

Hillsborough County Aviation Authority

CONCESSIONS RECEIVING AND DISTRIBUTION CENTER LOGISTICS MANAGER CONTRACT

COMPANY: Bradford Airport Logistics, LTD

Term Date: February 5, 2022 through February 4, 2027

Board Date: October 7, 2021

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EXHIBIT A	SCOPE OF SERVICES
EXHIBIT B	CONCESSIONS HANDBOOK
EXHIBIT C	CRDC AND DELIVERY ROUTES
EXHIBIT D	SCRUTINIZED COMPANY CERTIFICATION
EXHIBIT E	AMORITIZATION OF CAPEX EXTENDING BEYOND 5 YEARS

HILLSBOROUGH COUNTY AVIATION AUTHORITY
Concessions Receiving and Distribution Center Logistics Manager

This Contract for Concessions Receiving and Distribution Center Logistics Manager (Contract) is made and entered into this ____ day of October 2021 between the Hillsborough County Aviation Authority, an independent special district under the laws of the State of Florida whose post office address is Post Office Box 22287, Tampa, Florida 33622 (hereinafter referred to as Authority), and Bradford Airport Logistics, LTD, a company, authorized to do business in the State of Florida, (Company), (collectively hereinafter referred to as the Parties).

For and in consideration of the mutual covenants hereof, the Parties do hereby agree as follows:

ARTICLE 1

CONTRACT

1.01 Definitions

The following terms will have the meanings as set forth below:

- A. **Accounts Payable:** The unit within Authority Finance Department that deals with accounts payable.
- B. **Affiliate:** Any parent company, company subsidiary, company division, individual, corporation, partnership, joint venture, association, trust, unincorporated organization, or other legal entity with which Company is associated.
- C. **Airsides:** The passenger transportation facilities at the Airport, existing or under construction as of the Effective Date of this Contract, or to be constructed during the Term of this Contract, known individually as of the date of this Contract as Airside A, Airside C, Airside E, and Airside F, including all user movement areas, areas leased exclusively or preferentially to any third party or parties, common areas and baggage claim areas therein and interconnecting hallways, concourses, and bridges.
- D. **Airport:** Tampa International Airport.
- E. **Authority Business Days:** 8:00 a.m. to 5:00 p.m., Eastern Time Zone, Monday through Friday, with the exception of Authority holidays.
- F. **Board:** The Hillsborough County Aviation Authority Board of Directors.
- G. **CEO:** The Hillsborough County Aviation Authority Chief Executive Officer.
- H. **Commencement Date:** The date provided in a Notice to Proceed issued by the Contract Manager which sets forth the date on which Company begins providing Services to Customers.

- I. **Concessionaire:** A person or firm that provides a business within the Main Terminal and Airsides selling goods and/or services to the public including, but not limited to, the following: food and beverage services, retail merchandise, duty-free merchandise, and personal or business services.
- J. **Concessions:** Leased spaces within the Airport, including the Main Terminal and Airsides, that provide food and beverage, retail, duty-free products, and passenger services and are serviced by Company.
- K. **Concessions Handbook:** The compilation of Authority's standards, procedures, requirements, directives, and rules and regulations governing the operations of Concessionaires and actions of their employees, representatives, agents, contractors, and vendors, which is attached hereto and Exhibit B and incorporated herein by reference. Authority reserves the right to amend the Concessions Handbook at any time.
- L. **Concessions Receiving and Distribution Center (CRDC):** The building and surrounding loading areas, parking lots, and grounds where the Services (as detailed in Exhibit A) are conducted, as depicted in Exhibit B.
- M. **Contract Documents:** The following documents are a part of this Contract and are hereby incorporated by reference: the terms and conditions as contained in this Contract; Invitation to Negotiate (ITN) for Concessions Receiving and Distribution Center Logistics Manager dated October 7, 2021, and all its addenda; and Company's Response to ITN for Concessions Receiving and Distribution Center Logistics Manager, and any subsequent information submitted by Company during the evaluation process.
- N. **Contract Manager:** Authority representative responsible for coordinating and overseeing Company to include, but not be limited to, monitoring, interpreting and overseeing the Services with regard to the quality performed, the manner of performance, and Authority and Customer satisfaction with performance levels.
- O. **Corporate Representative:** The individual employee of Company responsible for monitoring this Contract and coordinating support for the General Manager at the corporate level to ensure compliance with the terms and conditions of this Contract.
- P. **Customers:** Authority, Concessionaires and other Airport non-aviation tenants and service providers operating at the Airport to whom Company will provide Services.
- Q. **Director of Concessions:** Authority contact person responsible for notifying Company regarding required Services and who is Company's primary contact for all Services under this Contract.

- R. **Equipment:** The necessary items to provide the Services at the Airport.
- S. **FAA:** The U.S. Department of Transportation Federal Aviation Administration or any successor thereto.
- T. **Food Repurposing Program:** An Airport-wide program to collect and donate unsellable yet otherwise wholesome food and food items to the community with the purpose of utilizing these items for the benefit of the community.
- U. **General Manager:** The individual designated by Company to exclusively manage and oversee the performance of Services under this Contract.
- V. **Known Shipper:** Distributor, supplier, delivery or shipping company pre-approved by Company to deliver parcels, goods, merchandise, supplies or other items received at the CRDC for distribution to Customers.
- W. **Main Terminal:** The nine-level structure that, as of the Effective Date, contains baggage claim, airline ticket counters and transfer level with Authority management and executive offices, and the six short-term parking levels.
- X. **Personnel:** Individuals who are directly employed or contracted by Company to perform the Services at the Airport.
- Y. **Product Volume:** Total volume of goods received at the CRDC during the time period agreed to by the Parties.
- Z. **Recyclables:** Paper, cardboard, glass, plastic or metal products that may be collected and remanufactured into new products.
- AA. **Services:** The services as detailed in Exhibit A, Scope of Services.
- BB. **Supplier Management Plan:** Plan created by Company to define operational procedures related to the receipt and delivery of goods.
- CC. **Support Space(s):** The non-selling locations, individually or collectively, within the Airport which are intended for the support of Concessionaires' operations including, but not limited to, offices, commissary, and storage spaces.
- DD. **Term:** February 5, 2022 through February 4, 2027.
- EE. **TSA:** The U.S. Department of Homeland Security Transportation Security Administration or any successor thereto.

1.02 Exhibits

The following Exhibits are attached hereto and are hereby incorporated and made a part of this Contract. Based on the needs of Authority, the Exhibits may be modified from time to time by letter to Company without formal amendment to this Contract.

- A. Exhibit A, Scope of Services
- B. Exhibit B, Concessions Handbook
- C. Exhibit C, CRDC and Delivery Routes
- D. Exhibit D, Scrutinized Company Certification
- E. Exhibit E, Amortization of CAPEX Extending Beyond 5 Years

ARTICLE 2

SCOPE OF SERVICES

2.01 Company agrees to provide the Services as set forth in Exhibit A, Scope of Services.

ARTICLE 3

TERM

3.01 Effective Date

This Contract will become effective February 5, 2022 upon execution by Company and approval and execution by Authority. This Contract may be executed in one or more counterparts, each of which will be deemed an original and all of which will be taken together and deemed to be one instrument.

3.02 Term

The Term of this Contract commences on February 5, 2022 and will continue through February 4, 2027 unless terminated earlier as provided herein.

3.03 Commencement of Fees and Charges

All fees and charges hereunder will commence on February 5, 2022 and will continue for the Term of this Contract.

3.04 Commencement of Operations

Company will begin providing Services on February 5, 2022 and will continue through February 4, 2027.

3.05 Renewal Option

This Contract may be renewed at the same terms and conditions hereunder for two (2), one (1) year periods at the discretion of CEO. Such renewal will be effective by issuance of a written letter to Company by Authority. If all such renewal options are exercised and approved by CEO, this Contract will have a final termination date of February 4, 2029.

- 3.06 **Early Termination**
 Authority may terminate this Contract, without cause, by giving thirty (30) calendar days written notice to Company.
- 3.07 **Transition**
 The Company will work with Bradford Airport Logistics, LTD from the Effective Date through the start of Services to ensure effective and efficient transition under this Contract. The Company will provide insurance, in accordance with Article 12 below, effective from the Effective Date of this Contract, to cover the transition period of this Contract.
- 3.08 **Notwithstanding the above, the Indemnification provisions of this Contract will survive termination of this Contract, as will the Authority obligation to make payment to Company for work performed up to the effective date of termination of this Contract.**

ARTICLE 4

FEES AND PAYMENTS

- 4.01 **Payment**
- A. **Not-to-Exceed Amount**
 The total amount payable under this Contract will be subject to the amount approved by the Board. Authority will provide written notice to Company of the amount approved and any revised amount thereafter.
- B. **Management Fee**
 As compensation for providing Services, Company will be paid, in equal monthly installments, a Management Fee. Payment will be paid in arrears on a monthly basis.

Approved Annual Management Fees are as follows:

Operations and Management Term	Management Fee
February 5, 2022 through February 4, 2023	\$1,750,181
February 5, 2023 through February 4, 2024	\$2,179,164
February 5, 2024 through February 4, 2025	\$2,320,331
February 5, 2025 through February 4, 2026	\$2,471,794
February 5, 2026 through February 4, 2027	\$2,544,829
Renewal Option:	
February 5, 2027 through February 4, 2028	\$2,625,400
February 5, 2028 through February 4, 2029	\$2,718,986
Total Seven (7) Year Fees	\$16,610,685

4.02 Invoices

Invoices required by this Contract will be created and submitted by Company to Authority Finance Department via Oracle iSupplier® Portal Full Access in a form acceptable to Authority and will include at a minimum the invoice date, invoice amount, dates of Services, and purchase order number.

4.03 Payment Method

Company will receive electronic payments via Automated Clearing House (ACH) – VIP Supplier, ACH – Standard, ePayables, or Purchasing Card (PCard). Information regarding the electronic payment methods and processes including net terms is available on Authority website at www.TampaAirport.com > Learn about TPA > Airport Business > Procurement > More Information – Electronic Payment Methods. Authority reserves the right to modify the electronic payment methods and processes at any time. Company may change its selected electronic payment method during the Term of this Contract in coordination with Accounts Payable.

4.04 Payment When Services Are Terminated at the Convenience of Authority

In the event of termination of this Contract for the convenience of Authority, Authority will compensate Company as listed below; however, in no event shall Company be entitled to any damages or remedies for wrongful termination.

- A. All Services performed prior to the effective date of termination; and
- B. Expenses incurred by Company in effecting the termination of this Contract as approved in advance by Authority.

4.05 Prompt Payment

Company must pay any of its subcontractor(s) who have submitted verified invoices for work already performed within ten (10) calendar days of being paid by Authority. Any exception to this prompt payment provision will only be for good cause with prior written approval of Authority. Failure of Company to pay any of its subcontractor(s) accordingly will be a material breach of this Contract.

4.06 Adjustments to Management Fee Under Extraordinary Circumstances

Company understands that fluctuations in Product Volume and quantity vary based on economic conditions, airline schedules, Concessionaire sales and other variables outside of the control of Authority and/or Company. Company acknowledges all risks of fluctuations in Product Volume and consequent effect on provision of the Services. Provided, however, that if Product Volume varies either upward or downward by 15 percent or greater from the Product Volume in the prior Contract year, Authority and Company agree to negotiate in good faith an adjustment to the applicable Management Fee. Any adjustment will not exceed the Management Fee amount established in this Contract. The variance will be measured in relation to the Product Volume received during the agreed-upon time period compared to the Product Volume received during the comparable time period of the prior Contract year. The Parties agree that any

agreed-upon good faith adjustment to the applicable Management Fee as discussed in this Section will be accomplished by letter executed by the Authority's Director of Concessions or designee, without the need for formal amendment to this Contract.

ARTICLE 5

OWNERSHIP OF DOCUMENTS

All documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form or characteristics made by Company or its employees incident to, or in the course of, Services to Authority, will be and remain the property of Authority with the exclusion of the AMIS™ data processing software.

