

AIRPORT CONCESSIONS PROGRAM HANDBOOK

SEPTEMBER 2024

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Introduction to the CDA Concessions Program

The City of Chicago's Department of Aviation Airport Concessions Program serves as the primary resource to meet the needs of the traveling public regarding the provision of high-quality, fair-priced goods and services at Chicago's Airports.

O'Hare and Midway International Airports are owned by the City of Chicago (City) and the Chicago Department of Aviation (CDA) and we welcome you to the family of Tenants operating at the City's Airports. Your business represents an excellent opportunity to serve the traveling public as well as operate a profitable enterprise.

The CDA is responsible for all aspects of Airport management at both O'Hare and Midway International Airports. At O'Hare specifically, in conjunction with the CDA, Unison Retail Management (Unison) oversees all Concession program operations as the Concessions Management Representative (CMR). To ensure quality and uniformity among all Tenants, the CDA and Unison have designed this document, the Airport Concessions Program Handbook (CPH), to identify precise guidelines for our Concessions program that match the expectations and needs of our passengers. The CPH illustrates the monitoring program that outlines the expected safe and secure operating standards as well as facility and maintenance expectations for all Concessions operators and their employees.

To begin your partnership with the CDA, we encourage early review of this CPH. Understanding and compliance with the handbook will assist in successful operational planning to meet the requirements of the Lease and License Agreement (Agreement) and will better position the success of your business as a partner in the City of Chicago's Department of Aviation Concessions Program.

The information in this handbook is not all-inclusive and is subject to change over time. In the event of any conflicts between the terms and conditions outlined in this handbook and those of the Agreement, the Agreement shall prevail. Tenants, Contractors, Subcontractors, vendors, and their employees are required to comply with all rules and regulations which are applicable to the operation of their respective business.

Chicago Department of Aviation (CDA) Concessions Administration

O'Hare International Airport
Aviation Administration Building
10510 W. Zemke Road, Level 2
Chicago, IL 60666
(Use for all common carriers such as FedEx)

CDA Mailing Address (US mail only)
Chicago Department of Aviation
O'Hare International Airport
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Unison Retail Management

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773-894-3900 (main number)**

**Unison Retail Management
Physical & Shipping Location:**

Unison Retail Management
O'Hare International Airport
Terminal 3, Mezzanine Level
Above Spirit Ticket Counter
Chicago, IL 60666

(Use for all common carriers such as Fed Ex)

**Unison Retail Management
Mailing Address (US mail only):**

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General Airport Information

Airport Transit System

The Airport Transit System (ATS) train network provides external passenger connection service between all terminals and the Multi-Modal Facility.

ATS service is 24 hours daily at all positions (periodic planned interruptions and changes to service may apply).

ATS use is limited to foot traffic only; carts, equipment and Concessions materials are not permitted for travel aboard train cabins under any circumstances.

Tenant personnel and associated agents shall yield to the direction and instructions of ATS officials and agents, with service priority belonging to members of the travelling public.

ATS station information, service advisories and additional information may be found at the following link: [Airport Transit System \(flychicago.com\)](https://flychicago.com/airport-transit-system).

Banking

Seaway Bank operates a full-service bank in Terminal 2. Services include individual and commercial checking and savings accounts, direct deposits, check cashing and currency conversion.

For additional information on services, hours and locations, please visit [Seaway Bank locations](#).

Employee Parking

Employees are encouraged to use public transportation on their way to/from O'Hare, most notably the CTA Blue Line. However, various options exist for employee parking arrangements, including terminal-adjacent parking lots and remote parking lots.

Selection and issuance of employee parking arrangements are the individual responsibility of Tenants and operators.

Information regarding parking availability for personnel can be found at [Employee Parking \(flychicago.com\)](#).

For additional support, including rate information, locations and parking pass arrangements, please contact Standard Parking at 773-894-8070 or via email at ParkingPassOffice@ord-parking.com or by visiting the Parking Pass Office on Level 1, Elevator Center 2 in the Main Garage.

Lost and Found

Lost and Found services are decentralized and managed according to jurisdiction of each space/area. Users are advised to contact the relevant party for assistance with Lost and Found matters or begin with a general inquiry placed to the Common Areas contact.

Common Areas/ Chicago Police Department	773-686-2385	Interfaith Chapel	773-686-2636
Security Checkpoints/TSA	773-377-1210	HMS Host	773-377-7804
Airport Transit System (OATS)	773-601-1817	American Airlines	773-686-4234
Parking Lot (Standard Parking)	773-686-7530	United Airlines	773-601-3295

Mail Delivery

Chicago O'Hare does not currently receive USPS delivery or collection services.

Major parcel services (UPS, FedEx, DHL) and individual courier services may perform deliveries and collections for physical locations on the premises. Service arrangements are subject to existing security policies and procedures. Unattended deliveries and collections are prohibited.

Coordination of delivery services are the responsibility of the Tenant and/or service operator.

Multi-Modal Facility and Customer Parking

The Chicago O'Hare Multi-Modal Facility (MMF) is located at 10255 W. Zemke Blvd. Chicago, IL 60666.

The MMF provides a central position for the following services and agencies:

- ATS connection to all terminals
- Shuttles to remote parking lots
- Select rental car agencies
- Connection to select regional bus services and networks
- PACE suburban bus network
- Metra service (Northwest Central Line – O'Hare Transfer)

For parking information, go to [General Parking Information | Chicago O'Hare International Airport \(ORD\) \(flychicago.com\)](https://flychicago.com).

Tenant Agreement Requirements and Operations Management

The Tenant is responsible for complying with all terms and provisions outlined in the Agreement and in the Airport Concessions Program Handbook. The Tenant will have the right to enter the Leased Space with officers, employees, agents, Subcontractors, vendors, Suppliers and invitees, assuming the Tenant is compliant to all statutes, ordinances, rules, and regulations from time to time enacted or established by the City, the Federal Aviation Administration (FAA) the Transportation Security Administration (TSA) or any other governmental agency or authority having jurisdiction.

Tenants must not conduct Concessions operations in a manner that:

- Interferes with the reasonable use by others of Common Areas or the Agreement of licensed space of other Tenants or Licensees at the Airport.
- Hinders TSA, CDA Safety and Security, police, fire-fighting or other emergency personnel in the execution of their duties.

On a regular basis, CDA Concessions, through Unison, will review compliance expectations through yearly audits of the following:

- City business licensing and insurance coverage
- Product merchandising, Value Pricing and use clause compliance
- Financial reporting and commitments
- Airport Concession Disadvantaged Business Enterprise (ACDBE) compliance
- Operations and staffing
- Marketing and Passenger Experience programs

Non-compliance during any audits could result in liquidated damages being levied and/or commencement of default proceedings, dependent upon the nature of the violation. Tenant must conduct its Concessions operation in a first-class, businesslike, efficient, courteous and accommodating manner consistent with the Physical Inspection Standards that appear on the following page. The Commissioner of the CDA, CDA Concessions, or Unison has the right to make reasonable objections to the appearance and condition of the Leased Space, if the Tenant does not comply with the Physical Inspection Standards. The Tenant must discontinue or remedy any non-compliant practice, appearance or condition within 5 days following receipt of a written notice by the Commissioner, CDA Concessions (or immediately upon receipt of notice, if the infraction is non-compliant to standards, is hazardous or illegal).

The Tenant's failure to cure the non-compliance as required by the Commissioner, CDA Concessions or Unison would cause the City to file cause of damages, including, among other things, loss of goodwill. Penalties may be applied as per allowance of the Agreement.

The monitoring process will include on-going site inspections of each Concession site by the Unison Operations Management Team. Tenants are required to manage the facility space, equipment, and all aspects of their operation in "top condition" as dictated by the Agreement.

Operational Physical Inspection Standards will consist of full review of the facility/space, as outlined in the Agreement, and its operations within the Airport terminals, including any remote storage. All inspections will be documented and reported in the Concessions Retail Management System (RMS) [RMS](#). This system is used to report and manage communication for the CDA and the Tenant. Highlighted areas of the Physical Inspection Standards include:

- Facility operational safety requirements
- Hygiene and food safety standards
- Operational ADA compliance
- Hours of operation
- General external maintenance of storefront service area
- General internal maintenance of the premises including space utilization and all equipment/mechanicals
- Personnel/employee practices and service expectations
- Product and menu pricing requirements

Unison will use the RMS Operations Review Form to record all findings and observations. Review findings and action items will be sent electronically to the Tenant manager for monitoring and/or resolution.

- Expected timelines for resolution of noted items will be determined based upon the severity of said items and the associated risk potential. Timelines will be identified and stated within inspection findings.
- General resolution guidelines (may be adjusted at the discretion of Unison/CDA):
- Life safety, food safety, facility safety: items with an imminent, critical risk of injury, damage or harm must be resolved immediately and may require a pause to operations or closure at the discretion of Unison/CDA.
- Major repair Work may be subject to timeline review requirements for facility coordination planning.
- General housekeeping and cleaning: completed at the earliest reasonable opportunity without impact or disruption to operations and customer experience.
- Basic repairs: completed at the earliest reasonable opportunity without impact or disruption to operations and customer experience.

In the event that issue resolution cannot be achieved within the expected timeline stated by Unison/CDA, the Tenant shall provide an updated timeline or projection for approval by Unison/CDA.

Non-compliance may result in liquidated damages being levied and/or commencement of default proceedings, dependent upon the nature of the violation.

Business Licenses

Every location operating at the Airport must have its own Business License, which must be visibly posted at all times. A Business License must be obtained before opening the location. To apply for a Business License at the Chicago Department of Business Affairs and Consumer Protection (BACP), you may do so online [Chicago Business Direct](#), or at the downtown Chicago office, which is located at City Hall on the 8th floor. It could take up to one month to obtain the License, so your corporate offices need to apply in a timely fashion according to your construction schedule. Unison must also be given a copy of the License before opening.

Food & Beverage operators will need to apply for their License during construction and will require a City of Chicago Health Department inspection. After approval has been given, the License needs to be physically picked up at the Chicago Department of Business Affairs and Consumer Protection office (City Hall, 8th floor).

