

Section 8.2 Dock Delivery Protocols – Terminal D

Access to the loading dock will be controlled by DPS Security Services Officers posted at the entry to the lower level roadway. This gate will be manned 24/7. Please see section 8.3 Lower Level Road Access for information on requirements for access and inspection requirements and protocols.

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 8.3 Lower Level Service Road Access – Terminal D

Access to the Lower Level Service Road and the loading dock will be controlled by DPS Security Services Officers posted at the entry to the roadway (security post at Crossunder #3). This gate will be manned 24/7. Pedestrian traffic is prohibited.

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

Requirements for Access

For entry, each driver must provide a valid government issued photo ID or entry will be denied. ID requirements are defined as:

- a. A valid government issued photo ID is 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 or passenger is unable to produce a valid government issued photo ID, entry will be denied.

Notification of scheduled deliveries and service calls are provided to DPS Security Services in advance. Unscheduled deliveries or service calls must be reported to DPS Security Services by the Terminal D Dock Master or other authorized Airport or Grand Hyatt Hotel representative.

Inspection

Each driver needs to be aware that all vehicles, and their contents, entering this checkpoint are subject to inspection. Vehicles exempt from inspection are: Airport Fire Rescue vehicles and Federal, State and local law enforcement vehicles.

Inoperative or Stalled Vehicles at the Entry Gate

The Security Officers 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.

ARTICLE 9 Terminal Aircraft Apron Area

Section 9.1 Bus Stops

Several Terminals have airside bus stops which may be available for the loading and unloading of passengers on the ramp to support hard stand aircraft parking operations if needed. For additional information on active bus stops, protocols for the use of a bus stop, or approval for use, please contact Terminal Management at 972/973-8404.

Section 9.2 Deplaning Passengers on the Ramp

All operations involving the deplaning of passengers on the Ramp must be coordinated and approved by Terminal Management.

For Airlines operating in Terminal D, please refer to the Enplaning and Deplaning Passengers on the Ramp Section of the Terminal D Ramp Operations Manual.

Section 9.3 Ground Handling/Maintenance

Ground handlers and maintenance providers operating at DFW are required to execute a Ground Handling/Maintenance permit. 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 Terminal Management. Ground Handlers must comply with all applicable protocols and policies, including but not limited to the DFW Airport Rules and Regulations, Terminal 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.

The DFW Board reserves the right to establish the total number of ground handling service companies and other third party service providers operating at the Airport. Nothing shall restrict the DFW Board to any specific limitations whatsoever based on either a total number of providers or based on specific type of service.

Section 9.4 Terminal Aircraft Apron Area

References to the ramp and the apron are often interchangeable in many cases. Technically, the Terminal Aircraft Apron Area is defined as the portion of the Terminals designated for the parking of passenger aircraft and support vehicles, and for the loading and unloading of passenger aircraft ("Terminal Aircraft Apron Area"). More detailed information regarding operations in and around the Terminal Aircraft Apron Area can be found in the DFW Rules and Regulations, DFW Airport Certification Manual and the Terminal D Ramp Operations Manual. Inquiries regarding operations within specific Terminals should be directed to Terminal Management.

Section 9.5 Foreign Object Debris Control (FOD)

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

FOD Examples

FOD causes damage to engines, tires, other aircraft components, ground equipment or facilities (e.g., cardboard ingested by an engine or a nail stuck in a tire). 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.

Reporting of Ramp Facility Deterioration

Ramp or facility deterioration should be reported to Terminal Management.

Section 9.6 Vehicle and Equipment Markings

Any vehicle on the AOA must display an AOA vehicle Access Permit issued by the Airport, unless properly escorted by Airport, FAA or tenant representative, and all vehicles and equipment must be properly marked with company name and contact information.

ARTICLE 10 Signage

All décor, design and public signage at the Airport, including all public signage in any of the Leased or Permitted Premises, 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 within the Leased Premises (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(s) outside of the Leased Premises without the prior written consent of DFW, which consent may be withheld in the sole discretion of DFW. Notwithstanding the foregoing, Tenant acknowledges and agrees that DFW, at the sole expense of Tenant, will install signs to identify the name and terminal location of Tenant in DFW standard graphics at locations throughout the Airport.

DFW will have the right to place advertisements, advertising devices, media displays, and flight information displays within the Leased Premises, provided it does not unreasonably interfere with Tenant's operations or advertise any

product or service in competition with Tenant. DFW will consult with Tenant as to the placement of any advertisements, advertising devices, media displays, concession kiosks and flight information displays within Tenant's Leased Premises and, in the Terminal(s), so not to interfere with Tenant's operation.

All signage requests should be submitted to DFW Aviation Real Estate 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 Aviation Real Estate. Tenant Alteration Applications a/k/a Applications for Construction or Sign Permits are available online at www.dfwairport.com/development.