ARTICLE 6

QUALITY ASSURANCE

Company will be solely responsible for the quality of all Services furnished by Company, its employees and/or its subcontractors under this Contract. All Services furnished by Company, its employees and/or its subcontractors must be performed in accordance with best management practices and best professional judgment, in a timely manner, and must be fit and suitable for the purposes intended by Authority. Company's Services and deliverables must conform with all applicable Federal and State laws, regulations and ordinances.

ARTICLE 7

NON-EXCLUSIVE

Company acknowledges that Authority has, or may hire, others to perform Services similar to or the same as that which is within Company's Scope of Services under this Contract. Company further acknowledges that this Contract is not a guarantee of the assignment of any work and that the assignment of work to others is solely within Authority discretion.

ARTICLE 8

DEFAULT AND TERMINATION

8.01 Events of Default

Company will be deemed to be in default of this Contract upon the occurrence of any of the following:

- A. The failure or omission by Company to perform its obligations under this Contract or the breach of any terms, conditions and covenants required herein.
- B. The conduct of any business or performance of any acts at the Airport not specifically authorized in this Contract, failure to perform any of the provisions of this Contract or any other agreement between Authority and Company, and Company's failure to discontinue that business or those acts within ten (10) days of receipt by Company of Authority written notice to cease said business or acts.

- C. The divestiture of Company's estate herein by operation of law, by dissolution, or by liquidation, not including a merger or sale of assets.
- D. The appointment of a Trustee, custodian, or receiver of all or a substantial portion of Company's assets; or the insolvency of Company; or if Company will take the benefit of any present or future insolvency statute, will make a general assignment for the benefit of creditors, or will seek a reorganization or the readjustment of its indebtedness under any law or statute of the United States or of any state thereof, including the filing by Company of a voluntary petition of bankruptcy or the institution of proceedings against Company for the adjudication of Company as bankrupt pursuant thereto.
- E. Company's violation of Florida Statute Section 287.133, concerning criminal activity on contracts with public entities.

8.02 Authority Remedies

In the event of any of the foregoing events of default enumerated in this Article, and following ten (10) calendar days' notice by Authority and Company's failure to cure, Authority, at its election, may exercise any one or more of the following options or remedies, the exercise of any of which will not be deemed to preclude the exercise of any other remedy herein listed or otherwise provided by statute or general law:

- A. Terminate Company's rights under this Contract and, in accordance with law, Company will remain liable for all payments or other sums due under this Contract and for all damages suffered by Authority because of Company's breach of any of the covenants of Contract; or
- B. Treat this Contract as remaining in existence, curing Company's default by performing or paying the obligation which Company has breached. In such event all sums paid or expenses incurred by Authority directly or indirectly in curing Company's default will become immediately due and payable, as well as interest thereon, from the date such fees or charges became due to the date of payment, at twelve percent (12%) per annum or to the maximum extent permitted by law; or
- C. Declare this Contract to be terminated, ended, null and void.

8.03 No waiver by Authority at any time of any of the terms, conditions, covenants, or agreements of this Contract, or noncompliance therewith, will be deemed or taken as a waiver at any time thereafter of the same or any other term, condition, covenant, or agreement herein contained, nor of the strict and prompt performance thereof by Company. No delay, failure, or omission of Authority to exercise any right, power, privilege, or option arising from any default nor subsequent acceptance of fees or charges then or thereafter accrued will impair any such right, power, privilege, or option, or be construed to be a waiver of any such default or relinquishment. No notice by Authority will be required to restore or revive time is of the essence hereof after waiver by Authority or default in one or more instances. No option, right, power, remedy, or privilege of Authority will be construed as being exhausted or discharged by the exercise thereof in one or more instances. It is agreed that each and all of the rights, powers, options, or remedies given to Authority by this Contract are cumulative and

that the exercise of one right, power, option, or remedy by Authority will not impair its rights to any other right, power, option, or remedy available under this Contract or provided by law. No act or thing done by Authority or Authority agents or employees during the Term will be deemed an acceptance of the surrender of this Contract, and no acceptance of surrender will be valid unless in writing.

8.04 Continuing Responsibilities of Company

Notwithstanding the occurrence of any event of default, Company will remain liable to Authority for all payments payable hereunder and for all preceding breaches of this Contract. Furthermore, unless Authority elects to cancel this Contract, Company will remain liable for and promptly pay any and all payments accruing hereunder until termination of this Contract as set forth in this Contract.

8.05 Company's Remedies

Upon thirty (30) calendar days written notice to Authority, Company may terminate this Contract and all of its obligations hereunder, if Company is not in default of any term, provision, or covenant of this Contract or in the payment of any fees or charges to Authority, and only upon or after the occurrence of the following: the inability of Company to use Airport for a period of longer than ninety (90) consecutive calendar days due to war, terrorism, or the issuance of any order, rule or regulation by a competent governmental authority or court having jurisdiction over Authority, preventing Company from operating its business for a period of ninety (90) consecutive calendar days, provided, however, that such inability or such order, rule or regulation is not due to any fault or negligence of Company.

In the event it is determined by a court of competent jurisdiction that Authority has wrongfully terminated this Contract, such termination shall automatically be deemed a termination for convenience under Section 3.06 above.

8.06 Equipment

Company will purchase all Equipment necessary to perform the Services. Exhibit E, Amortization of CAPEX Extending Beyond 5 Years, contains a listing of all such Equipment which is not fully depreciated, along with the remaining unamortized book value. In the event of early termination of this Contract for convenience by Authority, the Authority agrees to buy-back the Equipment listed in Exhibit E at the then remaining unamortized amount, which is based on and computed over the Term of this Contract. Exhibit E, Amortization of CAPEX Extending Beyond 5 Years, may be modified, as needed, by mutual agreement of both parties.

ARTICLE 9

INDEMNIFICATION

9.01 To the maximum extent permitted by Florida law, in addition to Company's obligation to provide, pay for and maintain insurance as set forth elsewhere in this Contract, Company

will indemnify and hold harmless Authority, its members, officers, agents, employees, and volunteers from any and all liabilities, suits, claims, procedures, liens, expenses, losses, costs, royalties, fines and damages (including but not limited to claims for attorney's fees and court costs) caused in whole or in part by the:

- A. Presence on, use or occupancy of Authority property;
- B. Acts, omissions, negligence (including professional negligence and malpractice), recklessness, intentional wrongful conduct, activities, or operations;
- C. Any breach of the terms of this Contract;
- D. Performance, non-performance or purported performance of this Contract;
- E. Violation of any law, regulation, rule or ordinance;
- F. Infringement of any patent, copyright, trademark, trade dress or trade secret rights; and/or
- G. Contamination of the soil, groundwater, surface water, storm water, air or the environment by fuel, gas, chemicals or any other substance deemed by the Environmental Protection Agency or other regulatory agency to be an environmental contaminant

by the Company or Company's officers, employees, agents, volunteers, subcontractors, invitees, or any other person directly or indirectly employed or utilized by the Company, regardless of whether the liability, suit, claim, lien, expense, loss, cost, fine or damages is caused in part by the Company, its members, officers, agents, employees or volunteers or any other indemnified party. This indemnity obligation expressly applies, and shall be construed to include, any and all claim(s) caused in part by the negligence, acts or omissions of the Company, its members, officers, agents, employees, and volunteers.

- 9.02 In addition to the duty to indemnify and hold harmless, Company will have the separate and independent duty to defend Authority, its members, officers, agents, employees, and volunteers from all suits, claims or actions of any nature seeking damages, equitable or injunctive relief expenses, losses, costs, royalties, fines, attorney's fees or any other lien relief in the event the suit, claim, or action of any nature arises in whole or in part from:
- A. The presence on, use or occupancy of Authority property;
 - B. Acts, omissions, negligence (including professional negligence and malpractice), recklessness, intentional wrongful conduct, activities, or operations;
 - C. Any breach of the terms of this Contract;
 - D. Performance, non-performance or purported performance of this Contract;
 - E. Violation of any law, regulation, rule or ordinance;
 - F. Infringement of any patent, copyright, trademark, trade dress or trade secret rights;
 - G. Contamination of the soil, groundwater, surface water, stormwater, air or the environment by fuel, gas, chemicals or any other substance deemed by the Environmental Protection agency or other regulatory agency to be an environmental contaminant

by the Company or Company's officers, employees, agents, volunteers, subcontractors, invitees, or any other person directly or indirectly employed or utilized by Company regardless of whether it is caused in part by Authority, its members, officers, agents, employees, or volunteers. This duty to defend exists immediately upon presentation of written notice of a suit, claim or action of any nature to Company by a party entitled to a defense hereunder. This defense obligation expressly applies, and shall be construed to include, any and all claim(s) caused in part by the negligence, acts, or omissions of the Company, its members, officers, agents, employees, and volunteers.

- 9.03 If the above indemnity or defense provisions or any part of the above indemnity or defense provisions are limited by Fla. Stat. § 725.06(2)-(3) or Fla. Stat. § 725.08, then with respect to the part so limited, Company agrees to the following: To the maximum extent permitted by Florida law, Company will indemnify and hold harmless Authority, its members, officers, agents, employees, and volunteers from any and all liabilities, damages, losses, and costs, including, but not limited to, reasonable attorneys' fee, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of Company and persons employed or utilized by Company in the performance of this Contract.
- 9.04 If the above indemnity or defense provisions or any part of the above indemnity or defense provisions are limited by Florida Statute § 725.06 (1) or any other applicable law, then with respect to the part so limited the monetary limitation on the extent of the indemnification shall be the greater of the (i) monetary value of this Contract, (ii) coverage amount of Commercial General Liability Insurance required under this Contract, or (iii) \$1,000,000.00. Otherwise, the obligations of this Article will not be limited by the amount of any insurance required to be obtained or maintained under this Contract.
- 9.05 Company's obligations to defend and indemnify as described in this Article will survive the expiration or earlier termination of this Contract until it is determined by final judgment that any suit, claim or other action against Authority, its members, officers, agents, employees, and volunteers its fully and finally barred by the applicable statute of limitations or repose.
- 9.06 In addition to the requirements stated above, to the extent required by FDOT Public Transportation Grant Agreement and to the fullest extent permitted by law, the Company shall indemnify and hold harmless the State of Florida, FDOT, including the FDOT's officers and employees, from liabilities, damages, losses and costs, including, but not limited to, reasonable attorney's fees, to the extent caused by the negligence, recklessness or intentional wrongful misconduct of the Company and persons employed or utilized by the Company in the performance of this Contract. This indemnification in this paragraph shall survive the termination of this Contract. Nothing contained in this paragraph is intended to nor shall it constitute a waiver of the State of Florida's and FDOT's sovereign immunity.

- 9.07 Nothing in this Article will be construed as a waiver of any immunity from or limitation of liability Authority, or its members, officers, agents, employees, and volunteers may have under the doctrine of sovereign immunity under common law or statute.
- 9.08 Authority and its members, officers, agents, employees, and volunteers reserve the right, at their option, to participate in the defense of any suit, without relieving Company of any of its obligations under this Article.
- 9.09 If the above Articles 9.01 – 9.08 or any part of Articles 9.01 – 9.08 are deemed to conflict in any way with any law, the Article or part of the Article will be considered modified by such law to remedy the conflict.

ARTICLE 10

ACCOUNTING RECORDS AND AUDIT REQUIREMENTS

10.01 Books and Records

In connection with payments to Company under this Contract, it is agreed Company will maintain full and accurate books of account and records customarily used in this type of business operation, in conformity with Generally Accepted Accounting Principles (GAAP). Company will maintain such books and records for six years after the end of the Term of this Contract. Records include, but are not limited to, goods received, deliveries, maintenance records, and books, documents, papers, and records of Company directly pertinent to this Contract. Company will not destroy any records related to this Contract without the express written permission of Authority.

10.02 Financial Reports

Company will submit all financial reports required by Authority, in the form and within the time period required by Authority.

10.03 Authority Right to Perform Audits, Inspections, or Attestation Engagements

At any time or times during the Term of this Contract or within three (3) years after the end of this Contract, Authority, or its duly authorized representative, will be permitted to initiate and perform audits, inspections or attestation engagements over Company's records for the purpose of determining payment eligibility under this Contract or over selected operations performed by Company under this Contract for the purpose of determining compliance with this Contract.