Please be aware that the Departments of Revenue, Health and Aviation make periodic checks to confirm your Business License is current and properly displayed. Fines will be issued for violations. Business Licenses are granted on a two-year basis; upon renewal, please provide Unison with a copy of your updated License.

Accounting and Sales Reporting

On a weekly basis, daily sales are reported electronically in RMS. The daily sales for the previous week are entered into the system no later than Tuesday of the following week.

On a monthly basis, Tenants will need to certify the total monthly sales that were reported, via RMS. The monthly sales need to be reviewed and submitted no later than the 15th of the following month. Once the monthly sales report has been submitted in RMS, the summarized report will be distributed to the Comptroller's Office, the CDA Department of Finance and to Unison. Sales entry questions can be directed to Dana Miller at 773-894-3382 or Dana.Miller@Unisonretailmng.com.

Payments, Invoices, and Customer Statements

The City of Chicago Comptroller's Office and the CDA have its own eBilling software [CDA eBilling System](#) that links with RMS to generate issued invoices, monthly customer statements as well as allowing Tenants to pay invoices online. The Tenant will provide the appropriate AR Contacts to have access to the CDA eBilling system via Dana Miller at 773-894-3382 or Dana.Miller@Unisonretailmng.com.

Monthly Concessions Meetings

CDA Concessions and Unison conduct monthly Tenant meetings. Topics for discussion typically include high-level initiatives, operational topics, safety/security briefings, business trends, program performance, airline traffic updates, facility notifications, marketing initiatives and continuing education.

Tenants are asked to designate a minimum of one representative to attend each meeting.

Hours of Operation

All Tenants must operate retail locations according to the hours of operation as stated in the Agreement, unless otherwise modified and approved by Unison/CDA.

All Tenants must post hours of operation using CDA-approved templates. Hour postings must be in a position that is visible from the concourse area at all times.

Tenants are expected to offer the full menu of goods and services for the entirety of operating hours unless otherwise approved for a limited menu window by Unison/CDA.

Unison/CDA may elect to review and make recommendations to modify hours of operation based on external factors including, but not limited to airline operations/gate utilization, weather interruptions and facility projects.

Health Department and Compliance Management

Products and merchandise for the purpose of food/beverage service shall meet or exceed all pertinent local, state and federal quality and safety standards.

As such, Tenants selling food and beverage are subject to periodic inspection and/or complaint-generated inspections.

To view current information including regulations and guidelines, please consult [Chicago Department of Public Health](#).

ADA Compliance with Disabilities

All Tenants and operators are subject to standards and regulations from the Americans with Disabilities Act (ADA).

Tenants are subject to periodic reviews of ADA compliance within locations, including those public-facing and associate service areas (back of house).

Additional resources, including the latest standards and revisions can be found at [ADA.gov](#).

Green Concessions Policy

In order to assist Tenants in their efforts to minimize waste, enhance recycling, generate demand for eco-friendly Products, and provide healthier foods for passengers and employees, the CDA has developed a set of guidelines and standards. These exist within the Sustainable Airport Manual (SAM), Terminal Occupants – Operations & Maintenance chapter, and these prerequisites form the Green Concessions Policy. Compliance with the policy is reviewed with Tenants on a bi-annual basis. Should a Tenant not comply with the policy, they are required to submit a response to the CDA indicating why they are not in compliance and what efforts are being undertaken to achieve compliance, including target dates for completion. Therefore, the CDA mandates that all future Tenants comply with each of the following requirements:

1. Elimination of polystyrene foam (Styrofoam)
2. Elimination of petroleum-based plastic consumer bags
3. Elimination of petroleum-based plastic disposable consumer containers and utensils
4. Source-separate all solid waste into recyclables, compostables and residual refuse
5. Procure and use only green cleaning and hygiene products
6. Procure sustainable consumer products that equal a minimum of 10% or greater of total consumer products (by cost) purchased
7. Donate surplus food to local organizations
8. All components of The Sustainable Airport Manual (SAM)

Use of CDA Logos, Iconography, Branding and Images

The CDA prohibits Tenants from using CDA-affiliated logos, iconography, branding and internally-produced images unless otherwise approved in writing by Unison/CDA.

If Tenant is granted the non-exclusive, non-transferrable right to use any of these materials for the purpose of marketing, promotions, website content, etc., they must adhere to the following guidelines:

- Tenant shall not modify, distort or alter the materials in any way that could misrepresent the brand or reputation of CDA. Tenant agrees not to use the materials for any illegal, defamatory, or unethical purposes.
- Tenant agrees to use the materials in a manner that upholds the quality and integrity of the CDA brand. All use of the materials shall adhere to industry standards and best practices.
- The permission to use the materials shall commence upon the effective date of Unison/CDA approval and shall continue until otherwise terminated by Unison/CDA or through a mutual agreement of both parties. CDA may also terminate the permission to use the materials upon written notice if the Tenant breaches any provision of this section, as stated in this document. Upon termination, Tenant shall immediately cease all use of the materials and return or destroy any physical copies in its possession.

- The CDA retains all rights, title, and interest in the materials. Nothing shall be construed as granting Tenant any ownership rights to the materials.
- Tenant agrees to indemnify and hold harmless the CDA from and against any claims, damages, liabilities, costs, and expenses arising out of or related to Tenant's use of these materials.
- Tenant shall not use the materials in any press release, public announcement or externally-facing promotion without the prior written consent of Unison/CDA.

ID Badging Process

To register a new company with the O'Hare ID Badging Office, you must complete the [Employer Information and Authorization Form \(flychicago.com\)](#) and designate ID Badging Signatories for your company. All ID Badging forms can also be obtained from [O'Hare Badging Forms \(flychicago.com\)](#). Companies must designate a primary Signatory and are required to have two Signatories (at minimum). All Signatories are the primary managers of the day-to-day activities/relationship between the CDA, ID Badging and their respective companies. Signatories are responsible for their company's awareness and compliance to the ID Badging and Access Control requirements.

As the company representative, Signatories are also responsible to their company for obtaining and providing accurate, up-to-date information on ID Badging and Access Control procedures and regulations. The Signatory's badge must be active to act and/or sign documents on behalf of their company. If all Signatory badges expire and therefore become deactivated, the represented company and all badges assigned to that company are at risk of being deactivated. Signatories must review the O'Hare ID Badge Regulations and Practices Handbook carefully. FAA and CDA regulations are specific and must be followed meticulously. Take the time to learn the regulations at the beginning of the badging process in order to avoid processing issues and delays.

- Obtain an Employer Information and Authorization Form (EIAF) from the ID Badging Office or online at [Employer Information and Authorization Form \(flychicago.com\)](#).
- Legibly print (or type) all information in blue or black ink.
- Ensure that all signatures are dark enough to be scanned by computer.
- Complete all required fields.
- Indicate "New" or "Update" at top of form.
- Fill in the names, phone numbers and email addresses of executive level management, and secondary contacts where applicable. The form requires signature and title of the owner, president, or a senior officer from company leadership. This signature verifies and validates the accuracy of the entire document.

- The six signature areas on the lower part of the form should contain the name(s) and signature(s) of only those persons authorized to sign employee Access Control Photo Identification Badge Applications (ID Badges) on behalf of the company (typically General Managers or Supervisors). It is in your best interest to limit the number of authorized Signatories, but Tenants should have a minimum of two signees (see the Identification Badge Regulations and Practices Handbook for Signatory Requirements and Responsibilities.) Signatories are required on a regular basis to generate online badge applications and will be required to attend ID Badging Signatory trainings to retain Signatory privileges.
- This form requires CDA approval. Once approved, bring it to the Compliance Office.
- Allow one business day for processing, based upon the volume of work the Compliance Office receives.

ID Badging Access Control

All Concessions employees are issued either a green or a purple badge and are required to identify themselves with this Airport badge upon all requests from Airport personnel. The specific distinctions are denoted by the type of access (terminals, airfield, etc.) provided as described below. The basic differences are:

Green Badges - Green badges are Security Identification Display Area (SIDA) badges. A Green ID Badge holder has authorized, unescorted access to and in the Secured Areas, Sterile Areas and the Airfield Operating Areas (AOA). Only Green ID Badge holders with an Escort privilege designator “E” on their badge have Escort privileges.

Purple Badges - Purple badges are issued to those that report directly to Concession store locations within the terminals. Purple badges allow badge holders to enter the airside Sterile Area from the terminal Security Checkpoints.

Renewals

Purple badges must be renewed every six months, green badges annually. Unless another date is specified on the original application, renewal date is typically an employee’s birthday.

- ID Badges expire and are electronically deactivated just after midnight of the day after the date indicated on each badge. Deactivated badges are invalid, and therefore subject to confiscation.
- Complete an ID Badge application and select “Renewal” as “Application Type” on the form. Bring this application to the Unison office for approval and signature (following normal procedures noted above) and proceed to the ID Badging office for a new badge.
- Renewals must be done prior to expiration. The badge application may be renewed within 30 days before and 30 days after the ID Badge expiration date (HOWEVER, DO NOT LET THE LATTER SITUATION OCCUR).
- If you are a Signatory, it is in your best interest to monitor your company. Having an internal company report of badge holders is recommended, and remind your employees as their renewal dates approach.

First-Time Applicants

Immediately upon hiring a new employee and before the employee can begin work, the employee and his/her employer must complete the online Employee Access Control Photo ID Badge and Fingerprint Application. All required fields must be completed. A copy of this application is available at [Access Control and Photo ID Badge Application \(flychicago.com\)](https://flychicago.com).

Individuals who begin employment with a new company shall be considered “New Issue” and first-time applicants. Individuals with an ID Badge having expired 30-days beyond the badge expiration date shall also be considered a “New Issue”. All “New Issue” applicants are subject to fingerprinting for a Criminal History Records Check (CHRC), and a Security Threat Assessment (STA) check which takes an additional 7 to 10 days. If a disqualifying CHRC and/or STA is confirmed, the Badging Office will refrain from issuing a badge.

