



# **Dallas Fort Worth International Airport**

## **Airport Operations Manual**

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## Revision Log

### January 15, 2019

Section 4.9 Terminal E Ramp Tower replaced by Central Terminal Area Ramp Control Procedures

### October 1, 2023

Updates throughout to reflect the New DFW Use and Lease Agreement effective October 1, 2023

### April 1, 2024

Article 3 Updated in Sections 3.1, 3.2 and 3.3 to clarify contact information and the responsibilities of certain DFW departments.

Also updated Section 3.2 to reflect the GSE and services that DFW would be providing from and after April 1, 2024, in support of live flight operations and to reflect the Airlines' and ground handlers' responsibilities for providing all other GSE and services.

Article 4 Updated the introductory paragraph and Section 4.4 to clarify contact information and the responsibilities of certain DFW departments.

Updated Section 4.4 to reflect new locations and new operating protocols for Hardstand Parking.

Updated Section 4.6 to include a requirement related to the Airside Safety Handbook (*formerly the Airport Driving Handbook*) and to update telephone numbers.

Article 5 Updated Section 5.2 to reflect the current name of the DFW Concessions department.

Article 6 Deleted the prior wheelchairs provision. Added a new Section 6.2 Wheelchair Services. This Section is under development.

Article 8 Updated the Delivery and Terminal Dock provisions to reflect new delivery protocols and a change in oversight to DFW Concessions.

Article 9 Updated Section 9.3 to reflect a change in responsibility for assigning GSE parking and storage areas on the Terminal Aircraft Apron Area to DFW Operations. Also added a list of certain ground handler violations and fees.

Updated Section 9.4 to reflect a change in responsibility for the Terminal Aircraft Apron Area operations to DFW Operations and provided contact information.

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- Updated Section 9.5 to provide more details regarding FOD and changed the contact for reporting ramp or facility deterioration to the IOC.
- Article 12 Updated Section 12.2 to clarify DFW’s “No Smoking” policies.
- Article 15 Updated Section 15.7 to note the name change of the DFW Airside Safety Handbook (*formerly the Airport Driving Handbook*) and new DFW website location.
- Updated Section 15.10 with additional requirements for the storage of certain materials, supplies and equipment.
- Updated Section 15.11 to add a requirement to remove disabled or unused equipment within 45 days of notification and a reference to fees in the Schedule of Charges for non-compliance.
- Article 18 Updated Section 18.6 to remove references to DFW’s “No Smoking” policies covered in Section 12.2, and updated and clarified certain Open Flames prohibitions.
- Article 25 Updated Section 25.1 to include a reference to grease trap spills.
- Article 26 Updated Article 26 with contact information for active de-icing questions.
- Article 34 Updated Article 34 to reflect the current DFW website location for certain Tenant Alteration Application forms and information and added information regarding requests related to ramp and gate markings.
- Article 35 Updated Sections 35.2 and 35.3 to reflect the current name of the DFW Concessions department.

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## **REVISION LOG**

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Revision Log (Pages 2 and 3)



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## **INTRODUCTION**

### **ARTICLE 1 Introduction**

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

The purpose of the Airport Operations Manual (“Manual”), sometimes referred to as the “Terminal Operations Manual” is to serve as a user-friendly resource for information regarding certain airport and terminal operations at Dallas Fort Worth International Airport (“Airport”, “Board” or “DFW”).

This Manual was designed to be consistent with the rights or privileges expressly granted under an agreement with the Dallas Fort Worth International Airport Board, including the DFW Use and Lease Agreement effective October 1, 2023 (the “DFW Use Agreement”). 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 a 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 (Customer Experience) or the Aviation Real Estate department 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.

There are numerous references in this manual to the DFW Use Agreement. This document may be found at [www.dfwairport.com/investors](http://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 Use Agreement or such other agreement to which a specific term applies.

##### **Air Carrier**

“Air Carrier” or “Airline” shall mean an Aircraft Operator that engages in transportation by aircraft of persons or property for compensation or hire as a common carrier.

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### Signatory Airline

“Signatory Airline” means an Air Carrier that has entered into an agreement with DFW substantially similar to the DFW Use and Lease Agreement, effective October 1, 2023. The term “Signatory Airline” excludes any Air Carrier that meets the definition of an Affiliate for another Signatory Airline operating at the Airport, regardless of whether such Air Carrier has been designated as an Affiliate.

### Tenant

“Tenant” is a person or entity that has a lease or permit with DFW authorizing them to use or lease space at the Terminal(s).

## **Section 1.3 Description of Terminals**

DFW currently operates five (5) passenger terminals: Terminals A, B, C, D and E. Terminals A, B and C are occupied by DFW’s largest Airline Tenant, American Airlines or its Affiliates. Terminal D is the International Terminal. Terminal D is a mixture of American Airlines preferentially leased gates and DFW Common Use Gates. Terminal E is occupied by American Airlines and its Affiliates and other domestic passenger Airlines. Under the DFW Use Agreement, the Airlines have pre-approved a project to build a new Terminal F, with 15 contact gates plus ground loading operations at the ramp.

## **Section 1.4 Terminal Space**

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.

### Airline Leased Space

“Airline Leased Space” means all of the square footage that has been identified by DFW as preferential use space and has been leased by a Signatory Airline, which space may include, but is not limited to, ticket counters, gate holdrooms and related support space.

### Common Use Space

“Common Use Space” means the Terminal square footage identified by DFW from time-to-time as common use space, which may include ticket counters, gate holdrooms and related support space available to be assigned by DFW to an Air Carrier for use on a common use basis with other Air Carriers in accordance with the Airport Operations Manual and other DFW Policies and Procedures.

### FIS Facilities

“FIS Facilities” means the international areas of the Terminals, including but not limited to recheck baggage areas, sterile corridor spaces, all necessary space required by the U.S. Department of Homeland Security, Customs and Border Protection and related regulating agencies, and any other areas of the Terminals which are utilized for processing international passengers and their baggage for purposes of clearing U.S. Customs and Immigration.

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Public Areas

“Public Areas” means the areas in the Terminals which are accessible to the public.

Terminal Aircraft Apron Area

“Terminal Aircraft Apron Area” means 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 on Exhibit B in the DFW Use Agreement.

Terminal(s)

“Terminal(s)” means 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, modified and/or enlarged.

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## **RATES, FEES & CHARGES**

### **ARTICLE 2 Rates, Fees & Charges**

#### **Section 2.1 Terminal Cost Center**

The “Terminal Cost Center” is defined in the DFW Use Agreement and means the separate accounting unit used to track revenues and expenditures of the Terminals, excluding Skylink and concessions located in the Terminal.