Free and unrestricted access will be granted to all of Company's records directly pertinent to this Contract or any work order, as well as records of parent, Affiliate and subsidiary companies and any subconsultants or subcontractors. All such records shall be kept for a minimum period of five (5) years after the close of each Contract Year. If the records are kept at locations other than the Airport, Company will arrange for said records to be brought to a location convenient to Authority auditors to conduct the engagement as set

forth in this Article. Or, Company may transport Authority team to Company headquarters for purposes of undertaking said engagement. In such event, Company will pay reasonable costs of transportation, food and lodging for Authority team. In the event Company maintains its accounting or Contract information in electronic format, upon request by Authority auditors, Company will provide a download or extract of data files in a computer readable format acceptable to Authority at no additional cost. Authority has the right during the engagement to interview Company's employees, subconsultants, and subcontractors, and to make photocopies of records as needed.

Company agrees to deliver or provide access to all records requested by Authority auditors within fourteen (14) calendar days of the request at the initiation of the engagement and to deliver or provide access to all other records requested during the engagement within seven (7) calendar days of each request. The Parties recognize that Authority will incur additional costs if records requested by Authority auditors are not provided in a timely manner and that the amount of those costs is difficult to determine with certainty. Consequently, the Parties agree that Authority may assess liquidated damages in the amount of one hundred dollars (\$100) per calendar day for each record requested that is not received. Such damages may be assessed beginning on the fifteenth (15th) or eighth (8th) day, as applicable, following the date the request was made. Accrual of fee will continue until specific performance is accomplished. This liquidated damage rate is not an exclusive remedy and Authority retains all rights, including but not limited to, its rights to elect its remedies and pursue all legal and equitable remedies. The Parties expressly agree that these liquidated damages are not a penalty and represent reasonable estimates of fair compensation for the losses that reasonably may be anticipated from Company's failure to comply.

If, as a result of any engagement, it is determined that Company has overcharged Authority, Company will re-pay Authority for such overcharge and Authority may assess interest up to twelve percent (12%) per year on the overcharge from the date the overcharge occurred. If it is determined that Company has overcharged Authority by more than three percent (3%) of the reimbursable amount, excluding any lump sum amount, contained in this Contract, Company will also pay for the entire cost of the engagement.

Company will include a provision providing Authority the same access to business records at the subconsultant and subcontractor level in all of its subconsultant and subcontractor agreements executed related to this Contract.

Company agrees to comply with Section 20.055(5), Florida Statutes with respect to contracts entered by Company after the Effective Date of this Agreement and to incorporate in all subcontracts the obligation to comply with Section 20.055(5), Florida Statutes.

ARTICLE 11

LIQUIDATED DAMAGES

11.01 If any portion of the Services required by this Contract is not commenced on February 5, 2022, Authority will incur substantial injury, including loss of use of facilities, loss of revenue, and inconvenience to the public. Damages arising from such injury cannot be calculated with any degree of certainty. Such liquidated damages listed in Section 11.04 below are not a penalty, but are hereby fixed and agreed upon between the Parties, recognizing the impossibility of precisely ascertaining the actual amount of damages that will be sustained by Authority as a consequence of such violations or failures. If liquidated damages are assessed against Company, that assessment is in lieu of remedies for delay and loss of use for the facility and is in addition to all other remedies available to Authority under this Contract. Upon imposition of liquidated damages under this Article, Authority may either deduct the liquidated damage amounts from any payment due to Company or deduct the liquidated damages from Company's performance guaranty within ten (10) calendar days of the date the liquidated damages were imposed.

11.02 Liquidated Damages For Failure to Commence Operations

It is mutually agreed between the Parties hereto that time is of the essence of this Contract, and in the event the Services required by this Contract have not commenced by February 5, 2022 or within the calendar days herein specified, it is agreed that from any money due or to become due Company or its surety, Authority may retain the sum of five thousand dollars (\$5,000) per day, for each day thereafter, Sundays and holidays included, that any portion of the Services required by this Contract have not commenced, not as a penalty but as liquidation of a reasonable portion of damages that will be incurred by Authority by failure of Company to commence the Services required by this Contract within the time(s) stipulated. The Parties agree that the sum of five thousand \$5,000 per day is reasonable. The Parties agree that the liquidated damages described in this paragraph are solely for the delay damages arising from the failure to commence and do not preclude recovery of other actual and consequential damages.

11.03 Violations

Company acknowledges Authority's objective to provide the public and air travelers with the level and quality of service as described herein. Accordingly, Authority has established a series of fines, as set forth in the table in Section 11.04 below, that it may assess, in its sole discretion, as liquidated damages for various violations of the requirements of this Contract and Authority Rules and Regulations or Operating Directives. Company and Authority agree that the fines set forth herein are reasonable, and Company further agrees to pay to Authority such fines in accordance with the rates or in the amounts specified herein upon each occurrence of the specified violation and upon written demand by Authority. The Authority will, in its sole discretion, determine the classification of each fine as per day or per occurrence. Company further acknowledges that the fines are not exclusive remedies and Authority may pursue other remedies as allowed for in this Contract and at law, in

Authority's sole discretion. Authority's waiver of any fine provided for in this Article shall not be construed as a waiver of the violation or Company's obligation to remedy the violation.

11.04 Assessed Fees

The first violation by Company will result in a warning letter; provided, however, there are no warning letters for fire, life, health, security and safety violations. The second and subsequent occurrences of the same violation will result in a notice to Company and assessment of liquidated damages with no grace period. Should the violation take more than one day to remedy and if Company is making reasonably diligent efforts to cure the violation, liquidated damages will cease to accrue, at the sole discretion of Authority. Failure to pay liquidated damages within 30 calendar days of such notice may constitute a default under this Contract. Violations set forth in this Article are cumulative over the Term of this Contract and are in addition to any other remedies Authority may have under this Contract or other applicable law.

Violation	Liquidated Damages
Percentage of outbound deliveries NOT completed on-time, measured on a monthly basis: On-time Deliveries Calculation: Total number of on-time deliveries/the total number of deliveries = the percent of on-time deliveries	
20% to 29% of deliveries not completed on-time	5% deducted from monthly Management Fee
30% to 39% of deliveries not completed on-time	10% deducted from monthly Management Fee
40% or greater of deliveries not completed on-time	15% deducted from monthly Management Fee
Percentage of outbound deliveries resulting in loss or damage, measured on a monthly basis: Damaged Goods Deliveries Calculation: Total number of lost or damaged goods/the total number of deliveries = the percent of lost or damaged goods	
10% to 19% of deliveries lost or damaged	5% deducted from monthly Management Fee
20% to 29% of deliveries lost or damaged	10% deducted from monthly Management Fee
30% or greater of deliveries lost or damaged	15% deducted from Monthly Management Fee
Use of delivery routes not approved by Authority	\$250 per occurrence

Failure to comply with Airport Rules and Regulations as determined by the Contract Manager.	\$500 per occurrence
Spoilage or damage to products caused by Company.	\$250 per occurrence, plus actual damages
Failure to meet health department or other applicable regulations.	\$100 per day
Failure to provide and maintain Company required equipment.	\$100 per day
Failure to maintain Authority provided equipment.	\$100 per day
Blocking access to Airport loading docks or loading node points when not actively involved in deliveries.	\$100 per occurrence
Leaving product, pallets, boxes or other items in areas that block access to loading dock, elevators or other non-public areas while within the custody of Company.	\$100 per occurrence
Failing to pick up returns on schedule as agreed to by Authority and Company.	\$100 per occurrence
Leaving product, pallets, boxes or other items in public areas or in areas NOT designated for such items for longer than required to make expeditious deliveries while within the custody of Company.	\$100 per occurrence

ARTICLE 12

INSURANCE

12.01 Insurance

Company must maintain the following limits and coverages uninterrupted or amended through the Term of this Contract. In the event the Company becomes in default of the following requirements, the Authority reserves the right to take whatever actions deemed necessary to protect its interests. Required liability policies other than Workers' Compensation/Employer's Liability and Professional Liability will provide that the Authority, members of the Authority's governing body, and the Authority officers, volunteers, agents, and employees are included as additional insureds.

The minimum limits of insurance (inclusive of any amounts provided by an umbrella or excess policy) covering the work performed pursuant to this Contract will be the amounts specified herein. To the extent it is used to meet the minimum limit requirements, any Umbrella or Excess coverage shall follow form to the Employer's Liability, Commercial General Liability and Business Auto Liability coverages, including all endorsements and additional insured requirements. Any applicable Aggregate Limits in the Umbrella or Excess policy(ies) shall not be shared or diminished by claims unrelated to this Contract.

12.02 Required Coverage – Minimum Limits

A. Workers' Compensation/Employer's Liability Insurance

The minimum limits of insurance are:

Part One:	"Statutory"
Part Two:	
Each Accident	\$1,000,000
Disease – Policy Limit	\$1,000,000
Disease – Each Employee	\$1,000,000

B. Commercial General Liability Insurance

The minimum limits of insurance covering the Services furnished pursuant to this Contract will be the amounts specified herein. Coverage will be provided for liability resulting out of, or in connection with, ongoing operations performed by, or on behalf of, the Company under this Contract or the use or occupancy of Authority premises by, or on behalf of, the Company in connection with this Contract. Coverage shall be provided on a form no more restrictive than ISO Form CG 00 01. Additional insurance coverage shall be provided on a form no more restrictive than ISO Form CG 20 10 01 and CG 20 37 10 01.

	Contract Specific
General Aggregate	\$10,000,000
Each Occurrence	\$10,000,000
Personal and Advertising Injury Each Occurrence	\$10,000,000
Products and Completed Operations Aggregate	\$10,000,000

C. Business Automobile Liability Insurance

Coverage will be provided for all owned, hired and non-owned vehicles. Coverage shall be provided on a form no more restrictive than ISO Form CA 00 01. The minimum limits of insurance covering the work performed pursuant to this Contract are:

Each Occurrence – Bodily Injury and Property Damage Combined	\$10,000,000
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D. Environmental Insurance (Pollution)

Such insurance will be maintained by Company on a form acceptable to Authority for liability resulting from pollution or other environmental impairment, which arises out of, or in connection with, work under this Contract. Company will provide and maintain environmental coverage from the inception of this Contract. If on an occurrence basis, the insurance must be maintained throughout the duration of this Contract. If on a claims-made basis, the insurance must cover claims reported within three years of the end of this Contract. The coverage shall apply without regard to whether the loss is caused by the Contractor or Contractor's contractors, subcontractors, suppliers, consultants or subconsultants. The coverage shall not contain any asbestos abatement, silica, lead, per- and polyfluoroalkyl substances

(PFAS), exterior insulation and finish systems (EIFS), permitted work, law, code or ordinance exclusion.

Limits of Coverage will be:

Each Occurrence	\$1,000,000
Annual Aggregate	\$2,000,000

E. Cyber Liability & Data Storage

The Company shall purchase and maintain Cyber Liability Insurance throughout the life of this Contract and such insurance will be maintained for a period of three years thereafter for services completed during the Term of this Contract. Such insurance shall cover, at a minimum, the following:

- **Network Security Liability** covering liability for failures or breaches of network security and unauthorized access, including hackings and virus transmission or other type of malicious code, and electronic disclosure or use of confidential information, including personally identifiable information and personal health information, whether caused by Company, any of its subcontractors, or cloud service providers used by Company;
- **Privacy Liability** covering liability, PCI fines, expenses, defense costs, and regulatory actions for disclosure of confidential information, including personally identifiable information and personal health information, even if not caused by a failure or breach of network security;
- Digital Asset Protection, including costs to reconstruct, restore or replace damaged software and data;
- Media liability, covering liability and defense costs for media wrongful acts such as defamation, disparagement, and copyright/trademark infringement and trade dress in the dissemination of internet content and media;
- Cyber-Extortion coverage, including negotiation and payment of ransomware demands and other losses from “ransomware” attacks resulting from the Services provided by Company to the Authority. Coverage extends to those payments made via traditional currencies, as well as non-traditional crypto-currencies such as Bitcoin;
- First and Third-party Business Interruption and Dependent Business Interruption Coverage resulting from a security breach and/or system failure;
- Data Breach Response Coverage, including coverage for notifying affected parties, setting up call center services, provision of credit monitoring services, identity theft protection services, computer forensic expenses, conduct, data reconstruction, legal expenses, and public relations expenses resulting from a breach of Network Security or other privacy breach involving personally identifiable information and personal health information; and
- No exclusion for Cyber Terrorism coverage.

