Chicago O'Hare International Airport is currently in the process of a long-term modernization scheme that is planned to improve operational efficiency and invest in the future of Chicago. These enhancements will create jobs for Chicago's residents, provide an improved experience for travelers from the garage to the gate, and ensure that our world class City has two world class airports.
Introduction
Current Chicago O’Hare International Airport Terminal Plan

Concessionaire Design Guidelines
The purpose of these Concessionaire Design Guidelines (CDG) is to communicate an overall design intent and to provide quality, material, signage, lighting and system standards for concessions development at Chicago O'Hare International Airport (ORD).

The design intent is to produce concession spaces that capture an experience comparable to strolling through Chicago, using creative ways to construct a pleasant and notable experience for travelers. The concession spaces should be designed to evoke identifiable architectural elements that reflect the vitality of Chicago’s vibrant architecture, diversity, rich heritage and innovation.

It is the Concessionaire’s responsibility to field verify all existing conditions and to confirm the location of all built elements, utilities and building systems within or impacted by the Concessionaire’s space.

All work shall be accomplished using materials of uniformly high quality and shall be performed in accordance with the very best standards of practice, applicable laws, codes and regulations having jurisdiction and shall be subject to The Chicago Department of Aviation (CDA) approval.

These Concessionaire Design Guidelines for ORD provide aesthetic guidance and technical information to the proposers for this Concession offering. These guidelines illustrates the minimum standards for the design component of the Concession Program.
Chicago O'Hare International Airport is the third busiest airport in North America and sixth busiest airport in the world in terms of passenger traffic, which services 70 million people annually. O'Hare is currently a major hub for American Airlines and United Airlines.

**Mission Statement:**
The CDA aspires to deliver an exceptional, first class passenger experience using innovative, diverse and authentic expressions of Chicago’s culture and spirit.

The design of a Concessionaire’s space shall support these goals through imaginative design and first-rate implementation as outlined in this document. The CDA wants passengers to celebrate ORD’s stature as a “Global Gateway” that’s just a short commute to downtown Chicago.

ORD Concessionaires are encouraged to examine key aspects of the City’s heritage, physical environment, cultural life, institutions, icons and monuments to express and celebrate the best of Chicago. Additionally, the City’s nightlife, retail establishments, restaurants, and public festivals may be used to provide a framework within which retail facilities will become memorable and entertaining experiences.

Concession areas will include stores, restaurants, food court, kiosks, retail shopping, dining, lounge facilities and spa services.

Thus, ORD seeks to offer award-winning concessions and innovative technology to help its passengers travel smarter and faster, while providing opportunities for a memorable customer experience via a hospitality-inspired aesthetic and attitude.

ORD is dedicated to leading the way in safety and security, customer service and satisfaction, community relations, environmental commitment, quality of facilities, state of the art technology and financial and economic vitality.
Fostering early communication between the tenant / architects & CDA is critical. The Concessionaire shall request a Preliminary Meeting with the CDA. Introduction of sustainable design elements as part of early pre-design submissions is highly encouraged.
The design of storefronts and concession spaces should strike a balance between variety and consistency. Design concepts should produce a harmonious feel throughout the terminal. The design of all concession spaces must be respectful of the terminal architecture and not distract from the aesthetic intent of the Airport facilities and way-finding sign system. Concessionaire design must be consistent with the design guidelines and criteria embodied in this document.

The Concessionaire Design Guidelines (CDG) are a basic “set of rules” that the Concessionaire is required to work with and expand upon. These guidelines may be met by proposing contemporary design solutions that reflect the cosmopolitan character and sophistication of the City of Chicago. Designs should capture the “essence” and relay a variety of distinguished characteristics combined together to create the “The Unique Design Character of Chicago” experience.

The CDA, CDA’s Point of Contact (CDA POC) and CDA Concessions (CDA-C) are committed to achieving the following goals with the Airport Retail Program. Throughout this CDG all references for the CDA review and approval will imply the CDA’s POC review and recommendations to the CDA. Concessionaires will be required to implement concession design solutions consistent with these aims:

- To create and provide innovative design that supports the Mission Statement, and will be clearly identified with Chicago domestically & internationally.
- To creatively plan concessions that are compatible with the airlines and CDA operational requirements and with passenger convenience. Concessions should be operationally efficient and demonstrate innovative in-unit storage.
- To create concessions which complement the architectural qualities of the airport and are compatible with adjacent tenancies.
- To incorporate environmentally sustainable design practices in the development and build out of concessions and comply with the CDA “Sustainable Airport Manual” (SAM™).

In the interest of saving valuable time and resources, the CDA and the CDA’s POC are available to meet with all involved parties before the design process begins. As such, the CDA require that the tenant’s architect visit the physical lease space and review the guidelines before creating any design prior to presenting to CDA.
CDA Representation and Design Review

Questions and comments regarding the CDG and of procedures, as well as all tenant concession design submissions for review shall be directed to the CDA Representatives.

The CDA Representative will coordinate design reviews by various divisions of the CDA and any affected airline.

The CDA and its representatives will review each design submission on its individual merit, in the context of neighboring premises and Airport design standards. CDA reserves the right to require changes to, or reject elements of, the design.

All designs are reviewed and approved by the CDA.
The Chicago Department Of Aviation, Midway Airport design review team is comprised of architects, engineers and airport department managers from both, the Chicago Department of Aviation (“CDA”) and Unison Retail Management (“URM”). Current key members are:

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**Chicago Department of Buildings Inspection Bureaus**

Building Permit Office: 312.743.3600
Ventilation Department Office: 312.743.3573
Electrical Department Office: 312.743.3622
Plumbing Department Office: 312.743.3572
New Construction Department Office: 312.743.3531

**Unison Retail Management (Unison or URM)**

Saaema Alavi, AIA, NCARB, LEED AP BD+C
Concessionaire Development Manager, Unison Retail Management
Aviation Administration Building
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ORD has a full range of food & beverage, retail options and services for you while you travel. Each business plays an integral role in providing customers with an award-winning level of service. The design quality of each of these Concessionaire spaces reflect "The Unique Design Character of Chicago".
CDA Base Building Finishes
- Ceilings – varying types
- Flooring – existing concrete or terrazzo, stone, wood, porcelain tile.
- Walls – painted gypsum wall board
- Columns – Painted steel, gypsum board, concrete, terrazzo, stainless steel cover, or stone cladding
- Structure – concrete and steel

Common Area Elements
CDA provides the following:
- Demising walls
- Terrazzo flooring
- Gypsum wall board and ceilings
- Lighting
- Furnishings for the food court & lounge spaces

Concessionaire Requests to Modify the Base Building
If the Concessionaire’s requirements for any of the base building elements or services supplied by the CDA exceed the standards or capacities outlined in the Lease and this manual, the Concessionaire may apply to the CDA for upgrading of such elements or services. The CDA will review the application received and may, at its sole discretion, agree to the upgrade, or require the Concessionaire to upgrade the affected base building at their expense.
The Design Control Zone (DCZ) is a creative zone set just inside the storefront glazing or opening and will extend a depth of 4'-0" inside the store. This zone creates a visual break between ORD circulation and the display of merchandise.

Storefront materials should extend into the DCZ and complement both interior finishes and adjacent airport finishes. Mobile display merchandise or advertising will not be allowed in the public circulation zone.

An operable storefront system must be concealed and integrated into the design. Door covers must be clad with storefront finishes. Refer to Exhibit 3.2 for additional information.

Concessionaires are required to provide a fully, lockable closure to their premises to secure their store, and to comply with TSA requirements. Rolling or sliding closures are recommended. Closure should be decorative and translucent.

The closure line needs to occur within the Concessionaire's leased premise.

### Design Considerations:
- Conceal doors during operating hours.
- Swinging frameless glass doors with top & bottom rails and pivot hinges.
- All door tracks are to be recessed.
- The floor grommets (for security grill) are to be flush with floor finish.
- Merchandise must be visible through the Concessionaire's closure.

### Prohibited Enclosure Types:
- Opaque Grills
- Overhead Doors / Grilles
- Aluminum Framed Doors
Design Considerations:

- Concessionaires’ designs should incorporate the horizontal and vertical lines established by the base building design, including window modules, stone joint lines etc.
- Concessionaire materials may not be attached to base building materials in any way. Bolted connections are not acceptable. Damage to base building finishes shall be repaired at the Concessionaire’s expense.
- Lighting of the storefront should not compete with the base building lighting. Excessively high light levels are unacceptable. Neon is unacceptable.
- At new storefronts, it is recommended that a luggage guard rail be installed along the base of the wall to avoid damage and breakage. See Exhibit 3.1 for suggested details.
- Maximize natural sunlight into Concession’s space

Storefront & Design Control Zone Ceiling Construction and Access

The Concessionaire’s ceiling within the DCZ must be constructed with the approved materials. There shall be no combustible materials in the ceiling space. Ceiling design shall incorporate access to all ceiling-mounted CDA and Concessionaire equipment requiring inspection and maintenance. The Concessionaire's designer shall determine the required sizes and locations of access points.

