

Pandemic Preparedness Plan

Communicable Disease Mitigation

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DFW Airport is committed to the safety and wellbeing of our employees, customers and the community as we focus on our path forward. As we move ahead, we must prepare for new expectations of all our stakeholders.

Almost every challenge in aviation requires a team effort to provide meaningful change and solutions. On behalf of DFW Airport, I want to thank our federal, state and local health and government officials – including our owner cities of Dallas and Fort Worth – for their leadership, guidance and partnership during the global pandemic.

The industry challenges we face today will undoubtedly require the collective efforts of our employees, customers, business partners and the community to help rebuild the aviation industry and mitigate the spread of COVID-19.

This plan provides a blueprint of how we will meet our customers' needs and deliver a reassuring travel experience as it relates to protocols for operations, security and passenger amenities in the age of continued social distancing and elevated sanitization.

This is a living document and represents the joint efforts of health experts, airline partners, concessionaires, vendors and our DFW Readiness Taskforce. As one of the largest economic engines of our region, we believe successfully growing air passenger travel while restoring confidence in the safety of air travel is critical and requires a collaborative approach among all key stakeholders and partners.

DFW Airport is closely monitoring federal, state and local government policy changes, the Centers for Disease Control and Prevention (CDC) guidelines, government mandates and public health advancements. This plan has been developed in consultation with Airport stakeholders, partners and health experts and we will continue to update our protocols and procedures as necessary or appropriate.

While we began implementing enhanced cleaning in all terminals and Airport buildings in early February 2020, we know there is currently no one action that can mitigate all the risks of air travel. We will continue to work with stakeholders to identify and implement any additional reasonable and appropriate measures to prevent and control virus transmission.

One thing we know for certain – there is a path forward.

We believe this will be a helpful tool to help us all move ahead.

Sean Donohue
Chief Executive Officer

1. Introduction

DFW has developed this plan in consultation with its key stakeholders and independent subject matter experts with the goal of safely guiding our employees, tenants and contractors back to the workplace, and to ensure the safety of our customers. Since communicable disease pandemic situations are fluid, it is important to remain responsive and flexible. DFW's Readiness Task Force, which directed the plan development effort, oversaw plan implementation and will continue to closely monitor federal, state and local government policy changes, public health agency guidelines, government mandates and scientific and public health advancements. New developments will be evaluated, and the plan will be updated as necessary or appropriate.

DFW's plan includes a comprehensive set of measures, identified below, to 1) mitigate communicable disease transmission in the Airport; and 2) respond to known and suspected cases at the Airport. An overview of each of these measures is provided in Section 3. These include:

- a. Social Distancing
- b. Hand Hygiene (practices and supplies of sanitizer and wash stations)
- c. Cleaning and Disinfection
- d. Personal Protective Equipment and Face Coverings
- e. Employee Health Screening
- f. Markings, Signage and Communications
- g. Air Filters and HVAC
- h. Management of Suspected Cases

The plan also contains information relevant to specific areas within the Airport. Individuals working in, or responsible for, the specific areas, listed below, should refer to the general measures and the information describing the application of the general measures to the following specific areas:

- a. Employee-Only Areas
- b. Public Spaces and Communal Areas
- c. Concessions
- d. Terminal Services/Curbside
- e. Security Operations
- f. Transportation
- g. Custodial

This document provides education and practical guidance for all employees to use while working. DFW Airport is closely monitoring federal¹, state² and local^{3, 4} government policy changes, Centers for Disease Control and Prevention (CDC) guidelines⁵, government mandates and public health advancements and will continue to update our protocols and procedures as necessary or appropriate. This should be considered a 'living' document and should be updated on a regular basis.

2. Plan Organization

This document is structured in two major parts – general guidelines, which apply to all areas, and area-specific measures. All employees are responsible for reading and understanding the general guidelines, along with the specific measures that apply to their area of operation.

3. General Guidelines, All Areas

The health and safety of DFW employees and customers is our greatest priority.

Training

Pandemic Training. It is very important all Airport employees understand the safety requirements, protocols and expectations to ensure everyone in their communities stay safe and prevent the spread of illnesses. All employees will receive awareness training on safety and sanitation protocols with more comprehensive training for the Board's teams with frequent customer contact, including Custodial, Concessions, Parking Business Unit, Customer Experience, Airport Operations and Department of Public Safety (DPS). Training varies based on audience—from awareness posters and announcements, to detailed cleaning protocols, personal protective equipment and other specifics around the concern.

¹ <https://www.usa.gov/coronavirus>

² <https://www.dshs.state.tx.us/coronavirus/>

³ <https://www.dallascounty.org/covid-19/>

⁴ <https://www.tarrantcounty.com/en/public-health/disease-control---prevention/coronaviruas.html>

⁵ <https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>

Mitigation of Transmission⁶⁷

COVID-19 spreads easily from person to person, but mainly by close contact with other people; through respiratory droplets produced when an infected person coughs, sneezes, breathes, sings, or talks. Some infections can be spread by exposure to virus in small droplets and particles that can linger in the air for minutes to hours. People who are infected but do not have symptoms can also spread the virus to others. Protection of DFW's employees and customers from the spread of disease is afforded via a multipronged approach:

1. Social distancing
2. Hand hygiene
3. Frequent disinfection of common surfaces
4. Personal protective equipment and face coverings
5. Employee health monitoring

Social Distancing

Social distancing refers to actions taken to reduce opportunities for close contact between people to limit the spread of disease. In practice, this means:

- a. Staying a safe distance away from others physically as a normal practice, where possible, according to CDC guidelines
- b. Eliminating contact with others, such as handshakes or embracing co-workers, visitors or friends.

Throughout the Airport every effort will be made to address state and local health authority guidelines on proper social distancing. Employees and customers are encouraged to practice social distancing from other people not traveling with them, which includes while standing in lines, using elevators or moving around the property⁸. Restaurant tables, gate area seating, security checkpoints, check-in counters and other physical layouts will be arranged or modified to promote appropriate distancing. All Airport concession areas will at least comply with local or state mandated occupancy limits. Employees will be reminded to practice social distance from customers and other employees whenever possible.

⁶ <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

⁷ <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html>

⁸ World Health Organization, I.C.A.O., *Operational Considerations for Managing COVID-19 Cases or Outbreak in Aviation 2020*

As air travel increases, however, it will become increasingly difficult to maintain social distance. All persons older than 2 years inside a Board Operated Facility or in a Board Operated Vehicle must wear face coverings over their nose and mouth.

Hand Hygiene

Hand hygiene is critical to removing opportunities for the spread of disease via contact with contaminated surfaces:

- a. Avoiding touching surfaces touched by others to the extent feasible.
- b. Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place or after blowing your nose, coughing or sneezing.
- c. If soap and water are not readily available, use hand sanitizer that contains at least 60% ethyl alcohol. Cover all surfaces of your hands and rub them together until they feel dry. If alcohol products become difficult to source, other FDA approved hand sanitizers may be substituted, such as benzalkonium chloride products that contain a maximum concentration of 0.1%⁹.
- d. Avoid touching your eyes, nose and mouth with unwashed hands.
- e. It is especially important to wash hands after activities such as eating or preparing food; touching your face, or after blowing your nose, coughing, or sneezing; using a restroom; after leaving a public place; after handling your face cover; or after caring for someone sick.