ARTICLE 11

Miscellaneous

Section 11.1 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.

The contracted vendor is responsible for providing, installing, operating and maintaining reliable service for all necessary equipment including luggage carts, credit card data lines and electrical connections. 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 972/973-3112 to report any maintenance, collection or other issues surrounding luggage carts.

Section 11.2 Stanchions

Stanchions are very important in assisting both the Airport and Airlines with crowd control and organization. Stanchions will be the responsibility of the Tenant. The Tenant should contact Terminal Management for approval of proposed locations and to obtain a list of requirements and vendors for the procurement of the additional stanchions. Existing stanchions that are broken, in disrepair or in need of replacement must be removed immediately from public view.

ARTICLE 12

Terminal Smoking Policies

Section 12.1 No Smoking Policy Statement

Dallas/Fort Worth International Airport recognizes the rights 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 12.2 Designated Smoking/No Smoking Areas

Smoking is only allowed in designated smoking areas outside the terminals. There are cigarette ash urns placed in these areas, and signage guiding smokers to these locations. It is strictly prohibited by the Fire Marshall to place cigarette butts anywhere other than ash urns (i.e. roadway, trash cans, and sidewalks).

The Airport's "No Smoking Policy" is contained in the Code of Rules and Regulations of the Dallas-Fort Worth International Airport Board.

ARTICLE 13

Animals on Airport

Terminal Tenants should be aware of the DFW animal policy in the terminal. Below are the requirements and every effort should be made to ensure your passengers and/or terminal guests follow these guidelines.

Service animals, police/rescue animals, Federal Government animals and animals traveling by air are the only animals allowed in the terminal or terminal extensions areas located on Airport. All animals traveling by air, unless service or police/rescue animals, must be restrained in their enclosed pet carrier at all times when in the terminal buildings or extensions on Airport. All service animals must be restrained by tether or leash and accompanied at all times.

Anyone in custody or control of an animal who defecates on Airport property must immediately remove and dispose of any excrement the animal deposits on Airport property in a sanitary and lawful manner.

For more information regarding the animal policy on Airport please refer to Chapter 3, Article II, Section 3-5 and 3-6 of the DFW Airport Code of Rules and Regulations publication found on our website at www.dfwairport.com/about/publications.

TERMINAL OPERATIONS

ARTICLE 14

Terminal & Gate System Protocols

Section 14.1 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 omnidirectional 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.

→ Auto Docking System.

Many passenger boarding bridges on DFW gates are equipped with an Auto Docking System. For those gates, please follow the protocols for the automatic system. Contact DFW ITS Terminal Systems at 972/973-4901 for more information regarding the Auto Docking System.

For those passenger boarding bridges without the Auto Docking System, the following applies:

- 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. At some gates, 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.

For additional information, please contact Terminal Management.

Maintenance Protocols

Passenger boarding bridges shall be kept in a clean, safe, sanitary and orderly condition and appearance at all times.

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 972/973-3112.

Passenger boarding bridge maintenance for Terminal's A, B & C is the responsibility of American Airlines, Inc. For operational issues please contact the AOC at 972/973-3112.

Section 14.2 Boarding Assistance for Aircraft

Each domestic, international, and foreign Airline operating at the Airport is responsible for providing boarding assistance to individuals with disabilities that are its passengers and for passengers of others that they provide ground services to at the Airport ("Individuals"). Airline will provide or arrange for boarding assistance for Individuals with disabilities using mechanical lifts, ramps, or other devices that do not require employees to lift or carry passengers up stairs. This provision applies to all aircraft with passenger capacity of 19 or more passenger seats. Boarding assistance will be required for boarding and deplaning aircraft where level-entry loading bridges are not available. Airline will ensure that all lifts and other accessibility equipment are maintained in proper working order. Each Airline will abide by and comply with United States

federal regulations 1) 14 CFR Part 382, Nondiscrimination on the Basis of Disability in Air Travel and 2) 49 CFR Part 27.

Section 14.3 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 Terminal Management 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 972/973-3112.

Section 14.4 400 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.

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 972/973-3112.

Section 14.5 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 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.

For repairs and maintenance associated with the potable water system, please contact the Terminal Management.

Section 14.6 Triturater

There are three triturerter locations:

- ➔ Terminal A - Pad Mary
- ➔ Terminal B - B39
- ➔ Terminal C/E - C39/E2
- ➔ Terminal D has no triturerter.

Section 14.7 Baggage Handling System Overview

Baggage Handling Systems are maintained under contract by DFW Airport Board or American Airlines. For maintenance and repair issues related to the baggage handling system, please contact the AOC at 972/973-3112.