#### **Section 2.2 Terminal Rates, Fees & Charges**

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/investors](http://www.dfwairport.com/investors). Additional information regarding rates, fees and charges can be found at Article V of the DFW Use Agreement.

#### **Common Use Turn Fees**

The “Common Use Turn Fee Rate” will be charged to all Air Carriers, including Signatory Airlines, using the Common Use Space based on Type of Aircraft. A Non-Signatory Airline will pay the Non-Signatory Premium on the applicable Common Use Turn Fee Rate. If a Signatory Airline’s Airline Leased Space includes a gate holdroom or ticket counters, then the Signatory Airline will pay the applicable Common Use Turn Fee Rate for each Type of Aircraft less a fifteen percent (15%) discount.

The following chart identifies the facilities and services included in the Common Use Turn Fee.

<b>Facility</b>	<b>Terminal E</b>	<b>Terminal D</b>
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	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, 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

“CUTE” means common use terminal equipment, including any passenger ticketing or processing systems designated by DFW for common use by multiple Air Carriers or their passengers. As indicated on the list of services included in the Common Use Turn 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 Common Use 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. Airlines seeking office, ramp or gate house space must arrange for such space directly through DFW's Aviation Real Estate department. In Terminal D, the Airline will be required to enter into a Permit for such space. In Terminal E, DFW may elect to lease such space to the Airline or may enter into a Permit for such space with the Airline.

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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.

#### Interline Baggage Transfers

Each Airline wishing to acquire interline baggage transfer services at the Airport will need to execute an agreement directly with an authorized Service Provider of its choice.

#### 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 information regarding this charge.

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## **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. For purposes of this Article 3, the term “DFW” means the Board or its designees tasked with managing and carrying out the policies, procedures and duties of the Airport set forth in this Article 3. In order to enable a balanced and efficient use of the Airport facilities, promote competition and ensure access for the broadest number of Airlines and air service offerings, DFW has adopted Flight Schedule Submission Procedures, Common Use Gate Prioritization Policies, Common Use ATO Position and Gate Assignment Procedures, and Preferential Use Rules and Procedures (“Policy”, “Policies” or “Policies and Procedures”) 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 gate, or on a common use hardstand position, each as defined and designated by the Airport.

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

Airlines seeking use of one or more common use gates or use of one or more hardstand or remain overnight (“RON”) positions at or around Terminals D or E or the Southwest hold pad shall submit copies of their preliminary proposed flight schedule, including any requests for use of hardstand or RON positions at or around Terminals D or E, for the month at least sixty (60) days in advance of such month. At least forty-five (45) days prior to the month, DFW will issue a preliminary Gated Schedule for such month, including any proposed schedule adjustment options, for Airline review and comment. DFW will consider all Airline comments, make any appropriate adjustments, and issue the Final Gated Schedule for the month at least thirty (30) days prior to the month. The Final Gated Schedule for the month will be implemented and managed by the Integrated Operations Center (IOC). Additionally, Airlines should submit any schedule changes, including RON request changes, no later than forty-five (45) days prior to the effective date of the proposed change. Proposed schedules and changes received after the submission deadlines will be given a lower priority than submissions received on time for gate accommodation, hardstand accommodation and RON assignments, and may require adjustments for consideration (See Article 3, Section 3.2 – Common Use Gate Prioritization Policy and Article 4, Section 4.6 - Overnight Hard Stand Parking – Terminals D & E). Schedule and change submission due dates are subject to change, at the sole discretion of DFW.

All schedules and schedule changes must be submitted by email to DFW at the email address below and include the below listed required schedule information. Schedule information shall be provided in the electronic format requested by DFW in order to allow the information to be processed by DFW’s gate scheduling and management software.

DFW Schedule, Request and Change Submission Email:

→ [airlineschedules@dfwairport.com](mailto:airlineschedules@dfwairport.com)

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Monthly Required Schedule Information and Other Requests, as applicable:

- 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
- Preferential Gate Users must include their full schedule at DFW, identifying those flights for which they are seeking Common Use Gate or Hardstand accommodation
- RON requests (excluding any RONs that will be accommodated on an Airline's Preferential Gate)
- FIS Status (Pre-cleared or Post Cleared)
- Arrival and Departure Times
- Schedule beginning and ending dates
- Day(s) of operation
- Preferred or proposed gating of schedule, including any preference for Gate or Hardstand accommodation
- Passenger Configuration (number of seats)
- Maximum Gross Landing Weight (MGLW)
- Maximum Gross Take-Off Weight (MGTOW)

DFW will exercise reasonable efforts to accommodate Airline requests for utilization of common use gates and facilities. 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 DFW's discretion, giving consideration to current policies, procedures and the smooth and efficient operation of the common use premises and the airport. However, in the event of a dispute concerning prioritization or gate usage, DFW reserves the right in its sole discretion to resolve the dispute according to what is deemed in the best interest of airport operations. Examples of possible disputes include, but are not limited to, conflicts between or among Airlines requesting use of the same common use facilities at or around the same time or conflicts related to irregular operations, weather impacts, Airline delays, early arrivals, mechanical issues, or other operational issues. Resolution will include consideration of DFW's goals to provide outstanding facilities and services to all customers and to expand global access and economic benefits to those served by DFW.



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## Section 3.2 Common Use Gate Prioritization Policy

DFW is committed to providing outstanding facilities and services for signatory airlines, non-signatory airlines or other airlines (any or all of which may be referred to as “Airline(s)”) that enable them to enter, grow and expand at DFW. Common use gates and hardstand positions are intended primarily for use by those Airlines who do not have a preferential use gate. If all common use gate users have been accommodated, common use gates may also be used to accommodate those Airlines who are able to demonstrate to DFW’s satisfaction using gated schedule information that the Airline cannot gate all of its flights or its RON parking on its existing preferential use gate(s). In general, wide-body live flights will not be permitted to operate from a hardstand position due to the associated operational difficulties, but may be allowed from time to time by DFW at its sole discretion. In order to promote competition and ensure access for the broadest number of Airlines and air service offerings, DFW 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 or common use hardstand and establishes priority among competing air services for boarding bridge, hardstand and facility usage. In the event a Board common use gate is not available, then the impacted Airline may be assigned to operate from or park at a designated available hardstand aircraft parking area. For live flight operations assigned to operate at a designated available hardstand aircraft parking area, DFW will provide cobuses, avi ramps and/or air stairs and ambulift to assist Airlines with boarding and deplaning passengers when operating from the hardstand. The Airlines and/or their ground handler will be responsible for providing all other ground support equipment deemed necessary by the Airline, including but not limited to GPUs, PCAs, airstart, and water carts/trucks.

DFW 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.