*Ceiling heights should be as high as permitted within Concessionaire spaces.*

Queuing

Queuing space should be thoughtfully integrated into the design approach. Food and beverage tenants are required to provide means to separate queuing from general circulation and seating. Concession patrons cannot queue into terminal areas or crowd into adjoining spaces.
Concessions that are inviting energize the airport experience. Travelers should be provided the highest level of comfort and control in an atmosphere that champions the environment without compromising style and functionality. In order to achieve these goals, the interior visual quality of tenant spaces must incorporate innovation along with high quality workmanship as well as high end, durable materials and finishes.

The use of graphics, detailing, dramatic lighting, color, fixtures and merchandising should be an integral part of the proposed design. Visual quality of retail display and ongoing maintenance must be considered. All Point of Sale (POS) counters, condiment counters, trash/recycling enclosures, and storage requirements must be carefully planned in order to reduce visual clutter.

Concessionaires shall provide a consistent image, signage and finishes package for the entire leased space. Concession spaces should aim to balance the needs of building performance with passenger experience. Concessionaires must develop design concepts that make it easy for passengers to navigate the space.

Sustainability features, lighting, natural greenery, and plants are key features into the design of the space.

**Design Considerations:**
- Wall merchandising systems other than slat wall
- Freestanding millwork above 5’-6” in the DCZ shall be limited to a maximum of 30% of the storefront. Cash wraps should have surrounds (shrouds) to hide equipment
- Dropped ceilings & acoustical ceiling tile is not permitted in the DCZ
- Track lighting within DCZ and remainder of store must be concealed within a light pocket as not to be visible from the common area
- When applying graphic film to walls use a level 5 finish on drywall

_The application of brand prototypes will need to be considered. A standard prototypical store may not be allowed._
The retail and food/beverage concession interiors must project a high standard of design commensurate with the quality of store interiors found in leading upscale boutiques & shopping centers.

Store designs must consider high-quality materials and finishes that can withstand high-volume / impact traffic settings, luggage carts, wheel chairs and commercial maintenance equipment. Finish materials up to 30” above the finish floor are susceptible to luggage cart damage and will be considered high-impact zones. Materials should be resistant to scratches, dents, chips and stains at storefront entries. Concessionaires are strongly encouraged to incorporate design and materials that will withstand abuse and maintain an attractive appearance.

Storefront entrances are highly encouraged to be designed with panelized joints / reveals and features that will allow damaged panels to be easily replaced when necessary. Large monolithic painted panels are not allowed.

Counter tops must be fabricated from solid surface or otherwise seamless materials: e.g., metals, natural or artificial stone.

The CDA recommends that all stainless steel hoods are clad with a decorative treatment. Unless the stainless steel is consistent with the desired look and feel, the finish must be treated so that fingerprints are not visible.
Materials & finishes should reflect the highest level of quality and detail.

The following sections identify materials that may be used in concessions at O’Hare. All materials must be non-combustible, fire resistant, and meet applicable codes.

Suggested storefront wall base materials are natural stone, tile or brushed stainless steel. Alternative materials that are not listed within these guidelines may be presented to CDA for approval.

All thin clad materials must be fully adhered to stable substrate.

Materials that reveal their natural color and texture are highly encouraged.

Color and Texture Through Materials

The choice of color and materials is one of the most successful ways to achieve a strong relationship with the natural environment of O’Hare’s concession design. Stone, polished concrete, metal and wood are all good examples of materials that fit this category.

A relationship to the natural environment & materials listed in this section can be achieved in a variety of ways.
Concessionaires must employ high quality materials in the construction of their storefront. Exposed corners should have integral protection and be designed into the overall storefront. Stainless Steel or thin metals shall not be used in high traffic areas where dents or soiled finger printing can occur.

Recommended Storefront & Design Control Zone Material Considerations:

**Natural Materials:**
- Granite
- Marble
- Natural Stones – (e.g.: slate/limestone)
- Wood (Hard versus Soft) - natural, stained, painted, certified by the Forest Stewardship Council (FSC) or the Sustainable Forestry Initiative (SFI)
- Porcelain tile (selective tile may be considered with approval)

**Manufactured Materials:**
- Solid Surface - (e.g.: Corian or similar)
- Quartz
- Venetian plaster
- Cast Resin

**Glass:** Storefront glass to have no vertical mullions. Base shoe with recessed top channel. Glass to be tempered & sized. Recommend installing luggage rail to protect glass
- Multi-pane clear, tinted & clear (low iron)
- Beveled
- Sealed, etched, or sandblasted glass (all glass must be safety glazed)
- Glass block, clear or smoked mirror (may be considered with approval)

**Metal:** All storefront metal panels must be rigid and scratch resistant. Anodized or painted aluminum
- Stainless steel
- Bronze
- Copper
- Brass
- Mechanically finished (brushed, polished or factory painted)

Storefronts

The materials listed below will **not** be accepted as part of the design for a storefront or leased premises.

**Unacceptable Storefront & Design Control Zone Materials:**

**Materials:**
- Painted drywall or any paper products
- Plastic Laminate (may be considered at BOH with approval)
- Awnings
- Sharp or rough surfaces
- Pegboard walls
- Plywood or decorative MDF/MDO panels
- Stucco / plaster treated with an exaggerated texture
- Simulated brick
- Fabric, photographs or other simulated materials
- Carpet or cork
- Any material that would constitute a fire and/or public hazard
- Any material that is of low quality, non-durable and/or difficult to maintain
- Fluorescent or textured paint
- Vinyl tile, sheet vinyl or any vinyl products
- Vinyl wall covering or wall paper
- Exposed ducts, conduits, pipes and other mechanical and electrical equipment in any area open to public view
- Security alarm tape on storefront windows
**Concessionaire Interior Build Out**

Durable materials are required throughout retail and food & beverage areas. Materials shall be selected to avoid damage, soiling and finger prints.

**Recommended Material Considerations:**

### Natural Stones:
- Granite
- Marble
- Durable Stones
- Quartz
- Slate

*(Stone should be sealed as appropriate for the particular stone)*

### Glass:

Windows should consist of clear glass in a frameless butt-glazed system or an approved aluminum or wood framing system. Glass allowed includes safety glass, decorative and art glass. Art glass may be colored, textured, stamped, cast, fused, etc.

### Metal:

The creative use of exposed metal as an accent material within the store environment is encouraged.
- Bronze
- Brass
- Copper
- Stainless Steel
- Pewter
- Nickel
- Iron
- Aluminum
- Chrome

Finishes include sandblasted, imprinted, painted, etched, brushed, textured, polished, anodized and factory enameled.

### Metal Cont’d.:

Products may be extruded or rolled, sheet, perforated, welded wire fabric or mesh. Sheet products shall be either heavy gauge or detailed to prevent “oil-canning” and sharp edges. No scratches, warping, dents, or other imperfections are allowed. Where seams occur they must be detailed to enhance the overall design.

### Wood:

All exposed wood must be natural or finished with clear stains and varnish. Samples for wood finish must include exact species, stain and finish. All wood work must be kiln-dried and Class I fire-retardant treated per Code requirements. Encouraged woods include:
- Maple
- Oak
- Cherry
- Walnut
- Fir
- Hemlock
- Mahogany

Detailing to minimize marring and scratching should be considered when wood is used. Soft woods are discouraged for floors and high traffic areas.

### Painted Finishes:

Shop and field applied paint finishes may be utilized.
Recommended Material Considerations:

Tile:
Tile allowed includes glass, natural stone, ceramic and porcelain. Any size tile from half-inch (½") mosaic to twenty-four inch (24") square, is allowed. Use of quarry tile should be limited to the back of house or kitchen applications. Sealer should be applied as recommended by the manufacturer. Keep the location of the tile in mind when selecting mortar colors. Use darker tone mortar in high traffic areas where dirt collects and use lighter tone mortar restricted to vertical surfaces a minimum of six inches (6") above the finished floor (AFF).

Mirror:
Mirror allowed includes clear, colored and bronze. Mirror fixing should avoid J-molding trim whenever possible. Use of mirror on storefronts is not allowed.

Display Walls:
“Slat-wall” type display systems should be of the highest quality with attractive finishes and used sparingly for merchandise display. Concessionaires are cautioned regarding their use.

Unacceptable Materials:

Materials:
- Pegboard walls & pegboard fixture systems
- Plastic Laminate
- Shingles
- Field painted aluminum
- Plywood paneling
- Simulated materials such as plastic stone or simulated brick
- Plastic plants
- Fluorescent paint
- Any material that is low quality, non-durable and / or difficult to maintain
- Any material that would constitute a fire and / or public hazard

Special features and fixtures not mentioned herein shall be presented to the CDA for consideration and reviewed on a case by case basis.
Flooring
Durable materials are required for flooring throughout retail and food & beverage areas. Natural stone should be installed with eased or chamfered edges and properly grouted and sealed per industry standards. These materials must maintain a friction coefficient of 0.6 when tested in accordance with ASTM C1028.

Where parts of the storefront are recessed behind the lease line, the floor area between the lease line and the storefront is considered part of the DCZ. Concessionaire floor finishes must align vertically with the common area floor finish. Perceived material edge or projections are not allowed. Common area floors may not align with the new Concessionaire's floor. The Concessionaire is responsible to install a common area floor transition to align with the Concessionaire's floor.

At the intersection of the airport flooring and the store interior flooring a thin (1/8" max) stainless steel (SS) separation strip will be allowed. No threshold, reducer strips, or other transition devices shall be permitted.