AIRLINE OPERATIONAL PROTOCOLS

ARTICLE 15 Airline Operational Protocols

Section 15.1 Aircraft Maintenance

Airline may perform minor line maintenance, but shall not perform any heavy maintenance, at the Terminals. Airline shall not perform any maintenance of aircraft, vehicles or equipment at the Terminals which violates the DFW Board's fire or building codes or which is unreasonable unsightly, offensive or annoying to the public. Any maintenance activities at the Airport shall only be performed at DFW Board designated locations and performed in compliance with applicable rules and regulations of the DFW Board.

Airline may perform emergency Airline maintenance and minor transit or turn around aircraft maintenance and such maintenance shall be performed in compliance with DFW Board Rules and Regulations and other requirements as designated by the Board.

Section 15.2 Maintenance Delays – Terminal D

Terminal D air carriers will be required to notify Terminal Management (via phone at 972/973-8630) of any pending aircraft maintenance that potentially creates a delay from an assigned board gate. That notification must be made at

flight arrival or at the earliest notification to the air carrier or ground handler; whichever comes first. Any aircraft maintenance requiring repairs that extend beyond the air carriers scheduled departure time will necessitate the relocation the aircraft from the gate stand to a designated hardstand or maintenance facility for repairs to be completed. Once repairs are made and the aircraft is returned to service, Terminal Management will make arrangements for the aircraft to return to the next available gate for boarding and departure.

Please note that any maintenance performed on the ramp is strictly limited to the maintenance activities authorized under Section 15.1 of this manual.

Section 15.3 Airline's Training and Other Non-Scheduled Flight

Activities shall not interfere with scheduled flight activities of the Signatory Airlines. Such non-scheduled flight activities shall be subject to the Board's reasonable rules and regulations.

Section 15.4 Airline Concessions & Advertising/Media

Airline shall operate no concessions at the Airport. Airline and its agents shall not install cash machines (ATMs), sell merchandise or operate any type of retail business, food or beverage business, provide services or any other type of concession at the Airport without prior written approval of the DFW Board, which such approval shall be at the sole discretion of the Board.

Airline shall not allow its agents (including Airline's employees) to 1) sell food, beverages and or other goods and services; 2) conduct charitable events; 3) conduct employee sponsored events; 4) set up displays; and/or 5) conduct such other similar activities at the Airport without the express prior written approval of the DFW Board, which such approval shall be at the sole discretion of the Board.

Except for corporate advertising approved by the DFW Board, Airline shall not be allowed to directly or indirectly engage in any type of advertising or media displays at the Airport. DFW Board reserves the right to install advertisements, advertising devices, media displays, and/or flight information displays in and upon Airport. The DFW Board shall have the sole right to determine the location of, the content of, and to install or cause to be installed, advertising at the Airport, including advertising devices, media displays (such as television news, and flight information display systems. The DFW Board will consult with the Airline as to the placement of advertisements, advertising devices, media displays, and/or flight information displays in and upon the total Airline leased premises, which advertising shall not unreasonable interfere with Airline's operations.

Section 15.5 Airline Agents

The ground handlers, passenger service representatives of Airline and all other persons hired or contracted by the Airline to perform services at the Airport on the behalf of or for the benefit of, Airline or its patrons or invitees shall be deemed Airline agents for insurance and indemnity purposes, and may be required to obtain operating permits from the DFW Board.

Section 15.6 Security

Airline, its officers, employees, agents and those under its control shall comply with all security measures required of the Airline or DFW Board by the FAA, TSA, or the U.S. Department of Transportation, or contained in any Airport master security plan approved by the FAA and/or the TSA to include an Airport Tenant security program as outlined in 49 C.F.R Part 1542 with respect to Airline non-public leased premises or support areas.

If Airline, its officers, employees, agents and those under its control shall fail or refuse to comply with such aforesaid security measures and security precautions or shall violate any laws, rules or regulations promulgated by the FAA, the TSA or the U.S. Department of Transportation, and such non-compliance or violation results in the imposition by the FAA, the TSA or the U.S. Department of Transportation of any fines, charges or other monetary penalties against the DFW Board, then, in addition to the provisions of this section, the Airline shall be responsible for and shall reimburse the DFW Board in the full amount of any fine, charge, monetary penalty or other damages, including reasonable attorney fees and other actual costs to defend the DFW Board against such claims.

Section 15.7 Vehicles & Motorized Equipment

Airline will not bring or operate any vehicle or motorized equipment into or within any air operations area of the Airport, unless first having complied with all insurance provisions and requirements specified in their lease agreement or permit, as well as any security program for the Airport. When operating within any air operations area the Airline shall cause its vehicles and equipment to move directly to and from the leased premises area and the aircraft, and shall not enter or move about any other non-movement area.