The minimum limits of liability shall be:

Each Occurrence	\$5,000,000
Annual Aggregate	\$5,000,000

Crisis Management Expenses \$1,000,000

Such Cyber Liability coverage must be provided on an Occurrence Form or, if on a Claims Made Form, the retroactive date must be no later than the first date of Services provided. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the Contract Effective Date, the Company must purchase "extended reporting" coverage, which will provide coverage to respond to claims for a minimum of three years after completion of the Services completed during the Term of this Contract.

F. Waiver of Subrogation

Company, for itself and on behalf of its insurers, to the fullest extent permitted by law without voiding the insurance required by this Contract, waives all rights against the Authority, members of Authority's governing body and the Authority officers, volunteers and employees, for damages or loss to the extent covered and paid for by any insurance maintained by the Company.

G. Property Insurance – Contents

No proof of property insurance covering contents is required by Authority; however, Company will be responsible for maintaining adequate insurance for all contents during the term of this Contract.

12.03 Incident Notification

The Company will promptly notify the Airport Operations Center (AOC) of all incidents involving bodily injury or property damage occurring on Authority-owned property, tenant owned property or third party property.

12.04 Customer Claims, Issues, or Complaints

All Customer claims, issues, or complaints regarding property damage or bodily injury related to the Company will be promptly handled, addressed and resolved by the Company.

The Company will track all Customer claims, issues, and complaints and their status on a Claims Log available for review, as needed, by Authority Risk Management. The Claims Log should include a detailed report of the incident along with the response and/or resolution. Authority Risk Management has the option to monitor all incidents, claims, issues or complaints where the Authority could be held liable for injury or damages.

12.05 Conditions of Acceptance

The insurance maintained by Company must conform at all times with Authority Standard Procedure S250.06, Contractual Insurance Terms and Conditions, as may be amended from time to time, and which can be downloaded from Authority website at www.TampaAirport.com > Learn about TPA > Airport Business > Procurement > Additional Supplier Resources.

ARTICLE 13

WOMAN AND MINORITY-OWNED BUSINESS ENTERPRISE

13.01 Authority Policy

Authority is committed to the participation of Woman and Minority-Owned Business Enterprises (W/MBEs) in non-concession, non-federally funded contracting opportunities in accordance with Authority W/MBE Policy and Program. Company will take all necessary and reasonable steps in accordance therewith to ensure that W/MBEs are encouraged to compete for and perform subcontracts under this Contract. Company will not take any action during the Term of this Contract that may have a materially negative impact upon Company's ability to meet its stated W/MBE goals.

13.02 Non-Discrimination

- A. Company and any subcontractor of Company will not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Company will carry out applicable requirements of Authority W/MBE Policy and Program in the award and administration of this Contract. Failure by Company to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or such other remedy as Authority deems appropriate.
- B. Company agrees that it will not discriminate against any business owner because of the owner's race, color, national origin, or sex in connection with the award or performance of any agreement, management contract, or subcontract, purchase or lease agreement.
- C. Company agrees to include the statements in paragraphs (A) and (B) above in any subsequent agreement or contract that it enters and cause those businesses to similarly include the statements in further agreements or contracts.
- D. Company, for itself, its personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does not hereby covenant and agree, (1) that no person on the grounds of race, color, or national origin will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of Airport facilities; (2) that in the construction of any improvements on, over, or under such land and the furnishing of services thereon, no person on the grounds of race, color, or national origin will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination; and (3) that Company will fully comply with the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964) as amended from time to time.

In the event of breach of any of the above nondiscrimination covenants pursuant to Part 21 of the Regulations of the Office of the Secretary of Transportation, as amended, Authority will have the right to terminate this Contract and to re-enter as if

said Contract had never been made or issued. The provision will not be effective until the procedures of Title 49 CFR part 21 are followed and completed, including exercise or expiration of appeal rights.

13.03 W/MBE Participation

- A. **W/MBE Expectancy:** Company agrees that it will subcontract with W/MBE firms, certified as a woman-owned or minority-owned business by the City of Tampa, Hillsborough County, the State of Florida Department of Management Services, Office of Supplier Diversity, or as a Disadvantaged Business Enterprise (DBE) under the Florida Unified Certification Program, in an amount equal to at least 5% of the total dollar amount of this Contract or clearly demonstrate in a manner acceptable to Authority its good faith efforts to do so. Company will contract with those W/MBEs as stated in the W/MBE Assurance and Participation form and Letter of Intent for each W/MBE presented with Company's Response, which is incorporated by reference into this Contract.
- B. **W/MBE Termination and Substitution:** Company is prohibited from terminating or altering or changing the scope of services of a W/MBE subcontractor except upon written approval of Authority in accordance with Authority procedures relating to W/MBE terminations contained in the W/MBE Policy and Program. Failure to comply with the procedure relating to W/MBE terminations or changes during this Contract will be a material violation of this Contract and will invoke the sanctions for non-compliance specified in this Contract and the W/MBE Policy and Program.
- C. **Monitoring:** Authority will monitor the ongoing good faith efforts of Company in meeting the requirements of this Article. Authority will have access to the necessary records to examine such information as may be appropriate for the purpose of investigating and determining compliance with this Article, including, but not limited to, records, records of expenditures, contracts between Company and the W/MBE participant, and other records pertaining to W/MBE participation, which Company will maintain for a minimum of three years following the end of this Contract. Opportunities for W/MBE participation will be reviewed prior to the exercise of any renewal, extension or material amendment of this Contract to consider whether an adjustment in the W/MBE requirement is warranted. Without limiting the requirements of this Contract, Authority reserves the right to review and approve all sub-leases or subcontracts utilized by Company for the achievement of these goals.
- D. **Prompt Payment:** Company agrees to pay each subcontractor under this Contract for satisfactory performance of its contract no later than ten (10) calendar days from the receipt of each payment Company receives from Authority. Company agrees further to release retainage payments to each subcontractor within ten (10) calendar days after the subcontractor's work is satisfactorily completed. Any delay or postponement of payment from the above referenced time frame may occur only for good cause

following written approval of Authority. This clause applies to both W/MBE and non-W/MBE subcontractors.

- E. Sanctions for Non-Compliance: In the event of Company's non-compliance with Authority W/MBE Policy and Program, failure to meet the prescribed W/MBE goal set forth in this Contract, or failure to establish a good faith effort to do so, Authority will impose such sanctions as Authority may determine to be appropriate including but not limited to:
1. Withholding of payments to Company under this Contract until Company complies; and/or
 2. Cancellation, termination or suspension of this Contract in whole or in part; and/or
 3. Debarment or suspension of Company from eligibility to contract with Authority in the future or to solicitation packages.
- F. Reporting Requirements: The Company agrees that, within 15 days after the expiration of each calendar month during the Term of this Contract beginning on the Effective Date of this Contract, it will provide a W/MBE Utilization Activity report to the Authority reflecting, as applicable, in a form acceptable to the Authority, Company's total dollar value received under the Contract for the applicable period and the amount expended for the purchase of goods and services from each W/MBE firm during that period, calculated in accordance with the requirements of the Authority's W/MBE Policy and Program.

ARTICLE 14

NON-DISCRIMINATION

During the performance of this Contract, Company, for itself, its assignees and successors in interest, agrees as follows:

- A. Company will comply with the regulations relative to non-discrimination in federally assisted programs of the Department of Transportation (DOT) Title 49, Code of Federal Regulations, Part 21, as amended from time to time (hereinafter referred to as the Regulations), which are incorporated herein by reference and made a part of this Contract.
- B. Civil Rights. Company, with regard to the work performed by it under this Contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. Company will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when this Contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21. During the performance of this Contract, Company, for itself, its assignees, and

successors in interest agrees to comply with the following non-discrimination statutes and authorities, including but not limited to:

1. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
2. 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);
3. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
4. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
5. The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
6. Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
7. The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
8. Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;
9. The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
10. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;

11. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, Company must take reasonable steps to ensure that LEP persons have meaningful access to Company's programs (70 Fed. Reg. at 74087 to 74100); and
 12. Title IX of the Education Amendments of 1972, as amended, which prohibits Company from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).
- C. In all solicitations either by competitive bidding or negotiation made by the Company for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier must be notified by Company of Company's obligations under this Contract and the Regulations relative to nondiscrimination on the grounds of race, color or national origin.
 - D. Company will provide all information and reports required by the Regulations or directives issued pursuant thereto and must permit access to its books, records, accounts, other sources of information and its facilities as may be determined by Authority or the FAA to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of Company is in the exclusive possession of another who fails or refuses to furnish this information, Company will so certify to Authority or the FAA, as appropriate, and will set forth what efforts it has made to obtain the information.
 - E. In the event of Company's non-compliance with the non-discrimination provisions of this Contract, Authority will impose such contractual sanctions as it or the FAA may determine to be appropriate, including, but not limited to, withholding of payments to Company under this Contract until Company complies, and/or cancellation, termination or suspension of this Contract, in whole or in part.
 - F. Company will include the provisions of Paragraphs 14.A through 14.E in every subcontract and subconsultant contract, including procurement of materials and leases of equipment, unless exempt by the Regulations or directives issued thereto. Company will take such action with respect to any subcontract or procurement as Authority or the FAA may direct as a means of enforcing such provisions, including sanctions for non-compliance. Provided, however, that in the event Company becomes involved in or is threatened with litigation with a subcontractor or supplier as a result of such direction, Company may request Authority to enter into such litigation to protect the interests of Authority and, in addition, Company may request the United States to enter into such litigation to protect the interests of the United States.
 - G. Company assures that, in the performance of its obligations under this Contract, it will fully comply with the requirements of 14 CFR Part 152, Subpart E (Non-Discrimination in Airport Aid Program), as amended from time to time, to the extent applicable to Company, to ensure, among other things, that no person will be excluded from

participating in any activities covered by such requirements on the grounds of race, creed, color, national origin, or sex. Company, if required by such requirements, will provide assurances to Authority that Company will undertake an affirmative action program and will require the same of its subconsultants.

ARTICLE 15

GUARANTY

Prior to the commencement of this Contract, Company will provide to Authority and maintain for the Term of this Contract a performance guaranty with a surety company satisfactory to Authority and licensed to conduct business in the State of Florida.

Company will provide to Authority a performance bond or letter of credit in the sum of \$1,000,000, guaranteeing that Company will faithfully perform its duties as prescribed in this Contract, in a form acceptable to Authority.

If at any time after commencement of this Contract and receipt of said guaranty by Authority, Authority will reasonably deem the surety or sureties upon such guaranty or guaranties to be unsatisfactory, or if, for any reasons, such guaranty or guaranties cease to be adequate to cover the performance of this Contract or prompt payment as above specified, Company will, at its expense within five calendar days of written notice from Authority to do so, furnish additional guaranty or guaranties in such form and amount and with such surety or sureties as will be deemed satisfactory to Authority. In such event, no further payment to Company will be deemed due under this Contract until such new or additional guaranty or guaranties are furnished in a manner and form satisfactory to Authority.

ARTICLE 16

AUTHORITY APPROVALS

Except as otherwise specifically indicated elsewhere in this Contract, wherever in this Contract approvals are required to be given or received by Authority, it is understood that the CEO or designee is hereby empowered to act on behalf of Authority.

ARTICLE 17

DATA SECURITY

Company will establish and maintain safeguards against the destruction, loss or alteration of Authority data or third party data that Company may gain access to or be in possession of in performing under this Contract. Company will not attempt to access, and will not allow its personnel access to, Authority data or third party data that is not required for the performance of this Contract by such personnel.