Any transition in floor level shall not exceed 2% in slope and should occur at the interior side of the Concessionaire's closure line unless otherwise approved by CDA.

Acceptable Materials:
- Porcelain Tile
- Natural Stones – (e.g.: slate / limestone)
- Wood (Hard versus Soft) - natural, stained, painted, certified by the Forest Stewardship Council (FSC) or the Sustainable Forestry Initiative (SFI)
- Terrazzo
- Tinted concrete, textured or polished
- High performance commercial grade carpet
- Quarry Tile (back of house)

Elements within the Concessionaire Space
The existing terrazzo floor will remain within the Concessionaire space except for those locations where the new base building work requires removal of the floor. The Concessionaire is responsible for any change, repair and maintenance to the floor material within its space.

Wall Base
The Concessionaire will provide a consistently maintained wall base, a minimum of six inches (6”) high of an appropriate durable material throughout the visible interior. All base must be scribed to the floor and fully adhered to the wall. Separate base is encouraged.

Acceptable Materials (matching Concessionaire’s Storefront):
- Natural Stone (granite, marble, or other natural stone)
- Porcelain Tile
- Metal (stainless steel, brass, anodized aluminum, or enameled base integrated with the rest of the storefront design)
- Terrazzo
- Wood

Unacceptable Materials:
- Plastic laminate
- Rubber or vinyl base
- Pre-finished thin metals

Design Guidelines
Interior Visual Quality: Material & Finishes

Concessionaire Design Guidelines
Ceiling

Acceptable Materials:
- Wood - natural, stained, painted, certified by the Forest Stewardship Council (FSC) or the Sustainable Forestry Initiative (SFI)
- Gypsum wall board (finished)
- Suspended metal
- Acoustical tile; 2’x2’ max., regular (rabbeted) edge & narrow spline suspension grid

Unacceptable Finished Condition:
- Unfinished exposed ceilings open to the structure above unless it is incorporated into the overall design.

Material Considerations:
- Storage areas must have a minimum finish of sealed concrete.
- In all wet areas where water is used, such as kitchens, wait station, bars and service areas, the tenant must provide a durable and cleanable flooring surface with a minimum six-inch (6”) high cove base. Tile must use epoxy grout and sealed.
- A waterproof membrane must be installed in all wet areas and extend onto the wall at least 12” A.F.F.

Concessionaire Design Guidelines

Transitions
Merchandise and fixtures, when showcased properly, can entice passengers to look and linger. Such features can guide or even inspire the design of the facility. Concessionaires are encouraged to provide unique and different experiences throughout the passengers’ path. Customer focused design elements are recommended.

Design Considerations:
- Visual screens required for all pass through(s) between front public area and back of house zone to prevent direct views into back of house area
- Concessionaire must be familiar with existing conditions
- Provide durable surfaces at outside corners that receive heavy traffic use
- Doors are required between front of house and back kitchens and stock rooms
- Provide details to describe floor, wall, and ceiling transitions at adjacent Concessionaire and airport finishes

Merchandise Display
Merchandise display wall panels and metal standards must be independently secured and mounted in accordance with all governing codes and standards. The concessionaire acknowledges that demising walls are not designed to support wall-mounted fixtures or millwork without supplemental support.

An unexpected or unique use of fixtures is encouraged. These elements can elevate the look and feel of a retail environment.
Furniture & Fixtures

Furniture and fixtures must be commercial quality, designed for the intended function and able to withstand heavy customer use. The Concessionaire is advised to pay particular attention to the materials, finishes and construction of the furniture to insure long service-life and attractive appearance. Test samples are required as part of the approval process.

All millwork, counters and furniture, shall be an integral part of the overall design. Each of these elements must comply with ADA regulations.

Counters / Railings
Recommended countertop and railing materials include stone, quartz, solid surface (Corian, Avonite, etc.), concrete and metal.

Tables
Table tops and edges should be durable and easily cleaned; e.g.: solid surface, natural stone, stainless steel, appropriately treated solid wood surfaces. Use of plastic laminate is not allowed unless the design, pattern and detailing adds to the overall concept and enhances the concessions environment at the airport. Table bases should be of suitable scale and construction to provide stability and durability.

Seating
Frames are to be of metal or solid wood. Upholstery, where used, should be selected for its timeless appearance, durability, and ease of maintenance. Fabrics should have a pattern that aids in keeping a clean appearance.
Demising Wall

Demising walls between Concessionaires will be one (1) hour fire-rated construction or as required by code and extend to the underside of the base building structure. All demising walls require sound attenuating (floor to ceiling). The Concessionaire is responsible for maintaining a uniform demising partition. Existing walls that are deficient shall be repaired by the Concessionaire to the Airport standard. Framing will consist of metal studs ready to receive the Concessionaire’s finish. CDA will oversee the coordination of adjacent Concessionaire’s use of the demising wall for mechanical and electrical purposes.

- Concessionaire duct work that passes through the demising wall or corridor wall must be equipped with a fire damper at the point of penetration and shall be provided at the Concessionaire’s expense. If the Concessionaire plans to use a demising wall for the support of shelf-standards or heavy attachments, then the Concessionaire must reinforce the wall as needed.

Walls within Concessionaire Space

Walls within the Concessionaire’s space shall be provided by the Concessionaire and the wall finish shall extend a minimum of six (6") above the finished ceiling.

All materials used for construction shall be new materials. “Used” materials for architectural effect will be scrutinized carefully during the design review, and subject to approval.

Neutral Piers

Neutral piers are part of the base building architecture and serve to separate individual tenant lease areas. They often contain base building structural columns. The appearance of these piers cannot be altered in any way without CDA approval.

The neutral piers are intended to be part of the overall airport architecture (and not viewed as part of the concession). They should remain visually separate from adjacent storefronts.

Typically, the neutral pier conceals structural and mechanical elements. They cannot be moved. Another common neutral pier type occurs where the neutral pier falls between the structural grid of the concourse and covers no structural element. If no neutral pier exists for the demising wall to tie into, it is the Concessionaire’s responsibility to build it. The design of any new piers must match the neutral piers already existing in that concourse or portion of the terminal, subject to CDA approval.

Sound Transmission Class (STC) Planning Matrix Chart

Concessionaires will be required to maintain a minimum STC rating for the demising walls per the following matrix:

<table>
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<th>Concession Storage</th>
<th>News Stand</th>
<th>Grab &amp; Go</th>
<th>Restaurant</th>
<th>Retail</th>
<th>Public Space</th>
<th>Toilet</th>
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If specific materials are already installed on the opposite side of the demising walls, the Concessionaire shall provide wall materials that maintain the STC rating requirements. If no material is installed on the opposite side of the wall, for the purpose of providing the STC requirements, the Concessionaire shall assume the final material will be a single layer of 5/8" drywall.

Fire Ratings

Materials and assemblies must comply with applicable flame-spread ratings and fire resistance requirements. All construction and fire resistive material requirements must comply with all applicable Federal, State and Local codes.

Expansion Joints

Some concession spaces will have building expansion joints passing through the space. The Concessionaire will provide and install all required expansion joint fillers and covers to conform and align with terminal building expansion joints. The Concessionaire shall be responsible for maintenance of expansion joint.
Lighting creates visual interest & excitement. It serves as a focal point for the patron whether in a restaurant or in a retail setting enhancing perception and experience. Consider accent lighting to enhance visual merchandising and display of food.

Summary of Requirements:
- All lighting shall be commercial grade recessed, pendant or indirect
- Interior lighting shall be warm and inviting
- Vary lighting levels within the concession space to add visual interest & direct patron movement through the space
- All lamps shall be shielded in a manner to minimize glare
- The use of decorative-type lighting of any kind shall be encouraged to achieve a desired ambiance
- All Concessionaire lighting shall be controlled separately and illuminated only during certain time periods
- No lighting shall be installed outside the Concessionaire’s lease line
- Track type lighting is discouraged unless recessed in a pocket within the Concessionaire’s lease line
- All display cases must integrate shielded lighting and be vented appropriately
- Lighting shall be energy efficient
- Concessionaires shall be responsible for egress lighting with battery back up
- Exit lights shall be frameless type and the location approved by the Chicago Fire Department

Design Considerations:
- Concessionaires are encouraged to use a lighting designer to assist in employing the most current and effective lighting techniques while minimizing electrical consumption
- Concessionaires are required to work with a licensed engineer to ensure designs meet all applicable building and energy codes
- Storefronts should be brightly and dramatically lit to focus attention on merchandise, and contrast with lighting levels in the concourse
- Track lighting in display windows should be recessed in coves or pockets
- Spotlighting may be achieved using recessed, adjustable angle fixtures or track-mounted adjustable spotlights
- Lighting should be designed to illuminate the facility and its products or services, but must not shine into eyes of passengers, cause glare or distraction
Prohibited Lighting Applications

- Surface-mounted fixtures with exposed lamps, except for those of a decorative nature
- Fluorescent fixtures, with the exception of compact fluorescent, will not be permitted within the retail zones, unless specifically approved.
- Exposed raceways, conduits, transformers and other equipment shall not be visible to the public
- Moving lights or components, strobe or flashing lights.
- Any light source with a CRI less than 80
- Linear fluorescent greater than four (4’) length fixtures

Lighting density allowances are as follows:

- Basic office tenant: 1.1 VA/SQ FT
- Retail sales area: 1.7 VA/SQ FT
- Food preparation: 1.2 VA/SQ FT
- Active storage: 0.8 VA/SQ FT
- Bar lounge / dining area: 1.4 VA/SQ FT

Natural Light and Windows

Concessionaires are encouraged to allow natural lighting into public spaces next to exterior windows wherever possible. Concessionaire designs should pay particular attention to natural lighting within and adjacent to the Concessionaire’s spaces. In some cases natural lighting is limited while others receive considerable natural light. Inline Concession’s to maximize natural light.