Section 15.8 Airline Equipment & Improvements

Subject to the prior written approval of the DFW Board, Airline has the right to install movable fixtures and equipment and construct or install such additions, modifications, finishes and improvements located on or affixed to Airline's leased premises or elsewhere at the Airport, which are installed and/or constructed at the sole cost and expense of the Airline as the Airline deems necessary for the operation of its air transportation business at the Airport. Any such improvements shall comply with the Rules and Regulations of the DFW

Board, Board policies, TSA processes, building codes, applicable fees, and other requirements that be promulgated by the DFW Board from time to time.

The Tenant Application Process is the application, approval processes, and requirements established by the DFW Board, that the Airline and its agents shall be required to comply with before they are allowed to proceed with any installations, alterations, modifications, or improvements in, on, under, above, and or upon all or any portion of its leased premises, terminal areas, and/or other areas of the Airport.

Section 15.9 Non-Disturbance & Conduct of Employees & Invitees

Airline shall conduct its operations in an orderly and proper manner, so as not to unreasonable annoy, disturb or be offensive to others. Airline shall require all of its agents working in the public view and about the terminal area to wear clean and neat attire and to display appropriate identification. Airline shall, in and about the Airport and its leased premises, exercise reasonable control over the conduct, demeanor and appearance of its agents, invitees and other representatives. To so conduct in an orderly and proper manner so as not to harass, irritate, disturb or be offensive to the public and at all times act in accordance with the Rules and Regulations of the DFW Board and the Airport security program. Upon objection by the DFW Board to Airline concerning the conduct, demeanor or appearance of any such persons or entities, Airline shall take immediate and appropriate action and diligently pursue such action to remedy the cause of the objection. Airline shall use its best efforts to require observance and obedience of its passengers, invitees and business visitors to conduct themselves in an orderly and proper manner, so not to harass, irritate, disturb or be offensive to the public while persons are in the general terminal areas. Airline and its agents (including its employees), as well as all employees operating within the Terminal environment shall not loiter and/or utilize Terminal areas intended for use by passengers and the traveling public, such as but not limited to, passenger hold room areas, business centers, and other areas, services, and amenities within the Terminal areas primarily intended for passenger use.

Except for 1) Airline and its agents carrying out their primary employment duties, 2) Airline and its agents purchasing goods and services from a concessionaire, and/or 3) Airline and its agents, as well as all employees operating within the Terminal environment traveling through the Terminal areas as a passenger, 4) Unless utilization is for a specific business need and/or prior approval has been provided by the DFW Aviation Real Estate and the DFW Board Terminal Management.

Section 15.10 Storage of Materials, Supplies & Equipment

Unless otherwise expressly authorized in writing by the DFW Board, Airline shall not store materials, supplies or equipment in areas exposed to the public. All materials, supplies or equipment stored, shall be stored and kept in a presentable, clean, safe, secure, sanitary, and orderly condition.

Section 15.11 Disabled Equipment and/or Unused Equipment

Airline shall not store on the Airline's leased premises, ramp areas, or elsewhere at the Airport any equipment or property not being actively utilized in Airline's flight operations. At the DFW Board's request, Airline shall promptly and expeditiously remove all surplus or abandoned equipment or property, unused equipment, damaged equipment, disabled equipment, and/or mechanically non-operable motorized and/or non-motorized equipment from the leased premises and ramp areas.

SAFETY & SECURITY

ARTICLE 16 Badging Services

DFW Airport's Access Control Office (ACO) provides its business partners and their employees with badging, fingerprinting and Board facility key 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/badge, which contains the necessary forms, information, office hours, directions and information on scheduling an appointment to help Tenants through the process. By reviewing the information, completing the necessary forms before arriving at the ACO, and calling ahead to schedule an appointment, 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.

ACO Contact Information is as follows:

ACO Office Telephone: 972/973-5100
ACO Office Fax: 972/973-5113
ACO Office Email: aco@dfwairport.com

ARTICLE 17 Key Control

Section 17.1 General Key Information

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. Each key is coded with a unique serial number for tracking/accountability purposes.

Section 17.2 Key Request Procedures

Terminals B & D

All Terminal B and D Board controlled space key requests are requested by completing an Authorization for Key(s) or Lock Core Change form located at www.dfwairport.com/operations. The form must contain the original signatures of the key requestor, the requestor's supervisor and a DFW Board sponsoring authority that has been authorized by the DPS Access Control Office to sponsor Security Identification Display Area (SIDA) badges. Completed key applications are presented to the Board's DPS Access Control Office (ACO). The ACO will forward key applications for keys not issued by the ACO to the Board's Energy, Transportation and Asset Management (ETAM) department. ETAM will then forward the application to the appropriate Board contractor for issuance.

Terminal E

Terminal E Board controlled space key requests are submitted through the AOC at 972/973-3112. All other proprietary key requests are the responsibility of the Tenant. Contact the Terminal Manager at 972/973-8404 for all other key related questions.