With respect to the Order of Priority the following defined terms apply:

- An “FIS Flight” refers to an International Flight whose passengers must be cleared through the FIS upon arrival (i.e., a flight that is not pre-cleared),
- An “International Flight” refers to a flight arriving from a country outside of the United States and its territories,
- A “Late-Scheduled International or Domestic Flight” is a scheduled flight that an Airline did not timely submit in accordance with the schedule submission deadlines set forth in Section 3.1,
- A “Narrow-body” is an ADG Group III or IV aircraft,

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- A “Non-Scheduled International or Domestic Flight” is a charter flight, itinerant flight, or any other non-scheduled flight operation, even if such non-scheduled flight is operated by an Airline that operates other scheduled flights at DFW.
  - A Pre-cleared Flight refers to an International Flight whose passengers do not need to be cleared through the FIS upon arrival because they were cleared prior to departure through an FIS located in a country outside of the United States and its territories,
  - A “Regional Jet” is an ADG Group I or II aircraft,
  - A “Scheduled International or Domestic Flight” is a scheduled flight that an Airline timely submitted in accordance with the schedule submission deadlines set forth in Section 3.1, and
  - A “Wide-body” is an ADG Group V or VI aircraft.

## **Order of Priority**

As a general rule, but subject to DFW’s right in its sole discretion to direct a different priority, the order of priority for Airline service is as set forth below with the first and highest priority listed first and so on:

- 1. Scheduled International Flight of a Non-Preferential Gate Holder**
  - a. **Wide-body International Flight**
  - b. **Narrow-body International Flight**
  - c. **Regional Jet International Flight**
- 2. Scheduled International Flight of a Preferential Gate Holder**
  - a. **Wide-body International Flight**
  - b. **Narrow-body International Flight**
  - c. **Regional Jet International Flight**
- 3. Scheduled Domestic Flight of a Non-Preferential Gate Holder**
  - a. **Wide-body Domestic Flight**
  - b. **Narrow-body Domestic Flight**
  - c. **Regional Jet Domestic Flight**
- 4. Scheduled Domestic Flight of a Preferential Gate Holder**
  - a. **Wide-body Domestic Flight**
  - b. **Narrow-body Domestic Flight**
  - c. **Regional Jet Domestic Flight**
- 5. Late-Scheduled International Flight**
  - a. **Wide-body International Flight**

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- b. **Narrow-body International Flight**
  - c. **Regional Jet International Flight**
  - 6. **Late-Scheduled Domestic Flight**
    - a. **Wide-body Domestic Flight**
    - b. **Narrow-body Domestic Flight**
    - c. **Regional Jet Domestic Flight**
  - 7. **Non-Scheduled International Flight**
    - a. **Wide-body International Flight**
    - b. **Narrow-body International Flight**
    - c. **Regional Jet International Flight**
  - 8. **Non-Scheduled Domestic Flight**
    - a. **Wide-body Domestic Flight**
    - b. **Narrow-body Domestic Flight**
    - c. **Regional Jet Domestic Flight**

Subject to DFW's right in its sole discretion to direction a different resolution, if there is a conflict between or among two or more flights with the same priority level operating at a similar time or within a conflicting time period, the conflict will be resolved as follows:

- If the conflict is between an FIS Flight and a Precleared Flight, the FIS Flight will be given priority over the Precleared Flight.
- Otherwise, the following hierarchy will be used to determine priority, with the first and highest priority listed first and so on:
  - 1. Turnaround Flight
  - 2. Departure-only Flight
  - 3. Arrival-only Flight

If a conflict persists after use of the above hierarchies, the tiebreaker will be the number of seats for the aircraft type.

### **Assignment of Service Priority**

All requests by an Airline for common use gate access shall be assigned a priority level consistent with this Policy, taking into consideration in DFW's sole discretion facility limitations, the need to reduce or avoid congestion at facilities, ramp areas, hardstands and taxilanes, operational feasibility, operational efficiency, or other operational issues. A proposed flight operation is deemed accepted upon inclusion in the Final Gated Schedule for the month. Prior to issuance of the Final Gated Schedule for the month, a higher priority level flight operation request supersedes a pending lower priority flight operation request.

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## **Administration of Policy**

Assignment and prioritization of Airline flight operations on common use gates and hardstands or RON positions will be made by a cross functional DFW team including the IOC, Aviation Real Estate, Airline Relations, Research and Analytics, and Terminal Management (Customer Experience). Such assignments will be communicated, implemented, and managed by the IOC.

### **Section 3.3 Common Use Ticket Counter & Gate Podium Assignment Procedures**

#### Purpose

DFW operates, maintains and schedules certain Airline facilities, including ticketing positions, gate podiums (associated with the Common Use Gate or Hardstand assignments according to the Final Gated Schedule for the month), baggage devices and other facilities referred to as common use facilities. Assignment of these common use facilities is based on aircraft type and availability and, as applicable, will be made taking into consideration the Final Gated Schedule for the month. The IOC, in coordination with Terminal Management (Customer Experience), will issue the assignments at weekly intervals or at such other interval determined from time to time by DFW. DFW has the final authority over all common use facility assignment decisions in accordance with these procedures. New requests for and requests for changes in the use of common use ATO ticketing positions, gate podiums, baggage devices and other facilities shall be submitted by email to DFW at the same email address and at the same time as requests for use of Common Use Gates pursuant to Section 3.1, with the assignments for those facilities made by a cross functional DFW team including the IOC, Aviation Real Estate, Airline Relations, Research and Analytics, and Terminal Management (Customer Experience), as described in this paragraph. Such assignments will be communicated, implemented, and managed by the IOC.

Common Use Ticket Counter & Gate 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 (based on availability)	10	4 hours – Phased Use	3 hours	30 minutes
Jumbo	10	12	5 hours – Phased Use	3 hours	30 minutes

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

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

Common Use Ticket Counter Positions

Airlines are allowed to access their applicable Ticket Counter positions during the designated occupancy times listed above. Ticket Counter positions close immediately following aircraft departure. Additional Ticket Counter positions are subject to availability. See Section 4.1 for Ticket Counter assignments.

Common Use 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 assignments 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 the IOC, in coordination with Terminal Management (Customer Experience).

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### Common Use Baggage Carousel and Make Up Unit Assignment

All baggage carousel assignments to common use operated carousels will be made by the IOC, in coordination with Terminal Management (Customer Experience). One inbound carousel and outbound make up unit will be allotted per flight. Carousels/make up units will be shared during periods of heavy flight activity. All carousels and outbound make up units are subject to assignment by the IOC, in coordination with Terminal Management (Customer Experience) and are subject to availability. Day to day management of carousel assignments, including during irregular operations, will be handled by the IOC, in coordination with Terminal Management (Customer Experience).

### Penalties/Fees

During busy or peak seasons, any carrier exceeding the above stated common use facility occupancy time will be asked to promptly vacate said facility as ordered by the IOC. If circumstances warrant in the IOC's sole discretion, the IOC may extend the standard allocated occupancy times subject to availability.