Window Treatment & Applications

- Window coverings or art work are not allowed without special approval by the CDA

Design Considerations:

- Natural lighting may affect the location of merchandising
- Ceiling or wall features may be required to diffuse direct natural lighting
Concessionaires using speakers for the purpose of providing quiet background music for their patrons’ enjoyment must take precautions to ensure that any sound or vibration is not transmitted to adjoining spaces. Speakers should be positioned facing away from the concourse so that noise level should not travel past five (5’) outside the storefront.

Concessionaires are prohibited from incorporating monitors with broadcast television content in their space. Flat screen displays, if approved, are to be placed uniformly within millwork or adjacent to wall finishes.

Concessionaires security cameras shall be discreetly installed. Freestanding tenant security devices or security systems shall not be installed.

Trash & Recycling

Concessionaires shall provide an appropriate number of trash and recycling receptacles to maintain a clean and sanitary environment for their passengers. Free standing trash bins are not allowed in public view. All integrated trash bins shall have openings sized to conceal trash. Final design submissions must indicate the location and access to the container within the leased area.

Garbage compaction and/or refrigeration equipment must be installed in the concessions space by the Concessionaire if perishable items are handled or if required by applicable governing laws, codes, and/or regulations.

All Retail / Food & Beverage Concessionaires shall incorporate a store room or closet to house employee personal belongings, cleaning supplies, ladders / stools and limited rubbish or trash.

Unattended stocking cartons / boxes cannot be on the floor (public areas) during open hours of operation.

Concessionaires are encouraged to provide Wi-Fi within their space especially in areas where the airport Wi-Fi is weak. Food & Beverage Concessionaires are also encouraged to provide charging stations within their space.
Signage design adds to the overall creative expression of the space. Like the architecture of the City, there are certain elements of signage design that reflect the marketplace concept.

Signage is a key component of a concessions brand statement. Signage and associated environmental graphics should complement the architectural design of each Concessionaire’s space. These elements should be considered early in the design process, be given significant attention and be integrated into the overall storefront design concept. Each Concessionaire is allowed a primary overhead storefront sign with the option to install a blade sign. The final signage design submittal must include side view renderings or photos, the sign location, the exact dimensions, and an elevation that meets the terminal specific requirements and does not conflict with the airport signage / graphics. Refer to Exhibit 4.1 for more information.

Please note that a sign permit is required, it can only be obtained by a licensed sign contractor.

The Concessionaire must inform the CDA if the project requires building signage be removed, modified, or supplemented. A walk through with CDA will be scheduled to ensure CDA has adequate time to schedule the required signage work to occur during the construction phase. Please note that any CDA signage needing to be removed or relocated within the project area must be performed by CDA. The Concessionaire will be responsible for all costs to relocate or modify building signage. If CDA signage is located within the project area, the Concessionaire must include in the construction documents that the contractor will adequately protect all CDA signage to ensure it is not damaged during construction.

Logos will not be allowed on primary signs located on storefronts. Logos are allowed on blade signs only. For the primary storefront signage, the addition of any extraneous decorations, beyond the allowable backer shape and the Concessionaire’s name, is prohibited.

For storefront conditions without adjacent walls, ceilings or a bulkhead element convenient for storefront sign mounting, Concessionaire may propose illuminated signage integrated into their storefront architectural design. Dimensional back lit letters are required for primary storefront signs.

Design Considerations:

- Two signage types are allowed. These consist of a primary internally illuminated sign located above the storefront and an internally illuminated blade sign. Primary signs consist of the Concessionaire’s brand name only, in a font/color of tenant’s choosing. Blade signs allow for use of tenant’s logo.
- All sign illumination must be hidden from view. No hot spots will be allowed.
- Creativity in the design of the tenant signage is encouraged.
- Concessioneer signage shall not have a total length exceeding ½ of the premises frontage dimension.
- Concessioneer to identify location of Chicago Building Code posted occupancy signage.

Signage should add to the overall creative expression of the space.
Signage and Graphics: Menu Board

Menu boards are a key aspect in supporting the architectural design of each food and beverage concession. Font and text size shall be easily viewed. The design of these elements must be produced by a professional graphic designer retained by the Concessionaire. In conjunction with this, any food photography must be produced by a professional food stylist. Concessionaires are encouraged to consider menuing as part of the overall composition of their space, and go beyond conventional placement standards. Concessionaires may choose to use LCD technology in their menu boards.

Sign Types / Techniques Prohibited:

- Cabinet or “can” signs with illuminated translucent backgrounds and silhouetted letters
- Flashing, moving, sequencing, audible or odor-producing signs
- Stickers or trademarks
- Internally illuminated awnings
- Vinyl signs such as the stick-on or decal type graphics
- Charge card signs & hours of operations cannot be attached to storefront glazing or storefront itself
- Injection-molded plastic box signs, or vacuum formed signs
- Noise-making signs or signs with moving parts or animated lighting effects
- Exposed neon, neon tube applied directly to fascia element or other exposed light source
- Exposed lamps
- Temporary signs banners
- Frameless paper signs
A dining approach, drawing elements from high-end cafes and restaurants, is a recommended way to create inviting dining experiences throughout O’Hare.

The intention is to create spaces that capture an experience comparable to dining in one of Chicago’s many eateries.

Food and beverage establishments are an integral experience at the airport. The Concessionaire’s design should take into consideration how best to work with and complement the surrounding environment. Eateries should provide a variety of seating allowing passengers to dine, read or relax. A focus on regional and sustainable offerings is encouraged.

Creativity within food & beverage interior is encouraged!

Design Considerations:
- Architectural Elements
- Menuing
- Controlled Queuing
- Open Plan
- Signage & Graphic Design
- Lighting
- Food Merchandising / Kitchen Equipment
- Wall Enclosures
- Counter Surfaces
- Ceilings/Soffits
- Materials (innovative / sustainable, etc.)
Design Guidelines

Interior Visual Quality: Café Seating within Leased Premises

Public seating inside the lease line must conform to certain guidelines. The seating system must be designed for high traffic and volume. The furniture must consist of minimal parts that are interchangeable between seating groups. Furniture must be free of sharp corners, protruding elements, or any other projections that could create a safety hazard. Furniture cannot be attached to the floor and chairs must have appropriate glides to prevent scratches and damage to finish floors. Test samples are required as part of approval process.

The following criteria govern the design of the Concessionaire’s café seating area inside the closure line.

Aesthetics:
- Food Table and chair designs should compliment the base building
- Light colored wood and metal are encouraged
- Clean lines, minimal materials and simple forms shall create visually pleasing seating
- Details should be simple and durable with attention to the quality of craftsmanship and clean welds
- Stool height counters and railings at storefront entries to be kept at a minimum

Comfort & Ergonomics:

General
- Concessionaires to provide ADA furnishings as required
- Furniture must be easily maintained

Table
- Tabletop should be comfortable to sit at and appropriate to chair height
- Size – Tables should be large enough to have room for passenger items and have a combination of two to eight people per group

Chair
- Comfortable for short-term seating
- Accommodate people of varying body types and ages
- Small children can be seated without fear of falling through the back
- Provide high chairs
- Arms are discouraged
- Furniture legs must be stable and level

Design Considerations:
- ORD encourages unobstructed views and vistas with particular attention at the sit down restaurant and the food and beverage locations
- Any added soffit and ceiling elements projecting past the lease line are not acceptable
- The front face of food and beverage counters and all adjacent refrigerated cases must be located so that no portion projects past the lease line
- Seating areas should be separated from the main circulation path with partial height walls and/or partial height railings
- Mobile merchandising units are not allowed outside of the lease line
- Access to views and wayfinding are of paramount importance for a pleasant passenger experience
Design Considerations:
- Provide minimum of 80% transparency from the public area into the Lease space except where noted otherwise
- Provide an individual look while implementing the overall design intent of the project
- Create an inviting impression for the users
- Use high quality, durable materials (i.e.):
  - Safety glass
  - Finished metals
  - Stone
  - High impact painted drywall
- Utilize 100% transparent material wherever possible on storefront
- Emphasize entries, display windows and merchandise
- Incorporate high quality graphics in displays and sales areas
- Accent merchandise with lighting

Display of all merchandise must be integrated into the design concept. All glass storefronts must maximize a light and open presence at the airport regardless of hour of day.

- Incorporating three dimensional design elements at storefront (i.e., entries & display windows) to accent glazing plane is encouraged
- All storefronts shall be designed, fabricated and installed by the Concessionaire at the Concessionaire’s expense
- Excessive use of continuous full height length opaque material will not be permitted

Permanent appliances, fixtures, and equipment shall not display advertising, sponsorship text, or branding of merchandise larger than nine square inches. Adhesive labels, of any size, with or without branding, are not allowed if they are in public view. Manufacturer’s promotional fixturing is not allowed. Recessed standards for shelving is encouraged.