Company and its employees, vendors, subcontractors, and sub-consultants will adhere to and abide by the security measures and procedures established by Authority and any terms of service agreed to by Authority with regards to data security. In the event Company or Company's subcontractor (if any) discovers or is notified of a breach or potential breach of security relating to Authority data or third party data, Company will promptly:

- A. Notify Authority of such breach or potential breach; and
- B. If the applicable Authority data or third party data was in the possession of Company at the time of such breach or potential breach, Company will investigate and cure the breach or potential breach.

ARTICLE 18

DISPUTE RESOLUTION

18.01 Claims and Disputes

- A. A claim is a written demand or assertion by one of the Parties seeking, as a matter of right, an adjustment or interpretation of this Contract, payment of money, extension of time or other relief with respect to the terms of this Contract. The term claim also includes other matters in question or dispute between Authority and Company arising out of or relating to this Contract. The responsibility to substantiate claims will rest with the party making the claim.
- B. If for any reason Company deems that additional cost or Contract time is due to Company for work not clearly provided for in this Contract, or previously authorized changes in the work, Company will notify Authority in writing of its intention to claim such additional cost or Contract time. Company will give Authority the opportunity to keep strict account of actual cost and/or time associated with the claim. The failure to give proper notice as required herein will constitute a waiver of said claim.
- C. Written notice of intention to claim must be made within ten (10) calendar days after the Company first recognizes the condition giving rise to the claim or before the work begins on which Company bases the claim, whichever is earlier.
- D. When the work on which the claim for additional cost or Contract time is based has been completed, Company will, within ten (10) calendar days, submit Company's written claim to Authority. Such claim by Company, and the fact that Authority has kept strict account of the actual cost and/or time associated with the claim, will not in any way be construed as proving or substantiating the validity of the claim.
- E. Pending final resolution of a claim, unless otherwise agreed in writing, Company will proceed diligently with performance of this Contract and maintain effective progress to complete the work within this Contract time(s) set forth in this Contract.
- F. The making of final payment for this Contract may constitute a waiver of all claims by Authority except those arising from:
 - 1. Claims, security interests or encumbrances arising out of this Contract and unsettled;
 - 2. Failure of the work to comply with the requirements of this Contract;
 - 3. Terms of special warranties required by this Contract;
 - 4. Latent defects.

18.02 Resolution of Claims and Disputes

- A. The following shall occur as a condition precedent to Authority review of a claim unless waived in writing by Authority.

First Meeting: Within five calendar days (5) after a claim or dispute is submitted in writing, the Company's representatives who have authority to resolve the claim or dispute shall meet with Authority representatives who have authority to resolve the claim or dispute in a good faith attempt to resolve the claim or dispute. If a party intends to be accompanied at a meeting by legal counsel, the other party shall be given at least three (3) business days' notice of such and also may be accompanied by legal counsel. All negotiations pursuant to this clause are confidential and shall be treated as compromise and settlement negotiations for purposes of rules of evidence.

Second Meeting: If the First Meeting fails to resolve the claim or dispute, a senior executive for Company and for Authority, neither of which have day to day Contract responsibilities, shall meet, within ten (10) calendar days after a claim or dispute occurs, in an attempt to resolve the claim or dispute and any other identified disputes or unresolved issues that may lead to a claim or dispute. The Authority may invite other parties as necessary to this meeting. If a party intends to be accompanied at a meeting by legal counsel, the other party shall be given at least three (3) business days' notice of such and also may be accompanied by legal counsel. All negotiations pursuant to this clause are confidential and shall be treated as compromise and settlement negotiations for purposes of rules of evidence.

Following the First Meeting and the Second Meeting, Authority will review Company's claim or dispute and may (1) request additional information from Company which will be immediately provided to Authority, or (2) render a decision on all or part of the claim or dispute in writing within twenty one (21) calendar days following the Second Meeting or receipt of additional information requested.

If Authority decides that the work related to such claim or dispute, should proceed regardless of Authority disposition of such claim or dispute, Authority will issue to Company a written directive to proceed. The Company will proceed as instructed.

- B. Prior to the initiation of any litigation to resolve claim or disputes between the Parties, the Parties will make a good faith effort to resolve any such claims or disputes by negotiation between representatives with decision-making power. Following negotiations, as a condition precedent to litigation, the parties will mediate any dispute with a mediator selected by Authority. Such mediation shall occur in Hillsborough County, Florida.
- C. Any action initiated by either party associated with a claim or dispute will be brought in the Circuit Court in and for Hillsborough County, Florida.

ARTICLE 19

NON-EXCLUSIVE RIGHTS

This Contract will not be construed to grant or authorize the granting of an exclusive right within the meaning of 49 USC 40103(e) or 49 USC 47107(a), as may be amended from time to time, and related regulations.

ARTICLE 20

WAIVER OF CLAIMS

Company hereby waives any claim against the City of Tampa, Hillsborough County, State of Florida and Authority, and its officers, Board Members, agents, or employees, for loss of anticipated profits caused by any suit or proceedings directly or indirectly attacking the validity of this Contract or any part thereof, or by any judgment or award in any suit or proceeding declaring this Contract null, void, or voidable, or delaying the same, or any part hereof, from being carried out.

ARTICLE 21

COMPLIANCE WITH LAWS, REGULATIONS, ORDINANCES, RULES

Company, its officers, employees, agents, subcontractors, or those under its control, will at all times comply with applicable Federal, State, and local laws and regulations, Airport Rules and Regulations, Policies, Standard Procedures, and Operating Directives as are now or may hereinafter be prescribed by Authority, all applicable health rules and regulations and other mandates whether existing or as promulgated from time to time by the Federal, State, or local government, or Authority including, but not limited to, permitted and restricted activities, security matters, parking, ingress and egress, environmental and storm water regulations and any other operational matters related to the operation of Airport. Company, its officers, employees, agents, subcontractors, and those under its control, will comply with safety, operational, or security measures required of Company or Authority by the Federal Government, including but not limited to, FAA or TSA. If Company, its officers, employees, agents, subcontractors or those under its control will fail or refuse to comply with said measures and such non-compliance results in a monetary penalty being assessed against Authority, then, in addition to any other remedies available to Authority, Company will be responsible and will reimburse Authority in the full amount of any such monetary penalty or other damages. This amount must be paid by Company within fifteen (15) calendar days from the date of written notice.

ARTICLE 22

COMPLIANCE WITH CHAPTER 119, FLORIDA STATUTES PUBLIC RECORDS LAW

IF THE COMPANY HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE COMPANY'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (813) 870-8721, ADMCENTRALRECORDS@TAMPAAIRPORT.COM, HILLSBOROUGH COUNTY AVIATION AUTHORITY, P.O.BOX 22287, TAMPA FL 33622.

Company agrees in accordance with Florida Statute Section 119.0701 to comply with public records laws including the following:

- A. Keep and maintain public records required by Authority in order to perform the Services contemplated by this Contract.
- B. Upon request from Authority custodian of public records, provide Authority with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Fla. Stat. or as otherwise provided by law.
- C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of this Contract Term and following completion of this Contract.
- D. Upon completion of this Contract, keep and maintain public records required by Authority to perform the Services. Company shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Authority, upon request from Authority custodian of public records, in a format that is compatible with the information technology systems of Authority.

ARTICLE 23

CONTRACT MADE IN FLORIDA

This Contract has been made in and shall be construed in accordance with the laws of the State of Florida. All duties, obligations and liabilities of Authority and Company related to this Contract are expressly set forth herein and this Contract can only be amended by written instrument signed by the Parties hereto.

ARTICLE 24

NOTICES AND COMMUNICATIONS

All notices or communications whether to Authority or to Company pursuant hereto will be deemed validly given, served, or delivered, upon receipt by the party by hand delivery, or three calendar days after depositing such notice or communication in a postal receptacle, or one day after depositing such notice or communication with a reputable overnight courier service, and addressed as follows:

TO AUTHORITY:

TO COMPANY:

(MAIL DELIVERY)
Hillsborough County Aviation Authority

Tampa International Airport
P.O. Box 22287
Tampa, Florida 33622-2287
Attn: Chief Executive Officer

(MAIL DELIVERY)
Bradford Airport Logistics, Ltd.
720 North Post Oak Rd. Suite 450
Houston, Texas 77024]
Attn: Benjamin Richter CEO and Founder

OR

(HAND DELIVERY)
Hillsborough County Aviation Authority
Tampa International Airport
4160 George J. Bean Parkway
Suite 2400, Administration Building
Tampa, Florida 33607-1470
Attn: Chief Executive Officer

(HAND DELIVERY)
Same

or to such other address as either Party may designate in writing by notice to the other Party delivered in accordance with the provisions of this Article.

If notice is sent through a mail system, a verifiable tracking documentation such as a certified return receipt or overnight mail tracking receipt is required.

ARTICLE 25

SUBORDINATION OF AGREEMENT

It is mutually understood and agreed that this Contract will be subordinate to the provisions of any existing or future agreement between Authority and the United States of America, its Boards, Agencies, Commissions, and others, relative to the operation or maintenance of the Airport, the execution of which has been or may be required as a condition precedent to the expenditure of federal funds for the development of the Airport, and this Contract will be subordinate to the license or permit of entry which may be granted by the Secretary of Defense.

ARTICLE 26

SUBORDINATION TO TRUST AGREEMENTS

This Contract and all rights of Company hereunder are expressly subject and subordinate to the terms, covenants, conditions and provisions of any Trust Agreements or other debt instruments executed by Authority to secure bonds issued by, or other obligations of, Authority. The obligations of Company hereunder may be pledged, transferred, hypothecated, or assigned at any time by Authority to secure such obligations. Conflicts between the terms of this Contract and the provisions, covenants and requirements of the debt instruments mentioned above will be resolved in favor of the provisions, covenants and requirements of such debt instruments.

ARTICLE 27

ASSIGNMENT AND SUBCONTRACTING / SUBLEASING

Company will not assign, subcontract, sublease, or license this Contract without the prior written consent of Authority. Such consent may be withheld at the sole discretion of Authority. If assignment, subcontract, sublease, or license is approved, Company will be solely responsible for ensuring that its assignee, subcontractor, sublessee, or licensee perform pursuant to and in compliance with the terms of this Contract.

In no event will any approved assignment, subcontract, sublease, or license diminish Authority rights to enforce any and all provisions of this Contract.

Before any assignment, subcontract, sublease, or license becomes effective, the assignee, subcontractor, sublessee, or licensee will assume and agree by written instruments to be bound by the terms and conditions of this Contract during the remainder of the Term. When seeking consent to an assignment hereunder, Company will submit a fully executed original of the document or instrument of assignment to Authority.

ARTICLE 28

SECURITY BADGING

Any employee of Company, or any employee of its subcontractors or agents that require unescorted access to the Security Identification Display Area (SIDA) to perform work under this Contract, will be badged with an Airport identification badge (hereinafter referred to as "Badge") provided by Authority ID Badging Department and will be subject to an FBI fingerprint-based criminal history records check (CHRC) and an annual Security Threat Assessment (STA). A Badge will not be issued to an individual until the results of the CHRC and the STA are completed and indicate that the applicant has not been convicted of a disqualifying criminal offense. If the CHRC or STA discloses a disqualifying criminal offense, the individual's badge application will be rejected. The costs of the CHRC and the annual STA will be paid by Company. These costs are subject to change without notice, and Company will be responsible for paying any increase in the costs. All badged employees of Company and its contractors or agents will comply with Authority regulations regarding the use and display of Badges.

For each Badge that is lost, stolen, unaccounted for, or not returned to Authority at the time of Badge expiration, employee termination, termination of this Contract, or upon written request by Authority, Company will be assessed a liquidated damage fee, not as a penalty but as liquidation of a reasonable portion of damages that will be incurred by Authority by failure of Company to notify Authority of each Badge that is lost, stolen, unaccounted for, or not returned to Authority. This liquidated damage fee will be paid by Company within ten (10) calendar days from the date of invoice. The liquidated damage fee is subject to change without notice, and Company will be responsible for paying any increase in the liquidated damage fee. It is mutually agreed between the Parties that the assessment of the liquidated damage fee is reasonable. The Parties agree that the liquidated damages described in this paragraph are solely for the

administrative burden of failure to return the badge.