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of communicable diseases. All employees are expected to frequently wash their hands for 20-seconds or use hand sanitizer when a sink is not available, and before and immediately after any of the following activities: using the restroom, coughing or sneezing (always into elbow or a disposable tissue), touching the face, blowing the nose, smoking, eating and drinking, entering and leaving on-site locations, going on break and before or after starting a shift.

Clean hands can stop germs from spreading from one person to another and throughout the workplace and the community. The CDC recommends the following procedure for proper handwashing¹⁰:

1. Wet hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather hands by rubbing them together with the soap. Lather the backs of hands, between fingers and under nails.
3. Scrub hands for at least 20 seconds. (Hint: this is equivalent to humming the “Happy Birthday” song from beginning to end twice.)

⁹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/hand-hygiene.html>

¹⁰ <https://www.cdc.gov/handwashing/when-how-handwashing.html>

4. Rinse hands well under clean, running water.
5. Dry hands using a clean towel or air dry them.

Hand sanitizer dispensers, touchless whenever possible, will be placed at high traffic areas such as security checkpoints, SkyLink Stations, information areas, exits to baggage claim areas, elevator/escalator/moving walkway landings, concessions spaces and customer amenity locations, including the rental car facility, parking locations, bus stations, baggage claim locations and train stations. For employees, hand sanitizer will be available in breakrooms and identified high traffic areas.

Cleaning and Disinfection

Potentially infectious material can live on hard surfaces for many hours. By reducing the frequency of physical contact with items in the workplace also touched by others, individuals can reduce their risk of exposure to communicable diseases.

DFW Airport and business partners will utilize Routine Enhanced Cleaning procedures to clean and disinfect frequently touched surfaces multiple times throughout the day. These surfaces include, but are not limited to, tables, doorknobs, light switches, handrails, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks. Surfaces should be clean and free of visible soiling or dust accumulation before disinfecting. Disinfectants used will be on the U.S. Environmental Protection Agency (EPA) List N¹¹ for use against SARS-CoV-2. Use must follow the application method and dwell time on the EPA list and follow the manufacturer's instructions.

If there is a suspected or confirmed case of COVID-19 within 72-hours of an employee being on-site, custodial services should disinfect the area with an EPA List N disinfectant.

See Appendix 1 for additional details on Enhanced Cleaning protocols.

Face Coverings (Masks)

The CDC recommends that unvaccinated individuals wear a cloth face covering over their mouth and nose when they are indoors, in public, as it is possible to spread illness to others even when a person does not feel sick. The cloth face covering is meant to protect other people in case you are infected.

On July 3, 2020, DFW Airport began requiring certain persons within the Airport to wear a face covering to prevent the spread of COVID-19. January 21, 2021 the White House issued an executive order instructing the CDC and the Department of Homeland Security (DHS) to promulgate regulations for transportation hubs to wear face coverings, to go into effect February

¹¹ <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>

1, 2021. The following rules are in effect immediately and shall continue until they are rescinded, superseded, or amended or until they expire pursuant to applicable law.

1. **Definitions.**

- a. **Actively Consuming** means while in the act of eating or drinking.
- b. **Commercial Motor Vehicle** shall have the definition stated in 49 CFR 390.5.
- c. **DFW Airport Property** means within the territorial limits of the Dallas Fort Worth International Airport including all buildings owned or leased by others.
- d. **Face Covering** means a mask secured to the head covering the nose and mouth with ear loops or ties. It must fit snugly but comfortably against the side of the face and may be manufactured or homemade and should be a solid piece of material without slits, exhaust valves, or punctures. Face Coverings do not include face shields.
- e. **Unconscious** means a person who is non-responsive due to incapacitation and is unable to be awakened. It does not mean a person who is sleeping.

2. **Face Covering Requirement.**

- a. All persons over the age of 2 years old on DFW Airport Property must wear a Face Covering.
- b. The following are exempt from the Face Covering Requirement:
 - i. Persons may remove their Face Covering if asked to prove their identity to DFW Airport DPS, the TSA, CBP, or Airline personnel.
 - ii. Persons while Actively Consuming food, drink, or medication.
 - iii. Persons who cannot wear a face covering due to disability as defined by the Americans with Disabilities Act (42 U.S.C. 12101 et. Seq.). However, said persons must maintain a distance of 6 feet from others not in their travel party or group unless immediately boarding their flight.
 - iv. An Unconscious person or person who otherwise is unable to remove a mask without assistance.
 - v. Persons for whom wearing a mask creates a risk to workplace health, safety, or job duty as determined by relevant workplace safety guidelines or federal regulations.
 - vi. While communicating with a person who is hearing impaired and when the ability to see the mouth is essential for communications.
 - vii. Commercial Motor Vehicle driver when said person is the sole occupant of the vehicle.
- c. Any person not in compliance with this rule shall be subject to removal from DFW Airport Property.

How to use cloth face coverings:

- a. Wash hands thoroughly with soap and water before putting on a face covering.
- b. Secure face covering to your face.
- c. Do not touch your eyes, nose or mouth when removing the face covering and wash your hands immediately after removing.
- d. Ensure that face cover is covering mouth and nose.
- e. Employees shall launder their reusable face coverings daily, preferably machine-washing and drying.

Gloves should be worn in accordance with company policies and in conformance with normal job duties.

Employee Health Monitoring

Employee health monitoring can help ensure infected individuals do not enter the workplace and increase the potential for communicable disease to spread. Health screening can include:

- a. Being alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.
- b. Temperature reading: Monitor temperature daily. Do not take temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen

Self-Screening Protocol. Employees should self-check for fever or other symptoms before coming to work. If an employee is symptomatic, they should stay home.

Supervisors shall ask employees if they have symptoms or observe symptoms, and immediately send employees home, if they exhibit or report symptoms.

Markings, Signage and Communications

Signage. There will be CDC recommended health and hygiene reminders throughout each DFW Board facilities and vehicles.

Public Announcements in English and Spanish will be made on a as needed and rotating basis, in each terminal and the rental car facility:

Welcome to DFW International Airport! Your health and safety is our top priority. Please help us create a safe travel experience by following the Centers for Disease Control guidelines. Face coverings are required to be worn at the Airport. Wash your hands frequently, with soap and water, and maintain six feet of distance from others whenever possible.

Welcome to Dallas Fort Worth International Airport. Your safety is our top priority. Federal law requires wearing a mask at all times while on airport property. Refusing to wear a mask on airport property is a violation of federal law; individuals may be subject to penalties under federal law. Thank you.