Airlines occupying the common use facilities beyond the established occupancy times or after the IOC has directed the area to be cleared for operational reasons, may 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 the IOC.

### Irregular Operations

**During irregular operations all assignment decisions will be made by the IOC.**

## **Section 3.4 Preferential Gate Use Rules & Provisions**

The Preferential Use Rules and Procedures are set forth in Exhibit D to the DFW Use Agreement.

## **Section 3.5 Accommodation Procedures**

Section D of the Preferential Use Rules and Procedures in Exhibit D of the DFW Use Agreement set forth the accommodation procedures pursuant to which DFW may require accommodation of an Air Carrier on another Airline's Preferential Use Gates and/or Permit Gates.

## **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. For purposes of this Article 4, the term "DFW" means the Board or its designees tasked with managing and carrying out the policies, procedures and duties of the Airport set forth in this Article 4. In accordance with the Common Use Gate Prioritization Policy and taking into consideration, in the Board's sole discretion, facility limitations, the need to reduce or avoid congestion at facilities, ramp areas, hardstands and taxilanes, operational feasibility, operational efficiency, or other operational issues, assignment of aircraft operations on the common use gates and hardstands will be

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made by a cross functional DFW team including the IOC, Aviation Real Estate, Airline Relations, Research and Analytics, and Terminal Management (Customer Experience). Such assignments will be communicated, implemented, and managed by the IOC. Except as otherwise provided in Articles 3 and 4, all other common use facilities will be scheduled, assigned, implemented and managed by the IOC, in coordination with Terminal Management (Customer Experience). Airlines operating primarily on common use premises will execute an Aeronautical Operating Permit or similar Permit through DFW's Aviation Real Estate department.

#### **Section 4.1 Ticket Counter Positions**

Each Airline operating on a common use gate in Terminal D is assigned an appropriate number of common use Ticket Counter positions by the IOC, in coordination with Terminal Management (Customer Experience), based on the specific flight operation and schedule in relation to the criteria established by this Manual (See ARTICLE 3, Sections 3.1 and 3.3). Assignments of common use Ticket Counter positions in Terminal E will be made on an "as needed" basis. Every effort will be made to locate each Airline's assigned Ticket Counter positions in close proximity to that Airline's ATO back office support space, if applicable, and to keep the Airline's assigned Ticket Counter positions consistent from flight to flight. However, the CUTE system is specifically designed to allow for the greatest flexibility in management of Ticket Counter positions and gates. The assignment of the Ticket Counter positions will be at the discretion of the IOC, in coordination with Terminal Management (Customer Experience), giving consideration to current policies, procedures and the smooth and efficient operation of the common use premises and the airport.

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

Support space for Airline operations (back office space at the Ticket Counters, 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 use by an Airline and is permitted by executing an Aeronautical and Designated Operating Area Permit or similar Permit through DFW's Aviation Real Estate department. All rates, fees and charges associated with the support space are the responsibility of the individual Airline executing the Permit.

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

Airlines may request access to common use conference and training rooms in Terminals D and E. Access to such space must be scheduled through Terminal Management (Customer Experience) by sending an email request to [vlunabarnes@dfwairport.com](mailto:vlunabarnes@dfwairport.com).

#### **Section 4.4 Overnight Hardstand Parking – Terminals D & E and Southwest Hold Pad**

Overnight (RON) hardstand parking positions at or around Terminals D or E or the Southwest hold pad are to be requested and will be assigned based upon the Airline's schedule submitted in accordance with Section 3.1. Proposed schedules, schedule changes and requests received after the submission deadlines are given a lower priority for RON assignments and may require adjustments for consideration. Additionally, for airlines operating out of Terminal E (other than American Airlines), if an airline has been using or

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requests use of one or more hardstand or RON positions at or around Terminal E, such hardstand or RON positions will be assigned by DFW on a pro rata basis to each of the requesting Terminal E airlines (other than American Airlines) based on the number of operations, measured by landings, for the applicable measurement period identified by DFW from time to time as supported by submitted schedules. Such pro rata calculation will be updated periodically as determined by DFW or upon the request by any of such airlines for a new or an additional hardstand or RON position at Terminal E. Assignments of hardstands or RONs at locations other than at or around Terminal E will be made by DFW in accordance with Sections 3.1 and 3.2. Ad Hoc requests for RON hardstand parking positions are assigned by the IOC on a first come/first serve basis. All Ad Hoc requests should be submitted directly to the IOC gate coordinators for approval and assignment in accordance with this Section 4.4. Assignment of hardstands or RONs at common use gates at Terminals D and E will also follow the provisions of Section 3.1 and this Section 4.4. Fees associated with hardstand usage are outlined in the DFW Schedule of Charges.

The submission email for the IOC gate coordinators is listed below.

→ [iocgatecoordinators@dfwairport.com](mailto:iocgatecoordinators@dfwairport.com)

Airlines assigned to the Southwest hold pad for hardstand parking or for RONs must be escorted by DFW Airfield Operations to the Southwest hold pad. If the IOC Gate Coordinator has not made such arrangements for the airline, the airline should submit a request for an escort through the DFW Airfield Operations online portal at the following link: [Escort in AMA \(veoci.com\)](#) or see [DFW International Airport | Official Website \(dfwairport.com\)](#) (click on the Resources tab, then under “Airfield” click on “Escort Request”).

#### **Section 4.5 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 under a Permit through DFW’s Aviation Real Estate department 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 4.6 Central Terminal Area Ramp Control Procedures**

The following guidelines and responsibilities will apply to all Central Terminal Area Ramp Control Procedures. This Section shall establish guidelines, procedures, and responsibilities for controlling the flow of traffic into and out of the Central Terminal Area (CTA) non-movement area ramps. The procedures outlined herein define responsibilities of each party relative to the safe, efficient and equitable movement of aircraft in and out of CTA terminal gates and designated hardstand locations.



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## RESPONSIBILITIES:

- A. All parties shall ensure that all concerned personnel are familiar with these procedures.
- B. All parties shall ensure they are familiar with the Airside Safety Handbook and have briefed their employees on the information contained within for all employees operating a vehicle on the AOA.
- C. Each party are responsible for providing current telephone numbers in a timely manner.
  - (1) Airport Board IOC Gate Coordinators – (972) 973-8630
  - (2) Airport Board Integrated Operations Center – (972) 973-3112
- D. American Airlines Hub Control Center – (469) 784-5000
- E. The parties agree to formulate an operational and communications plan to support CTA ramp control procedures.