If any employee of Company is terminated or leaves Company's employment, Authority must be notified immediately and such employee's Badge must be returned to Authority promptly. Company will report lost, stolen, or otherwise unaccounted for Badges in a timely manner and notify the Authority when employees are terminated, resign, or otherwise no longer need access. Company acknowledges that this notification should take place at the "moment of awareness," but no later than 24 hours past such time as access is no longer authorized.

ARTICLE 29

EMPLOYEE PARKING

Nothing in this Contract shall be deemed to require Authority to provide parking to Company's Personnel. Authority may provide parking accommodations to Company's Personnel in common with employees of other Concessionaires and users of the Airport subject to the payment of reasonable charges therefor as may be established from time to time by Authority. In such event, Company's Personnel shall be required to park within designated areas.

ARTICLE 30

VENUE

Venue for any action brought pursuant to this Contract will be the County or Circuit Court in Hillsborough County, Florida, or in the Tampa Division of the U.S. District Court for the Middle District of Florida.

ARTICLE 31

PROHIBITION AGAINST CONTRACTING WITH SCRUTINIZED COMPANIES

This Contract will be terminated in accordance with Florida Statute Section 287.135(3) if it is found that Company submitted a false Scrutinized Company Certification as provided in Florida Statute Section 287.135(5) or has been placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Scrutinized Companies that Boycott Israel, or is engaged in business operations in Cuba or Syria. The termination will be subject to the dollar amount limitations included in the respective Florida Statute.

ARTICLE 32

RELATIONSHIP OF THE PARTIES

Company is and will be deemed to be an independent contractor and operator responsible to all parties for its respective acts or omissions, and Authority will in no way be responsible therefore.

ARTICLE 33

RIGHT TO AMEND

In the event that the United States Governments including but not limited to the FAA and TSA or their successors, Florida Department of Transportation or its successors, or any other governmental agency requires modifications or changes in this Contract as a condition precedent to the granting of funds for the improvement of the Airport, Company agrees to consent to such amendments, modifications, revisions, supplements, or deletions of any of the terms, conditions, or requirements of this Contract as may be reasonably required for the Authority to obtain such funds.

ARTICLE 34

PROPERTY RIGHTS RESERVED

This Contract will be subject and subordinate to all the terms and conditions of any instruments and documents under which Authority acquired the land or improvements thereon, of which the Airport is a part. Company understands and agrees that this Contract will be subordinate to the provisions of any existing or future agreement between Authority and the United States of America, or any of its agencies, relative to the operation or maintenance of the Airport, the execution of which has been or may be required as a condition precedent to the expenditure of federal funds for the development of the Airport, and to any terms or conditions imposed upon the Airport by any other governmental entity.

ARTICLE 35

TIME IS OF THE ESSENCE

Time is of the essence of this Contract.

ARTICLE 36

AMERICANS WITH DISABILITIES ACT

Company will comply with the applicable requirements of the Americans with Disabilities Act; the Florida Americans with Disabilities Accessibility Implementation Act; Florida Building Code, Florida Accessibility Code for Building Construction; and any similar or successor laws, ordinances, rules, standards, codes, guidelines, and regulations and will cooperate with Authority concerning the same subject matter.

ARTICLE 37

FAA APPROVAL

This Contract may be subject to approval of the FAA. If the FAA disapproves this Contract, it will become null and void, and both Parties will bear their own expenses relative to this Contract.

ARTICLE 38

AGENT FOR SERVICE OF PROCESS

Company agrees that if Company is not a resident of the State of Florida, or is an association or partnership without a member or partner resident of the State of Florida, or is a foreign corporation, then Company designates the Secretary of State, State of Florida, as its agent for the purpose of service of process in any court action between it and Authority arising out of or based upon this Contract, and the service will be made as provided by the laws of the State of Florida for service upon a non-resident. Company agrees that if for any reason service of such process is not possible, and Company does not have a resident agent for service of process, as an alternative method of service of process, Company may be personally served with such process out of this State by the certified return receipt mailing of such complaint and process or other documents to Company at the address set out hereinafter in this Contract or, in the event of a foreign address, delivery by Federal Express. Such service will constitute valid service upon Company as of the date of mailing and Company will have thirty (30) calendar days from date of mailing to respond thereto. Company agrees to the process so served, submits to the jurisdiction of the state or federal courts located in Hillsborough County, Florida, and waives any and all obligation and protest thereto, any laws to the contrary notwithstanding.

ARTICLE 39

INVALIDITY OF CLAUSES

The invalidity of any part, portion, sentence, article, paragraph, provision, or clause of this Contract will not have the effect of invalidating any other part, portion, sentence, article, paragraph, provision, or clause of this Contract, and the remainder of this Contract will be valid and enforced to the fullest extent permitted by law.

ARTICLE 40

HEADINGS

The headings contained herein, including the Table of Contents, are for convenience in reference and are not intended to define or limit the scope of any provisions of this Contract. If for any reason there is a conflict between content and headings, the content will control.

ARTICLE 41

SEVERABILITY

If any provision in this Contract is held by a court of competent jurisdiction to be invalid, the validity of the other provisions of this Contract which are severable shall be unaffected.

ARTICLE 42

COMPLETE CONTRACT

This Contract represents the complete understanding between the Parties, and any prior contracts, agreements or representations, whether written or verbal, are hereby superseded. This Contract may subsequently be amended only by written instrument signed by the Parties hereto, unless provided otherwise within the terms and conditions of this Contract.

ARTICLE 43

MISCELLANEOUS

Wherever used, the singular will include the plural, the plural the singular, and the use of any gender will include both genders.

ARTICLE 44

ORGANIZATION AND AUTHORITY TO ENTER INTO CONTRACT

The undersigned representative of Company hereby warrants and certifies to Authority that Company is an organization in good standing in its state of registration, that it is authorized to do business in the State of Florida, and that the undersigned officer is authorized and empowered to bind the organization to the terms of this Contract by his or her signature thereto and neither Company, its officers or any holders of more than five percent (5%) of the voting stock of Company have been found in violation of Florida Statute Section 287.133, concerning Criminal Activity on Contracts with Public Entities. If Company is a corporation whose shares are not regularly and publicly traded on a recognized stock exchange, Company represents that the ownership and power to vote the majority of its outstanding capital stock belongs to and is vested in the officer or officers executing this Contract.

ARTICLE 45

ORDER OF PRECEDENCE

In the event of any conflict(s) among the Contract Documents, the Company will present conflict for resolution to the Authority. Any costs resulting from Authority resolution of the conflict shall be borne by Company.

[The remainder of this page was intentionally left blank]

IN WITNESS WHEREOF, the Parties hereto have set their hands and corporate seals on this _____ day of _____, 2021.

**HILLSBOROUGH COUNTY AVIATION
AUTHORITY**

ATTEST: _____
Jane Castor, Secretary

BY: _____
Robert I. Watkins, Vice Chairman

Address: PO Box 22287
Tampa FL

Address: PO Box 22287
Tampa FL

WITNESS: _____
Signature

Printed Name

Approved as to form for legal sufficiency:

BY: _____
David Scott Knight, Assistant General Counsel

HILLSBOROUGH COUNTY AVIATION AUTHORITY
STATE OF FLORIDA
COUNTY OF HILLSBOROUGH

The foregoing instrument was acknowledged before me this ____ day of _____, 2021, by _____, in the capacity of Chairman of the Board of Directors, and _____, in the capacity of Secretary of the Board of Directors, HILLSBOROUGH COUNTY AVIATION AUTHORITY, a public body corporate under the laws of the State of Florida, on its behalf. They are personally known to me and they did not take an oath.

Stamp or Seal of Notary

Signature of Notary

Printed Name

Date Notary Commission Expires (if not on stamp or seal)

BRADFORD AIRPORT LOGISTICS, LTD

Signed in the Presence of:

BY:

Witness

Signature

Printed Name

Title

Printed Name

Witness

Printed Address

Printed Name

City/State/Zip

BRADFORD AIRPORT LOGISTICS, LTD

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledge before me this _ day of _____, 20__

by _____ in the capacity of _____
(Individual's Name) (Individual's Title)

at _____, a _____, on its behalf _____
(Company Name) (type of company) (He is / She is)

_____ known to me and has produced _____
(Personally / Not Personally) (Form of Identification)

Stamp or Seal of Notary

Signature of Notary

Printed Name

Date Notary Commission Expires (if not on stamp or seal)

Exhibit A Scope of Services

This Scope of Services describes the rights and responsibilities of Company to provide the Services.

1.0 Purpose

The Authority is entering into this Contract to obtain Services needed to operate the CRDC at the Airport. The CRDC is approximately 41,000 square feet. Company will manage:

- a. The receipt, staging, and handling of all goods and supplies delivered to the Authority CRDC; and
- b. The distribution of the goods and supplies to Authority Concessionaires and tenants.

2.0 Authority Rights

- a. Review and inspect the CRDC and Company's performance of the Services including, but not limited to, distribution, transfer and return schedules, performance reports, operating procedures, maintenance schedules, Known Shipper reports, supplies and equipment;
- b. Request adjustments to the work schedules, as necessary, to meet the needs of Customers;
- c. Adjust delivery route(s) based on the needs of Authority; and
- d. Modify the Services if Authority requirements increase or decrease in such a manner to require modification of staffing levels.

3.0 Authority Responsibilities

- a. Pay all utility expenses relating to the CRDC including, but not limited to, electricity, heating, ventilation and air conditioning;
- b. Maintain the structural elements of the CRDC, including, but not limited to, the walls, roof, windows enclosing the premises, doors, plumbing, electrical wiring and lighting, heating, ventilation and air conditioning equipment, fire safety and suppression system, exterior improvements including parking lot, driveway, and security gate; and
- c. Provide parking at designated locations for Personnel directly and actively engaged in providing Services.

4.0 Company's Rights

Refuse to accept any goods or materials that, due to infestation, contamination, or damage, might cause a resultant infestation, contamination, or damage to other goods or materials within Company's custody or to the CRDC. Company will immediately notify Customer and Authority of said refusal and will have no liability for any demurrage, detention, transportation, or other charges by virtue of such refusal.

5.0 Company's Responsibilities

In accordance with and at the direction and approval of Authority, Company will provide the following at all times during the Term of this Contract:

- a. Comply with all terms and conditions of this Contract to reliably, efficiently, safely, securely and cost effectively operate the CRDC and provide the Services for the Customers at the Airport;
- b. Comply with all Federal, State and local laws, executive orders, rules and regulations applicable to the provision of the Services;
- c. Obtain and maintain all licenses and permits required to perform the Services at the Airport;
- d. Comply with all health and sanitary regulations adopted by all applicable governing bodies and all Rules and Regulations promulgated by Authority. Company will give access for inspection purposes to any duly authorized representatives of such governing bodies;
- e. Provide all Personnel the materials, supplies, equipment, tools, vehicle transportation, uniforms and any other items or services necessary to coordinate, manage, supervise, administer and perform the Services;
- f. Efficiently manage warranties on Authority-owned equipment within the CRDC;
- g. Utilize best efforts to control utility costs;
- h. Display Company's business name and/or logo prominently on the doors of all vehicles used in the performance of Services;
- i. Pay any fines levied against the Airport caused by Personnel and/or invitees, at no cost to Authority;
- j. Pay for the replacement of issued keys;
- k. Use the CRDC only for the purpose that it was intended with no unlawful or offensive use of the CRDC;
- l. Conduct no other business at the CRDC;
- m. Return the CRDC to Authority upon completion or termination of this Contract

without delay or conflict; and

- n. Report any issues, injuries or damages of any nature immediately to Authority.

6.0 Corporate Representative

Company will designate a Corporate Representative. The Corporate Representative may not be removed or replaced without approval of Authority. The Corporate Representative will respond to any concerns from Authority with respect to performance of the Services and any terms and conditions of this Contract, will be available via phone during normal business hours, and will respond to the site as needed to discuss and determine the appropriate action needed to address Authority's concerns.