Heating, Ventilation and Air Conditioning (HVAC) Management

DFW is enhancing HVAC operation by applying American Society of Heating and Refrigerating and Air-Conditioning Engineers (ASHRAE) Epidemic Task Force Guidelines throughout the terminals. Air filtration has been increased by installing MERV 8 Charcoal Pre-filters, and MERV 13 Post-filters. Ventilation rates are being optimized to provide the maximum amount of outdoor air to the spaces. Disinfection is being addressed through the installation of UVC lights within the HVAC system. DFW continues to monitor the ASHRAE Epidemic Task Force Guidelines for emerging recommendations.

Management of Suspected Cases

Employees who may have been exposed to a person known to be in close contact with an COVID-19 positive person should self-monitor for symptoms. Anyone with known exposure should immediately begin taking their temperature twice a day, watch for fever, cough, shortness of breath, loss of taste or smell, or other symptoms as identified by the CDC¹². A person with known exposure should also practice social distancing, as defined by this plan and CDC recommendations, and follow CDC guidance if symptoms develop.

Employee Health Concerns. DFW Airport has provided clear instructions on how to respond swiftly and report all presumed cases on its property. DFW's business partners and stakeholders should conduct contact tracing and arrange for custodial services to disinfect the area per their normal protocols.

All employees who work at DFW Airport are instructed to stay home if they do not feel well and contact their manager. Employees at work who are exhibiting any symptoms while on the property are instructed to immediately notify their manager.

¹² <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Customer Health Concerns. DFW DPS personnel follow the Public Safety Contagion Response Policy during suspected communicable disease events. All possible means will be taken to protect Airport Board personnel and the general public by attempting to limit the introduction of communicable diseases into the United States and prevent their spread. First responders must wear appropriate personal protective equipment and initially evaluate ill individuals with a minimum number of responders. If the possibility of a disease requiring quarantine is found, firefighter/paramedics will contact the local public health agency or CDC for guidance.

For domestic flight arrivals, response to ill individuals suspected of having a communicable disease is mitigated by DFW first responders. First responders must evaluate the ill individuals with a minimum number of responders and notify the local public health agency or CDC for guidance. If either entity deems an aircraft quarantine is warranted, DFW first responders have the authority to initiate either federal or state quarantine orders¹³. If necessary, DPS police officers will secure the entrance of the aircraft restricting persons from entering or exiting and follow public health guidance.

For international arrivals, CBP has the authority to isolate persons or quarantine a vessel until the suspected contagion can be cleared¹⁴. If the individual is on-board an international flight and is ill with a suspected communicable disease, CBP will secure the aircraft and restrict the number of persons entering and exiting while first responders contact the CDC Emergency Operations Center for guidance.

4. Area-Specific Measures

This section is intended to outline requirements that are unique to certain areas in the Airport as a supplement to the General Guidelines contained in Section 3. Requirements in the General Guidelines apply to all areas even if they not specifically included in the Area Specific Measures.

5. Employee-only Areas

Employee's Responsibilities. All employees who work at DFW Airport are vital participants in an effective environmental health and cleanliness program. All employees shall follow the Self Screening Protocol in the General Guidelines each day before coming to the airport. This is an employee responsibility.

¹³ Regulations, C.o.F., 42 CFR Part 70 - INTERSTATE QUARANTINE, D.o.H.a.H. Services, Editor. 201

¹⁴ Regulations, C.o.F., 42 CFR Part 71 - FOREIGN QUARANTINE, D.o.H.a.H. Services, Editor. 2017.

Social Distancing Protocol – See General Guidelines and Specific Notes below

Hand Hygiene – See General Guidelines

Temperature / Health Screening – See General Guidelines

Personal Protective Equipment / Face Coverings – See General Guidelines

Signage – See General Guidelines

Case Reporting – See General Guidelines

Cleaning and Sanitizing Protocol – See General Guidelines and Specific Notes below

Training and Communications – See General Guidelines

Air Filtration and HVAC – See General Guidelines

Specific Notes

Break Rooms and Office Spaces

Social Distancing Protocol

- a. To the extent practical, employees are suggested to use separate counters, desks, tables or individual stations to reduce shared equipment.
- b. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth, when on DFW Airport property or in DFW Airport operated vehicles.

Cleaning and Sanitizing Protocol

- a. For breakrooms the counters, tables, chairs, cabinets, door handles, handrails food preparation equipment and refrigerator door handles will be sanitized midmorning (after breakfast), midafternoon (after lunch) and at night.
- b. Office areas will be sanitized at the end of every workday.
- c. Employee tools, equipment and devices are to be assigned to a single user where possible. Such equipment is to be sanitized between each user and before and after each shift. If multiple users share equipment, users will sanitize their hands after each use.
- d. Shared computers, keyboards, mice, keys, radios and telephones are required to be sanitized using a disinfectant product by the user after use.
- e. Employees shall wash hands or use hand sanitizer after touching surfaces such as time clocks, copier control pads, microwaves, coffee pot handles, etc.
- f. Floors will be mopped daily. Debris should be cleaned from the floor using a HEPA vacuum or dust mop, provided the dust mop is not shaken.
- g. Employee restrooms will be cleaned and sanitized in the morning, afternoon and evening or more frequently based on occupant traffic.
- h. Custodian supervisors are to document completion of cleaning and/or sanitization of employee break rooms and employee restrooms with time and actions taken to report cleaning frequencies.

Meeting Spaces

Social Distancing Protocol

- a. Meetings should be conducted in a virtual setting when possible.
- b. Meeting arrangements will allow for social distancing between customers and employees in all meetings and events.
- c. As they are able, larger departments/operations are advised to stagger employee arrival times to minimize traffic volume in backstage/ramp level corridors and service elevators where possible.
- d. When able, meetings, including pre-shift meetings, should be conducted virtually. In-person attendees should work to maintain social distance.
- e. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth, when on DFW Airport property or in DFW Airport operated vehicles.

Cleaning and Sanitizing Protocol

- a. Meeting rooms will be cleaned and sanitized daily.

Entry Points

Social Distancing Protocol

- a. Floor graphics and other signage will be located throughout the terminals to provide public health notices. Signs and markings contain infographic reminders to wash hands, use hand sanitizer, socially distance and wear face coverings. Congestion and congregating at entry points should be avoided.
- b. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.

Access DFW

Cleaning and Sanitizing Protocol

- a. Counters, tables, cabinets, chairs, door handles and handrails will be sanitized each morning and after closing each day or more frequently based on occupant traffic.
- b. Employee badge stations, including all peripheral equipment and devices, are assigned to a single user where possible and sanitized between each user and before and after each shift. If multiple users share equipment, users will sanitize their hands after each use.
- c. Shared computers, keyboards, mice, keys and telephones are to be sanitized by the user after each use and when each customer departs the badging area.

- d. Customers are encouraged to check-in via mobile device.
- e. Custodians are to sanitize chairs at least once per work shift, or in alignment with occupant traffic.
- f. Floors will be mopped daily. All carpeted floors will be vacuumed once per week by custodial staff. Use of a dust mop is acceptable provided the mop is not shaken or used in a manner that generates airborne dust.
- g. Employee restrooms will be cleaned and sanitized at least once per work shift or in the morning, afternoon and at the end of the day.
- h. Access DFW staff will follow break room cleaning procedures above.