## PROCEDURES:

### A. DFW

- (1) Retains the rights to manage, control and assign aircraft parking positions in the CTA.
- (2) Act as Airlines' and ground handlers' primary point-of-contact for service requests and/or resolution of disputes relative to operational issues.
- (3) Conduct common use gate safety inspections and enforce common use gate operations policies and procedures.
- (4) Advise the AA Hub Control Center as necessary regarding gate assignments and conflict management.
- (5) Monitor AA South, AA Terminal D and AE Terminal E ramp control frequencies.
- (6) Monitor aircraft movement via CCTV or visual means.
- (7) Coordinate with American Airlines and other Airlines during irregular operations (IROPS) events.
- (8) Audit performance via review of video files and audio files.
- (9) As technology enhancements are attained:
  - a. Provide AA with Airport Board CCTV camera views;
  - b. Determine best method for AA gate management system access.

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## **B. American Airlines Hub Control Center**

- (1) Assign and manage American Airlines preferential use gates.
- (2) Provide ramp control services to all aircraft parking at CTA gates and hardstand positions using the following Airport radio frequencies:
  - a. AA north ramp control – 131.275;
  - b. AA south ramp control – 131.8;
  - c. AA Terminal D ramp control – 129.825;
  - d. AE Terminal B ramp control – 130.1;
  - e. AE Terminal E north (E2-E17) ramp control – 131.0;
  - f. AE Terminal E south (E18-E38) ramp control – 128.825;
- (3) Provide priority clearance to another Airline in any instance when AA and another Airline request clearance at the same time.
- (4) Coordinate aircraft movements with FAA Air Traffic Control as required.
- (5) As technology enhancements are attained, implement ability to share AA CCTV camera views and share such views with the Airport Board upon the Airport Board's request.
- (6) Provide Airport Board upon request with access to AA CCTV video recordings.
- (7) Provide Airport Board upon request with access to AA ramp control frequency audio recordings.

## **ARTICLE 5 Dispute/Issue Resolution Procedures**

### **Section 5.1 Procedures for Leased Premises**

For Airlines with Leased Premises, please refer to the DFW Use Agreement.

### **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.

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<b>Tenant Classification</b>	<b>Board Representative</b>
Airlines	Vice President of the DFW Aviation Real Estate Department
Concessionaires	Vice President of the DFW Concessions 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**

Please refer to Sections D and E of Exhibit D to the DFW Use Agreement for the procedures related to accommodation of an Airline on another Airline’s Preferential Use Gate(s) and Permit Gate(s).

## **ARTICLE 6 Skycap and Wheelchair Services**

### **Section 6.1 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. Handwritten 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.

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## **Section 6.2 Wheelchair Services**

[This Section is under development.]

## **ARTICLE 7 Terminal Employee Parking**

Terminal employees (Airline, vendor, and concessionaire) park in the designated DFW Employee Parking Lots. DFW may levy a reasonable charge for the use of such parking facilities. Such charge is set forth in the Schedule of Charges. 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**

All product deliveries are required to go through one of the three Terminal Loading Docks (located in Terminal A, Terminal D and Terminal E) to enter the secure areas of the Terminals. Products are not allowed through TSA Security Checkpoints.

Airside deliveries from the AOA are not allowed unless an AOA Delivery Exemption is required by vendor and approved by DFW Concessions, DFW Operations, DPS Security Services, and DFW Risk Management department Vice Presidents, in writing. Airside deliveries are only approved for the highest volume delivery vendors at specified locations during the designated hours of 11 pm to 5 am. No concessions-related deliveries are authorized on the AOA outside the designated hours. Vendor's on-site personnel are required to be badged and must complete the AOA Airside Training module through the Learning Hub, or other agreed upon DFW portal.

### **Section 8.2 Dock Delivery Protocols**

The Terminal Loading Docks are managed by the Dock Master under the direction of DFW Concessions and are located at Terminals A, D, and E. For additional information regarding the schedules and protocols for the Terminal Loading Docks, please contact the Concessions Department at 972-973- 4820.

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### **Section 8.3 Dock Delivery Protocols – Terminal D**

The Security Post Booth to the Lower-Level Service Roadway entrance and loading dock is currently unmanned. Roadway entry screening could be reinstated at any time, without notice, should security conditions warrant, at the discretion of DPS Security Services. Upon reinstatement, the following rules/procedures apply:

Access to the loading dock will be controlled by DPS Security Services Officers posted at the entry to the Lower-Level Service Road. This gate will be manned 24/7. Please see section 8.4, “Lower-Level Road Access – Terminal D” for information on requirements for access and inspection requirements and protocols.

### **Section 8.4 Lower-Level Service Road Access – Terminal D**

The Security Post Booth to the Lower-Level Service Road and loading dock entry is currently unmanned. Roadside entry screening could be reinstated at any time, without notice, should security conditions warrant, at the discretion of DPS Security Services. Upon reinstatement, the following rules/procedures apply:

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 Booth 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 Crossunder #3. The Security Officers will notify the Police Services of 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.

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### 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 972/574-9859.

### **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.

### **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 and/or Airline by DFW Operations. Ground handlers must comply with all applicable protocols and policies, including but not limited to the DFW Airport Rules and Regulations, Airport Operations Manual, as 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, and may subject the ground handler to fees, penalties and other consequences as may be set forth in the DFW Airport Rules and Regulations, Airport Operations Manual, Schedule of Charges and/or ground handler's operating permit.

The following violations are subject to a fee of \$500.00 per occurrence for each day of each such violation, in addition to any other remedies set forth in the permit or other remedies at law.

- Blocking of a fire lane with equipment when an aircraft is not being loaded or unloaded.

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- Failure to keep the ramp clean, orderly, swept and free of FOD.
  - Storage of broken or unusable equipment on the ramp area.
  - Failure to keep pallets, ULD's, containers, netting, plastic wrap and packing materials secured and properly stored in a designated area or container.
  - Failure to lock the brakes on any equipment with braking mechanisms.
  - Failure to immediately notify the Integrated Operations Center of a spill of Hazardous Materials as identified in the Cargo Handling or Ground Handling/Maintenance Permit.
  - Failure to treat any Hazardous Materials spill with proper absorbent and cleaned within an hour of occurrence.
  - Blocking any aircraft parking position, including the associated aircraft servicing area for such parking position, with equipment or debris such that an aircraft could not park in the position or be serviced (other than the temporary staging of equipment in direct preparation for an imminent cargo operation).
  - Gas canisters that are not stored inside the proper locked cage.
  - Blocking access to the emergency fuel shutoff or fire hydrant.

DFW reserves the right to limit the total number of "Service Providers" operating at the Airport, based on either a total number of providers or based on a specific type of service. A "Service Provider" is defined in the DFW Use Agreement to mean "any person or legal entity providing goods and services to the Air Carrier(s) at the Airport, including ground handling services, catering services, maintenance services, deicing services, passenger assistance services, security services, and other operational and customer service-oriented activities, but excluding those involved in Concession activities."