AOA Gate Keys

Keys to AOA Gates are electronic and will only be issued by the DPS Access Control Office to individuals with valid DFW Airport SIDA badges. The electronic AOA gate key shall only be authorized for use during the period of time the applicant's SIDA badge is valid and will automatically expire on the same date as the applicant's SIDA badge expires. Only DPS authorized sponsoring authorities will be authorized to sign the Authorization for Key(s) or Lock Core Change form for a key to an AOA gate. All business involving AOA gate keys must be transacted at the DFW Access Control Office.

Notification Regarding Lost/Stolen Keys and Return of Keys

Employers/Employees shall immediately notify the DPS Access Control Office of keys that are lost, stolen, or not returned when an employee terminates employment or transfers to a position that no longer requires the key. Keys must be immediately returned to the key issuer when access is no longer required. Keys are also nontransferable. AOA gate keys shall be returned to the DFW Access Control Office.

Section 17.3 Key Fees

The current list of fees and charges related to keys is located in the Payments and Credit Arrangements section of the DFW Airport Board Schedule of Charges, as may be amended from time to time. To review a complete list of key fees, go to www.dfwairport.com/about/financials.

ARTICLE 18 Emergency Procedures

Section 18.1 911 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 972/973-3112 after calling 911.

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, and 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
- 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:

- What is the location of your emergency?
- What is your call back (phone) number?
- Tell me exactly what happened.
- Are you with the patient now?
- How old is he/she?
- Is he/she aware (conscious)?
- Is he/she breathing?

All DPS Telecommunicators are trained, certified Emergency Medical Dispatchers. Depending on the answers to the questions above, the Telecommunicator will continue to ask questions specific to the patient's complaint. EMS may be dispatched by another Telecommunicator while further information is gathered.

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 is the suspect vehicles license plate number?
- What does the vehicle look like?
- What kind?
- Where did they go?
- What is the direction of travel?

Section 18.2 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 972/973-3210
- For questions regarding general information from DPS, such as policies and procedures, permits, copies of reports, etc., call 972/973-3434.

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 18.3 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.

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 approved by permit from the Fire Marshal's Office.

Recreation fires for the purpose of BBQ or cooking shall be under approval and permit of DFW DPS Fire Marshal's Office.

A person shall not take or utilize an open flame in a structure or other place, where highly flammable, combustible or explosive material is kept 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 the Terminals.

Exception: Where candles on tables in a dining establishment and are securely supported on substantial noncombustible bases and the candle flames are protected, such as heating sternos.

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:

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

Section 18.4 Fire Alarm

Upon activation of a fire alarm within the Terminal, the Department of Public Safety, upon receipt of the fire alarm indication at the monitoring 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 Marshall's Office to investigate multiple false fire alarms and initiate corrective action to mitigate repeated false fire alarms

Upon awareness of a malfunctioning fire alarm system or fire protection system within the Terminal, 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 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 Asset Management will coordinate identification of the necessary repair or remedy to prevent the malfunctioning fire alarm.

Employees within the Terminal 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 18.5 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 Level 2 or 3 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, fireworks or pyrotechnic special effects. |
| Fire Hydrants & Valves | To use or operate fire hydrants or valves intended for fire suppression |
| Flammable/Combustible Liquids Except: Liquids in the fuel tanks of vehicles, aircraft, or mobile equipment. Class I – gasoline, acetone, MEK, Thinner Class II – kerosene, Diesel, Solvents Class III – Oils, grease, solvents, hydraulic fluids | To store or use Class 1 liquid over 5 gallons in a building or 10 gallons outside. To store or use Class II or IIIA liquids in excess of 25 gallons in a building or 60 gallons outside. To operate Class III B liquids in 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 400 sq ft or a canopy larger than 700 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 required operational constraints.

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 18.6 Exterior/Ramp Smoking & Open Flames Policy

Smoking is prohibited in the following areas:

- 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 Marshal's 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 Marshal's Office.
- All areas of the building in which combustible materials are present. Except as approved under permit from the Department of Public Safety Fire Marshal's Office.
- Charcoal burners or other recreational fires are prohibited. Except as approved under permit from the Department of Public Safety Fire Marshal's Office.
- Open flame decorative devices are prohibited. Except as approved under permit from the Department of Public Safety Fire Marshal's Office.
- Torches and portable fueled open flame devices or heaters are prohibited. Except as approved under permit from the Department of Public Safety Fire Marshal's 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 Marshal's Office.
- Open burning of any kind is prohibited. Except as approved under permit from the Department of Public Safety Fire Marshal's Office.

Upon notification to the Department of Public Safety Fire Marshal's 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.

Section 18.7 Repair of Vehicles & Ground Equipment

Repair Garages

An operational permit is required from the DPS Fire Marshal's 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.

Section 18.8 Automatic External Defibrillators (AED)

DFW's DPS EMS Division 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.

Procedures for the use of the units 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, or an email to dpsmedsvc@dfwairport.com.