Social Distancing Protocol

- a. Where possible, employees are to use separate counters, desks or tables and have individual stations to eliminate shared equipment.
- b. Greeters control access to Access DFW to ensure the social distancing of each customer whether in line or seated.
- c. Access DFW and common use seating will be reconfigured to allow for physical separation or will be marked for appropriate distancing using DFW Airport approved graphics.
- d. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth, when on DFW Airport property or in DFW Airport operated vehicles.

6. Public Spaces and Communal Areas

Social Distancing Protocol – See General Guidelines and Specific Notes below

Hand Hygiene – See General Guidelines

Temperature / Health Screening – See General Guidelines

Personal Protective Equipment / Face Coverings – See General Guidelines

Signage – See General Guidelines

Case Reporting – See General Guidelines

Cleaning and Sanitizing Protocol – See General Guidelines and Specific Notes below

Training and Communications – See General Guidelines

Air Filtration and HVAC – See General Guidelines

General Public Spaces

Social Distancing Protocol

- a. Social distancing in public spaces throughout the Airport will be encouraged by signage, announcements, floor markings and directional flow of pedestrian traffic as outlined in the general requirements. As air travel increases, however, social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.

Cleaning and Sanitizing Protocol

- a. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces, including, but not limited to, airline check-in counters, high touch surfaces (e.g., elevator buttons, door handles, escalator and moving walkway handrails, stair handrails, SkyLink seating/handrails, information kiosks, vending machines, ambassador locations, etc.), customer restrooms, ATMs and seating areas.
- b. All high touch surfaces will be sanitized in the morning, afternoon and at the end of the day or more frequently based on occupant traffic.
- c. Touch screens at kiosks available for public use will be cleaned at a frequency based on usage. Hand sanitizer stations will be located in these areas for public usage, and signs will be posted to encourage their use. Self-sanitizing technology may also be considered for integration within kiosks touch screens to allow for the disinfection of the screen between each use.
- d. DFW Airport suggests that airlines, vendors, federal agencies and concessionaires ensure that shared tools and equipment will be dedicated to one employee, when practical. Shared items are suggested to be sanitized before and after each shift or anytime the equipment is transferred to another employee. This includes all shared-use equipment on the ramp level that supports aircraft operations, as well as phones, radios, computers and other communication devices, podiums/counter spaces, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the Airport. This is the airline, federal agency, vendor, or concessionaire responsibility unless specified in a DFW custodial contract.
- e. In the event of a presumptive positive case of the communicable disease, the identified location may be removed from service and cordoned off until the area can be cleaned and disinfected.

Passenger Amenities/Spa, Salon and Fitness Center

- a. Spa - follow state and local guidelines for opening and operations.
- b. Salon/Shoeshine service - follow state and local guidelines for opening and operations.
- c. Fitness Center/Yoga - follow state and local guidelines for opening and operations; alternative wellness options to be provided to customers as they are developed including in-room and outdoor wellness programming.
- d. Pet relief areas - will remain open with appropriate signage reminding users of social distancing.

Airline Lounges

Social Distancing Protocol

- a. Occupancy may be limited to maintain distance between each person or travel group.

- b. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.
- c. Lounge solutions such as box meals and /or package service to passengers is strongly recommended.

Cleaning and Sanitizing Protocol

- a. All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- b. Each sit-down table will be disinfected after each use.

Restrooms

Social Distancing Protocol

- a. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.

Cleaning and Sanitizing Protocol

- a. All fixtures, including baby changing mats, sink and soap hardware, counter tops, toilet flush button and panel, toilet paper stainless panel, outside of toilet bowl, inside and outside door handles are to be sanitized every day in the morning, afternoon and evening.
- b. Full restroom cleaning is to occur in the morning, afternoon and at the end of the day or more frequently based on occupant traffic.

Gate Areas/Boarding Areas

Social Distancing Protocol

- a. Social distancing floor graphics and other signage is located throughout the terminals to provide public health notices. Signs and markings contain infographic reminders to wash hands, use hand sanitizer, socially distance and wear face coverings. Congestion and congregating at entry points should be avoided.
- b. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.
- c. Employees are suggested to use every other counter location to maintain social distancing where possible.

Cleaning and Sanitizing Protocol

- a. Cleaning and sanitizing frequency of surfaces frequently touched by passengers in gate/boarding areas should be coordinated with airline schedules so that cleaning is done when the area is sparsely occupied after airplane departures. In the event of delays that interrupt this schedule, gate and boarding areas should be cleaned at least in the morning, afternoon and at the end of the day or more frequently based on occupant traffic. Surfaces frequently touched by passengers in the gate/boarding area include nonporous chair surfaces including armrests, customer facing counters, railings, etc.
- b. Gate areas (including counters, podiums, kiosks, keyboards and mice, jet bridge controls, door handles, railings on the boarding bridges and seating areas) should be sanitized when few customers are present after times of high use, such as just after a flight has boarded. The frequency of cleaning the gate areas should be flexible to accommodate changes in flight schedules, including delays. It is recommended that cleaning supplies are stored at gate areas for agent use.

Entry Points

Social Distancing Protocol

- a. Customers should enter the Airport through doors that are either automated, propped open, or manually operated by an employee.
- b. Employees will not open the doors of cars or taxis.
- c. Any area where customers or employees typically queue will be clearly marked for appropriate social distancing using DFW Airport-approved graphics.
- d. Drivers are to limit baggage handling to special circumstances with customers.
- e. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.

Cleaning and Sanitizing Protocol

- a. Customers requesting meet-and-greet or wheelchair services will be assisted and DFW wheelchairs will be sanitized after each customer.
- b. Custodians will sanitize high touch terminal services spaces and equipment including dispatch podiums and courtesy phones based on occupant traffic.
- c. Customer luggage carts, wheelchairs and other customer amenities will be cleaned at a frequency based on usage.
- d. Baggage belt divider tubs, Skycap luggage carts and related equipment are to be sanitized in the morning, afternoon and at the end of the day or more frequently based on occupant traffic.

7. Concessions

Details pertaining to Concessionaire Remobilization or Concessionaires can be found on DFW Airport's website.¹⁵

Social Distancing Protocol – See General Guidelines and Specific Notes below

Hand Hygiene – See General Guidelines

Temperature / Health Screening – See General Guidelines

Personal Protective Equipment / Face Coverings – See General Guidelines

Signage – See General Guidelines

Case Reporting – See General Guidelines

Cleaning and Sanitizing Protocol – See General Guidelines and Specific Notes below

Training and Communications – See General Guidelines

Air Filtration and HVAC – See General Guidelines

Food and Beverage

Restaurants and Bars. Restaurants and bars will adjust occupancy to be in alignment with local guidelines. The following are DFW Airport minimum guidelines.