#### **Section 9.4 Terminal Aircraft Apron Area**

Please see Section 1.4 of this Manual for the definition of "Terminal Aircraft Apron Area". More 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 this Manual. Inquiries regarding operations within the Terminal Aircraft Apron Areas should be directed to DFW Operations at the Airfield Managers' email box: [airfieldmanagers@dfwairport.com](mailto:airfieldmanagers@dfwairport.com).

#### **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: concrete, asphalt, glass, paper, plastic, Styrofoam, gloves, fabric, luggage handles, and luggage wheels.

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### 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 *continuous* 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 the IOC at 972-973-3112.

## **ARTICLE 10 Signage**

All décor, design and public signage at the Airport, including all public signage in any of the Leased or Permitted Premises, will be determined by DFW or, if installed by Tenant or Airline, will be subject to the prior written consent of DFW, which consent may be withheld in its sole discretion.

Tenants and Airlines 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 Areas and will 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, provided that such approval or disapproval is consistently applied to all Signatory Airlines.

DFW will have the right to place advertisements, advertising devices, media displays, and EVIDs within the Terminals and within the Public Areas of the Leased Premises. DFW will consult with Tenant as to the placement of any advertisements, advertising devices, media displays, concession kiosks and EVIDs within the Public Areas of Tenant's Leased Premises, so as not to unreasonably interfere with Tenant's operation. DFW will not permit any advertising display within the Tenant's Lease Premises or in the Public Areas of the Terminals which are in close proximity to the Public Areas of the Lease Premises that advertises a competing passenger air transportation service or another passenger Air Carrier's competing co-branded consumer product, such as a credit card.



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"EVIDS" means electronic visual information displays, including, but not limited to:

- a. Flight Information Display Systems ("FIDS")
- b. Gate Information Display Systems ("GIDS")
- c. Baggage Information Display Systems ("BIDS")
- d. Ramp Information Display Systems ("RIDS")
- e. Visual Information Display Systems ("VIDS")

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/business/about/development](http://www.dfwairport.com/business/about/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 IOC 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.

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## **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 that are approved by the Airport Board Terminal Management and the Department of Public Safety Fire Marshall's Office and equipped with appropriate receptacles for the disposal of smoking materials. There are cigarette ash urns placed in these designated smoking 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., the roadway, trash cans, cardboard boxes or other receptacles, and sidewalks).

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

Please note, as of August 2022, there are no more designated smoking areas on the AOA.

Smoking is prohibited in the following areas:

- All Air Operations Areas (AOA)
- All areas where No Smoking signs are posted and where combustible materials are present, except for dedicated areas for smoking as designed and permitted under use agreements and provided with appropriate receptacles for disposal of smoking materials.
- All portions of the Skylink track/guideway.

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

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## **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](http://www.dfwairport.com/about/publications).

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## **TERMINAL OPERATIONS**

### **ARTICLE 14 Terminal & Gate System Protocols**

#### **Section 14.1 Passenger Boarding Bridges**

Passenger boarding bridges, sometimes referred to as “jetbridges” are comprised of mechanical and electrical components, hydraulics, fixed tunnels and other components including 400 Hertz, 90 KVA, or 28V, preconditioned air, and potable water. It excludes the physical gatehouse structure and the electrical feed and power to the passenger boarding bridge equipment. Each bridge is capable of simultaneous omni directional movement including vertical elevation, rotation in a horizontal plane in addition to extension and retraction capability.

#### **Operational Protocols**

Operation of to/from aircraft is to be performed only by person(s) that have received proper training and certification from the equipment manufacturer or approved training provider. The Airport will provide information regarding the manufacturer of the equipment for proper coordination between the Airline (and/or its Ground Handler) and the equipment manufacturer or training provider. For purposes of this section, the phrase “to/from aircraft” means (1) mating with or attaching the aircraft door to the jetbridge upon flight arrival (i.e., operating the jetbridge “to aircraft”) and (2) pulling the jetbridge away from the aircraft door once the aircraft is ready to depart (i.e., operating the jetbridge “from aircraft”).

- ➔ **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.

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→ 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 IOC at 972/973-3112.

Passenger boarding bridge maintenance for Terminals A, C, and E Satellite, and for American Airlines' leased gates at Terminals B and D are the responsibility of American Airlines, Inc. For operational issues please contact the IOC at 972/973-3112.

### **Section 14.2 Pre-Conditioned Air (PCA)**

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

All Airline ramp personnel and authorized ground handlers must be trained on the use of the pre-conditioned air systems before operation. Please refer to 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 IOC at 972/973-3112.

### **Section 14.3 400 Hz Ground Power**

The ground power cable is to supply operational power to the aircraft when it is parked and no power is being generated by the aircraft. The normal operational objective of this system is to have ground power available for the aircraft parked at gates 24 hours a day.

In the event of an electrical outage, the alternatives are the use of a 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 IOC at 972/973-3112.

### **Section 14.4 Potable Water System**

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

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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 Potable Water System

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 Terminal Management.

#### **Section 14.5 Triturator**

There are three triturator locations:

- Terminal A North
  - Terminal A - Pad Mary (until this site is closed for construction)
- Terminal B North
- Terminal C South

#### **Section 14.6 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 IOC at 972/973-3112.

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# **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 or in the Central Terminal Area (or “CTA”). Airline shall not perform any maintenance of aircraft, vehicles or equipment at the Terminals or in the CTA which violates the DFW Board’s fire or building codes or which is unreasonably 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**

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**

Other than passenger food and beverage concessions (complimentary or for sale) inside Airline’s private lounges or clubs, 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.

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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 Airline signage within its Leased Premises for which the Airline has obtained the prior written consent of DFW, as set forth in the DFW Use Agreement at Section 4.1(c)(viii), AIRLINE will not be allowed to engage in any type of advertising, promotions or co-promotions, or media displays at the Airport without written authorization from DFW. 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 EVIDs. The DFW Board will consult with the Airline as to the placement of advertisements, advertising devices, media displays, concession kiosks, and EVIDs/ within the Public Areas of Airline's Leased Premises, so as not to unreasonably interfere with Airline's operation.

### **Section 15.5 Airline Agents**

All persons employed, 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 "agents" of Airline for insurance and indemnity purposes, and the obligations of the DFW Use Agreement, and may be required to obtain operating permits from the DFW Board.