Adequate storage space for merchandise, cleaning supplies, staff items, and refuse associated with the facility’s operation must be integrated into the design. Concessionaires cannot overstock merchandise. Drawings shall indicate quantity of fixtures and locations. Temporary storage of merchandise or refuse outside of the lease line is not allowed.

Retail windows that are organized and appealing from the inside and outside are encouraged.
Design Considerations:
- Creative use & integral displays encouraged
- All merchandise to be visually integrated into design
- High quality grab-n-go cases

Summary of Requirements:
- Deli / bakery cases that showcase food shall be considered as part of the visual presentation with materials consistent with overall design.
- All visible food preparation shall be thought of as part of the overall merchandising concept, consistent with a demonstration-kitchen approach.
- All visible kitchen equipment shall enhance the overall look and feel of the Concessionaire’s space and be recessed in architectural cabinetry or millwork.
- Any vendor identification on exposed kitchen equipment must be smaller than nine square inches.
- Minimize the amount of visible food service equipment by placing it in the back of house and out of the public’s view.
- Casters on in-line equipment (i.e. refrigerator cases) shall be concealed with a decorative kick plate.
- Visible storage of food items and utensils shall be minimized.
- Beverage display must be integrated into design concept and shall not be placed on top of frontline counter or equipment.
- Coolers shall not use plastic drapes.
- All condiment counters are to be located within the lease and integral with the architectural casework.
- Placement design of kitchen hoods is to be carefully considered. Refer to Concessionaire’s Work Letter for more information.
- No drink dispensers or other free standing equipment shall be allowed on front counters.
- Trash bins shall be integrated and have openings sized to conceal trash within.
- Provide adequate venting for built-in grab & go units so that excess heat does not build up.
- Counters and fascia (kick plates) should be fabricated with solid surface or natural materials resistant to damage.

Showcase food presentation in a fresh, imaginative manner consistent with an overall branding approach. Fresh foods and photography may be used to reinforce the presentation.
Introduction

Kiosk types are Retail or Food & Beverage. Kiosks are subject to the same guidelines as in-line Concessionaire spaces. Kiosks are defined as free standing concession spaces located within the ORD public space.

- Kiosks are located adjacent to the exterior wall of the terminals along one side of the main circulation aisle way or strategically positioned between multiple circulation aisle ways.
- Kiosks that are "open plan" display merchandise in casework or refrigerated coolers along the back and side walls and in free standing multi-sided display case islands that allow the patrons to enter and move around the Concessionaire area. The Concessionaire sales staff works on the public side of the merchandise to assist and service patrons.
- "Closed concept" Kiosks place the merchandise and refrigerated coolers around the perimeter of the space. The Concessionaire sales staff works behind the merchandise to assist and service patrons.

The design should be inviting to customers. Kiosks shall use quality materials in a simple, yet elegant manner and display the products and services in a clear and sophisticated way such that customer interaction is intuitive. Consideration must be given to the design and finish of all exposed surfaces. Kiosks are especially susceptible to damage from passenger luggage and carts. Careful selection and detailing of materials is essential.

Kiosk Lighting

The general lighting level varies throughout the Airport and may not be sufficient for the services provided at a kiosk. Therefore, appropriate fixtures should be incorporated into the design to provide adequate lighting for functional and aesthetic purposes. However, the lighting should neither overpower the space nor cause a distraction to passengers moving about the space.

Design Considerations:

- Display case lighting is seamlessly integrated into the overall design
- Light source is concealed
- Back-lit graphics behind glass on standoffs is encouraged
Summary of Requirements:

- Kiosks designed with a canopy, sign band, or ceiling elements
  - shall have a maximum height of 10'-6" A.F.F.
  - shall be a minimum of 80% open to above
  - shall adjust or provide additional lighting and fire protection for ORD base building
- Creatively integrate signage
- Utilize solid surfaces and damage resistant materials
- An 8" minimum toe-kick is required to protect the floating retail finishes from high foot traffic and cleaning machinery abuse. Toe-kick should incorporate concealed lighting, thus giving the kiosk a ‘floating’ effect
- Overall display lighting shall be integrated into the Kiosk design and concealed from view
- Accommodate for customer traffic flow and queuing
- Under no circumstances may any element of the Concessionaire’s design obstruct sight lines to departure gates or terminal signage from any point in the food court common area or concourse
- Conceal electrical cables and conduits with millwork or graphics
- Existing base building floor may not be removed
- Security closures should appear either decorative or hidden during hours of operation. When the kiosk is closed, the security closure should appear as an integrated and attractive part of the design composition
- All storage and equipment, including cash registers, shall be integrated and concealed so not visible to the customer
- Cooking / grilling shall not be allowed
- Food and Beverage Concessionaire’s shall have a waterproof membrane the full footprint of the kiosk
- Overhead lighting or canopy may be integrated into the overall design but must relate to the Airport architecture
- Food & Beverage kiosks are encouraged to have a seating area for customers with the lease boundary
- Refer to Exhibit 2.5 for more information

Concessionaires must carefully plan their operation with respect to display and storage of merchandise and trash handling. Adequately enclosed storage, cleaning supplies, staff items and trash. These materials may not be left on the floor either inside or outside the kiosk. A clean, inviting appearance must be maintained at all times.
As a part of the CDG, standards for barrier free design have been included. It will be every Concessionaire’s responsibility to ensure that its store design conforms to current code requirements identified in the Chicago Building Code, Chicago Municipal Code, the Americans with Disabilities Act and the Illinois Accessibility Code. This section does not replace applicable barrier free codes and/or legislation; the more stringent requirement should be followed.

The CDA has made a commitment to persons with disabilities. The design and construction including communications services, choice of finishes, furniture selection, as well as the overall management approach will be reviewed specifically to ensure that people with disabilities will have full use of facilities. Compliance with accessibility standards are more than just a social commitment. The CDA recognizes that society ages and people with disabilities become more and more integrated into the activities of normal daily living. Facilities such as this airport will need to support people of all abilities as a practical reality.

The CDA intends to promote the accessibility aspects of its facilities, and encourage persons with disabilities to use its services; maintaining good access for persons with disabilities within concession spaces is required. Following are guidelines for providing a barrier free environment in your Premises.
Concessionaire Access Recommendations

Restaurant / Lounges:
Specific recommendations will depend on the exact nature of the restaurant and its decor. However the following are basic guidelines for restaurant design as it relates to persons with disabilities:

- Menus [approximately five (5)] are to be provided in alternate formats: large print, Braille and/or audiotape, for persons with low vision or blindness. Where possible, wall mounted menu boards should be at a convenient height for wheelchair users and be well lit with spot lights from track lighting or lit from behind.

- Seating for persons with disabilities should be dispersed throughout the restaurant. Fixed seating such as booths are generally difficult for people with poor mobility, older adults and are inaccessible for wheelchair users. If booths are integral to the design concept, additional moveable seating shall be incorporated, as well as wider aisles to allow wheelchair users and persons using the seating to sit at the table.

- Clear, well-lit directional signage (indicating washrooms, etc.) shall be placed near the entrance.

- Chairs should be light and easy to reposition.

- Seat height should be 18” from the floor, approximately 17” deep x 17” wide, and some chairs should have arm rests.

- Supports or cross bracing may not interfere with kick space under the chair.

- An aisle width of 36” minimum needs to be maintained to allow wheelchair access.

- To accommodate wheelchairs, a minimum clearance of 27” under tables and 30” between legs is important. Minimum clearances for seating and tables should be a minimum of 30” x 48” x 27”.

- Corner legs on tables are preferred, however if round tables with center posts are used for dining, the minimum diameter of these tables should be 48”.

- In consideration of older adults and others with limited strength and/or poor dexterity, tableware and accessories should be selected that is easy to use, or be available on request, e.g. flatware with larger diameter handles, four pronged forks - not three prong, glasses and cups should have broad stable bases, glasses with pattern or texture are easier to grip, etc.

- Drinking straws should be available on request.

- Pre-packaged condiments are difficult for people with poor dexterity. Alternatives should be available on request.

- To serve wheelchair users, people with walkers, or people with balance and/or agility difficulties, self serve areas require a counter for trays that is 34” from the floor, 36” wide (42” is preferred), provides knee space under the counter and be continuous from entrance to cashier and within accessible reach range.

Restaurant / Lounges Cont’d:

- To be within reach for wheelchair users, people with limited range of motion and others, food on shelves should be no higher than 54”, and placed no further than 20” from edge of the counter. Duplicate items may be placed to suit designer’s choice.

Retail Areas:

- Power doors or low resistance doors where doors are used.

- Minimum aisle widths shall be 36”, and kept clear of displays.

- Displays shall generally be kept at eye level.

- Counters shall have low sections or cutouts to accommodate accessible users, on both the public side and the working or operating side.

- POS counters shall be accessible and free of clutter and displays.

- Informational signage shall be high contrast lettering generally mounted at eye level - Floor surface should be slip resistance.

- Multiple choice merchandise should be displayed within accessible reach.

Lounges:

- Bars should have lowered section for wheelchair users and/or people unable to use high stools.