Social Distancing Protocol

- a. Host/Hostesses and managers to manage social distancing at entrances, waiting areas and queues. Social distancing signage will be placed in these areas.
- b. Peak period queuing procedures are to be implemented when customers are not able to be immediately seated.
- c. All locations where there may be possible queuing (e.g., host station, register, to go ordering and pickup, etc.) are expected to have DFW Airport-approved social distancing floor markers.
- d. Queues and social distancing graphics (e.g., to-go service) that spill into the Airport common areas must be reviewed and approved by DFW Airport.
- e. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.
- f. Tables and booths are to be utilized with appropriate social distancing between each family or traveling party.
- g. Reduce bar stool count or label bar stools and counter positions as unavailable to provide appropriate social distancing.
- h. Manage the line flow at quick-serve outlets to ensure coffee and food pick-up areas remain appropriately distanced.

¹⁵ <https://dfwairport.com/dfwready>

- i. Service Bars will be staffed to allow for appropriate distancing between employees.

Cleaning and Sanitizing Protocol

- a. Host Podiums, including all associated equipment, are to be sanitized after customer surges such as after breakfast, lunch and dinner.
- b. All public facing service stations, service carts, beverage stations, counters, handrails and trays are to be sanitized at least once per hour during times of high customer traffic, including breakfast, lunch and dinner times.
- c. Each sit-down table will be disinfected after each use.
- d. Point-of-Sale (POS) terminals are to be assigned to a single cashier where possible and sanitized between each user, and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- e. Napkins will be provided to use a barrier between customer and soda buttons, with an adjacent trash can provided for disposal. Instructions for self-serve will be posted at all equipment.
- f. The use of QR Code or App-based digital menus is preferred.
- g. Existing porous placemats are to be replaced with linen, single-use disposable or nonporous placemats that can be machine washed and sanitized after each use.
- h. Trays (all types) and tray stands are to be sanitized after each use.
- i. Storage containers are to be sanitized before and after each use.
- j. Food preparation stations are to be sanitized at least once per hour following health department and U.S. Food and Drug Administration regulations.
- k. Employees are to wear single-use gloves, deli tissue, or suitable utensils when handling food.
- l. Kitchens are to be cleaned and sanitized at the end of each day, prior to closing.

Customer Considerations

- a. All self-serve condiments and utensils are to be removed and available from cashiers or servers. Condiments are to be served in single-use containers (either disposable or washed after each use).
- b. All straws to be wrapped.
- c. Napkin service is to be suspended until further notice (placing in a customer's lap or re-folding napkins is not allowed). Napkin dispensers will be removed, and employees will provide napkins to customers. Napkins will be provided to seated customers where applicable.
- d. Bar snacks will be served per individual customer and not shared by the table.
- e. All food and beverage items are to be placed on the table, counter, slot, or other surface instead of being handed directly to a customer.

Retail Spaces

In coordination with our retail partners and tenants, customer occupancy limits will be enforced to allow for appropriate distancing at DFW Airport's leased retail spaces. The following are DFW Airport minimum guidelines.

Social Distancing Protocol

- a. All locations where there may be possible queuing (e.g., register, to-go ordering and pickup, etc.) require DFW Airport-approved social distancing markers.
- b. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.
- c. Queues (e.g., to-go service) that spill into the Airport common areas must be reviewed and approved by DFW Airport.

Cleaning and Sanitizing Protocol

- a. Cash wraps, phones, workstations, hard surfaces, handles, and frequently touched surfaces to be sanitized at shift changes.
- b. Checkout counters, to include self-checkout, are to be sanitized a minimum of every hour during times of high use and at the end of each day before closing.
- c. Handles, knobs, cage locks, cages, stock room surfaces, carts and mag liners are to be sanitized at the end of the day before closing.

Customer Considerations

- a. Hand sanitizer dispensers will be placed for customer use at cash registers and/or store entrances.

Terminal Services/Curbside

Social Distancing Protocol – See General Guidelines and Specific Notes below

Hand Hygiene – See General Guidelines

Temperature / Health Screening – See General Guidelines

Personal Protective Equipment / Face Coverings – See General Guidelines

Signage – See General Guidelines

Case Reporting – See General Guidelines

Cleaning and Sanitizing Protocol – See General Guidelines and Specific Notes below

Training and Communications – See General Guidelines

Air Filtration and HVAC – See General Guidelines

Specific Notes

Customer Curbside Arrival

Social Distancing Protocol

- a. Customers should enter Airport terminals through doors that are either automated, propped open or manually operated by an employee.
- b. Employees will not open the doors of cars or taxis.
- c. Additional buses will be deployed during peak hours to maintain the limited occupancy.
- d. As air travel increases, social distancing may not be possible on buses, SkyLink train cars, and other highly occupied areas. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.
- e. Podiums will only be staffed with one employee to enable 6 feet of separation from other employees.
- f. Radios, cell phones and iPads will be used for communication whenever possible.

Cleaning and Sanitizing Protocol

- a. Customers requesting meet-and-greet or wheelchair services will be assisted and DFW wheelchairs will be sanitized based on occupant traffic.
- b. High touch terminal services spaces and equipment, including dispatch podiums and courtesy phones, will be sanitized in the morning, afternoon and at the end of the day or more frequently based on occupant traffic.
- c. Drivers are issued disinfectant wipes to wipe down seats and handrails when the bus is unoccupied/idling between trips.
- d. Buses will be sanitized daily inclusive of mopping and wiping down features.

Customer Considerations

- a. Drivers are to limit baggage handling to special circumstances with customers and will be provided hand sanitizer to use after handling a customer's belongings.

Kiosks

Considerations

- a. Information kiosks will have hand sanitizer stations installed nearby with signage clearly marking the location.

Terminal and Rental Car Common Areas

Social Distancing Protocol

- a. Passengers and customers are encouraged to use elevators with their party, only.
- b. Elevators will have signage encouraging social distancing outside of the elevator with wall graphics inside.
- c. Social distancing signage will be installed at Rental Car Center bus stops on the lower/upper levels, garages and in common areas.
- d. Any area where customers or employees typically queue will be clearly marked for appropriate physical distancing using DFW Airport-approved graphics. These graphics will be presented and encouraged to be utilized within tenant spaces.
- e. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.

Cleaning and Sanitizing Protocol

- a. Vending machine buttons, currency panels, escalator/moving walkway handrails, elevator buttons, door handles, chairs, tables and all other frequently touched surfaces are to be sanitized in the morning, afternoon and at the end of the day or more frequently based on occupant traffic.
- b. Restrooms including baby changing mats, sink and soap hardware, countertops, toilet flush button and panel, toilet paper stainless panel, outside of toilet bowl, and inside and outside door handles to be sanitized in the morning, afternoon and at the end of the day or more frequently based on occupant traffic.
- c. Floors are to be wet mopped at the end of each day after closing.

Customer Considerations

- a. Hand sanitizer dispensers will be placed throughout high traffic and high touch locations within the terminals.