Making Changes to Company Information

When those listed as Signatories leave your employment, or when you hire a new employee that needs Signatory status, please follow these procedures:

- Obtain an Employer Information and Authorization Form (EIAF) from the ID Badging Office or online at Employer Information and Authorization Form (flychicago.com).
- Legibly print (or type) all information in black or blue ink.
- Indicate either “New” or “Update” on top of form.
- Complete the form in its entirety, designating the information you wish to add or delete.
- Obtain the required signature and title of the company’s most senior officer.
- Once completed, hand-deliver the form to the Compliance Office as it requires CDA approval.
- Allow one business day for processing based upon the volume of work the Compliance Office receives.

Upgrading from Purple to Green ID Badges

Should an employee be required to upgrade his/her ID Badge from purple to green (indicating additionally required security access such as a Storage Space in a Secured Area, disposal of garbage, Escorting, etc.), an ID Badge application must be completed. This procedure is required to meet FAA and TSA regulations. All upgrades must be approved by the CDA and ID Badging and should only be done for those requiring special access. An upgrade from a purple to a green badge is NOT a promotion, nor should it be used to identify managers from their staff. The TSA has put out a directive that only 25% of a company’s Airport employees should be green-badged; exceptions to this rule must be approved by CDA Security. Companies are expected to limit their requests for access privileges to those employees whose duties require such privileges. Access through the Vendor Checkpoints is issued to green badge-holders only.

Escorts

Persons issued but not in physical possession of their approved Airport Security ID Badge shall not under any circumstances be Escorted into any portion of a Secured Area or AOA. Therefore, employees who have a badge but leave it at home are not allowed to be Escorted through Security Checkpoints or any Secure Areas.

Additionally, only persons on official business within the airport may be Escorted. Escorting for personal reasons and for those who may be flying, without representing Airport business matters, is strictly prohibited.

Escort privileges are only granted for operational needs of the company in Secured Areas and/or Airport Operation Areas. Green ID Badges that have the “E” designator on the lower left side of the badge are authorized to Escort. Persons Escorting assume full responsibility for the actions of the Escorted party. The Escorting employee must accompany and monitor the activities of the Escorted person while within the Secure Area. The CDA does not permit the Escorted person to be “handed off” to a representative of another company.

Multiple Employers

Multiple-employer ID Badges reflect multiple company accounts for a single employee. An employee working simultaneously with multiple employers must submit an ID Badge application for each employer. Each application submitted should issue badges and access with respect to the duties and responsibilities for the hired position. Employees are subject to fingerprints, SIDA training and driver testing requirements (if applicable) for each badge issued.

NOTE: To terminate from one employer causes the termination of all privileges and access for the employee. Employees who terminate employment from one employer with the intent of remaining with the second employer (or multiple employers), must self-terminate from that particular company within 24 hours of their last day of employment to avoid having their badge deactivated.

ID Badging Terminations

Employers are responsible for retrieving badges and submitting the proper paperwork for employee terminations to the ID Badging Office within 24 hours. This is essential so that the Department of Aviation can remove terminated employees from the ID Badging System.

In the event of a termination, the employer must immediately:

- Complete an Access Control ID Badge Termination Form [Access Control ID Badge Termination \(flychicago.com\)](https://flychicago.com), as this acts as the receipt for all terminated badges.
- Attach the retrieved badge to the [ID Badge Termination Receipt Form \(flychicago.com\)](https://flychicago.com). Do not staple.
- Collect the badge of the terminated employee. If the individual does not return their ID Badge at termination of employment, simply select ‘no’ on both termination forms. However, it is the responsibility of the employer to take immediate steps to recover the individual’s ID Badge to ensure proper return of the badge. Therefore, each company should have a written policy for non-returned badges that expresses this process to prospective and current employees.

- Inform their employee that it is also their responsibility to return their badge upon termination. The employee has the option of returning their badge to ID Badging, the Compliance Office, or by dropping the badge into US mail. Employers should also remind the employee that the badge is the property of the City of Chicago.
- Hand-deliver the badge and termination forms directly to the Compliance Office within 24 hours.

Badges of those on extended vacation, leave of absence, suspended, or terminated employees are NOT to be kept in offices. All ID Badges collected must be given to the Compliance Office immediately.

NOTE: If an employee advises the Compliance Office that their employer recovered the ID Badge, and no Termination Forms are on file from that company, the company may be held liable for a replacement fee.

Hostile Terminations

If you terminate an employee that you consider to be hostile or that may have criminal intent, you must:

- Immediately notify the Airport Communications Center. The CDA will immediately revoke all privileges of the terminated employee.
- Complete the proper paperwork using the normal procedures detailed above and attach a memo stating that the employee was the subject of a hostile termination and that the official termination papers are attached with an official Police Report.

Lost or Stolen ID Badge

If an employee's badge is lost or stolen, the employer must report the incident to the OCC. The OCC will give a "DF number" to be included on the Access Control and Photo ID Badge Application. The employer and employee should immediately:

- Complete the appropriate sections of an online ID Badging application in full, marking the type of request as "Lost" or "Stolen". Be sure to include "DF number".
- Bring the ID Badging application and copies of the required forms of identification for approval and signature to Unison.
- Hand-deliver the signed document and the required forms of identification to the Compliance Office to obtain a new badge.

There is a \$50 fee for the first lost/stolen badge. For stolen badges, upon applying for a replacement badge, the \$50 is waived only if the applicant provides an official police report. Payment must be made by money order or credit card (Discover, Visa, Master Card and American Express); cash or checks are not accepted.

ID Badging does not guarantee the replacement of a lost badge replacement. It is managed on a case-by-case basis.

CDA Confiscated ID Badge

The Department of Aviation Police will confiscate, on-sight, improperly used, malfunctioning, damaged and/or expired ID Badges. The Department reserves the right to require company justification/explanation prior to replacement, and/or refuse replacement for violating Access Control Regulations. Employees whose badges are confiscated:

Should:

- Ask for a copy of the green receipt attached to the confiscation report.
- Contact their employer for Escort services, if necessary.
- Report to ID Badging with properly signed, completed ID Badge and Fingerprint application.

Should not:

- Report to ID Badging without a signed ID Badge and Fingerprint application.
- Call ID Badging or Security to discuss security violations on the telephone.
- Submit a lost/stolen report via the online ID Badging application. This will be treated as a serious and intentional security violation, and access privileges may be revoked immediately and/or permanently.

NOTE: Before accepting an application for replacement of a confiscated ID Badge, the ID Badging staff shall review electronic ID Badge records to determine that no fines or special instructions preclude a re-issue to the applicant.

Tenant ID Badging File Review

For your information and protection, you may periodically ask the Compliance Office to run Company Status Reports of those currently badged under your company. You are given the opportunity to revise these files based on your current employee roster in addition to help monitor the expiration of current badge holders. Should you require an audit of badge holders at any time, please complete and fax a [Customized Company Report Request Form \(flychicago.com\)](#) to the Compliance Office.

NOTE: The ID Badging Office will keep all forms that are not complete, accurate, intact and legible. White-out and makeovers are not acceptable. New forms will need to be submitted with all necessary corrections.

Vendor/Supplier ID Badging Requirements

Outside vendors and Suppliers who regularly provide services or Products to your company are required to be accountable and responsible for all TSA ID Badging rules and requirements. These entities fall under the Subcontractor definition in your Agreement. Therefore, for security and safety reasons, you are responsible for those who provide a service to you, and the Tenant must request badging privileges in writing, on Tenant company letterhead to the CDA and Unison, outlining the request and Access Controls necessary for each vendor's specific terminal operations.

Recordkeeping

The FAA, TSA and the CDA may conduct periodic audits of the employment records of employers at the Airports. All employment records must be available to the FAA within hours of the request. Therefore, the on-duty supervisor must have access to these records. If records are stored off-site of Airport property, the off-Airport office must be able to produce records immediately upon request.

Records for each employee should include:

- Copy of the ID Badge application
- Copy of the full employment history
- Copy of any termination paperwork for former employees

Fines for non-compliance can be as high as \$10,000 per violation. Tenants must keep termination records for 180 days after an employee is terminated (this is an FAA requirement).

Piggybacking

Many doors and elevators located in the Sterile Area are equipped with badge readers to manage Access Control, and all security requirements as listed in the CDA's Identification Badge Regulations and Practices Handbook apply.

Piggybacking is defined as either:

- Following an authorized person through an Access Control portal, on foot or in a vehicle, without presenting airport issued/approved ID media to Access Control personnel or equipment that determines authorized entry.
- Entering an Access Control portal, on foot or in a vehicle, as an authorized person is exiting the portal, without presenting airport issued/approved ID media to Access Control personnel or equipment that determines authorized entry.

Should an occupant on an elevator refuse to verify access, other occupants are directed to depart the car and immediately notify OCC of the violation. Operating instructions for relevant elevators shall be included in each Tenant's approved logistics plans.

Construction ID Badging Process

Unison will approve and authorize badges for each general Contractor and their Subcontractors for Concession-related construction projects. Contractors' badges will be valid only for the duration of the assigned project. All construction personnel must either be badged or accompanied by someone with Security Escort privileges. The only individuals with Escort privileges are those with green badges with an "E" designator, and those with blue badges. No one is allowed on the airfield at any time unless wearing the proper green badge or when accompanied by an individual with Escort privileges.

Requests for Escort privileges are processed and approved by Unison and the ID Badging Office based on both TSA, and City guidelines, regulations and ordinances. Escort privileges are granted only to those who must bring un-badged personnel or vendors to a Secured Area in order to conduct company business. Individuals performing Escort duties must remain in close proximity to those who are being Escorted. An individual performing Escort duties may not Escort more than 5 individuals in order to ensure he or she can continuously control, monitor, and respond to those individuals while maintaining direct oral communication. Any persons issued, but not in physical possession of their badges, shall not, under any circumstances be Escorted into any portion of a Secured Area.

