

Pandemic Preparedness Plan

Communicable Disease Mitigation

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DFW Airport is committed to the safety 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. 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, our airlines partners, concessionaires, vendors and our DFW Readiness Taskforce. We believe that successfully growing air passenger travel while restoring confidence in the safety of air travel are vital and require a partnership and collaborative approach among all key stakeholders.

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 and will continue to update as necessary or appropriate our protocols and procedures. This plan has been developed in consultation with Airport stakeholders, partners and health experts.

While we began instituting enhanced cleaning in all terminals and Airport buildings in early February, 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, will oversee 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 that all Airport employees understand the safety requirements, protocols and expectations to ensure everyone and 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 (within 6 feet); 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. These viruses may be able to infect people who are further than 6 feet away from the person who is infected or after that person has left the space. 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 2 meters (6 feet) away from others physically as a normal practice, where possible.
- 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 will be advised to practice physical distancing by maintaining at least 6 feet of distance 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 ensure appropriate distancing. All Airport concession areas will at least comply with local or state mandated occupancy limits. Employees

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*

will be reminded to practice social distancing by maintaining at least 6 feet of distance from customers and other employees whenever possible.

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 sanitizer that contains at least 60% 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 hand-washing 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 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 hand-washing¹⁰:

1. Wet hands with clean, running water (warm or cold), turn off the tap, and apply soap.

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

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

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.)
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, up to several days. By reducing the frequency of physical contact with items in the workplace that also are touched by others, individuals can reduce their risk of exposure to communicable diseases.

DFW Airport and business partners will utilize Level 1 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, DFW Risk Management will coordinated Level 2 Emergency Response Cleaning to disinfect all surfaces and the air in the area. This cleaning will be conducted by a third-party contractor experienced in microbial-related remediation or similar work.

See Appendix 1 for additional details on Level 1 and Level 2 cleaning protocols.

Face Coverings (Masks) and Health and Safety Plans

The CDC recommends that everyone wear a cloth face covering over their mouth and nose when they are 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.

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

Effective July 3, 2020, the DFW Airport Board expanded the requirement for face coverings, to include all persons in any DFW Board facility, including the rental car facility, remote parking areas, buses, SkyLink and other DFW Board facilities. Specifics of the requirement are listed below.

1. **Face Covering Requirement.** All persons older than two years inside a Board Operated Facility or Board Operated Vehicle must wear a face covering over the nose and mouth.
 - a. Board Operated Facility includes all passenger terminals, the rental car facility, remote parking facilities, and any DFW Airport Board operated facility.
 - b. Board Operated Vehicles include SkyLink, Terminal Link or other clearly designated Board operated vehicle.
 - c. The following are exempt from the Face Covering Requirement:
 - i. Persons asked to prove their identity to DFW Airport Department of Public Safety (DPS), the Transportation Security Administration (TSA), Customs and Border Protection (CBP) or Airline personnel.
 - ii. Persons actively consuming food or drink at a restaurant or other establishment that offers food or beverage service.
 - iii. Persons actively eating or drinking while not in a restaurant or establishment that offers food or beverage service, provided they are maintaining a distance of at least 6 feet from others not in their travel party or group.
 - iv. Persons for whom wearing a face covering poses a mental, physical, safety or security risk (e.g., a person who has trouble breathing). However, said persons must maintain a distance of at least 6 feet from others not in their travel party/ group unless immediately boarding their flight.
 - d. Any person not in compliance with this requirement shall be subject to removal from all Board Operated Facilities or Board Operated Vehicles.

2. **Health and Safety Policy.** All businesses located within the territorial limits of DFW International Airport must develop and implement a Health and Safety Policy consistent with this requirement.
 - a. The Health and Safety Policy must include a requirement for employees, visitors, contractors and customers older than 2 years to wear face coverings.
 - b. The Health and Safety Policy must include social distancing, or 6 feet of separation, while in close contact or proximity to others.
 - c. It is strongly encouraged that the Health and Safety Policy include other mitigating measures designed to control or reduce the transmission of COVID-19, such as temperature checks or health screenings.
 - d. The Health and Safety Policy required by this order must be placed in a conspicuous location sufficient to provide notice to employees and visitors.
 - e. Failure to develop and implement a Health and Safety Policy required by the order within five (5) calendar days following the effective date of this Order may result in a fine (civil) not to exceed \$500.00 for each violation.
 - f. This rule shall not apply to a businesses' facilities or locations within a Board Operated Facility.