- Small tables need a minimum clearance of 27” under the table and a diameter of approximately 24” to be accessible to persons with disabilities.

Disability Awareness Training is recommended for lounge servers and greeters.
<table>
<thead>
<tr>
<th>Reference Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>400.310.K.2 &amp; 3</td>
<td>Accessible entrance: at least 50% of all public entrances must be accessible</td>
</tr>
<tr>
<td>400.310.j.4</td>
<td>Doors shall have a minimum of 32&quot; clear opening with the door open 90 degrees</td>
</tr>
<tr>
<td>400.310.j.5</td>
<td>Maneuvering clearance at doors: Push approach-48&quot;D x 48&quot;W; Pull side -60&quot;D x 50&quot;W</td>
</tr>
<tr>
<td>400.310.j.10</td>
<td>Minimum force to open doors shall be 5 lbs. for interior doors</td>
</tr>
<tr>
<td>400.310.j.7</td>
<td>Thresholds (vertical transition between surfaces) shall be no higher than 1/2&quot; with a slope of 1/4&quot; to 1/2&quot;</td>
</tr>
<tr>
<td>400.310.j.8</td>
<td>Door hardware shall be no higher than 48&quot; above the floor</td>
</tr>
<tr>
<td>400.310.a.2</td>
<td>Corridors and aisles shall be a minimum of 36&quot;</td>
</tr>
<tr>
<td>400.310.a.3</td>
<td>Passing space shall be a minimum of 60&quot;; a &quot;T&quot; intersection is permitted</td>
</tr>
<tr>
<td>400.310.n.7.B</td>
<td>Accessible sinks shall be no higher than 34&quot; and knee space clearance must be 27&quot;</td>
</tr>
<tr>
<td>400.310.n.7.C</td>
<td>Clear floor space in front of sink shall be 30&quot;W x 48&quot;D. ** Typically applies only to toilet rooms but this requirement is good practice.</td>
</tr>
<tr>
<td>400.310.r.3</td>
<td>Height of controls for lights, heat, etc.: Forward approach the highest operable part of the control shall be no higher than 48&quot; and no lower than 15&quot; from the floor. Side approach 54&quot; high and 9&quot; form the floor is permitted.</td>
</tr>
<tr>
<td>400.310.r.4</td>
<td>Controls and operating mechanism shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. Maximum force to active such controls is 5 pounds of force.</td>
</tr>
<tr>
<td>400.310.u</td>
<td>Signs: International symbols required at passenger loading zones; accessible entrances; accessible toilets; and public telephones.</td>
</tr>
<tr>
<td>400.310.u.9</td>
<td>Directory and emergency signs must be non-glare and contrast with background.</td>
</tr>
<tr>
<td>400.310.u.10</td>
<td>Permanent room signs shall be placed on latch side of door and mounted 5' above floor</td>
</tr>
<tr>
<td>400.310.u.11</td>
<td>TTY signage shall be identified by international TTY symbols and mounted 54&quot; to 60&quot; above the floor.</td>
</tr>
<tr>
<td>400.3310.t.2</td>
<td>Tactile warnings on doors to hazardous areas shall utilize knurled or roughened surfaces on door handles.</td>
</tr>
<tr>
<td>400.310.a.4</td>
<td>Minimum headroom clearance of 80&quot; shall be provided in halls and other circulation spaces.</td>
</tr>
<tr>
<td>400.310.w</td>
<td>Clear floor space: where fixed or built-in seating, tables and work spaces are provided, at least 5% or a minimum of one, whichever is greater shall have a clear space of 30&quot; x 48&quot; which can overlap knee space up to 19&quot;</td>
</tr>
<tr>
<td>400.310.w.3</td>
<td>Knee clearance shall be at least 27&quot; H x 30&quot; W x 19&quot; D</td>
</tr>
<tr>
<td>400.310.w.4</td>
<td>Height of tables or counters shall be 28&quot; to 34&quot; above the floor.</td>
</tr>
<tr>
<td>400.310.w.5</td>
<td>Auxiliary counter or other space for business transaction shall be required if service counter is higher than 34&quot;</td>
</tr>
<tr>
<td>400.320.h</td>
<td>Business and Mercantile occupancies: Built-in fixed counters shall have an accessible service counter no higher than 34&quot;; Check-out aisles clear width shall be 36&quot;; Anti-theft shopping cart devices shall not prevent access and egress; Were dressing rooms are provided, provide at least one in every group.</td>
</tr>
<tr>
<td>400.320.n.1</td>
<td>First time Tenant work shall comply with new construction requirements.</td>
</tr>
<tr>
<td>400.320.n.2</td>
<td>Tenant alteration to first tenant work shall comply with alteration requirements.</td>
</tr>
<tr>
<td>400.320.l</td>
<td>Restaurants and cafeterias: at least 5%, but no fewer than one fixed table shall be 28&quot; to 34&quot; above the floor and shall have 30&quot; W x 48&quot; D clear floor space. Service lines shall be a minimum of 36&quot; W. Tray slides shall be no higher than 34&quot;.</td>
</tr>
</tbody>
</table>
Follow these Guidelines to create "The Unique Design Character of Chicago."
Design Process & Airline Regulations
Design and Construction Concessions Standard Operating Procedures & Exhibits (C-SOP & C-SOP Exhibits)

The CDA reviews, oversees, and approves design and work for all new construction, renovation and remodeling projects at ORD. The Concessionaire's design team shall provide evidence of professional services throughout the design, documentation, and field review stages of the work. Design, drawings, documents, materials, and as built(s) shall be prepared, signed, and sealed by a licensed architect and engineer professional, to practice in the State of Illinois.

To reference CDA's C-SOP & C-SOP Exhibits Refer to www.flychicago.com/business/opportunities/vendor/pages/default.aspx

Requirements, and detailed instructions, for obtaining required badges, driving privileges, and permits are provided in the CDA Identification Badge Regulations and Practices and in the Ground Motor Vehicle Operation Regulations Manual. These documents are available on request from CDA. See ID Badging website: www.flychicago.com/badging
Chicago O'Hare International Airport’s goal is “to provide an exceptional airport in service to our communities”. The CDA recognizes that becoming more environmentally sustainable will help us achieve this goal today and in the future.
Green Goals & Directives
Sustainable Airport Manual™

ORD promotes environmental stewardship. Greenhouse gas emissions reduction, energy conservation, renewable energy, water efficiency, air quality, a preservation of natural resources, waste reduction, employee wellness and green building facilities are sustainable attributes Midway values. The SAM™ is a comprehensive guidance manual created by the CDA to incorporate and track sustainability in administrative, concessions and tenants with minimal impact to project schedules or budgets.

For design, renovations, and construction of tenant projects, only the CT-DC section is applicable (SAM™ CT-DC Credits 1.0 to 7.0 and 16.0).

The SAM™ Checklist submittal is applicable to most concession & tenant projects. The applicability is based mainly on the size and scope of the project. The determination of whether a SAM™ Checklist is required will be made by CDA and will be communicated to the designer in the “Response to the Project Initiation Letter”.

Sustainable Airport Manual (SAM™):
Included with each design submittal, the Concessionaire must also submit a Sustainable Airport Manual (SAM™) Checklist. The relevant SAM™ chapter is Concessions & Concessionaires - Design & Construction which can be found along with all its supporting documentation at www.airportsgoinggreen.org/SAM.

All Concessionaires are obligated to comply with Sustainable Performance Goals as outlined in the SAM™ Guidelines.
Sustainability Recommendations

The following strategies, although not required, are highly encouraged by ORD:

Green Cleaning:
- Use environmentally considerate cleaning products, disinfectants, polishes and floor finishes. Consider janitorial paper products and trash bag liners with high recycled content.

Green Practice
- Design the lighting program to be more efficient than required by the energy code.
- Specify materials with high recycled content.
- Consider the use of rapidly renewable materials such as straw board, bamboo, poplar OSB or wool.
- Reduce carbon emissions associated with shipping large distances, specify materials that are extracted, manufactured and assembled locally.
- Where wood is used, consider specifying materials that are certified by the Forest Stewardship Council (FSC). The “Seal of Approval” is awarded to forest managers who adopt environmentally and socially responsible forest managerial practices. Companies which manufacture and sell products made from FSC wood are able to gain Chain of Custody (COC) documentation which allows their products to also carry the FSC label.

Sustainability Requirements

All tenants at ORD are required to use the following sustainable strategies as part of their tenant improvements:

1. All paints & coatings must not exceed VOC (Volatile Organic Compounds) thresholds.
2. All Adhesive Sealants must not exceed VOC (Volatile Organic Compounds) thresholds.
3. All composite wood agrifiber products (MDF, plywood, etc.) including core materials, must contain no added urea-formaldehyde resins.
4. Construction waste management practices at ORD target a minimum of 50% of waste diverted from landfills. Concessionaires must hire a construction waste recycling hauler in addition to a typical waste hauler. Diversion reports must be collected from the recycling service to document diversion percentages. Percent of waste is determined by weight or volume.
5. Install ENERGY STAR ® eligible equipment and appliances, office equipment, electronics and commercial food service equipment (but excluding HVAC and lighting).