ARTICLE 19 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 19.1 Lost & Found Offices

The Lost and Found offices are located within Terminals B, C and D.

Section 19.2 Found Articles

All articles that are found should be brought to the Lost and Found office. Hours of operation for the Lost and Found offices are:

Terminal B & Terminal D Offices

- ➔ Monday through Friday 8:00 a.m. through 6:00 p.m.
- ➔ Saturday and Sunday 9:00 a.m. through 5:00 p.m.

Terminal C Office

- ➔ Daily 9:30 a.m. through 6:00 p.m. (except holidays)

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.

Section 19.3 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 appropriate Lost and Found office.
 - ➔ Toll Free Lost & Found 1-866 Dial DFW
 - ➔ American/American Eagle Lost & Found – 972/425-2465
 - ➔ Terminal B & E Lost & Found – 972/574-4420
 - ➔ Terminal D Lost & Found (Non American) – 972/973-5050

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 is 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.

ARTICLE 20 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) for information regarding security alerts, security checkpoint wait times, claim forms for missing or damaged items at a TSA screening or baggage checkpoint, prohibited items.

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 DFW Lost and Found Office at 1-866-DIAL-DFW.

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

ARTICLE 21 Protecting the Artwork in Terminal D

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 972/973-3112. 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 972/973-4615..

TERMINAL MAINTENANCE

ARTICLE 22 Custodial Services

Custodial services are the responsibility of the Airport in Terminals B, D, and E. 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 972/973-3112. For all other inquiries, please contact Terminal Management.

Custodial services for Terminals A and C are the responsibility of American Airlines, Inc. Please contact American Airlines for custodial services in these terminals. If you have an immediate need for custodial services, please contact the AOC at 972/973-3112.

ARTICLE 23 Building Maintenance

Building maintenance services are the responsibility of the Airport in Terminals B, D, and E. These services are provided through outsourced service contractors managed by the Airport. If you have a building maintenance issue, please contact the AOC at 972/973-3112. For all other inquiries regarding building maintenance, please contact Terminal Management.

Building Maintenance services for Terminals A and C are the responsibility of American Airlines, Inc. Please contact American Airlines for building

maintenance services in these terminals. If you have an immediate building maintenance issue, please contact the AOC at 972/973-3112.

ARTICLE 24 Waste Management

Section 24.1 Waste Collection

Terminal 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 972/973-3112.

Section 24.2 Terminal D Incinerator/International Waste

Please refer to the Disposal of International Waste section of the Terminal D Ramp Operations Manual which can be found on the website at www.dfwairport.com/about/publications.

Section 24.3 Recycling Programs

DFW currently provides limited recycling at the Terminal. Paper recycle containers are provided in office space and public areas. Cardboard recycling containers are located on the ramp. Plastic or glass recycling containers are not currently available. The DFW Recycling Program is managed by DFW's Asset Management Department. For more information about the Board's ongoing recycling program please submit an email to solidwaste@dfwairport.com.

ENVIRONMENTAL RESPONSIBILITIES

ARTICLE 25 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 25.1 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.

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 25.2 Spill Reporting

For all spills, immediately report the situation by first calling the AOC at 972/973-3112. In addition, the spill must be reported to the DFW Environmental Affairs Department, State and Federal National Response Center.

Section 25.3 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 25.4 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 25.5 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 25.6 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 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 Affairs Department 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 26 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 DFW Winter Weather Operations Manual is included as an attachment to this manual and can be found on the website at www.dfwairport.com/operations.

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

COMMUNICATIONS & INFORMATION TECHNOLOGY

ARTICLE 27 Common Use Terminal Equipment (CUTE)

Section 27.1 Introduction

DFW provides 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 27.2 CUTE Description / Technical Operations

CUTE allows Airlines to share the same ticket and gate counters. 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 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 passenger check-in, boarding and reporting. 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, common use self service kiosks (CUSS) are available in several terminals and the Rental Car Facility.

CUTE Equipment and Systems provided by DFW include:

- ARINC iMuse CUTE System for hosted Airlines
- ARINC Common Use Self Service Devices (CUSS)
- IER 567/IP ATB Ticket Printers
- IER 507/IP Bag Tag Printers
- IER 627BC Boarding Gate Readers
- MSR/OCR Keyboard
- Document Printers
- 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 27.3 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 breakage or negligence.
- 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 27.4 Move, Add, Change Request (MAC) & Training

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

Airline requests for moves, adds, and changes for CUTE will be requested through Terminal Management and forwarded to DFW ITS. Approval for all such requests is at the sole discretion of DFW. DFW will endeavor to complete all approved work requests in a timely manner.

Training

Airlines are responsible for training their staff on the common use systems.

Section 27.5 Support Operations – Maintenance & Repair

DFW will provide continuous technical support. On-site support is available during normal Airline operational hours, 7 days per week for all hardware and software associated with the common use systems.