7.0 General Manager

Company will designate a General Manager. The General Manager will not be removed from overseeing and managing the Services without the approval of Authority. The removal of the General Manager due to incapacity, voluntary termination, or termination due to just cause will not constitute a violation of this Contract. Authority will require that, at a minimum, any proposed replacement have equal or greater qualifications and experience as the General Manager being replaced. Company will not make any changes of the General Manager until written notice is made to and approved by Authority's Director of Concessions or designee.

8.0 Services Implementation

Company Will:

- a. Review all operational and maintenance manuals for the systems and equipment installed at the CRDC;
- b. Obtain building improvements and equipment needed to perform the Services including, but not limited to:
 - 1) Office and break room furniture, equipment and supplies;
 - 2) IT systems and computer equipment, including all necessary software;
 - 3) Telephone service equipment to be used with the Tampa Airport Shared Tenant Services (STS) system;
 - 4) Wireless communication equipment as required to maintain communication among Personnel and Authority;
 - 5) Security equipment and devices required for secure storage and monitoring of

goods and supplies;

- 6) Pallet-lift or jacks, fork-lifts, and associated equipment to move and transfer deliveries, including battery chargers, as necessary;
 - 7) Sufficient numbers of refrigerated delivery trucks with lift gates and other vehicles to meet the requirements of the Services; and
 - 8) Shelving, containers, lifts and other operational equipment required to run the CRDC.
- c. No later than 30 days prior to the Effective Date, provide the following for review and approval by Authority and, as appropriate, TSA:
- 1) CRDC Customer Procedures. Upon approval, the procedures will be incorporated into the Concessions Handbook which is as attached to the Contract as Exhibit B and incorporated in the Contract by reference; and
 - 2) Security and Safety Plan.
- d. Recruit and employ, under adequate supervision, sufficient Personnel to meet the requirements of the Services in a reliable, efficient, and cost effective manner; and
- e. Provide training to Personnel at no additional cost to Authority to ensure Personnel are capable of performing the Services including, but not limited to, training in operational safety programs, inventory procedures, food handling, recycling programs, delivery/pick-up routes at the Airport, airfield driving, and TSA and Airport security policies and procedures.

9.0 On-going Services Beginning as of the Effective Date

Perform the following logistic services including, but not limited to, the receipt, distribution, inter-terminal transfers, and return of parcels, receiving, delivery, and distribution services for Customers (as directed):

- a. Employ, under adequate supervision, sufficient Personnel to meet the requirements of the Services in a reliable, efficient, and cost effective manner.
- b. Known Shipper Program
Establish and manage a Known Shipper Program to include, but not be limited to, the following:
 - 1) Establish procedures for Known Shipper approval(s) to include an application

process, delivery procedures, and scheduling;

- 2) Maintain relationships with suppliers and Customers to ensure the efficient and timely operations of the CRDC; and
 - 3) Determine CRDC dock usage authorization, scheduling, and best method of receiving of goods, documentation, temporary storage, staging, segregation, loading, redistribution/delivery, merchandise inter-terminal transfers and returns on a daily basis.
- c. Bonded Items
Provide escort or logistic services for bonded items (alcohol and tobacco products) sold at duty-free locations and such other items where direct delivery is required by law.
- d. Deliveries
- 1) Standard Deliveries
 - a) Ensure parcels, goods, merchandise, supplies or other items through the CRDC are delivered in accordance with As Promised Performance and delivered to the intended Customers at the appropriate location on average within four hours of receipt at the CRDC or as otherwise approved by Authority.
 - b) Schedule dock times for all Concessionaire's deliveries in advance, as well as manage the process for the Services requested in this Scope of Services.
 - c) Work with the delivery recipients to ensure scheduling of inbound goods in sufficient time to enable the Company to deliver to recipients within As Promised Performance.
 - d) Develop a plan to monitor, schedule and pick-up returns including, but not limited to, outbound parcels, empty beer kegs and CO2 tanks, linen bins, totes, pallets, bread and pastry racks, and expired magazines and newspapers.
 - e) All parcels will be delivered to their intended recipients within the scheduled timeframe that the parcel arrives at the CRDC. The Authority will assign the Company's pre-determined nodes, or areas of delivery, across the entire Airport campus.
 - f) Company will work cooperatively with Tenants and delivery recipients to schedule all deliveries arriving to the CRDC for the following, but not to be limited to, delivery types:
 - 1) All concessions;
 - 2) All parcel (such as: FedEx, UPS, and DHL) deliveries to Concessionaires;
 - 3) United Services Organization (USO); and
 - 4) Airline Clubs.
 - 2) Exceptions:
 - a. Certain products, including but not limited to, newspapers and baked goods, must be delivered to the Customers upon receipt at the CRDC.

b. Only on a rare exception, with full documentation and upon approval of Authority, can parcels, goods, merchandise, supplies or other items remain at the CRDC overnight.

3) Inter-Terminal Transfers

Develop and implement a plan for the inter-terminal transfer of goods within and between the Main Terminal and the Airsides as required by Customers.

4) Returns

Collect and coordinate all return items to the CRDC to be picked up by the suppliers. Company is not responsible for U.S. Mail returns. Returns and inter-terminal transfers must be accommodated on average within four hours from notice of availability.

5) Damage/Spoilage of Product

Company is responsible to Customers for damage to or spoilage of product received by Company that may have occurred while product was in possession of Company, except for concealed damaged. Company will note any visible damage to incoming product. Company will work with the Customers or other applicable parties regarding any such claims.

6) Scheduling

Company will schedule deliveries in a manner that does not interfere with passenger travel safety and convenience. Delivery schedules will avoid the busiest hours of the day and should consider peak travel times and seasonality. Company will:

a. Schedule dock times for all Customer deliveries in advance as well as manage the process to successfully provide the required Services.

b. Develop and implement a plan for the inter-terminal transfer of goods between the Main Terminal and the Airsides.

c. Develop and implement a plan to monitor, schedule, and pick-up returns including, but not limited to: outbound parcels, empty beer kegs, totes, pallets, bread racks, CO2 tanks, pastry racks, and expired magazines and newspapers.

d. Safely provide collection, transportation, management, and disposal of used cooking oil from Concessionaires' food and kitchen areas.

e) Perform other Authority pickup, delivery or inter-terminal transfer services as requested by Authority, such as recycled paper.

f) Coordinate with Customers for return of items bound for the Food Repurposing Program.

7) Inspections

- a) Inspect deliveries and goods to ensure that no items are on the TSA's list of prohibited items.
- b) Verify that inspection of all deliveries and merchandise meet all required TSA security regulations regarding the inspection of merchandise, supplies, inventory, tools and packages to ensure the integrity of the merchandise and packages delivered and moved to and from the Main Terminal and the Airsides.

10.0 Service Hours

The Services are to be performed during the following times. Changes to the Service Hours require advanced authorization, in writing, by Authority Director of Concessions. Authority reserves the right to make changes to the Service Hours.

Service Hours will be submitted to and approved by Authority. The following are considered minimum Service Hours:

Minimum hours of operation for the CRDC are as follows:

- Monday – Friday: 3:00 a.m. to 3:00 p.m.
- Saturday: 4:00 a.m. to 12:00 p.m.
- Sunday: 4:00 a.m. to 12:00 p.m.

11.0 Maintenance

Company will:

- a. Keep the CRDC continuously neat and clean, produce no unnecessary waste, and promptly repair all damage caused by Personnel and its agents or invitees. Authority will have the right to approve the quality of such repairs.
- b. Maintain in a manner acceptable to Authority all Authority-owned equipment in the CRDC including, but not limited to:
 - 1) Walk-in freezer
 - 2) Walk-in refrigerator
 - 3) Building HVAC equipment
 - 4) Building lighting and electrical equipment
 - 5) Emergency generator

Should Authority determine the maintenance and/or repair services are unacceptable,

Company will have 24 hours to correct the unacceptable condition before liquidated damages are assessed.

c) Restore at its own expense any portion of the CRDC damaged by spillage or improper use of products or equipment by the negligence of Company's Personnel, agents and/or invitees. If Company fails to do so, Authority may restore such areas or facilities and deduct the cost thereof from amounts due to Company under the Contract. Any injuries or damages of any nature will be immediately reported to Authority.

d) Maintain, repair or replace all damage that occurred as a result of Company's actions. Damage should be reported to the Authority immediately and, depending on the type of damage, the Authority will either make immediate repairs and invoice Company for same, or give Company written notice identifying the repairs needed and the date upon which the repairs will be completed by Company.

e) Return the CRDC at the expiration or termination of this Contract to Authority in like-new condition, reasonable wear and tear excepted. Company will not be required to repair any damages not caused by Personnel, agents and/or invitees.

f) Authority representatives may enter the CRDC at any and all times during the Term of this Contract for the purpose of determining whether the Company is complying with the terms and conditions of this Contract, or for any other purpose.

12.0 Trash and Refuse

a. Company will provide a complete and proper arrangement for the adequate sanitary handling of all trash and other refuse generated by Company and will provide for its timely removal to a trash disposal unit. Company will provide and use suitable covered, leak proof receptacles for all trash and other refuse on or in connection with the CRDC. The piling or storage of boxes, cartons, pallets, barrels, or other similar items is prohibited. Company will use its best efforts to minimize waste created by its operation and to recycle as much material as possible

b. Company will not store, use or dispose of hazardous materials on Authority premises, nor cause, permit or allow any officer, agent, employee, Company, permittee, or invitee of Company to store, use or dispose of Hazardous materials on Authority premises. Company will be solely and fully responsible for notifying the appropriate public agencies and Authority of any Hazardous materials release which occurs on the Authority premises, or is caused by or results from activities of Company, Company's Personnel, agents, employees, officers, contractors, permittees or invitees on Authority premises, regardless of whether the release was caused by or results from Company's activities.

12.0 Personnel

a. Company will:

- 1) Manage, maintain and operate the CRDC under the supervision and direction of qualified, competent individuals who will at all times be authorized to act on behalf of Company.
- 2) Develop the CRDC operation in accordance with industry standards, Company's Response, Authority Policies and Standard Procedures, Federal, State and local regulations, and any food safety regulations.
- 3) Ensure all Personnel are security badged and pay all associated costs, fines and fees at no cost to Authority in accordance with this Contract. Notification of employee's change of status will be reported to Authority Badging Office immediately. No Personnel will be allowed to work at the Airport without a valid security badge.
- 4) Abide by all State and Federal regulations on the wages and hours of its Personnel, to include, but not be limited to, the Florida Human Relations Act (FHRA), the National Labor Relations Act (NLRA), the Federal Fair Labor Standards Act (FFLSA), the Federal Civil Rights Act of 1964 (Title VII), as amended, and the Americans with Disabilities Act (ADA).
- 5) Be solely responsible for the safety, conduct and performance of its Personnel and take all necessary steps to terminate Personnel who participate in acts of misconduct. Immediately, upon written notice by Authority, Company will remove from its payroll at the Airport any employee who participates in unsafe and/or illegal acts, who violates Authority Rules and Regulations or who, in the opinion of Authority, is otherwise detrimental to the public.
- 6) Maintain a drug-free workplace within the meaning of the Florida Drug- Free Workplace Act and require Personnel to be drug tested, at no additional cost to the Authority, upon reasonable suspicion of drug use.
- 7) Provide training to Personnel throughout the Term of the Contract and at no additional cost to Authority to ensure all Personnel are capable of performing the Services including, but not limited to, training in operational safety programs, inventory procedures, food handling, recycling programs, used cooking oil handling, delivery/pick-up routes at the Airport, airfield driving, and TSA and Airport security policies and procedures.
- 8) Provide a uniform with Company's logo such as shirt, blouse, or smock and pants and winter coat when applicable, as approved by Authority, for its Personnel on all shifts to assure a neat and clean appearance as well as identity. Provide Personnel name tags with Company logo. Security Badges will be worn conspicuously by all employees while on duty. No non-uniform outer garments will be worn over the uniform during normal performance of Services.
- 9) Assign a representative who will be available at all reasonable times to the Authority Director of Concessions;

10) Exercise reasonable control over conduct, demeanor and appearance of its Personnel, employees, agents and representatives and the conduct of its companies and suppliers who conduct business at the Airport. Upon objection by Authority to Company's Personnel, representatives, agents or employee concerning conduct, demeanor or appearance of such persons, Company will immediately take all reasonable steps to remove or remedy the cause of the objection.