1. The Tenant will be required to notify Unison of the general Contractor and Subcontractors who will be requiring badging, and the duration of time anticipated to complete the project. The Contractor is not permitted to perform Work for any company other than the company that has sent an authorization letter to Unison.
2. All Contractors requiring badging or currently badged must complete the [Employer Information and Authorization Form \(flychicago.com\)](#) for Unison's approval and signature. This form must be signed by a president, owner, or senior executive officer of the company and will authorize an individual(s) to sign all employee badge forms as the company Signatory.
3. The Contractor will assign a Signatory to be responsible for all regulations that link their company and the ID Badging and Access Control System. This person(s) will be designated to represent the company in all matters pertaining to ID Badging and Access Control, including signing ID Badge applications.
4. Construction personnel requiring a badge must complete the online Access Control and Photo ID Badge Application [Access Control and Photo ID Badge Application \(flychicago.com\)](#), which is approved by the construction personnel's authorized Signatory and returned to the Unison office. Supporting documentation that provide information on the applicant's living status must accompany this application, including Certification of Naturalization, Permanent Residence card, Social Security card, U.S. Passport, Birth Certificate and/or Department of Human Service paperwork.
5. After the application is complete, the Signatory must then set up an appointment through [Badge Scheduler \(flychicago.com\)](#).
6. Based on the evaluation of the application and the results of a fingerprint-based Criminal History Records Check and Security Threat Assessment by TSA, the ID Badging Office will decide whether or not to issue a badge.
7. After the Contractor receives notice that an employee may obtain a badge, the employee may then report to the ID Badging Office with the issued receipt along with supporting documentation to receive his or her badge.
8. Construction projects requiring airfield access must be approved by CDA Safety and Security prior to construction. If an individual will be driving on the airfield, a driving test administered by ID Badging will be required, in addition to an airfield training course. To apply for authorization of a vehicle allowing access to the airfield, complete the [Company Vehicle Access Form - AIRFIELD \(flychicago.com\)](#). This form must be delivered to Unison for signature and processed by the Vehicle Permits Department. The liability insurance requirement for airfield access is \$5,000,000. When driving onto the airfield, vehicles must display their company logo and the permit issued from the Vehicle Permits Department.

9. Upon termination of an employee, the Contractor will be responsible for completing the required termination paperwork and collecting and returning the ID Badges to the Compliance Office. The Contractor must make every effort to collect the badge, complete the required termination forms and submit the paperwork and badge to the Compliance Office of ID Badging within 24 hours of termination of the employee. Please note that the City may impose substantial fines on a Contractor if badges are not promptly returned. These fines increase daily, as each day that a badge is not returned is considered a separate violation.

Personnel and Staff Requirements

All personnel and employees associated with Tenant operations within O'Hare are subject to local, state and federal employment requirements.

Tenants must maintain a full-time, fully trained staff during the term of this Agreement, having sufficient size, expertise and experience to operate the Concession per the Agreement. Tenants must maintain an adequate retail staff to maximize revenues and use the utmost skill and diligence in the conduct of its Concessions operation.

Tenant staffing plans are subject to review and input by the CDA in order to maintain adequate Passenger Experience and quality assurance standards.

Tenant employees must be clean in appearance, courteous and helpful to the public. The City is entitled at any time to direct the Tenant to require any of its employees, who are not properly attired, to immediately adhere to these requirements or leave the Leased Space.

- Tenant employees must clearly display Airport ID Badges at all times while operating on the SIDA.
- Tenants and personnel must participate and cooperate fully in all quality-assurance programs instituted by CDA Concessions or Unison.
- Tenants shall make available management personnel to attend all Passenger Experience trainings and participate, where applicable, in program events, meetings and all other merchandising and marketing plans.

Dress Code and Uniform Requirements

All Tenant associates operating in a food/beverage production or retail setting are subject to Chicago Department of Public Health food code standards for safe food handling.

All Tenant personnel with public-facing roles or posts are expected to present themselves in dress and/or uniform whose appearance is neat, clean and generally tasteful.

Midriiffs, sheer materials, and other revealing clothing are prohibited.

The CDA may request immediate resolution for associates who are deemed to be inappropriately attired or equipped (including removal from operations until properly corrected).

Pricing Survey and Merchandise Pricing Requirements

All merchandise must have the current price posted on a sign contiguous to the point of display.

Agreement Requirements for Merchandise Pricing Surveys – All Tenants are required to price items according to the guidelines of their Agreement requirements. Pricing surveys are submitted annually to Unison, which are then audited for accuracy. Prices cannot be raised without approval by the CDA.

Safety, Security and Facility Emergency Information

O'Hare Communications Center

The O'Hare Communication Center (OCC) serves the main control center and dispatch role for Chicago O'Hare (24 Hours).

OCC operates two separate contacts for emergency and non-emergency reports. Users are discouraged from using the typical "9-1-1" contact as it will route calls to an operator located off-premises.

OCC Emergency: 773-894-9111

OCC Non-Emergency: 773-894-5000

OCC Emergency

This contact should be reserved for emergent issues with life safety or public safety concerns.

Operators are encouraged to favor caution by immediately reporting concerns and avoiding assumption that another party has [or will] report the matter.

Examples of Emergency Scenarios:

- Medical emergency or injury
- Fire / smoke
- Active threat / threatening behavior or remarks
- Unattended or suspicious items
- Exposed utilities
- Hazardous odors or vapors
- Breach of security perimeter or existing postures

OCC Non-Emergency

This contact is dedicated for reporting concerns with non-emergent threats or severity.

Examples of Non-Emergency Scenarios:

- Report a missing access control badge (SIDA)
- Request for K9 sweep on incoming vehicles/materials
- Malfunctioning access control doorway or portal
- Request for police report
- Report a missing sharp object
- Personnel mediation or removal from premises
- Facility damage (with safety implications)
- Medical incident or injury (non-emergent)
- Report trespassing activities

Facilities Operations Monitor

The 24-hour Facility Operations Monitor acts as control center and dispatch role for matters which pertain to core facility and equipment operations.

The Facilities Operations Monitor is colloquially known as “H&R” (Heating and Refrigeration).

Facilities Operations Monitor: 773-686-2248

Examples of Facility Operations Scenarios:

- Loss or interruption of utility supply (electrical, plumbing, HVAC)
- Custodial concern in Common Areas (concourse, public restrooms)
- Damage to Shell/Core of facility (water intrusion, window damage, doorway compromise)
- Malfunctioning conveyance (elevator, escalator, walkway)
- Temperature-related problems
- Malfunctioning waste systems (refuse, recycling, oil reservoirs)

Emergency Response Plans

The U.S. Department of Labor, Occupational Safety & Health Administration and the Department of Homeland Security require the CDA to prepare and maintain an Emergency Response Plan (ERP). The ERP includes detailed descriptions of emergency operations, evacuation procedures and shelter-in-place plans.

Tenants shall not divulge, share, or otherwise make available to any third-party any information contained in their ERP without the prior written consent of the Commissioner of the CDA.

Tenants are required to establish an Emergency Response Plan that’s aligned with the CDA Safety and Security Operations Emergency Response Plan. An emergency plan outline is available to Tenants to assist in creating individual response plans tailored to each operation’s nuances.

Tenants are responsible for training this topic to all associates, personnel and agents who occupy or perform roles within the Airport.

Tenants are advised to retain copies of sign documentation illustrating Tenant personnel have each individually completed training on emergency response material.

Emergency Response Coordinators

Tenants are required to designate and identify Emergency Coordinators for managing emergency response materials and operations.

Primary Emergency Coordinator (PEC):

- Implement and update the ERP, as required.
- Conduct ERP training and development for Tenant personnel and agents.
- Manage distribution of emergency communications to all Tenant personnel and agents.
- Account for all employees, visitors and guests at all assembly points.
- Manage communications and instructions with safety officials and emergency responders.
- Perform emergency debriefs and on-going development of safety plans.

Secondary Emergency Coordinator (SEC):

- Assist the PEC in the execution of the ERP during an emergency.
- Manage distribution of emergency communications to all Tenant personnel and agents.
- Assist the PEC in accounting for all persons at the assembly points.
- Assume all responsibilities of the PEC in his/her absence.

Emergency Response Plans should include basic framework and instructions which can be applied to a variety of emergency types and scenarios:

- Fire
- Severe Weather
- Active Shooter/Violent Incident
- Medical Emergency
- Hazardous Materials/Radiological Emergency
- Mechanical/Facilities Emergency

Tenants must consult Unison/CDA for individual support and guidance in developing plans to fit operations and locations which Tenant has or will occupy.

Unison/CDA will perform a final review of all emergency materials and plans. Upon approval, Tenants will be required to retain physical and digital copies accessible to all personnel at each location.

Prohibited Items Auditing and Safety

All Tenants are required to adhere to all current TSA, FAA and CDA guidelines with regards to the Prohibited Items and Sharp Object Control in Operations. Materials and management procedures for sharp objects/tools/hazardous chemicals used in operations, can be obtained from Unison/CDA.

To report an unaccounted item or risk associated with prohibited items, contact the O'Hare Communications Center:

OCC Emergency: 773-894-9111

OCC Non-Emergency: 773-894-5000

Auditing Prohibited Items

Any Tenant area located within the Sterile Area, utilizing or housing prohibited items, must complete a physical audit of all items at minimum twice per work shift. These locations include retail locations, remote storage positions, commissaries/production outlets and administrative offices.

Audits shall be recorded and organized for submission to Unison/CDA on a monthly basis:

- Digital copies of audits are due to the Unison Operations Team no later than the 5th day of the following month.
- Submissions must have all values completed and verified, with entries fully legible.
- Operators shall retain copies of audit logs on record for a minimum of 6 months.

Performance of each audit requires signed documentation from a manager stating the following information has been audited for discrepancies against the previously established values:

- Quantity of all prohibited items
- Fitness/condition of prohibited items
- Location of prohibited items

Unaccounted prohibited items must be immediately reported to the O'Hare Communications Center (OCC) for response and documentation. Formal changes to quantities of prohibited items must be documented in the appropriate section of the reporting log.

Prohibited Items Criteria and Management

Operators are advised to consult the TSA for current information and guidance regarding prohibited items in the Sterile Areas of the Airport.

Additional or supplemental revisions and guidelines shall be communicated and instituted at the needs and discretion of the CDA administration.