### **Section 15.6 Security**

Airline will comply, and will require its agents and other persons under its direction and control to comply, at its or their own expense, with all security and safety rules, regulations or policies of DFW, the FAA, the TSA, U.S. Department of Transportation, or such other governmental agencies having jurisdiction over the Airport or Airline's operations, 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 or its agents and other persons under its direction and control fail or refuse to comply with such aforesaid security or safety measures and security precautions or violate any related laws, rules or regulations promulgated by DFW, the FAA, the TSA, the U.S. Department of Transportation, or such other governmental agencies having jurisdiction over the Airport or Airline's operations, and such non-compliance or violation results in the imposition by the FAA, the TSA, the U.S. Department of Transportation, or such other governmental agencies having jurisdiction over the Airport or Airline's operations, of any fines, charges or other monetary penalties against DFW, Airline will be responsible for and will reimburse DFW in the full amount of any fine, charge, monetary penalty or other damages, including reasonable attorney fees and other actual costs to defend DFW against such claims.



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## **Section 15.7 Vehicles & Motorized Equipment**

Airline will not bring or operate, and will not permit its agents or other persons under Airline's direction and control to bring or operate, any vehicle or motorized equipment into or within any air operations area of the Airport, unless (i) first complying with, and thereafter continuing to comply with, all insurance provisions and requirements specified in their lease agreement or permit, any security program for the Airport, any permitting requirements of DFW and the DFW Airside Safety Handbook (available on the DFW Website: <https://www.dfwairport.com/business/about/operations/> under "Safety"), and (ii) first having obtained, and thereafter maintaining, the appropriate Airport badge driving endorsement for all drivers inside the air operations area of 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 furniture, fixtures and equipment and construct or install such modifications and improvements to Airline's Leased Premises, subject to the Airport Code, the DFW Policies and Procedures, and the Tenant Alteration Application process, procedures and requirements, at the sole cost and expense of the Airline, as the Airline may deem necessary or prudent for the operation of its air transportation business, including signage, subject to DFW approval and such design standards as may be established by DFW and amended from time to time. 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 may be promulgated by the DFW Board from time to time.

The Tenant Alteration Application process means the processes, procedures, and requirements of DFW's Design, Code and Construction Department, or any successors thereto, that Airline and its agents are required to follow, comply with and abide by for the design or construction of any alteration, modification, installation or improvement at 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 Code of Rules and Regulations of the DFW Board, the DFW Policies and Procedures, 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,

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Airline shall take immediate and appropriate action and diligently pursue such action to remedy the cause of the objection. Airline shall use its commercially reasonable 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, unless utilization is for a specific business need and/or prior approval has been provided by the DFW Aviation Real Estate and DFW 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 or supplies in areas exposed to the public. All materials or supplies stored, shall be stored and kept in a presentable, neat, clean, safe, secure, sanitary, and orderly condition.

All equipment will be stored in a presentable, safe, secure, orderly manner and working condition. Any such equipment not in working condition will be immediately removed by Airline (or its Service Provider).

- Propane canisters shall be stored in designated and locked cages when not in use with a piece of equipment.
- Airlines, Airline Service Providers, tenants, etc. shall utilize industry best practices and standards for proper storage of chemicals, batteries, oil, etc. Coordination with the DFW Environmental Affairs Department (EAD) shall be completed to ensure compliance with Federal, State and local regulations.

### **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, or Airline shall direct its Service Provider to, 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 Airline Leased Space and the Terminal Aircraft Apron Areas and other ramp areas.

- Airline, or Airline Service Provider, shall remove all noted items from the AOA within 45 days of notification from DFW Operations. Non-compliance shall be addressed with fees as outlined in the DFW Schedule of Charges.

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## **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](http://www.dfwairport.com/badge), which contains the necessary forms, information, office hours and directions to help Tenants through the process. By reviewing the information and completing the necessary forms before arriving at the ACO, DFW hopes to make the process proceed more smoothly and quickly.

DFW Airport issues two main types of badges:

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

Some badges may require U.S. Customs Clearance based on the job responsibilities of the employee; this clearance may be added to either badge. In addition, certain Airport employees or contractors may apply for badges that provide access to various DFW facilities that do not require SIDA or Non-SIDA badges. ACO Contact Information is as follows:

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

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In addition to the above, AOA Gate Keys and High Security Keys will only be issued to individuals with valid DFW Airport SIDA badges. The key shall only be authorized for use during the period that the individual's SIDA badge is valid. Only Department of Public Safety authorized approvers will be permitted to sign the Authorization for Key(s) form for an AOA Gate Key and a High Security Key.

## **Section 17.2 Key Request Procedures**

### Terminals B, D & E

All Terminal B, D and E Board controlled space key requests are requested by completing an Authorization for Key(s) or Lock Core Change form located at [www.dfwairport.com/business/opportunities/resources/](http://www.dfwairport.com/business/opportunities/resources/), then Application for DFW Airport Keys & Lock Cores. 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 D

Key request for Terminal D Airport Board facilities including requests by Terminal D common use airline tenants, other Airport Board Terminal D tenants and for Airport Board Common Use areas will be issued through Terminal D Management, with the exception of keys for the MA and EX core series, which will be issued by the Department of Public Safety Access DFW. The requestor submits a completed Authorization for Key(s) application that includes the original signature of an Airport Board sponsoring authority who has been authorized by the Department of Public Safety Access DFW to sponsor Security Identification Display Area (SIDA) badges. Terminal D Management will manage the key distribution and inventory for the Medeco key system in Terminal D, with the exception of keys for the MA and EX core series.

### 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

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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/business/about/disclaimer/](http://www.dfwairport.com/business/about/disclaimer/) then click to continue, then Financials and Schedule of Charges.

## **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 IOC 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

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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?

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## 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.

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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 18.6 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 IOC to initiate response of appropriate notifications to instigate remedy.

Upon notification of malfunctioning alarms, the IOC 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 IOC 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.

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

### **Section 18.6 Open Flames Policy**

Open flames are prohibited in the following locations:

Exception: Unless approved under permit from the Department of Public Safety Fire Marshal's Office.

- Aircraft ramp servicing areas when aircraft are parked, being serviced or fueled.
- All areas of the building where combustible materials are present.
- Charcoal burners or other recreations fires are prohibited.
- Open flame decorative devices are prohibited.
- Torches and portable fueled open flame devices or heaters are prohibited.
- 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.

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 violations will be issued.

### **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.

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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](mailto:dpsmedsvc@dfwairport.com).

## **ARTICLE 19 Lost & Found**

As a service for its passengers, the Airport maintains a Lost and Found office. 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:

- American Airlines Lost and Found near Gate C2 (post-security)
- DFW Lost and Found\* in the Terminal E baggage claim area near E4 (pre-security)

*\*Please note that items lost on an airplane will be handled by each individual airline's Lost and Found*

### **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:

- Monday through Sunday 8:00 a.m. through 6:00 p.m.