Airline Ticket Counters/Multi-Employee Counters

Social Distancing Protocol

- a. Agents are encouraged to utilize every other workstation to ensure separation between employees whenever possible. Face coverings are expected to be worn.
- b. Customers are to maintain separation while waiting in line with the spacing clearly marked on the floor by DFW Airport-approved graphics.
- c. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport

operated vehicles. The use of cell phone apps for checking in will be encouraged in place of the kiosk and counter service, where possible.

Cleaning and Sanitizing Protocol

- a. Customer-facing counters are suggested to be sanitized as airlines change over.
- b. Touch screens at kiosks will be cleaned multiple times per day after surges in customer use. Hand sanitizer stations will be located in these areas and signs will be posted to encourage their use.
- c. Shared computers and phones are suggested to be sanitized as airlines change over.
- d. Self-service kiosks to be sanitized in the morning, afternoon and at the end of the day or more frequently based on occupant traffic. Other frequently touched surfaces including repacking station surfaces, trash can tops and buttons to be sanitized in the morning, afternoon and evening or more frequently based on occupant traffic.

Customer Considerations

- a. Hand sanitizer dispensers are located near the customer counters.

Queueing

Social Distancing Protocol

- a. Any area where customers or employees typically queue will be clearly marked to encourage social distancing. This includes, but is not limited to, ticket counters, restrooms, Federal Inspection Services (FIS) facility, TSA security screening, boarding gates, passenger boarding bridges, elevator lobbies, concessionaire to-go lines, vending machines, ATMs, casual dining, taxi lines, bus lines, employee portals, time clocks and baggage carrousel.
- b. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.

Baggage Claim and Handling

Social Distancing Protocol

- a. Public health notices will be displayed on the baggage claim screens encouraging social distancing.
- b. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.

Cleaning and Sanitizing Protocol

- a. The outer perimeter guard railing is to be sanitized after each period of heavy customer use. This could include after the morning rush or down periods after multiple arrivals have used the same carousel. to occur in the morning, afternoon and at the end of the day or more frequently based on occupant traffic.
- b. Hand sanitizer will be provided in all areas/departments where bags or customer items are routinely touched by employees.
- c. Cleaning schedule should be aligned based on flight schedules to ensure a more frequent, in-depth disinfection of luggage carts, washrooms, elevator buttons, rails, etc. Cleaning should occur between flights, when possible.

8. Security Operations

Social Distancing Protocol – See General Guidelines and Specific Notes below

Hand Hygiene – See General Guidelines

Temperature / Health Screening – See General Guidelines

Personal Protective Equipment / Face Coverings – See General Guidelines

Signage – See General Guidelines

Case Reporting – See General Guidelines

Cleaning and Sanitizing Protocol – See General Guidelines and Specific Notes below

Training and Communications – See General Guidelines

Air Filtration and HVAC – See General Guidelines

Specific Notes

General Security Operations

Social Distancing Protocol

- a. Standard protocols will be followed unless a specific incident requires more invasive contact (e.g., taking a subject into custody for a criminal offense).
- b. Floor graphics indicating separation for social distancing will be installed at each employee portal queue.
- c. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.

Cleaning and Sanitizing Protocol

- a. All contact surfaces to be sanitized at the completion of an incident, in addition to standard sanitization protocols.
- b. Hand sanitizing dispensers will be placed at the exit of each employee portal.

- c. Shared workstations are to be sanitized in the morning, at lunch and at the end of the day.
- d. DPS officers and custodial employees will sanitize bins.

TSA Security Checkpoints

Social Distancing Protocol

- a. Floor graphics indicating social distancing will be installed throughout each queue.
- b. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.
- c. Travel Document Checker podiums will be outfitted with proximity guards as needed.

Cleaning and Sanitizing Protocol

- a. Sanitizing will be completed in accordance with TSA enhanced cleaning standards.
- b. The frequency of cleaning and sanitizing will increase in the high traffic areas of the security checkpoints and queue space with an emphasis on bins, stanchion tops, divesting tables and seating locations corresponding with the checkpoint. Cleaning of trays and bins should be done in accordance with TSA enhanced cleaning standards.
- c. Hand sanitizing dispensers will be placed at the exit of each TSA screening checkpoint.
- d. Shared workstations are suggested to be sanitized in the morning, afternoon, and at the end of the day, as well as at shift change.
- e. Seating is to be sanitized between customer surges or at least in the morning, late morning, early afternoon, late afternoon and evening.

Federal Inspection Services Facilities

Federal Inspection Services (FIS) Facility. The frequency of cleaning and sanitizing will increase in the high traffic areas of the FIS facility with an emphasis on stanchion tops, kiosks, elevator buttons, escalator and moving walkway handrails, seats, officer podiums at primary inspection, seating and counters at secondary inspection and baggage claim areas.

FIS podiums will be kept to one unit per bay to ensure separation between employees whenever possible. Proximity guards will be implemented between customers and employees.

Social Distancing Protocol

- a. Officers are suggested to use separate podiums and eliminate use of shared equipment.
- b. Greeter employees will be stationed in identified locations throughout the FIS hall to control social distancing as needed.

- c. All documents are to be placed on podium prior to officer or customer handling.
- d. Signage encouraging social distancing and public health notice signs are to be installed in FIS level areas.
- e. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.
- f. Implement peak period queueing procedures by extending queues into the secured corridors in the Passport Control Hall, including a greeter at each end of the hall to manage distancing, when the number of customers exceeds the hall capacity.

Cleaning and Sanitizing Protocol

- a. Podiums and equipment are to be sanitized after the processing of each flight or customer surge if multiple flights are processed around the same time.
- b. Stanchion tops will be sanitized in the morning, afternoon and at the end of the day or more frequently based on occupant traffic. Tables, desks, door handles, push plates, escalator rails, moving sidewalk handrails and e-gates, will be sanitized in the morning, afternoon and at the end of the day or more frequently based on occupant traffic.
- c. Hand sanitizer will be made available throughout FIS facility.

9. Transportation

Social Distancing Protocol – See General Guidelines and Specific Notes below

Hand Hygiene – See General Guidelines

Temperature / Health Screening – See General Guidelines

Personal Protective Equipment / Face Coverings – See General Guidelines

Signage – See General Guidelines

Case Reporting – See General Guidelines

Cleaning and Sanitizing Protocol – See General Guidelines and Specific Notes below

Training and Communications – See General Guidelines

Air Filtration and HVAC – See General Guidelines

Specific Notes

SkyLink

Social Distancing Protocol

- a. Social distancing may be difficult to maintain. All persons older than 2 years inside a Board Operated Facility or in a Board Operated Vehicle must wear face coverings over their nose and mouth.

Cleaning and Sanitizing Protocol

- a. Custodians are to sanitize pre-boarding seating after customer surges in the morning, afternoon and evening or more frequently based on occupant traffic.
- b. Custodians are to sanitize SkyLink cars and each chair and handrail after customer surges or whenever the train is idling between routes.

Customer Considerations

- a. Hand sanitizer dispensers will be installed at each SkyLink station.

Rental Car Pickup

Social Distancing Protocol

- a. Bus drivers are to request that customers maintain social distance with seating.
- b. Social distancing may be difficult to maintain. All persons older than 2 years inside a Board Operated Facility or in a Board Operated Vehicle must wear face coverings over their nose and mouth.