Education:
Concessionaires are required to communicate their service, product, packaging and/or facility’s green benefits to the patrons. This should be done through graphic signage and messaging that tells the story of the tenant’s unique approach to the environment and social responsibility, beyond standard practices.
Structural
- Core drilling, cutting of floors, walls or roofs may be required for tenants needing plumbing and/or additional mechanical HVAC provisions. Under no circumstances shall the Concessionaire or its contractor(s), at any time be permitted to drill or cut conduit, pipe sleeves, chases or duct equipment openings in the floor, columns, walls or roofs of the structure without prior review and acceptance of the proposed locations and sizes by the CDA’s structural consultant. Concessionaire is required to x-ray the area prior to beginning work utilizing a 3D ground penetrating radar and will provide a copy of x-ray results to CDA.

- The consultant’s fees for these reviews are at the Concessionaire’s expense. The CDA may, at its option, perform the work at the Concessionaire’s expense.

- Under no circumstances shall the Concessionaire, its employees, or its contractor(s) enter onto any roof or steel deck of the Building, or make any opening in the roof without the prior written approval of CDA. No roof-mounted antenna or satellite receiving dish antenna is permitted unless approved in writing by the CDA with respect to location and detail.

- The Concessionaire and its contractor(s) shall not impose a greater load on any concrete floor than the uniformly distributed design live load or point loads stipulated by the CDA. No unusual loads may be applied or suspended from the underside of the roof structure without CDA’s structural consultant’s prior written approval. The consultant’s fees for these reviews are at the Concessionaire’s expense.

- No electrical wiring or conduit will be permitted through or under the main floor slab without written approval by the CDA.

- Drawings shall identify all structural alterations and additions:
  - Identify point load locations and submit all engineering calculations
  - Identify all equipment (including sizes and weights)

Lighting Criteria
- A variety of Concessionaire types are created by the merchandising mix, therefore multiple lighting designs to suit various uses may be employed.

- In order to keep the Concessionaires’ electrical and AC loads within their allowable limits, Concessionaires are encouraged to use low voltage lighting, LED or other energy efficient fixtures.

- Stores with merchandise display, either freestanding or in a display window shall observe and/or incorporate the following:
  - Within the Premises, if floor lamps are used, Concessionaire must shield these fixtures with a baffle designed to shield the lamps from the Concourse at an eye level height of 5'-0", unless otherwise approved by the CDA. The CDA reserves the right to adjust such baffles after installation is complete.
  - For other merchandising uses, such as cafes, bars and/or other uses that require a specific mood type lighting to create the desired atmosphere, approval of the design concept and fixtures must be obtained from the CDA.
  - Where tenants are open to above, low voltage or LED lighting will be required.

- The following types of lighting will not be accepted as part of any Concessionaire’s design for the Premises:
  - Fluorescent lighting within the storefront.
  - Exposed tube fluorescent or H.I.D. lamps in any other public or retail area.
  - Incandescent lighting
  - Sodium or mercury vapor lamps of any type
  - Neon tube lighting
  - Concessionaire lighting may be installed inside the Premises only, except for signage lighting as approved by the CDA.

- The Concessionaire shall be responsible for the installation and connection of all exit lights in accordance with code requirements. All exit lights shall match the building standard specification.

- Except as indicated above, the Concessionaire shall provide:
  - All lighting fixtures, lamps and related equipment as specified in the approved plans.
  - All emergency lighting and additional exit lights required by the Concessionaire’s design.
Plumbing
For new base building construction, services of adequate design capacity for completing water and sewage systems shall be brought by the CDA to the CDA's designated locations at the Premises for purposes of connection to the Concessionaire's facilities. The CDA shall provide capped and valved connections for cold water, sewer and vent lines to these locations.

For existing spaces, installation and modification of services shall be brought by the Concessionaire to the required locations at the Premises for purposes of connection to the Concessionaire's facilities. Connection of services to CDA facilities and systems shall be done by the Concessionaire, at its cost, under CDA supervision.

- The Concessionaire shall provide and pay for branch plumbing lines complete with plumbing fixtures and including grease interceptors, as required by the Concessionaire to serve its Premises.

- The Concessionaire shall provide and pay for installation of hot water heater or heaters complete with all related plumbing, mechanical and electrical. Gas fueled hot water heaters are not permitted.

- Concessionaires with drainage loads from food and beverage or related operations will be required to install grease interceptors which shall be mounted above the floor and within the Concessionaire's space. The Concessionaire will maintain grease interceptors at the Concessionaire's expense.

- All grease traps should be located per Building Department codes and located such that they are fully accessible for maintenance.

- All domestic water lines are to be insulated with a minimum of 1" fiberglass insulation and a vapor barrier.

- All copper piping shall be type 'K' or 'L'. All vent lines shall be DWV copper or cast iron. Plastic piping will not be permitted without approval by the Building Department for corrosive type discharge liquids.

- Water usage will be metered by the CDA. Water meters shall be supplied and installed by the Concessionaire at its expense, in an accessible location for billing purposes. Meter requirements shall be to CDA specifications.

- The Concessionaire's hot water tank pan and relief valve shall be piped as per Building Department code to a floor drain.

- Any additional plumbing through the structural floor slab shall be by the Concessionaire under CDA supervision.

- All floor penetrations around pipes, conduits, ducts, etc. between levels must be sealed against water, smoke, and flame penetration using firestop materials listed by an accredited testing agency.

- All plumbing vent lines are to be group vented to a point as determined by the CDA.

- For those Concessionaires that are located in an open area without access to a ceiling space, the sanitary vent cap-off shall be located below the floor using an island vent system designed to meet the requirements of the City of Chicago building code.

- "Y" clean outs and cast iron "P-traps" shall be supported, and shall be made accessible at all times.

- Connections to base building domestic water lines shall be installed with exterior backflow prevention valves as required by the Department of Public Health (CDPH) and the applicable plumbing code.

- All Concessionaire installed piping shall be color coded to match the base building systems.

Concessionaire Design Guidelines
Heating, Ventilating and Air Conditioning Equipment

- HVAC systems serving the Premises will be maintained and operated by CDA. Should the Concessionaire's design require additional capacities than those provided under CDA's Work, Concessionaire shall be responsible for providing supplemental HVAC at Concessionaire's expense. Concessionaire shall submit to CDA plans for approval. Work shall be carried out in accordance with this manual.

- Design criteria governing the CDA's equipment:
  - Inside Air Temperatures:
    - Winter: +72°F
    - Summer: +75°F at 40 - 60%RH
  - Outside Air Temperatures:
    - Winter: -10°F
    - Summer +94°F dry bulb
    - Summer +75°F wet bulb
  - Fresh Air and Ventilation: Comply with City of Chicago building code requirements.

- Cooling equipment in the Concessionaire's space may be in the form of variable air volume terminals or fan coil units if required. Each will provide cooling for solar transmission, lighting, miscellaneous electrical and people loads.

- The Concessionaire shall provide a thermostat and do all control wiring, and power wiring (from the Concessionaire's electrical panel).

- Duct distribution in the Premises shall be designed and installed by the Concessionaire at its expense.

- Food service Concessionaires and restaurants shall provide all necessary kitchen exhaust ducts, exhaust hoods, make-up air and kitchen equipment in accordance with the Lease. All kitchen exhaust systems shall conform to the latest National Fire Protection Association (NFPA) standards. Roof penetrations shall be done by the Concessionaire under CDA supervision. Material specifications and roof penetration details must be reviewed and approved by CDA during the design review process.

- HVAC systems in the Concessionaire's space will be balanced by a certified air-balancing contractor under CDA supervision, at the Concessionaire's expense.

- Supply air, return air and washroom exhaust distribution ductwork, ceiling diffusers, registers, grilles and ceiling dampers, smoke detector/pilot light, and any other equipment required by code and the CDA, within the Premises for the HVAC system, shall be carried out and connected to CDA systems by the Concessionaire at its expense. Where required, complete make-up air systems shall be provided by the Concessionaire at its sole expense.

- Where additional heating or cooling is required due to specific air-conditioning zoning (e.g., near exterior walls), the supply and installation of the required equipment shall be by the Concessionaire at the Concessionaire's expense. The method of conditioning the air shall be to CDA approval.

- Acoustic criteria: Acceptable HVAC noise levels in the Premises shall be noise criteria (NC) 35-40.

- The Concessionaire must provide the CDA access within its Premises to all damper controls on ducts supplying air to public areas and to the Premises.

- The Concessionaire shall provide kitchen equipment exhaust within the Premises including water wash exhaust hood, related ductwork and fire suppression systems including tie in to base building systems and fire alarm system. Tie in to the CDA's systems shall be by the Concessionaire at its expense, under CDA supervision. All make up air units that will be located on the roof shall require FAA approval for crane lifting.

- Drawings shall identify:
  - Electric utility meter location and submit anticipated required service loads.
  - Mechanical air handler unit location and submit anticipated required supply and return air cfm loads.
  - Fire protection sprinkler source and provide anticipated required hydraulic flow calculations.
Electrical Power Service

- Electrical service will be provided at a designated concessions disconnect switch/breaker panel location. The Concessionaire is responsible for providing the meter and or transformers.

- For Concessionaire spaces with rear exits leading directly to an exit corridor, and if required by code, the CDA shall provide one fire alarm pull station and exit light located at the rear exit door from the Premises that shall be connected to CDA’s distribution and fire alarm system.