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

#### Claim/Disposal

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

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

### **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.
  - American Airlines Lost & Found – 972/425-2465
  - DFW Lost & Found – 972/574-4420

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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](http://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 1-972-973-4420.

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.

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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 IOC 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.

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## **TERMINAL MAINTENANCE**

### **ARTICLE 22 Custodial Services**

Custodial services are the responsibility of the Airport in Terminals B, D, and E and in the public areas of Terminals A and C. These services are provided through outsourced service contractors managed by the Airport. If you have an immediate need for custodial services, please contact the IOC at 972/973-3112. For all other inquiries, please contact Terminal Management.

### **ARTICLE 23 Building Maintenance**

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

Building Maintenance services for Terminals A and C and the E Satellite are the responsibility of American Airlines, Inc. American Airlines is also responsible for the Terminal D baggage system maintenance and the Airline's leased passenger boarding bridges in Terminals B and D. Please contact American Airlines for building maintenance services in these terminals. If you have an immediate building maintenance issue, please contact the IOC 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. For issues related to trash management please contact the IOC at 972/973-3112.

#### **Section 24.2 Terminal D Incinerator/International Waste**

Please contact Terminal Management for Terminal D regarding the disposal of international waste.

#### **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 Environmental Affairs Department. For more

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information about the Board's ongoing recycling program please submit an email to [solidwaste@dfwairport.com](mailto:solidwaste@dfwairport.com).



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## **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 cooperate 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 applicable licenses, permits, registrations and other authorizations and approvals required under Environmental Laws and shall provide any notices required under Environmental Laws for conducting its operations at the Airport. Please review your Operating Permit, Lease Agreement, or DFW Use 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, grease trap spills, 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.

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## **Section 25.2 Spill Reporting**

For all spills, immediately report the situation by first calling the IOC at 972/973-3112. In addition, the spill must be reported to the DFW Environmental Affairs Department, state environmental response center, the federal National Response Center, and all emergency response centers and environmental or regulatory agencies, as required by law or regulation.

## **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.

## **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

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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 Airport Snow and Ice Control Plan and the DFW Airport Aircraft Deice Operations Plan. A copy of the current plans can be found on the website at [www.dfwairport.com/business/about/operations](http://www.dfwairport.com/business/about/operations) under the "Resources" tab.

Please contact the DFW Operations and Environmental Affairs Department for questions regarding these plans or for additional environmental information. For active de-icing questions, please contact the IOC Deice Desk (972-973-3423) or Airfield Operations Officer on Duty (972-973-3121).

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# **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 flights. 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

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### **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.
- Keeping 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 Integrated Operations Center (IOC). The IOC 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 IOC when the issue has been resolved.

IOC 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.

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## **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 IOC 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](http://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 (Customer Experience) by sending an email request to [vlunabarnes@dfwairport.com](mailto:vlunabarnes@dfwairport.com) 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.

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### 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).



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## **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 EVIDS 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 EVIDS 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

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## **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 a timeframe mutually agreed between the Board’s Authorized Technical Representative, its Users and Service Provider.

## **Section 31.5 Support Operations – Maintenance & Repair**

DFW EVIDS 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 Integrated Operations Center (IOC) at 972/973-3112. The IOC 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 IOC 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 Integrated

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Operations Center (IOC) 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 IOC.

#### 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**

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

#### System Protocols

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

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

#### System Support

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

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

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## **TENANT RELATIONS**

### **ARTICLE 33 Operating and Space Permits**

#### **Section 33.1 Airline and Service Provider Operating and Space Permits**

Airlines at DFW operate under either the DFW Use Agreement or under an Operating Permit. If an Airline does not sign the DFW Use Agreement, it will be a Non-Signatory Airline and will be provided the opportunity to operate at DFW and, if applicable, to use certain DFW gates and other space, under the terms of an Operating Permit.

Under certain circumstances determined to be appropriate in DFW's sole discretion, a Signatory Airline to the DFW Use Agreement may be provided the opportunity to use gates and certain other Terminal space under the terms of a Space Permit.

Service Providers must sign an Operating Permit to conduct their businesses at DFW. If the Service Provider requires space in the Terminals to support its activities, the right to use such space will be addressed in the Operating Permit, if applicable. Per the DFW Use Agreement a "Service Provider" means any person or legal entity providing goods and services to the Air Carrier(s) at the Airport, including ground handling services, catering services, maintenance services, deicing services, passenger assistance services, security services, and other operational and customer service-oriented activities, but excluding those involved in Concession activities.

#### **Section 33.2 Permit Process**

- Airline or Service Provider submits a Permit Application Form (please contact Aviation Real Estate for a copy of this form at 972/973-4630)
- DFW completes the appropriate Permit and secures DFW Legal review
- The completed Permit will be forwarded for execution
- Airline or Service Provider returns the executed Permit, including insurance certificates, security deposit (if applicable), and any other required documentation
- DFW executes the Permit, returning one original to Airline or Service Provider
- The executed Permit becomes active on the Effective Date stated in Permit
- Airline or Service Provider 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 972/973-4630.

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## 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.

- Each Tenant contemplating any alterations, additions, or improvements is welcome to consult with the Building Official who is a member of the DFW Asset Management department at 972/973-1781.
- The Tenant representative shall obtain and fill out the “Application for Construction or Sign Permit (a/k/a the Tenant Alteration Application)”. A copy of this form available on the web site at [www.dfwairport.com/business/about/development](http://www.dfwairport.com/business/about/development) then click on “Apply for a Permit” for access to the Contractor Self-Service Portal. Click on “Contractor Self-Service Guide” for more information and a guide to using the portal. The original form and drawings/attachments must be provided to the Permit Administrator who can be reached at 972/973-1781 or via email at [hestrada@dfwairport.com](mailto:hestrada@dfwairport.com). A copy of the form should also be submitted to the applicable DFW Terminal Manager.
- Some projects of a certain dollar amount will require sealed drawings. The form also requires an asbestos survey of all areas affected by construction, as well as environmental compliance.
- A preconstruction meeting with the Tenant Construction Facilitator will be required. The Tenant Construction Facilitator can be reached at 972/973- 1772.
- Within sixty (60) calendar days of receipt of a certificate of occupancy the Tenant should provide all close-out documents to the Board Tenant Construction Facilitator at 972/973-1772 or [TStottle@dfwairport.com](mailto:TStottle@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.

Any proposed new ramp and gate markings, proposed removal of ramp and gate markings, or proposed alterations to ramp and gate markings must be approved through DFW Operations, Planning, DCC and ETAM following the permit application process outlined above.

### 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/business/about/development](http://www.dfwairport.com/business/about/development) then click on “Resources” and look under “Codes, Criteria, and Guidelines”.

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# **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 DFW Concessions, 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 DFW Concessions 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 DFW Concessions at 972/973-4820.