Cleaning and Sanitizing Protocol

- a. Frequently touched surfaces on buses, including chair, handrails and straps will be sanitized in between customer surges when buses are idling or out of service.
- b. Buses will be sanitized once a day with mopping and wiping down while out of service.
- c. Employees are to wash hands or sanitize hands after touching any customer shared equipment including keys, documents or cars.
- d. Shared computers and phones are to be sanitized between each user and at the end of each work shift.
- e. Hand sanitizer will be made available throughout Rental Car Center, and on buses upon passenger request.

Airside (Cobus) Bussing

Social Distancing Protocol

- a. Passenger loading is controlled by Board staff to ensure proper social distancing.
- b. Masks are provided for passengers as needed.

Cleaning and Sanitizing Protocol

- a. Hand sanitizer is available on each Cobus and at the Terminal D bus stations.
- b. Buses are cleaned after each day's operation, including seats, straps, and handrails.

Control Plaza Booths

Social Distancing Protocol

- a. Employees are to exit the booth upon shift change before next employee enters. As per established shift change procedures.
- b. Social distancing may not be possible. All persons older than 2 years must wear face coverings over their nose and mouth when on DFW Airport property or in DFW Airport operated vehicles.

Cleaning and Sanitizing Protocol

- a. All customer-facing touchpoints, including countertops, credit card machines and ticket machines, are to be sanitized hourly during times of high use and at shift change. This can be done by providing the booth operator with disinfectant products.
- b. Shared computers, phones and pens are to be sanitized at shift change.
- c. Chairs and surfaces are to be sanitized at shift change by the employees assigned to the station.

10. Custodial

Social Distancing Protocol – See General Guidelines and Specific Notes below

Hand Hygiene – See General Guidelines

Temperature / Health Screening – See General Guidelines

Personal Protective Equipment / Face Coverings – See General Guidelines

Signage – See General Guidelines

Case Reporting – See General Guidelines

Cleaning and Sanitizing Protocol – See General Guidelines and Specific Notes below

Training and Communications – See General Guidelines

Air Filtration and HVAC – See General Guidelines

Specific Notes

Social Distancing Measures and Engineered Barriers

- a. When entering employee break rooms for the purpose of cleaning and sanitizing, custodial employees may politely announce themselves and their intention to clean the break room. Employees may be asked to leave to maintain social distancing requirements while cleaning tasks are performed.

- b. Social distancing can be difficult to maintain. All persons older than 2 years inside a Board Operated Facility or in a Board Operated Vehicle must wear face coverings over their nose and mouth.

Cleaning and Disinfection

DFW Airport uses cleaning products and protocols that meet EPA List N¹⁶ guidelines and are approved for use against SARS-CoV-2 bacteria and other airborne and bloodborne pathogens. DFW is working with its vendors, distribution partners and suppliers to ensure an uninterrupted supply of cleaning supplies and the necessary personal protective equipment.

- a. Personal protective equipment (e.g., gloves, eye protection) is to be used in accordance with standard practice and the instructions on product labels.

Customer and Employee Considerations

- a. Custodian supervisors are to document completion of cleaning and/or sanitization of employee break rooms and employee restrooms with time and actions taken to report cleaning frequencies.
- b. Employee break rooms are to be always kept with an available supply of hand soap in the soap dispensers.
- c. All identified back of house hand sanitizer dispenser locations (e.g., near time clocks) are to be kept with an available supply of 60% alcohol content hand sanitizer. If alcohol products become difficult to source, other FDA approved hand sanitizers may be substituted, such as benzalkonium chloride products that contain a maximum concentration of 0.1%¹⁷.

Training and Communications

- a. Custodial staff will require training on appropriate cleaning protocols and frequencies contained in this policy.
- b. All custodial staff will receive training in accordance with Occupational Safety and Health Administration (OSHA) hazard communication standard. This training will include the safe use of the disinfectants or chemical products including information contained in product safety data sheets.

¹⁶ <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>

¹⁷ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/hand-hygiene.html>

APPENDIX 1: STANDARD CLEANING AND DISINFECTING PROTOCOLS

COVID 19 Pandemic Enhanced Cleaning and Disinfecting Procedure

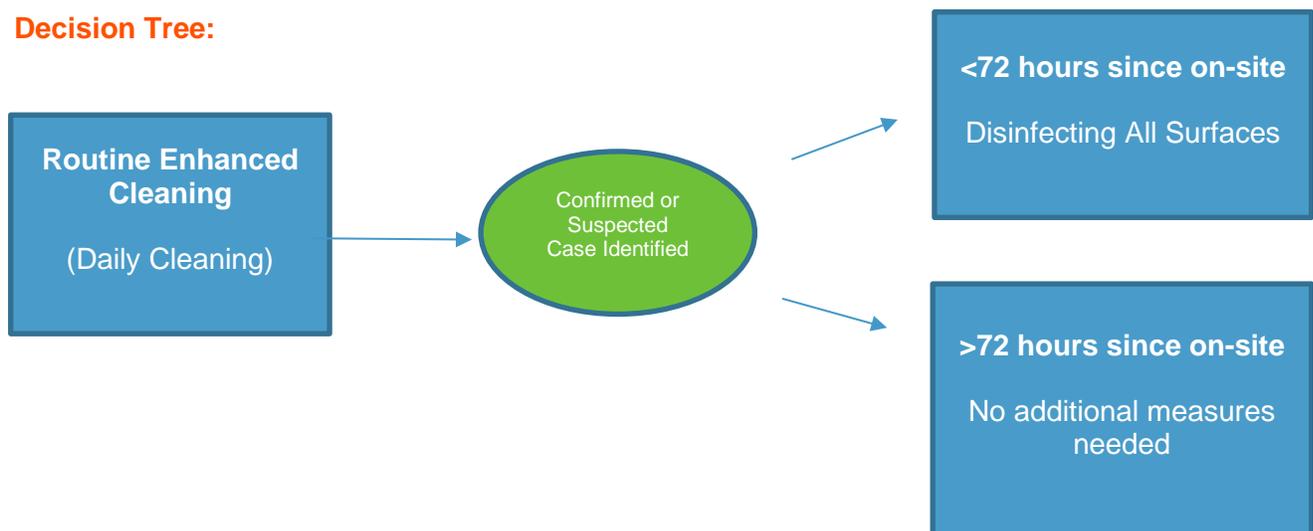
Purpose:

This document outlines the cleaning response scenarios and specific procedures to combat the spread of COVID-19 among DFW Airport customers and employees. It is applicable to all DFW Airport terminals and office buildings.