Support Description

All issues are to be reported to the DFW Airport Operations Center (AOC). The AOC will open a trouble ticket and dispatch the appropriate team. In order to reach a timely resolution, it is important that the caller provide:

- Contact Name
- Contact Number
- Equipment ID or precise location
- Accurate description of the issue

The technician will contact the caller, and resolve the issue and respond to the AOC when the issue has been resolved.

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

Required Service Levels

The vendor supporting the common use systems has a service level agreement with DFW. This service level agreement covers response/resolution requirements, on-site hours, preventive maintenance, and other contractual obligations. Questions regarding service levels can be directed to the DFW ITS CUPPS project team at 972/973-5357.

ARTICLE 28

Infrastructure & Protocols – Fiber & Cable, Wireless

Section 28.1 Fiber & Cable Infrastructure & Protocols

Prior to an Airline or Tenant installing telecommunication or data cables in the Terminal(s), the Airline or Tenant shall first obtain approval from DFW.

To obtain approval from DFW the Airline will need to complete the Tenant Alteration process as outlined in Article 34 of this Manual.

For more information regarding fiber and cable infrastructure and applicable protocols, please contact the DFW ITS Department at 972/973-5390.

Section 28.2 Wireless Internet

The Airport provides wireless internet services in the terminals and in the Airline club rooms through its contracted wireless provider. This service allows both Tenants and passengers, once connected, to access wireless internet in all Terminals. For more information, please call the DFW ITS Department at 972/973-5390.

ARTICLE 29

Radio Equipment

The Airport utilizes an ARINC System for radio equipment. 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 972/973-3112.

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 30 Telecommunications

Section 30.1 Telecommunications Services – Terminals A, B, C & E

All telephone services for Terminals A, B, C & E are provided by Verizon at www.verizon.com. Common Use Board Gates, passenger bridges, and ticket counters provide 4 digit, metro dialing only. All other Proprietary requests are the responsibility of the Tenant. Contact Terminal Management at 972/973-8404 for all other Telecommunications related questions.

Section 30.2 Telecommunications Services – Terminal D

The Airport has contracted with NEC Corporation of America (NECAM) as its telecommunications vendor in Terminal D to provide a high level of telecommunications managed services for Tenants. Services offered to Tenants are available via the Managed Services Support Center (MSSC) which provides the end-user with a single point of contact to resolve any telecommunications needs.

Telecommunication Services and 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.
- ➔ 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.

Service Requests & Price Quotes

Tenants should contact the MSSC for new service, changes to existing service, disconnection of service, and price quotes. They can reach the MSSC by phone at 972/973-0000 or via fax at 972/973-0001.

- ➔ For new service, each Tenant should fill out a Customer Profile in order to evaluate their needs. If needed, a site survey is conducted to establish

accuracy in placement and type of equipment required for a Tenant's specific location.

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.
- 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 provided by the NEC technicians, the NEC Project Manager, and the MSSC staff on a group basis (when new equipment or services are rolled out), on a one-on-one basis (new customers), and on an as needed basis (customer requested).

Routine, refresher and special off-hours training is available for users as staff turnover and new hires dictate. Please contact MSSC at 972/973-0000 for applicable pricing.

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 (electing to use this service will incur additional costs).

ARTICLE 31 Electronic Visual Information Display System (EVIDS)

Section 31.1 Introduction

DFW provides 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.

Section 31.2 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 31.3 Responsibilities

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

- Cost of replacing the equipment due to vandalism or negligence
- Coordinating change management with DFW staff

DFW Airport is responsible for:

- 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 31.4 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.

Section 31.5 Support Operations – Maintenance & Repair

DFW EVID Service Provider will provide on-site and on-call technical support for all hardware and software associated with the EVIDS system.

Support Description

All issues are to be reported to the DFW Airport Operations Center (AOC) at 972/973-3112. The AOC will open a trouble ticket and dispatch the appropriate team. In order to reach a timely resolution, it is important that the caller provide the following information:

- Contact Name
- Contact Number
- Equipment ID or precise location
- Accurate description of the issue

The technician will contact the caller and resolve the issue. The technician will then respond to the AOC when the issue has been resolved.

Required Service Levels

The vendor supporting the EVIDS systems has a service level agreement with DFW Airport. This service level agreement covers response/resolution requirements, on-site hours, preventive maintenance and other contractual obligations. Questions regarding service levels can be directed to the DFW ITS CUPPS project team at 972/973-5357.

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.

ARTICLE 32
Terminal Paging System & Protocols

Section 32.1 Paging Services – Terminals A & C

All paging in Terminals A and C is managed by Prospect Air Services, Inc. at 972/425-2480. Paging Hours are 5:30 a.m. through 10:30 p.m. daily. No terminal-wide paging is available unless an Irregular Operations (IROP) event occurs.