Examples of Common Prohibited Items in Operations

The following are examples of common risk items which are permitted solely for Tenant operations by badged personnel. General public members are prohibited from possessing these items in Sterile Areas:

- Cutting tools (culinary knives, scissors, box knives, razor blades, corkscrews)
- Household tools (screwdrivers, hammers, wrenches, drills)
- Cleaning materials (flammable chemicals, compressed aerosol canisters, bleach, abrasive chemicals)
- Culinary equipment (forks, mallets, probes, lighters/torches)

Storage and Management of Prohibited Items

A continual chain of security custody and supervision must be maintained for all prohibited items in operations:

- Prohibited items must remain in the sole possession of the Tenant/operator; possession of items may not be transferred to members of the public or other personnel, for any duration or justification.
- Sharp objects must remain securely tethered to a solid fixture or surface, out of reach from members of the public or other outside personnel.
- Tools and other equipment stored in a central container or fixture must be secured by a locking mechanism. Each individual item remains subject to shift auditing requirements.
- Flammable liquids and compressed aerosols must be stored in an approved fire-rated cabinet. Operators are required to maintain a manufacturer-issued Material Safety Data Sheet (MSDS) for all chemicals housed within operations.
- Items no longer needed within operations must be directly removed while maintaining a continual chain of Tenant custody until fully removed from the Sterile Area. Items may not be left unattended, abandoned or disposed of in any waste receptacle or stream. *Removal of any items and changes in values must be reported in audit logs.*
- Operators are encouraged to create and maintain photographic records of each individual prohibited item, allowing for accurate accounting and tracking of said items.

CDA Safety Severe Weather Operations Overview

Tenant operations during severe weather scenarios shall be guided by a blend of Airport public safety policy and Tenant-specific emergency plans.

Severe weather scenarios are often dynamic in nature, requiring monitoring, efficient communications and comprehensive understanding of the established management procedures.

Severe weather notifications and corresponding instructions will be issued by the OCC Everbridge System and in-terminal public address announcements.

Tenant leadership, Concessions management and all associated personnel are required to subscribe to OCC Everbridge notifications by contacting CDASafety@cityofchicago.org.

CDA Severe Weather Plan 1

- This advisory identifies that severe weather activity has been detected in the general vicinity of the Airport and additional risks may be possible.
- Public safety personnel will initiate preparations for possible evacuation; monitor outlets closely for further alerts and instructions (electronic or in-terminal).
- Advise personnel to heighten awareness of their surroundings and be prepared to promptly execute Weather Plan 2 movements [if activated].
- Perform a count of on-site personnel and shed unnecessary equipment in use.

CDA Severe Weather Plan 2

- This notification requires that operators must immediately cease operations and discontinue all service to customers.
- Operators must immediately extinguish and terminate use of all equipment, secure locations, and proceed directly to the nearest designated shelter area.
- Individuals in terminal areas must proceed to shelter areas (lower levels, restrooms, and areas protected from glass).
- All personnel must remain in shelter positions until receiving formal notice that clearance has been secured and normal operations may resume.

Tenant Severe Weather Operations Overview

Tenants are responsible for managing and training personnel for location-specific actions and procedures relevant to the Tenant's individual operational systems and needs. Detailed information shall be outlined in the Tenant's individual Emergency Response Plan, including:

- Tenant's Emergency Coordinators (primary and secondary)
- Chain of communication for Tenant leadership/personnel
- Shutdown procedures for critical/sensitive equipment and systems
- Nearest areas of shelter and other Tenant rally points

Tenant Emergency Response Obligations

The Department of Aviation, Safety and Security provides security directives to Tenants through ID Badging Signatory and employee training procedures and Safety and Security Plan regulations. Tenants are responsible for maintaining standards and training employees on the security rules of the Airport, as they are set forth and amended.

- Tenant must comply with, and require compliance by its Subcontractors, Suppliers of materials and furnishers of services, employees, and business invitees, with all present and future laws, rules, regulations, or ordinances outlined by the City, the TSA the FAA, or other governmental agencies to protect the security and integrity of the Airport, and to protect against access by unauthorized persons.
- Tenant must adopt procedures to control and limit access to the Airport and the Leased Space by Tenant and its Subcontractors, Suppliers of materials and furnishers of Services, employees and business invites in accordance with all present and future City, TSA and FAA laws, rules, regulations, and ordinances.
- Tenants must have in place and in operation a security program for the Leased Space that complies with all applicable laws and regulations.
- Gates and doors located on the Leased Space, if any, that permit entry into restricted areas at the Airport must always be kept locked by the Tenant when not in use, or under Tenant's constant security surveillance.
- Tenants may receive, gain access to or otherwise obtain certain knowledge and information related to the City's overall Airport Security program. The Tenant acknowledges that all such knowledge and information is of a highly confidential nature. Tenant covenants that no person will be permitted to gain access to such knowledge and information unless the person has been approved in writing.
- Tenant understands that fines and/or penalties may be assessed by the TSA or FAA for Tenant's non-compliance with the provisions of 49 CFR Parts 1540 and 1542 entitled Airport Security or by other agencies for non-compliance with regulations applicable to Tenant's operations as outlined in the Agreement.

Tenant Equipment and Facility Maintenance Standards

Tenant equipment and operations must at all times meet existing health code requirements, Occupational Safety and Health Administration (OSHA) guidelines and other applicable, local, state and federal standards. Tenants must comply with the following CDA guidelines for equipment and Leased Space facility standards. Immediate corrective action is required for any deficiencies which may occur or be identified through inspection or other reporting.

General Maintenance and Repairs

- Tenant-owned equipment, fixtures, surfaces and facilities shall be maintained in a state of cleanliness and comprehensive fitness, subject to regular inspection and evaluation by Unison/CDA.
- Necessary maintenance, repairs or cleaning activities must be executed in a manner as to avoid an interruption of business and/or impact to Passenger Experience.
 - Work with internal impacts may require scheduling during overnight hours and/or additional protections and accommodations at the discretion of Unison/CDA.
- Maintenance activities or repairs with external impacts shall be subject to additional coordination requirements at the discretion of Unison/CDA.
 - Additional information can be found in the subsequent section titled Impact Coordination via CDA E-Forms/Smartsheets.

Access/Escorts to Controlled Areas

Work projects which require access to remote areas shall be coordinated in advance with relevant Unison/CDA agencies.

Tenants must initiate the coordination process by contacting Unison/CDA with a basic summary of proposed Work scope and information on associated Work areas.

The following areas are subject to additional coordination and/or Escort access requirements (prior approval must be secured through Unison/CDA):

- Roof level areas
- Heating, ventilation and air conditioning (HVAC) penthouse areas
- Aircraft operating areas
- Utility/telecom vaults and closets
- Ring tunnel areas
- Stakeholder areas (offices, crew rooms, baggage roadways, baggage handling areas)

Preparations and requirements for respective areas shall be determined and communicated to authorized parties following Unison/CDA review and approval of the proposed Work scope.

Technicians and Service Providers

The Tenant shall ensure that any technicians, trades or service providers shall hold the necessary certifications and qualifications to perform their relevant Work scope or task.

- Scope of services and area access request
- Company Business License (state and/or municipal)
- Company Certificate of Insurance
- Verification of technician licensing or certification
- State-issued identification

Unison/CDA may request verification or current proof of the above listed items.

The Tenant owns the responsibility to supervise the actions and movements of any services or trades acting on the Tenant's behalf, including securing proper approvals and coordination prior to initiating any Work or activities.

Pest Control Service

Each Tenant shall be responsible for maintaining regular pest control service for all Leased Spaces:

- Retail locations
- Remote storage areas
- Commissary/production kitchen areas
- Office/administrative areas

Tenant Leased Spaces shall each receive inspection and treatment from a certified Pest Control Operator (PCO), at minimum once monthly.

- Detection of pest activity within Tenant Leased Spaces or adjacent areas may be cause for a temporary increase in service frequency at the recommendation of Unison/CDA (or CDA hired PCO).

If Tenant PCO notes findings of pest activity in (or adjacent to) Tenant Leased Spaces, findings must be forwarded to Unison/CDA for coordination with corresponding treatments and preventative measures.

- Tenant PCO may be required to participate in coordinated pest control communications and efforts in conjunction with CDA hired PCO, CDA Facilities and PCOs representing other agencies.
- Tenant PCO shall be subject to review and direction of treatment and materials by the CDA and CDA hired PCO.

Tenant PCO shall be capable of providing the following elements of basic service:

- Pest control monitoring and abatement
- Must furnish and maintain a physical copy of service reports kept readily available for review at each Tenant Leased Space
- Inspection (and necessary installation) of exclusion methods to prevent pest entry/passage
- PCO must make best faith efforts to minimize impacts of pest control service
 - Treatment materials and equipment shall be applied in a safe manner
 - Control boxes and equipment shall not be visible to members of the public
 - Shall perform duties in a manner that does not impact Tenant performance of service to customers (unless otherwise authorized by Unison/CDA)

Exhaust and Supplementary HVAC Service

- Exhaust hoods, ducts, fans and filters must be cleaned and appropriately maintained to the recommended standards by a certified professional.
 - Exhaust cleaning frequencies must be submitted for approval by Unison/CDA and may be impacted by various factors including food byproduct levels, exhaust system design, nuanced facility considerations and other external factors.
- Interruption of exhaust service must be promptly notified to the CDA Facilities Monitor 773-686-2248.
 - Loss of exhaust service shall require an immediate suspension of all activities and tasks which require exhaust support.
 - Non-supported activities may continue at the ongoing discretion of Unison and the CDA.
- Findings or reports of damaged rooftop exhaust/HVAC equipment may also warrant a suspension of operations due to safety risks, regardless of performance loss.
- Tenant operations may require supplementary HVAC components “make-up air”. Changes to Tenant operations or overall facility conditions may result in commensurate adjustments to being necessary to Tenant-owned HVAC support equipment.
- Rooftop exhaust and HVAC installments must receive (at minimum) one comprehensive service and inspection visit per calendar year, from a certified professional.
 - Service reports shall be submitted to Unison/CDA upon service completion.
 - Immediate corrective action shall be taken for any deficiencies or hazards identified during inspection.
 - Other equipment located upon the rooftop level shall also be subject to annual inspection requirements (remote refrigeration components, data/telecom instruments, media installations).
- Remediating and repairing damage to rooftop areas resulting from a failure to properly maintain rooftop equipment and/or improper service frequency shall belong to the Tenant.