Definitions:

- a. Confirmed Case: Individual tests positive for COVID-19
- b. Suspected Case: Individual demonstrates symptoms associate with COVID-19 and/or has known contact with a confirmed case
- c. Clean: Using products containing soap or detergent to reduce germs on surfaces by removing contaminants. Cleaning may also weaken or damage some of the virus particles, which decreases the risk of infection from surfaces.
- d. Disinfect: Using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface *after* cleaning, it can further lower the risk of spreading infection.
- e. Personal Protective Equipment: Devices worn by the worker to protect against hazards in environment.
- f. Routine Enhanced Cleaning: Focuses on both cleaning and disinfecting surfaces while utilizing proper personal protective equipment and CDC approved chemicals.
- g. Social Distancing: Maintain a distance of at least 6 feet from others

Decision Tree:



Overview

Routine Enhanced Cleaning procedures shall be utilized for all routine cleaning.

If DFW is made aware of a confirmed or suspected case, and the employee was last on-site in the past 72 hours, custodial services should clean and disinfect the area.

- a. Identify all spaces the individual contacted.
- b. If feasible, restrict access to these areas until cleaning procedure is complete.
- c. If feasible, increase outdoor ventilation to the area by opening doors and windows or altering HVAC settings.
- d. If DFW's contractors provide custodial services, contact the Integrated Operations Center (IOC) to request custodial services to disinfect the space.
- e. If the entity is responsible for custodial services in that area, clean and disinfect per protocols.

Daily Enhanced Cleaning

Personnel:

Personal Protective Equipment requirements:

- a. Prior to entering the area, the contractor shall don appropriate personal protective equipment as required for the specific products being used. Staff Training Requirements:
 - i. Staff shall be provided hands-on training on the personal protective equipment being utilized. The training should include information on the proper procedures to don and doff the personal protective equipment, its purpose and limitations and its proper disposal.
 - ii. Staff shall be provided hands-on training on the use of all disinfecting products. The training should include information on the proper application method, contact time and any other manufacturer specified requirements.

Products:

Product Selection:

- a. The contractor shall submit to the Contracting Officer's Representative or their designee for review and approval, any proposed disinfectants, prior to use. All cleaners and disinfectants shall be used in accordance with the manufacturer's recommendations. All specified contact times and application rates shall be strictly adhered to.
- b. The contractor shall utilize a disinfecting product identified by EPA List N as effective against Novel Coronavirus SARS-CoV-2¹⁸

Product Substitution:

- a. If an EPA-Registered List N product is not available, other EPA registered products may be submitted for review.

Cleaning and Disinfecting:

- a. The contractor shall clean any visible dirt or debris from all surfaces using cleaning or detergent products compatible with the surfaces being cleaned.
- b. Products shall be used in accordance with the manufacturer's directions.
- c. Following cleaning, the contractor shall disinfect all solid high touch surfaces. These surfaces include but are not limited to: handrails, door knobs, access control pads, light switches, countertops, water faucets and handles, work surfaces, elevator buttons, sinks, toilets and control handles, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, water cooler and drinking fountain controls.

¹⁸ <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>

- d. Employees shall wash their hands every 30 minutes utilizing proper handwashing techniques. Wash hands in soap and water for 20 seconds. Hand sanitizer may be substituted if soap and water are not available, and hands are not visibly dirty.
- e. Employees must practice social distancing.

Quality Assurance / Quality Control:

The contractor shall provide a Quality Assurance / Quality Control (QA/QC) plan for DFW review. At a minimum the QA/QC plan shall provide:

- a. Tracking of the date and time each location is cleaned and disinfected.
- b. The description of the product used for disinfecting.
- c. The cleaning procedure utilized.
- d. Record of all staff trainings on personal protective equipment and product usage.
- e. The name of the individual(s) who conducted the QA/QC process.
- f. Description of how the contractor ensures staff is adhering to the process.
- g. The frequency of QA/QC activity.

Waste Management:

- a. When cleaning and disinfecting of the area is complete, the contractor shall remove and dispose of used cleaning materials, personal protective equipment and any other cleaning and disinfecting waste materials.
- b. Additional waste requirements may apply, based on the products utilized. At a minimum, the materials shall be disposed of in a sealed plastic trash bag, and double-bagged. The waste is not considered medical waste.

Response Disinfection

Personnel:

Credential Requirements

- a. Updated CDC guidance allows for disinfecting affected areas using EPA List N disinfectants. Custodial staff may use enhanced cleaning procedures to disinfect areas as needed.

Personal Protective Equipment requirements:

- a. Prior to entering the area, the custodial employee shall don appropriate personal protective equipment as required for the specific products being used. At minimum, contractors shall wear nitrile or latex disposable gloves and a face cover.

Staff Training Requirements:

- a. Staff shall be provided hands-on training on the personal protective equipment being utilized. The training should include information on the proper procedures to don and doff the personal protective equipment, its purpose and limitations and its proper disposal.
- b. Staff shall be provided hands-on training on the use of all disinfecting products. The training should include information on the proper application method, contact time, and any other manufacturer specified requirements.

Products:

Product Selection

- a. The custodial contractor shall utilize a disinfecting product identified by EPA as effective against Novel Coronavirus SARS-CoV-2¹⁹

Product Substitution

- a. If an EPA-Registered List N product is not available, other EPA registered products may be submitted for review.

¹⁹ <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>

Cleaning and Disinfecting:

- a. The custodial contractor shall clean any visible dirt or debris from all surfaces using cleaning or detergent products compatible with the surfaces being cleaned.
- b. Products shall be used in accordance with the manufacturer's directions.
- c. Following cleaning, the contractor shall disinfect the area utilizing an EPA List N disinfectant.

Quality Assurance / Quality Control:

The contractor shall provide a Quality Assurance / Quality Control (QA/QC) plan for DFW review. At a minimum the QA/QC plan shall provide:

- a. Tracking of the date and time each location is cleaned and disinfected.

Waste Management:

- a. When cleaning and disinfecting of the area is complete, remove and dispose of used cleaning materials, personal protective equipment and any other cleaning and disinfecting waste materials.
- b. Additional waste requirements may apply, based on the products utilized. At a minimum, the materials shall be disposed of in a sealed plastic trash bag, and double bagged. The waste is not considered medical waste.
- c. Dirty laundry, including linens used to clean, may be safely washed with other laundry. If handling dirty laundry from a sick person or in the disinfection process, wear gloves and a face cover.

Process:

- a. Business partners or stakeholders contact their DFW Board point of contact.
- b. The point of contact will contact Risk Management to alert of issue.
- c. Risk Management will contact approved emergency response contractor(s) to execute decontamination cleaning.
- d. Contractor to be activated as soon as possible and practical and response time should allow for mobilization and arrival to affected areas.
- e. If possible, close off any area used by the affected person and increase ventilation by opening outside windows and doors.
- f. Contractor will execute emergency response procedures, and support as needed.

Record of Revisions

1.0	06/05/2020	Original document
2.0	07/16/2020	Added area specific measures
2.1	09/03/2020	Edit to hand sanitizer requirements
2.2	12/01/2020	Minor updates based on evolving protocols
3.0	03/31/2021	Updates to time requirements for cleaning, as well as signage updates
4.0	05/31/2021	Updates to emergency decontamination, given updated CDC guidance
5.0	08/9/2021	Updates to reflect current practices based on updated CDC guidance