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. 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.

Many DFW business partners, including airlines and concessionaires, have implemented temperature monitoring for their employees.

Traveler Temperature Screening

At this time, DFW is not requiring travelers to have their temperatures monitored. DFW will follow CDC and state and local public health guidelines.

Markings, Signage and Communications

Signage. There will be CDC recommended health and hygiene reminders throughout each DFW Board facilities and vehicles. Customer restrooms will have CDC recommendation hygiene posters displayed.

Public Announcements in English and Spanish will be made every 15 minutes 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.

Heating, Ventilation and Air Conditioning (HVAC) Management

DFW is enhancing our 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 (e.g., Concessionaire, Airline, TSA) should notify their DFW point of contact. The DFW point of contact will then notify DFW Airport's Risk Management Department. DFW will coordinate the appropriate Level 2 Emergency Response cleaning to potentially impacted and identified locations.

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.

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

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

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.

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

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.

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 suggested 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, 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 post sign-off sheets in break rooms and employee restrooms with time and actions taken to report cleaning frequencies.
- i. Areas will be disinfected with an electrostatic spraying unit on a rotating basis.

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. Meetings, including pre-shift meetings, will be conducted virtually whenever possible and employees will limit the number of attendees in meeting spaces to ensure 6 feet of separation from others.
- e. Schedules are suggested to be modified to reduce the time employees spend on campus while ensuring all business functions remain completed at highest performance levels.
- f. 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.
- b. Areas will be disinfected with an electrostatic spraying unit on a rotating basis.

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. Access DFW virtual queue touch screen devices are not being used. Customers are encouraged to check-in via mobile device.
- e. Custodians are to sanitize chairs once every two hours or align with occupant traffic.
- f. Floors will be mopped or vacuumed daily. 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.
- i. Employee break rooms will be disinfected with an electrostatic spraying unit on a rotating basis.

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/hand rails, 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 at the direction of DFW Risk Management. The location will not be returned to service until approved by DFW Risk Management, who will determine the appropriate decontamination protocols have been completed. DFW Risk Management will determine if sufficient information is available to verify the presumptive case is not COVID-19. In the event of a positive case or there is uncertainty, the identified location will undergo Level 2 Emergency Response cleaning protocol by a DFW Airport-approved and licensed third-party vendor.
- f. Each gate area, passenger boarding bridge, restroom and chapel will be disinfected with an electrostatic spraying unit on a rotating basis.

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 will 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. CDC recommended hygiene and distancing practices will be posted in each restroom.
- 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 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 every two hours. 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, 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.
- c. Passenger boarding bridges will be disinfected with an electrostatic spraying unit on a rotating basis.

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 after each use.

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

¹⁵ <https://dfwairport.com/dfwready/index.php>

- 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 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.
 - 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. 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 server 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. Proximity guards are required at registers/cash wrap or countertop where employee/customer interactions are being conducted.
- f. 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.
- g. Menus are to be single use and/or disposable or sanitized after each use.
- h. 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.
- i. Trays (all types) and tray stands are to be sanitized after each use.
- j. Storage containers are to be sanitized before and after each use.
- k. Food preparation stations are to be sanitized at least once per hour following health department and U.S. Food and Drug Administration regulations.
- l. Employees are to wear single-use gloves, deli tissue, or suitable utensils when handling food.
- m. 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).
- a. Delivery of food to the table must be covered.
- 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, proximity guards 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. 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.
- 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 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 on proper standing locations at the SkyLink platforms.
- 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 after high use times such as the morning rush, early afternoon and evening 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 early morning, late morning, afternoon and evening or more frequently based on occupant traffic.
- c. Floors are to be wet mopped at the end of each day after closing.
- d. Proximity guards should be sanitized between each work shift.
- e. Employee break rooms will be disinfected with an electrostatic spraying unit on a rotating basis.

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. Proximity guards will be installed between customer and employee counters.
- c. Customers are to maintain separation while waiting in line with the spacing clearly marked on the floor by 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. 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 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. Proximity guards are suggested and are to be sanitized as airlines change over.
- d. Shared computers and phones are suggested to be sanitized as airlines change over.
- e. Self-service kiosks to be sanitized at least once every two hours or based on occupant traffic.
- f. 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 for appropriate social distancing using DFW Airport-approved graphics. 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 carousels.
- 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.
- 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. Security officers are to assist with enforcing social distancing protocols in customer queuing areas as required (ticket counters, security checkpoints, boarding gates, SkyLink, elevator landings, etc.).
- 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.