Plumbing and Waste Network Maintenance Requirements

- Tenants must meet local and federal plumbing design standards and guidelines.
- Tenant locations requiring grease interceptors must receive regular service and maintenance, whose service frequency must be approved by Unison/CDA. Frequency needs may be impacted by various factors including food byproduct levels, interceptor design/capacity, nuanced facility considerations and other external factors.
 - Service records/manifolds must be retained by the Tenant and submitted to Unison/CDA for on-going review and verification.
 - Immediate corrective action shall be taken for any deficiencies identified during service.
 - Recommendations for changes to service frequency shall be evaluated on an individual basis.
 - Bypass or “pipe-through” repairs for compromised interceptors shall not be permitted without obtaining prior approval from Unison/CDA.

- Tenants with waste network connections regularly require rodding service maintenance to support operations/locations.
 - Determination of service need and corresponding frequency shall be dictated and approved by Unison/CDA, using the above-mentioned factors and considerations.

Maintenance for Tenant Specialty Equipment and Systems

Service, cleaning and general maintenance for Tenant specialty equipment and fixtures shall be instituted and approved at the discretion of Unison/CDA in a manner to ensure overall safety and limit externalities upon public and other agencies.

Impact Coordination via CDA E-Forms/Smartsheets

Activities or service with potential external impacts to public or other Airport agencies must be coordinated using the City of Chicago E-Form Portal and associated components.

The Tenant or associated service provider must submit a description of Work scope and general impacts, including:

- Date / time of operation (including duration)
- Location(s) of operation
- Supervisor contact
- Confirmation of relevant permits and conditions met

Advanced coordination needs shall be managed with a Smartsheet submission concurrent to any E-Form submission: [CDA Smartsheet SOP](#).

Operations with Work scopes which may include the following shall be subject to additional requirements and documentation (as denoted in the E-Forms Portal and the CDA Design and Construction Standard Operating Procedures – Concessions Projects (C-SOP)):

- Hot Work activities
- Access to sensitive areas (roof level, aircraft operating area, utility/data areas)
- Compromise to a perimeter/barrier between Access Control areas
- Interruptions to building systems
- Impacts to passenger flow

Please consult the following City of Chicago resources for user registration, training documents and supporting materials:

- [E-Forms Portal](#)
- [CDA Design and Construction Standard Operating Procedures \(CSOP\) \(flychicago.com\)](#)

Unison/CDA reserve the final authority in determining the scheduling and execution of projects with anticipated external impacts. Work with adverse impacts may require scheduling during overnight hours and/or additional protections and accommodations.

Additional Space/Remote Storage Locations

Tenants with remote storage locations are subject to the following requirements and criteria:

Logistics and Operations

- All appliances and equipment must receive advance approval from Unison/CDA prior to installation in Tenant storage areas (including, but not limited to cold holding, ice making equipment, supplementary HVAC).
 - Proposed equipment for storage areas may require additional utility accommodations at the Tenant's expense (including, but not limited to HVAC balance, electrical capacity, plumbing configuration).
- Food preparation is not permitted in designated storage areas. Please refer to Chicago Department of Public Health resources for standards and requirements.
- All deliveries taken straight to storage areas must be received and verified in-person by an agent of the Tenant. Deliveries may only be staged temporarily beside or adjacent to the storage area (including corridors and vestibule areas). All staged items must be continuously attended to and promptly processed.
- Delivery materials including waste and return media (crates, pallets, cylinders) must remain stored within the Tenant's Leased Space and may not be left in Common Areas.
- To allow for adequate cleaning, service and operational safety, all consumer inventory and materials housed in storage areas must be stored according to the following standards:
 - An elevation no less than 8" above the floor
 - A minimum of 3" from any wall
 - A minimum of 18" clearance from the overheard ceiling sprinkler heads

Safety and Cleanliness Standards

- All Tenant doors facing Common Areas or corridors must be visibly signed and contain the following information:
 - Agreement Outline Number/Identifier (CDA issued)
 - Tenant Business Name or DBA Name
 - Location(s) of retail outlet which said Storage Area(s) support
 - 24-Hour emergency contact phone number
- Tenant Storage Area doors facing Common Areas must meet the following criteria:
 - Fully secure, featuring at minimum one functioning lock and operating hardware of adequate fitness
 - Firmly attached door sweeps/seals spanning the base of each door

- Tenant Storage Spaces are to be maintained according to the following general requirements:
 - Floors, walls and ceilings are kept free of debris, and accumulation of dust and residue.
 - All approved fixtures housed within Tenant Storage Areas must be kept in a clean state, and of a fitness which is generally free of damage or safety risks.
 - All penetrations to the shell of the Tenant Storage Area must feature an adequate seal to prevent passage of liquids, pests, odors and other externalities.
 - Tenants subject to Chicago Department of Public Health are advised to consult current guidelines and requirements for all Storage Areas associated with Tenant's agreed upon operations.
- Compressed gas cylinders and tanks (CO₂, nitrogen) housed in Storage Areas must be managed according to the following safety criteria:
 - All tanks must be stored upright and stabilized in this position using a storage cage or secured tank chain.
- Chain storage for tanks requires a linkage of adequate weight/gauge which can be kept consistently taught and firmly secured or anchored to a wall on both ends. Fastening chains/tanks to a fixture is not permitted.
- Tenant Storage Areas are subject to pest control service and inspections standards. As such, all Storage Areas are required to receive service from a qualified and properly licensed pest control operator (PCO) on a monthly basis. Service logs with inspection findings must be kept on premises for verification.
- Tenant Storage Areas must be equipped with a fully functional fire extinguisher according to the following criteria:
 - Extinguisher must maintain a sufficient charge level.
 - Extinguisher must maintain a current inspection/service label, readily visible for verification.
 - Extinguisher must be properly mounted or stored:
 - Wall-mounted extinguishers must reside at an elevation and position clear from obstructions or potential impact.
 - Extinguishers housed in a cabinet (or similar fixture) must have their location clearly identified using approved signage.
 - All Tenant storage areas must post in clear sight an individual evacuation plan provided by the CDA.

CDA Facilities and Tenant Maintenance Obligations

City and CDA Facility Obligations

The City and its on-Airport CDA Facility Departments will keep the following in good condition: the Common Areas, roofs, structures, foundation, central mechanicals including plumbing, electrical systems heating, ventilation, cooling, water and sewage to the terminals. The City will provide heating, ventilating and cooling to the Common Areas. The Commissioner reserves the right to temporarily interrupt the heating, air cooling, ventilation, plumbing or electrical services furnished to the Common Areas, the terminals, or the Airport to make emergency repairs or for other reasonable purposes, and the Commissioner will restore the services as soon as reasonably possible. Further clarification can be found in your Agreement.

Tenant Obligations

The following outlines maintenance requirements to assist in partnering with the City to manage the facility to its best operational standard. Upon request, Tenant must provide the City and Unison with monthly repair and maintenance reports detailing all repair and maintenance undertaken with respect to its Leased Space. If Tenant repair and maintenance reports indicate that Tenant is not complying with its repair and maintenance obligations, Unison/CDA will refer directly as to what's stipulated in the Tenant Agreement. In addition to any other remedies available to the City, if Tenant fails to undertake required repair or maintenance within 5 days after receiving notice from the Commissioner (or such shorter time as may be required due to health or safety reasons), the City may undertake the required repair or maintenance through a City Contractor or its own forces, and charge Tenant the reasonable cost thereof as Additional Rent.

- Tenant must provide all cleaning and janitorial services to the Leased Space. Tenant must clean, maintain and repair (including replacements where necessary) the Leased Space in first-class condition during the entire term.
- Tenants must provide and maintain the tables and chairs in the Food Court Common Area adjacent to the Leased Space (if location is part of this communal space).
- Tenants are responsible for pest control within the Leased Space by contracting with a professional pest control service on a regular basis or as needed, or as the City or Unison may direct. Tenant must furnish the Commissioner and Unison a copy of its pest control contract and service records upon request.

- Tenant must, at its own expense, keep the exhaust system, including all risers, piping and fans used in connection with the exhaust systems, whether located in or outside of the Leased Space, and all other pipes or ducts used by Tenant, including black iron duct, in good repair. The expectation then is that Tenant meets the highest standards of cleanliness, health, and safety, in a manner consistent with the operation of a first-class restaurant and in accordance with all applicable laws, codes and regulations of any governmental authority having jurisdiction, or otherwise recommended by the Commissioner or Unison based on capacity and use.
- Tenants must maintain a grease trap cleaning and plumbing maintenance schedule, as recommended by the City or Unison, to minimize discharge of grease into the City’s plumbing lines.
- Tenants must maintain all fire detection and fire suppression systems and mechanisms in accordance with all applicable laws, codes, and the requirements of all applicable policies of insurance and insurance inspectors of the City. Tenant must not cause or permit any damage to insulation and fire protection materials surrounding the black iron duct. In addition to Tenant’s obligation to maintain utility lines in the Leased Space as set forth in Section 4.8 of the Agreement, Tenant must install and maintain in good working order and in accordance with the rules and regulations of all insurers and applicable laws, codes, and regulations of any governmental authority, all fire extinguishing systems in the Leased Space.

Any damage to Airport property or property of other Tenants arising out of Tenant’s failure to perform its maintenance obligations is expressly deemed a “Loss” subject to Tenant’s indemnification obligations under Section 8.2 of the Agreement.

Signage Requirements and Change-Out Procedures

All signage and replacement signage must comply with the CDA design specifications as outlined in the [CDA Design and Construction Standard Operating Procedures \(CSOP\) \(flychicago.com\)](https://www.flychicago.com/cda/design-and-construction-standard-operating-procedures). Proposed signage changes must be submitted to CDA/Unison and CDA Planning and Development for written approval. CDA Concessions reserves the right to require Tenant to also obtain the approval of CDA Marketing.