Section 32.2 Paging Services – Terminals B & E

All terminal-wide paging in Terminals B and E are performed through the Airport Operations Center (AOC) 972/973-3112. All Board gates are equipped with individual single point of use paging at the gate podium and/or boarding door.

Section 32.3 Paging Services – Terminal D

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

Announcement Zones

The paging system in Terminal D 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).

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) ¹ |

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

¹ This entry is not normally used and should only be selected if the need is critical.

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

System Support

For terminal-wide paging and assistance, please contact the AOC at 972/973-3112.

TENANT RELATIONS

ARTICLE 33 Operating Permits

Section 33.1 Airline Operating Permits

Airlines operating at DFW have the opportunity to sign the DFW Lease and Use Agreement and, if they meet certain operating criteria, can lease gates under preferential terms. If an Airline becomes a Signatory Airline to the DFW Lease and Use Agreement and does not meet the requirements to lease preferential gates at DFW, or if an Airline chooses to be a Non-Signatory Airline, each is provided the opportunity to operate on DFW gates under the terms of an Operating Permit. There are two types of Operating Permits, one with designated space and one with no permitted space.

In addition, Airlines operating on Common Use Gates at DFW do so by executing an operating permit with the Airport.

Permit Types

There are two types of permits which are utilized for aeronautical activity: 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 preferential 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 preferential use.

Section 33.2 Non-Aeronautical Permits

Other Tenants operating at DFW are provided the opportunity to do business and/or occupy space under the terms of a non-aeronautical Permit. There are several types of Permits, including:

Ground Handling/Maintenance/Service Permit (Premises or Non-Premises) – permits ground handling, maintenance and other service providers to do business at DFW. The permit grants operating privileges and the use of specific permitted terminal space if requested.

Terminal Space Permit – this permit applies to any Tenant requesting space in the Terminals but does not include authorization for aeronautical activities.

Section 33.3 Permit Process

- ➔ Airline or Tenant submits Permit Application Form (Contact Aviation Real Estate for a copy of this form at 972/973-4627).
- ➔ DFW completes appropriate Permit and Legal Review
- ➔ 3 originals of completed Permit forwarded for execution by Airline or Tenant
- ➔ Airline or Tenant returns executed Permit, including insurance certificates, security deposit if applicable and any other required documentation
- ➔ DFW executes Permit, returning 1 original to Airline or Tenant (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 or Tenant begins operating under the terms of the Permit

For more information on Permits or the Permit Process, please contact the DFW Aviation Real Estate department at 972/973-4627.

ARTICLE 34 Tenant Alterations

Section 34.1 Tenant Alteration process

Tenants shall not construct, install, cable 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.

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- Each Tenant contemplating any alterations, additions, or improvements shall consult with Wade McLaurin, AVP Building Standards & Survey at 972/973-1770 or wmclaurin@dfwairport.com
 - The Tenant representative shall obtain and complete the "Application for Construction or Sign Permit. 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/development (https://www.dfwairport.com/cs/groups/webcontent/documents/webasset/p1_007827.pdf). The original form and drawings/attachments must be provided to the Permit Coordinator, Rusty Wenth, who can be reached at 972/973-1872 or via email at rwenth@dfwairport.com. A copy of the form should also be submitted to the applicable DFW Terminal Manager.
 - The form also requires an asbestos survey of all areas affected by construction, as well as environmental compliance.
 - A preconstruction meeting with the Sr. Construction Facilitation Manager, Naresh Shahani, will be required prior to construction. He can be reached at 972/973-1772 or nshahani@dfwairport.com
 - Within sixty (60) calendar days of receipt of a certificate of occupancy the Tenant should provide all close-out documents to the Sr. Construction Facilitation Manager at 972/973-1772 or nshahani@dfwairport.com in a media type and format acceptable for permanent record of the Board.
 - Close-out documents include a complete set of as-built/record drawings, environmental close-out checklist & MSDS, and warranties and operations manuals if applicable.

Section 34.2 DFW Design Criteria Manual

Terminal design standards for DFW are outlined in the DFW Design Criteria Manual which is available on the web site at www.dfwairport.com/development.

CONCESSIONAIRE PROTOCOLS

ARTICLE 35 Concessionaire Protocols

Section 35.1 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. The route of travel should minimize the time the product is in the public view.

Section 35.2 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. Stores typically open at least 1 hour prior to the first flight departure in the area, and remain open until the last flight is called for boarding.

Any questions about concession operating hours should be directed to Revenue Management at 972/973-4820.

Irregular Operations (IROPS)

In the event of IROPS concessionaires will be notified to keep their stores open until the last flight in the area is called for boarding in order to provide service to passengers who experience delayed flight operations.

Section 35.3 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 complaint. If the issue is not resolved, please contact Revenue Management at 972/973-4820.