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.

Cleaning and Sanitizing Protocol

- a. 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 on an hourly basis and may be more or less frequently based on customer traffic.

- b. Hand sanitizing dispensers will be placed at the exit of each TSA screening checkpoint.
- c. Shared workstations are suggested to be sanitized at least once per every four hours and at shift change.
- d. Seating is to be sanitized between customer surges or at least in the morning, late morning, early afternoon, late afternoon and evening.
- e. Employee break rooms will be disinfected with an electrostatic spraying unit periodically.

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. Floor graphics indicating 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 after periods of flight activity or more frequently based on occupant traffic.
- c. Tables, desks, door handles, push plates, escalator rails, moving sidewalk handrails and e-gates, will be sanitized after each period of heavy customer use or more frequently based on occupant traffic.

- d. Walkways, restrooms, corridors, office space and Passport Control Hall will be disinfected with an electrostatic spraying unit on a rotating schedule.
- e. 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. Floor graphics indicating social distancing will be installed for queues on the SkyLink platform.
- 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.
- c. Signs will be installed to identify separate doors for boarding and exiting.

Cleaning and Sanitizing Protocol

- a. Custodians are to sanitize pre-boarding seating after customer surges in the morning, afternoon and evening.
- 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. Proximity guards and countertops are to be sanitized at the end of each work shift.
- f. Hand sanitizer will be made available throughout Rental Car Center and on buses.

Toll Booths

Social Distancing Protocol

- a. Employees are to leave toll booth upon shift change before next employee enters.
- 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. This can be done by providing the toll 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 will 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 post sign-off sheets in 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.

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

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.

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

APPENDIX 1: STANDARD CLEANING AND DISINFECTING PROTOCOLS

COVID 19 Pandemic 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: The removal of germs, dirt and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection
- 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. Level 1 Routine Enhanced Cleaning: Focuses on both cleaning and disinfecting surfaces while utilizing proper personal protective equipment and CDC approved chemicals.
- g. Level 2 Emergency Response Cleaning: Requires Risk Management approval. Full decontamination focuses on the cleaning and disinfecting of surfaces and air while utilizing proper personal protective equipment, certified personal, CDC approved chemicals and disposal requirements.
- h. Social Distancing: Maintain a distance of at least 6 feet from others

Decision Tree:



Overview

Level 1 Routine Enhanced Cleaning procedures shall be utilized for all routine cleaning.

If DFW is made aware of a confirmed or suspected case, the Level 2 Emergency Response Cleaning process will be followed.

- 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. Notify DFW Risk Management. DFW Risk Management will coordinate decontamination cleaning with third party vendors and applicable DFW departments, business partners, and stakeholders.

Level 1 – Routine Enhanced Cleaning

(Daily 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. At minimum, disposable gloves and gown are to be worn. If disposable gowns are not available, coveralls, aprons, or work uniform may be substituted. If a work uniform is utilized, the employee should change into clean clothing before leaving the jobsite to prevent transfer of contaminants.

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 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 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.

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

- 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.
- d. Ionizing spray disinfectants may be utilized if staff is trained in its proper use and follows the proper personal protective equipment requirements.
- e. Employees shall wash their hand 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.
- f. 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.

Level 2 – Emergency Response Cleaning (Disinfect All Surfaces and Air)

Personnel:

Credential Requirements

- a. The contractor performing this work shall be experienced in performing microbial-related remediation or similar work (e.g., crime scene cleanup, mold abatement, etc.).

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. At minimum, contractors shall wear nitrile or latex disposable gloves and a disposable gown or coveralls.

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 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 as effective against Novel Coronavirus SARS-CoV-2¹⁹

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

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 the area utilizing a fogging process capable of disinfecting hard surfaces, porous surfaces air. The contractor shall follow manufacturer specifications for personal protective equipment and application.

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. A detailed standard operating procedure for the fogging procedure specific to the product being utilized.
- b. Tracking of the date and time each location is cleaned and disinfected.
- c. The description of the product used for disinfecting.
- d. The cleaning procedure utilized.
- e. Record of all staff trainings on personal protective equipment and product usage.
- f. The name of the individual(s) who conducted the QA/QC process.
- g. Description of how the contractor ensures staff is adhering to the process.
- h. The frequency of QA/QC activity.
- i. Process for clearing an area for re-entry.

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.

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