- All internal and external signs, signage stand holders, menu boards and blade signs must be clean, free of dust and in good condition.
- Pictures, displays and frames (whether art or advertising) must be clean and free of tears, scratches and dust.
- No promotional banners or signage may be used without review and written approval from CDA Concessions.
- All illuminated signs must be in proper working condition.
- All Concession Areas under construction must provide professionally approved signage upon barricade exteriors.
- Handwritten and/or unprofessional signs are prohibited.
- Exit signs must be operational, illuminated and clearly marked.

- Hours of operation signage must be posted in a continually visible position, using a Unison/CDA approved medium or template.
- Store policies regarding credit cards, returns/refunds, etc. must be clearly displayed.
- Prices must be clearly displayed.
- No persons, without written authorization from CDA Concessions may post commercial signs, banners, or distribute advertisements, literature, circulars, or any other form of printed or written commercial material at the Airport.
- Retail advertisements must be displayed within the Agreement premises, unless otherwise authorized by Unison/CDA.
- No promotional activities or events may be conducted without prior review and written approval from CDA Concessions.

Signage proposal submission, review and installation process:

- Tenant shall submit a summary request of changes and/or installation to Unison/CDA.
- Request submission shall include all drawings, specification sheets or samples.
- Upon receipt, Unison/CDA shall review submission materials and respond with written approval and/or comments.
- Tenant signage shall remain subject to on-going review and direction based upon the changing needs and priorities of Unison/CDA.
- Signage deployments may be suspended or removed at the discretion of Unison/CDA.

Logistics

Delivery Planning

Delivery and distribution of goods and materials shall be planned and approved by Unison/CDA on an individual basis for each Tenant.

Tenants shall initiate delivery planning and approval by submitting a comprehensive list of delivery activities including the following information for each delivery provider:

- Delivery provider name
- Summary description of incoming/outgoing goods and associated needs
- Packaging/construction of incoming goods
- Estimated time of arrival for delivery provider and staging duration
- Destination(s) for incoming goods (remote storage and/or Tenant retail location)
- Anticipated frequency of delivery operations
- Projected delivery vehicle type(s) and associated restrictions

Tenant individual delivery plans will be continually managed factoring a combination of considerations and needs including:

- Security postures/safety requirements
- Physical positioning and screening capacities
- Elevator availability and desired route dynamics
- Tenant operational needs
- Other considerations, including construction, facility accommodations or operational projects

The Tenant shall have primary responsibility for managing and monitoring compliance to the Tenant's approved delivery plan from all associated agents, including delivery providers and personnel. Adjustments or updates made to the approved delivery plan shall be the Tenant's responsibility to communicate to the associated providers and agents of the Tenant.

Damage or infractions resulting from the actions of a Tenant's delivery provider will be reviewed on an individual basis and may implicate Tenant responsibility and/or corrective action.

Failure to comply with stated safety and security procedures/policy may result in the suspension or termination of access permissions for delivery providers and/or Tenant agents.

General Delivery Procedures – Safety and Security

All Tenant deliveries shall be executed in accordance with local, state and federal safety guidelines, including:

- [Chicago Department of Public Health Food Code Rules](#)
- OSHA laws and regulations
- Posted traffic instructions and restrictions

Upon arrival at the designated/approved delivery position, incoming delivery vehicle(s) must be met by an agent of the Tenant for prompt handling of the delivery vehicle and contents.

- Unattended deliveries or staging product for later intake and/or processing is prohibited.

All incoming delivery materials and goods must be inspected and verified by a Tenant agent or delivery manager prior to assuming custody and possession.

- Receivers are asked to verify the following criteria prior to assuming possession:
 - Verify delivery / service provider name and identity
 - Quantity of goods
 - General condition of goods
 - Examine goods for evidence of tampering
 - Verify temperature of sensitive / perishable food items
- Any discrepancies identified with the above-listed criteria should be held for further clarification or rejected for immediate backhaul by the delivery provider.

Upon verification of delivery contents, incoming goods must be marshalled and delivered directly to a Tenant location for storage and/or sale. Items may not be staged or left unattended in Common Areas, corridors or dock areas for any duration of time.

Goods and materials entering the Sterile Area shall be subject to screening and inspection from TSA, CDA Security and CPD.

- Items which cannot be scanned using magnetometer/X-ray shall be subject to a manual screening inspection, and as such may require removal from shipping packaging and/or access to interior contents and compartments.
- Additional information on Vendor Checkpoints can be found in the dedicated Vendor Checkpoint section.

Many deliveries involve “return media” components for provider backhaul. This includes pallets, cartons, racks, compressed gas cylinders, kegs/tanks.

- Return media items must remain in Tenant possession and custody until the corresponding provider has arrived to resume possession and backhaul from the premises.
- Return media items must remain stored within Tenant Leased Space at all times.
- Return media items may not be abandoned or left unattended [for any duration] in public areas.

Core Terminal Delivery Operations

- Incoming deliveries to the core terminal area (Terminals 1, 2 and 3) must stop and stage for screening approval at the perimeter Small Package Inspection point, located in the far right lane of westbound I-190.
 - All vehicles, contents and passengers shall be subject to random inspection and screening at this position, including K-9 sweep.
- Upon clearance from the Small Package Inspection position, vehicles will proceed to their designated/approved delivery position via only the Lower Level Roadway utilizing only the far right lanes.
- Core terminal delivery positions shall be determined and approved by Unison/CDA:
 - Post 7 Landside Pad – Terminals 1, 2
 - Post 9 Roadway/Landside Pad – Terminals 2, 3
 - Post 10 Landside Pad – Terminal 3
 - Special accommodations as authorized by Unison/CDA

Terminal 5 Delivery Operations

- Incoming deliveries to Terminal 5 will proceed to the central T5 loading dock loading via the Lower Level Roadway, utilizing only the far right lanes.
- Vehicles shall await dock availability by staging in queue short of the dock area until a vacant dock position becomes available.
- Upon dock entry delivery personnel must sign in with the CPD post located on the dock interior, including both driver and the receiving Tenant information.
- Incoming items shall then be received by an agent of the Tenant and promptly removed from the dock area.
- The T5 dock may not be used for unattended storage or staging of incoming goods or outgoing return media items [for any duration].

MMF Delivery Operations

- Concession deliveries and logistics information for operations at MMF must be independently approved and coordinated in advance via Unison/CDA.

Internal Handling of Goods and Materials

General Equipment Use Guidelines

All personnel and agents of the Tenant must operate their equipment in a safe and courteous fashion, at all times. Failure to operate with reasonable care and caution may result in immediate corrective action and/or suspension of access permissions at the discretion of Unison/CDA or other relevant agencies.

Carts, pallet jacks and other wheeled equipment shall be operated within the following guidelines:

- Equipment shall be operated at a reasonable speed and payload weight. The operator must be capable of effectively steering, controlling and stopping the equipment.
 - Equipment operators shall always yield right of way to passengers and other foot traffic in terminal areas.
- Equipment operators are prohibited from using cell phones, music devices or other instruments/activities which present a risk of distraction from proper operation.
- Equipment contents shall be arranged in a stable manner, at a height which permits the operator an uninterrupted 360-degree line of sight around the equipment operating envelope.
 - The use of shrink-wrap, straps or containers may be necessary to secure the equipment payload based on the delivery contents, equipment type and distance of travel.
- Equipment shall be used only for approved purposes and applications:
 - Equipment may not be used for shared handling of waste and retail/food Products.
 - Tanks and compressed gas cylinders must be transported in a secure fashion to prevent damage and or accidental discharge of cylinder/tank contents, regardless of tank state (empty or full charge).

- Delivery and waste hauling equipment operators shall not deviate from the Tenant's approved travel routes and list of authorized elevators without obtaining prior approval from Unison/CDA.
 - Equipment/operators may not utilize passenger elevators without prior approval.
- Equipment may not be staged or left unattended in public areas [for any duration].
 - Equipment underway with loading/unloading activities must remain attended throughout, and staged in a position that does not impede passenger flow, egress or present a compromise to overall Passenger Experience.
- Idle equipment must remain fully housed and secured within Tenant Leased Space and may not be staged in Common Areas including concourse areas, corridors and docks.
- Disposal of equipment which has been removed from Tenant operations shall be the sole responsibility of the Tenant.
 - Proper disposal may require additional arrangements aside from the existing waste receptacles (provided at the Tenant's expense).

Tenant Delivery Equipment Maintenance

All equipment and fixtures used to transport materials within the facility shall be subject to inspection and direction from Unison/CDA to ensure comprehensive safety and aesthetic standards.

Unison/CDA may issue recommendations on equipment type and design based upon Tenant's approved delivery information and plan.

Material handling equipment shall be kept in a state of clean working order, meeting the general criteria:

- All equipment entering/operating within the premises must be visibly labeled with neatly printed identification of Tenant (or agent) name and housing location.
- Wheels operate silently without producing marks, scratches or wear to flooring surfaces.
 - Wheel construction material shall be subject to review and approval from Unison/CDA.
- Equipment must not exceed the stated weight limits for use or deviate from intended purpose(s).
- All equipment traversing public areas must be kept clean and free of damage or other hazards.
- Tenant equipment deemed to present a risk or exception shall be subject to immediate corrective action and/or removal from operations.

Waste, Recycling and Byproduct Handling

Each Tenant shall be issued an operating plan to manage the handling of waste, refuse and other byproducts generated through their operations.

To initiate the plan development each Tenant shall complete a Byproduct Estimation Survey for review by Unison/CDA.

Submissions will be used to generate a Tenant-specific comprehensive byproduct plan, establishing the following approvals and recommendations for each of the Tenant's respective locations:

- Primary and secondary waste (garbage) deposit points
- Primary and secondary recycling deposit points
- Primary and secondary spent oil recycling points
- Compost deposit point(s)
- Food donation deposit point(s)
- Approved haul route for travel between Tenant area(s) and deposit point(s)
- Approved freight elevator(s) for travel between Tenant area(s) and deposit point(s)
- Recommended equipment for handling of byproduct transport

Upon establishing a Tenant's deposit points, Unison/CDA may assist with training Tenant personnel on the respective deposit facilities and corresponding equipment.