- The CDA will provide supervised access to the CDA’s designated communication equipment room for installation of communication wiring by the Concessionaire.

- The following requirements shall be the responsibility of Concessionaire:
  - Connection to and/or relocation, (if required in the Premises) to distribution panel, and above ceiling conduits (if any), branch wiring and associated panel breakers, outlets, and receptacles.
  - The Concessionaire shall ensure that all wiring for lighting, power, fire alarm, telephone, data, television and low-tension systems within walls and ceiling plenums is installed in metal conduit. No exposed wiring is allowed.
  - Wiring for all washroom equipment in the Premises as required by the Concessionaire, including hot water heater, baseboard heater, and lighting.
  - Additional fire alarm EVAC speakers, breakglass pull stations and all associated testing and verification within the Concessionaire’s space, if required by code. Fire alarm EVAC speakers, breakglass pull stations and other related fire alarm system work required by the Concessionaire must be carried out by the CDA’s preferred contractor at the Concessionaire’s expense.
  - All materials shall be new or shall be of a standard not less than the CDA’s base building. Concessionaire is expected to meet (or exceed) CDA standards.
  - All wiring shall be copper. Branch wiring shall be minimum #12 gauge solid (stranded for #8 or larger). All wiring must be installed in conduit. BX cable may be used in ceiling for drops (maximum 10 feet) from the junction boxes to the light fixtures. Daisy chaining with BX wires between light fixtures is not permitted.

Electrical Power Service Cont’d.

- The Concessionaire must provide balanced electrical load in all three phases of the distribution system to within 5%.
- Exhaust fans and make-up air units if required by the Concessionaire must be interlocked and interfaced with the base building fire alarm system by CDA’s preferred contractor under contract with Concessionaire, at the Concessionaire’s expense.
- All life safety devices within the Premises to be in accordance with code.
- All equipment and light fixtures shall be energy efficient.
- No electronic access control hardware will be allowed to access or exit Concessionaire spaces.
- Concessionaire shall update, at their expense, the ORD Electrical Coordination Study for all additions/modifications in electrical distribution services.

Sprinklers & Fire Protection

- The CDA will provide and install sprinkler mains, branch lines and sprinkler heads in a grid layout to adequately cover undemised open areas only in areas where the base building code requirements make this necessary.

- Testing and installation of the Fire Alarm System in the Premises shall be by the Concessionaire under CDA supervision.

- Concessionaire required modifications to the base building sprinkler system shall upgrade all sprinkler heads and be performed by the Concessionaire’s at its expense.

- Fire protection engineering, layout and calculations shall be provided by the Concessionaire as required by code.
Acoustics

- In-line stores utilizing speakers for the purpose of providing quiet background music shall take precautions to ensure that any sound or vibration is not transmitted to adjoining tenancies, including those above or below. Acoustic baffling may be required in partitions and ceiling, or the speakers themselves will have to be housed in sound-attenuating enclosures. Sound systems shall not interfere with building public safety public address announcements. Sound systems are not permitted at kiosk locations.
- Locations and output directions of speakers located within Concessionaire’s premises shall be shown on the Concessionaire’s drawings.
- Tenancies that generate loud noises shall provide, at their expense, acoustic insulation full height in all demising walls to the roof deck above with a rated construction of STC 55 or better.
- All Concessionaire sound systems shall be interlocked with the base building fire alarm system to terminate operation upon a signal from the fire alarm. Work to be carried out by the CDA at the Concessionaires expense.

Seismic Restraints

- The Concessionaire shall be responsible for the store design to conform to the seismic restraint requirements in the latest applicable building codes and shall suitably restrain all architectural, electrical and mechanical components in accordance with such regulations.

Impacts to CDA Security

The Concessionaires must notify the CDA if the project scope of work includes the removal, installation, deactivation, reactivation, or relocation of an access control device or boundary including perimeter fence, perimeter gate or checkpoint, or new openings (temporary or permanent) from the public area to the sterile area/airside, access control door, camera, alarm, or supporting hardware. If the scope of work includes any of these items, CDA Security must comply with TSA regulations.

Note: no electronic access hardware will be allowed to gain entry or exit from tenant spaces.

Exhaust & Odors

- The location of any exhaust system shall be subject to CDA approval.
- Objectionable odors will be exhausted in such a manner as to prevent their release into the Airport, or short circuiting into any fresh air vents.
- Food service Concessionaires and restaurants shall provide all necessary kitchen exhaust ducts, exhaust hoods, make-up air and kitchen equipment in accordance with the Lease. All kitchen exhaust systems shall conform to the latest NFPA standards. Roof penetrations shall be done by the Concessionaire under CDA supervision.
- Where exhaust is required by the Concessionaire, additional make-up air, if required, shall be provided by the Concessionaire at the Concessionaire’s expense.
- There will be no exhausting permitted from the freestanding island kiosks.
- Concessionaire’s air handling equipment may not, under any circumstances, exhaust air into the building’s interior space and may not draw air from the building's environment.
- Drawings shall identify:
  - Special exhaust fans, hoods, fire suppression and make-up air systems, duct layout, size, manufacturers, and specifications

Conditions lasting less than 60 days require a TSA Change Condition, and conditions lasting 60 days or longer require a TSA Amendment. Both submittal processes require a TSA approval process of up to 45 days. Information on scope will be required by the Concessionaire to assist CDA Security with the process.
Exhibit 1.0
Current Terminal 1 Plan – “B & C” Concourse

LEGEND
- RED FOOD & BEVERAGE
- YELLOW NEWS & GIFTS
- BLUE SPECIALTY RETAIL
- GREEN DUTY FREE
- LIGHT GREEN SERVICES
- WHITE GATES
- LIGHT GREY PRIMARY INTERNATIONAL GATES

CONCOURSE C

PEDESTRIAN TUNNEL

CONCOURSE B
Exhibit 1.1
Terminal 1: Typical Bay Plan – “B&C” Concourse
Exhibit 1.2
Terminal 1: Typical Bay Elevation – “B&C” Concourse
Exhibit 1.3
Terminal 1: Typical Bay Section – “B&C” Concourse
Exhibit 2.0
Current Terminal 2 Plan – “E & F” Concourse

CONCOURSE F

CONCOURSE E

TERMINAL 2

LEGEND
- FOCO & BEVERAGE
- NEWS & GIFTS
- SPECIALTY RETAIL
- DUTY FREE
- SERVICES
- GATES
- PRIMARY INTERNATIONAL GATES
Exhibit 2.1
Terminal 2: Typical Bay Plan – “E&F” Concourse

Terminal 2: Typical Bay Plan – “E&F” Concourse
Exhibit 2.2
Terminal 2: Typical Bay Elevation – “E&F” Concourse
Terminal 2: Typical Bay Section – “E&F” Concourse
Exhibit 3.1
Terminal 3: Typical Bay Plan – “E&F” Concourse

Terminal 3: Typical Bay Plan – “E&F” Concourse

TYP.

TENANT AREA

30'-0"

EXISTING TERRAZZO
COLUMN

LEASE LINE

EXISTING TERRAZZO
FLOOR

PUBLIC AREA

FLOOR FINISH
BY TENANT
Terminal 3: Typical Bay Elevation – “E&F” Concourse
Design Intent of New Kiosk Designs:
New Kiosks designs are encouraged to be floating and must integrate concealed lighting in a raised toe-kick to achieve such floating effect. Kiosk layouts can be either open to invite passengers to walk through or be closed to allow passenger to walk around the displays. New kiosk designs are encouraged to have a raised pylon or entry element designated for branding and signage. Kiosk. Display cabinet lighting shall be integrated into the casework and concealed from view. Any overhead lighting or canopy items are subject to approval by the CDA. All storage and equipment, including cash registers, shall be integrated and concealed so not visible to the customer. Kiosk fixtures should not obstruct sight lines or views through and around the food court. Food & Beverage Kiosks should contain an area for seating within the lease lines.
Exhibit 4.1
Storefront Glazing & Base Details

Storefront Glazing Plan Detail

Storefront Glazing Section

Security Grille Section

Luggage Rail and Base Shoe Detail

Exhibit 4.1
Storefront Glazing & Base Details
Design Criteria
All interior storefront glass shall have a minimum 80% openness/transparency requirement. All Storefront designs are subject to the CDA’s approval and discretion.

All storefronts must be self-supporting. Storefronts must be buffered from the neutral pier and base building by a ¾” black reveal and cannot be attached or braced by it. Bracing to structural columns and beams may be allowed, however no penetrations are allowed in concrete columns or beams. Structural connections must be developed by a licensed structural engineer and are subject to the CDA’s approval.

All storefront closures, if included in the entry design, shall be provided by the tenant and be one of the following types:
1. Single track frameless glass sliding doors.
2. Aluminum and glass sliding doors with concealed storage.
3. Sliding aluminum grille with recessed top hung track in approved finish. Grille type must be open.
4. Glass swing doors in frameless application

Closures may not have thresholds or bottom tracks at floor and must maintain a ¼” undercut to clear all floor finishes.

If swing doors are used, no part of the door shall extend beyond the lease line into the public circulation.

Sliding grilles must be fully concealed when not in use. The structural support for the grille must be hidden and incorporated into the tenants storefront design.
Signage may vary CDG standards & shall be presented to the CDA for consideration and reviewed on a case by case basis.