The Tenant shall be responsible for managing personnel to ensure the safe and proper use of associated waste and recycling equipment.

Designated Vendor Checkpoints

Access for goods and personnel to the Sterile Area is permitted through dedicated Vendor Checkpoints, located in the following positions:

- Terminal 1 – No Vendor Checkpoint (all Terminal 1 Tenants should use Terminal 2 Vendor Checkpoint)
- Terminal 2 Vendor Checkpoint – Upper Level Near Door 2A (24 Hours)
- Terminal 3 Vendor Checkpoint – Upper Level Near Door 3A (24 Hours)
- Terminal 5 Vendor Checkpoint – Only accessible via access controlled corridors/areas (4AM-830PM)

Temporary Checkpoint closures may require redirection of operations to adjacent Vendor Checkpoint(s) or passenger Checkpoint lanes (*only upon prior instruction and authorization from Unison/CDA*).

Badge holders must receive advance clearance and approval for Vendor Checkpoints via the corresponding badging access codes, provided during the badging process, issued at the discretion of Unison/CDA.

X-Ray/Magnetometer Use

The following items entering the Sterile Area shall be subject to magnetometer screening and/or physical inspection from TSA, CDA Security and CPD:

- Incoming materials, goods and Products
- Associated delivery equipment, containers and packaging
- Personal effects, accessories and outerwear
- Items which cannot be scanned using magnetometer/X-ray shall be subject to a manual screening inspection, and as such may require removal from shipping packaging and/or access to interior contents and compartments.

Operators shall at all times defer to the instructions of TSA personnel (and other security officials), regarding the permissible use and treatment of Checkpoint areas and associated equipment.

- Tenant shall be responsible for ensuring effective management and supervision of all personnel, activities and operations at Vendor Checkpoint areas.
- Failure to operate within established instructions, procedures and guidelines may result in the suspension or termination of access permissions.

Hiring Outside Services

Stores may hire service providers such as housekeeping, extermination, or telecommunications without prior CDA approval. However, it is required that anyone who may impact Airport operations such as electricians, phone repair, plumbers, etc. be pre-approved by CDA/Unison.

IMPORTANT: All technicians working on the infrastructure of the building need to be licensed and certified in the Work they are performing. Electricians, plumbers, HVAC mechanics, restaurant hood cleaning and maintenance technicians, all carry either a license or a certification, and proof of documentation must be supplied, along with any permitting requirements, and sent to all applicable Departments prior to starting any Work.

IMPORTANT: Your Tenant space is one small location within a much larger operation that cannot be disrupted unexpectedly. Anyone found working in the terminals without following this procedure may lose their privilege to work within the Airport and the Escorting employee may also lose their privilege and their right to work at O'Hare.

Marketing and Passenger Experience

Marketing

The CDA Marketing Department operates a marketing fund to support Airport-wide Concessions marketing, advertising and promotion. The program may include advertising, media placements, digital campaigns special events, promotional events, brochures, videos and catalogs, "Mystery Shops", market research and surveys, Passenger Experience trainings etc., as appropriate. The program is funded by a Marketing Fee assessed on all Tenants.

Each year, the Concessions Marketing Department will build a marketing plan with strategies and tactics developed to reach Airport-wide Concessions marketing objectives and goals. The Concessions Marketing Department will convey the plan objectives and seek Tenant participation in the initiatives planned for the year.

These opportunities are made available, with no additional fees, to operators who contribute to the marketing fund. Tenants are asked to display counter card signage (provided by the Concessions Marketing Department) supporting Airport-wide initiatives during specific time periods. Participants will be encouraged to complete post-event forms to gauge the success of these initiatives.

The Concessions Marketing Department gathers and supplies content from Tenants, including store descriptions, keywords, operating hours, phone numbers, and other relevant details, and communicates these to CDA Marketing and Customer Service teams as needed. The information collected is used across platforms for marketing, communications and other informational purposes. Upon onboarding, the Tenant's profile will be posted on [Eat Shop & More | Chicago O'Hare International Airport \(ORD\) \(flychicago.com\)](https://www.flychicago.com/eat-shop-more). It is the Tenant's responsibility to provide updated information if/when content changes.

The Concessions Marketing Department also collects and provides a social media content calendar to CDA Marketing ensuring all Concessions are featured across @Fly2ohare social media channels (Facebook, Instagram, X and LinkedIn). The Concessions Marketing Department will work with the Tenant and serve as a liaison to gather content. Content will be collected on a quarterly basis.

Content must be sent via email to the Concessions Marketing Department. A comprehensive Marketing onboarding packet will be furnished to Tenants, encompassing detailed guidelines on how to effectively share and provide content.

Please tag O'Hare in your O'Hare specific brand posts with @fly2ohare. Many times, the CDA webmaster will re-post your message which builds reach and visibility across social media platforms.

Concessions Messaging and Advertising

The Concessions Marketing Department has secured signage locations throughout the Airport to market the Concessions program, (i.e., column wraps or wall signs, electronic directories, TV monitors throughout the Airport property, the ATS train ads and at ATS terminals). Also, handheld brochures are printed and made available for distribution from the Travelers Aid Information booths at both Airports. These programs are intended to market the Concessions program as an entity. All Tenants will also be included in wayfinding/navigational materials where/when appropriate.

On the CDA's [Eat Shop & More | Chicago O'Hare International Airport \(ORD\) \(flychicago.com\)](#), Tenants are required to provide Tenant location and hours of operation. However, Tenants are also allowed to provide the following to increase their online presence:

- Employment contact information for posting on the job portal page of [Concessions Jobs at ORD & MDW \(flychicago.com\)](#). It is the Tenant's responsibility to provide updated files when content changes.
- Store information for [Eat Shop & More | Chicago O'Hare International Airport \(ORD\) \(flychicago.com\)](#) that includes company website, mobile app, electronic directories, etc.
- Menus, as required for all Food and Beverage (F&B) locations, by submitting a single JPG file. The menu does not need to include prices. It is the Tenant's responsibility to provide updated files when content changes. Remember all pricing/Product changes must be approved by the Commissioner's office prior to implementation.

Employee Discount Listing

Each Tenant is encouraged or in some cases Agreement-required to offer an employee discount to all badged employees at the Airport. Each year, this list is updated prior to May, and a new list is distributed.

Employee E-Newsletter

A quarterly e-newsletter is distributed electronically to all those who opt-in. The publication shares past marketing event stories, upcoming marketing programming and stories of interest. This document is a great opportunity for Airport employees to stay informed about Concessions activities throughout the Airport. Opt-in at [ORD Connections \(flychicago.com\)](#).

Special Chicago Large Event/Convention Discounts

For a few specific, large events in the Chicago area, the CDA requests Tenants provide a discount to event participants. Once confirmed, the CDA will then publish a discount list for each of these participating events. This information is then shared through [Chicago Things to Do, Events, Restaurants, Hotels & Vacation Planning \(choosechicago.com\)](#).

Military Discount Listings

Each Tenant is encouraged or in some cases Agreement-required to offer an annual military discount/special to military personnel (active, retired and Veterans) with proof of Military ID. Each year, this list is updated prior to May when a new list will be distributed. In addition to the annual discount/special, May is Military Appreciation Month. Tenants are encouraged to strengthen their annual offer or provide a special month-long offer specifically for the month of May. On other patriotic dates throughout the year, signs may be placed throughout the terminals that encourage the military to seek out participating locations.

Race On the Runway – Plane Pull

Each year, typically in the fall, the CDA hosts a race/walk held on a runway, and/or a plane pull benefiting a not-for-profit agency. Tenants are invited to either offer free Product for all race participants and volunteers, to become a cash sponsor, or to rent an exhibit space from which to sell Product.

Cross-Promotions with Fellow Tenants

The CDA encourages Tenants to partner in cross-promotions with other Tenants at the Airport. The Concessions Marketing Department can help introduce managers interested in cross-promotion efforts. Cross-promotional activities are especially supported with social media postings.

Your Own Concession Events

Retail stores and Food & Beverage locations who wish to host their own event should inform the Concessions Marketing Department. Typically, your event can be supported with online messaging and content. If the event is large, sometimes space in front of a Concessions location can be requested, and the Concessions Marketing Department can assist with skirted tables and counter card signage. Approval processes must be sought for the use of all Common Areas.

Food Sampling

Sampling at your store is highly encouraged. If there is not enough physical room at your storefront, please reach out to Unison to discuss sampling opportunities. Health code requirements must be maintained at all times.

Air Chicago Magazine

This quarterly publication may at times invite Tenants to free editorial opportunities. The Concessions map is always included at the back of the magazine, and advertising space is available for purchase.

If interested in Air Chicago Magazine advertising opportunities, please contact:

1030 Media
Siobhan Higgins
503-358-9301
siobhan@1030media.com

Passenger Experience

Unison may periodically coordinate Passenger Experience trainings in which the CDA requires Concessions partners to participate. These Concessions-wide programs support training activities already conducted within many of our Airport's businesses and help to ensure high-level quality of service and consistency of Passenger Experience across all Concessions locations.

CDA Concessions may also periodically hire an outside Contractor to perform "Mystery Shopping" and evaluate in-store experience and employee performance of each Concession location. Such reviews shall be used to monitor Passenger Experience and cash handling procedures among other criteria which are important to the overall retail experience at our Airports.

Passenger Feedback

The City operates a Customer Service Hotline (800-832-6352) as well as a dedicated email address (aviation@flychicago.com) for passenger feedback. When a call or email is received, it is documented and given to CDA Concessions or Unison. You will be advised of the nature and details of the call and will be required to respond. If a customer provides contact information, you are required to follow up in writing (email) to the customer, with copies to both the CDA and Unison. If no address was left, you are required to follow up in writing (email) to Unison detailing how the problem was solved. As stated in most Agreements, this follow-up must be conducted within 72 hours of your receipt of the feedback.