11) Comply with all security-related laws, rules, regulations, policies and orders, including, without limitation, those promulgated by the TSA.

b. Personnel will:

1) Possess a valid Florida Driver's License if operating a motor vehicle on Airport roadways, be covered by Company's insurance, and receive Authority vehicle area training, as applicable.

2) Wear assigned uniform and name tag with security badges conspicuously while on duty.

3) Be clean and neat and deal with Customers and Airport users in a polite manner.

4) Be able to communicate effectively in English to carry out assigned job requirements.

5) Not use improper language or act in a loud, boisterous or improper manner.

6) Not sit down, take breaks, or otherwise loiter in public areas of the Airport while in uniform.

7) Complete an initial training program and annual refresher training on the duties, responsibilities, and technical aspects of assigned job responsibilities to safely and efficiently provide the Services.

c. Reporting and Tracking

1) Submit to Authority a weekly report detailing the delivery schedule for the upcoming week, such as a seven-day advance notice of deliveries.

2) Submit to Authority a monthly report detailing the As Promised Performance and if the on-time delivery metrics were met.

3) Establish and manage a monthly and annual Supplier Management Plan (SMP). The SMP will include the following tasks:

a. Meet with Suppliers and delivery recipients at the Authority to ensure the efficient and timely operations of the CRDC; and

b. Determine dock usage authorization and the scheduling of all dock activities; and

c. Provide appropriate materials management software with the ability to track throughput, measure performance of operations, and have full audit capacity.

4) Develop and implement a tracking database system which includes all required equipment and software. At a minimum, the electronic tracking database system will have the capability to track throughput, measure performance of operations, generate management and operations reports as requested by Authority, track positive delivery confirmation processes, and have full audit capabilities. Time and date stamping

capabilities are required for all products, packages, and any other materials or items either received at the CRDC, delivered to or returned from the Airsides, or transferred between the Main Terminal and Airsides.

d. Additional Services

Authority may from time to time make special requests related to delivery, inter-terminal transfer and return services not listed in this Contract (Additional Services). These Additional Services will not result in additional fees to Authority.

12.0 Improvements to the CRDC

Improvements, not including mobile equipment, will be amortized on a straight-line basis over the seven-year Term of this Contract. Company may make alternations or changes, or cause to be made, built, installed, or removed, machines, appliances, utilities, signs, or other improvements necessary or desirable to provide the Services described herein, provided the changes and alterations will be in accordance with plans and specifications, including but not limited to working drawings previously submitted to and approved in writing by the Authority. All construction, installations, alterations, changes and removals and any other improvement work will be done in accordance with all applicable laws, including, but not limited to, ADA regulations, ordinances, codes, rules and regulations, and Federal State and local laws.

Concessions Handbook



Version 5 | June 28, 2017

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I. INTRODUCTION

The Hillsborough County Aviation Authority (Authority) strives to maintain the high standards of customer service, facility and equipment maintenance, cleanliness, and security that passengers have grown to expect at Tampa International Airport (Airport). To ensure extraordinary standards and service, this Concessions Handbook (Handbook) outlines the rules, regulations, and guidelines for operation within the Airport.

The information in this Handbook is not all inclusive and is subject to change at any time. In the event of any inconsistencies between the terms and conditions in this Handbook and those of a Concessionaire's Lease and Concession Contract (Contract), the Contract shall control. Concessionaires will be notified of any updates to the Handbook in writing. The most current version of the Handbook will be available to download from the Airport website: <http://www.tampaairport.com/concessions>. Concessionaires, tenants, permittees, contractors, vendors, and their employees are required to comply with all rules and regulations pertaining to conduct while on the property or in any building of the Airport, as well as all other rules and regulations which are applicable to the operation of their respective businesses. The most current version of the Handbook must be available to all employees at each Concession Location.

A. AUTHORITY MISSION AND VISION STATEMENT

The mission of the Authority is to be a major driver in the economic growth of the Tampa Bay Region. We will be leading edge innovators to create access and extraordinary customer experiences through our people and facilities to build prosperity for our stakeholders and the region.

The vision of the Authority is to be a vibrant aviation gateway for the Tampa Bay Region, providing access and economic opportunity for all stakeholders.

II. GENERAL INFORMATION

A. OVERVIEW

1. Rental Cars

On-site rental car companies are located across the roadway from Blue and Red baggage claim.

The Authority is constructing a Rental Car Center (RCC), which is scheduled to be operational in the third quarter of 2017. The on-site and off-site rental car companies currently available are:

Rental Car Companies	
On-site	Off-site
Alamo	ACE Rent A Car
Avis	Advantage Rent A Car
Budget	Carl's Van Rentals
Dollar	E-Z Rent A Car
Enterprise	Fox Rent A Car
Hertz	Payless Car Rental
National	Rentmax / Economy Rent A Car
Thrifty	Sixt Rent A Car
	Zipcar

2. Telephones

- **Courtesy phones** offering paging service and free local or toll free calls are located on all Airport Terminals.
- **TTY phones** (Text Telephone for the Hearing Impaired) are located on the Main Terminal level 3 at the location listed below:

Building	Level	Location
Main Terminal	Transfer Level, Level 3	Yeager Elevators Red Side by mailboxes

- **Assistance Telephones** are located in the Short and Long Term Parking Garages near the elevators on each level, and at shuttle stops in the Economy Parking Garage.
- **Hotel / Motel Courtesy Phone Center** is located on both sides of baggage claim on level 1 of the Main Terminal. These centers also list permitted off-site rental car companies and nearby restaurants.

3. Ground Transportation

During the Main Terminal & Airport Concessions Redevelopment Program (MTAC), ground transportation access is available through Red and Blue baggage claim outside Blue 2 GT area doors near bag belt 7 and outside Red 1 GT area doors near bag belt 9. Ground Transportation Services include:

- HART/Local Bus Service
- Prearranged Limousines and Hotel Shuttles
- Off-Airport Rental Car Courtesy Vehicles
- Off-Airport Parking Courtesy Vehicles
- Super Shuttle
- Tour/Charter Buses
- Taxicabs
- Yellow Cab of Tampa and United Cab

4. Customer Parking Information

Cell Phone Waiting Lot is located near the Post Office at the Airport entrance (follow signs). Flight information, restrooms, vending machines, and free Wi-Fi are available there. The cell phone waiting lot is free of charge.

Economy Parking Garage is located across from the Post Office. Shuttles run back and forth from the Economy Parking Garage to the Airport. Returning passengers can board the shuttle bus outside Blue 2 doors near bag belt 7 and outside Red 1 doors near bag belt 9 in baggage claim. Current rates are: \$1 per 20 minutes, \$10 max per 24 hours.

Long Term Parking Garage is located adjacent to the Main Terminal. The Long Term Garage is accessible via monorail located on level 5 of the Main Terminal and/or pedestrian bridges from Main Terminal level 3 next to blue elevators. Current rates are: 0-60 minutes, free; 61-80 minutes, \$4; each additional 20 minutes, \$2; \$18 max per 24 hours.

Short Term Parking Garage is located atop the Main Terminal. The Short Term Parking Garage is accessible via elevators located in the Main Terminal. Rates are: 0-60 minutes, free; 61-80 minutes, \$4; each additional 20 minutes, \$2; \$22 max per 24 hours.

Valet Parking is located in the Short Term Parking Garage. Valet parking is accessible via blue side departures or Short Term Parking Garage level 5 via Armstrong and Yeager elevators. Current rates are: \$2 per half hour (\$5 min), \$30 max per 24 hours.

Sunpass is accepted in all garages, but not for Valet parking.

5. Additional Services

- **Airline Clubs** are **Delta Sky** on Airside E and **American Club** on Airside F.
- **ATMs** are located on levels 1, 2, and 3 of the Main Terminal; on all Airside Terminals (past security screening); and in the Marriott hotel lobby.
- **Bank / Suntrust** branch is located in Marriott hotel lobby
- **Business Center/ UPS Store** is located in the Marriott hotel.
- **Chapel** is located on level 3 of the Main Terminal, near the Armstrong elevators.
- **Currency Exchange / Flight Insurance / Travelex** is located on the Main Terminal level 3 near the Armstrong elevators. **Currency Exchange ATM** is located on Airside F after the TSA security checkpoint.
- **Electric Vehicle Charging Stations** are located in the Cell Phone Waiting Lot, in the Long Term Parking Garage on Level 2, and via valet parking.
- **Emergency Services (Paramedics / Fire Dept. / Police)** can be reached via Page/Courtesy telephone or by dialing 911.
- **Information Desks** are on level 3 and baggage claim on Main Terminal
- **Information Directories** are located throughout the Airport.
- **Lost and Found** can be reached via Page/Courtesy telephone or by calling 813-554-1414.
- **Luggage Carts / Smarte Carte** are located on levels 1, 2, and 3 of the Main Terminal and in the Short Term Parking Garage. Smarte Cartes are not allowed on the Airsides, except on Airside F for arriving international passengers where they are offered free of charge.

- **Mailing Kiosks / Mail Safe Kiosks** are located on all Airside Terminals (within the security screening area).
Mailbox Drop USPS is next to each elevator on Main Terminal level 3.
- **Service Animal Relief Areas (SARAs)** are located in the grassy areas across the vehicle drives of the arrival (baggage claim) and departure (ticketing) areas. SARAs are located in the truck courts on each Airside. Passengers with service animals requesting a SARA at an Airside should be directed to contact their airline for further information or to obtain access.
- **Smoking Areas / Outdoor Patios** are located on all Airsides (past security screening).
- **Travelers Aid Society** offers tourism information and passenger assistance and is located on the Main Terminal level 3 near the Armstrong elevators.
- **USO (United Service Organizations, Inc.)** is located on level 2 of the Main Terminal.
- **Wheelchair Assistance / Skycaps** can be reached by contacting the individual airline on the Main Terminal level 2 ticket counter.
- **Wireless Internet** is available free of charge throughout the Airport facilities.

B. USEFUL CONTACTS

Office	Phone Number	Topic	Email
Emergency	911	medical, accident, threat, fire, etc.	
Airport Information	813-870-8700	general airport/airline inquiries	
Airport Operations Center	813-870-8770	operations related inquiries	
Airport Police Operations	813-870-8760	non-emergency	AirportPoliceDepartment@TampaAirport.com
Badging	813-870-8753	badging information, apply, training, renew	
Concessions Department	813-554-1418	general concessions inquiries	Concessions@TampaAirport.com
Irene Pierpont, Sr. Manager	813-554-1446	CRDC, support space, compliance, TPAcrp	IPierpont@TampaAirport.com
Nina Mahoney, Sr. Manager	813-676-4371	events, media, sales, merchandising	NMahoney@TampaAirport.com
T. Rutherford, Compliance Specialist	813-870-7815	daily operations, compliance	TRutherford@TampaAirport.com
CRDC	813-435-6000	distribution and delivery services	baltpacrdc@airportlogistics.org
Incident Command Center	813-870-8752	updates during airport emergency	ICC@TampaAirport.com
Lost and Found	813-554-1497	lost items in concessions and/or airport areas	LandF@TampaAirport.com
Mail Address Assignment, Jackie Smith	813-870-7861	U.S. mail delivery address assignment	JSmith@TampaAirport.com
Maintenance Department Work Control	813-870-8740	pest control, grease traps, food court janitorial	WorkControl@TampaAirport.com
Shared Tenant Services, Mark Peterson	813-801-6044	data and phone line setup	MPeterson@TampaAirport.com
Parking Permit Office	813-870-8792	employee parking/shuttles	PermitOffice@TampaAirport.com
Passenger Paging	813-870-8770	lost person(s)	

C. USEFUL WEBSITES

Florida Department of Transportation DBE Program	http://www.dot.state.fl.us/equalopportunityoffice/dbeprogram.shtm
Federal Aviation Administration	http://www.faa.gov/
Florida Licensing	http://www.myfloridalicense.com/dbpr/
Florida State Fire Marshal	http://www.myfloridacfo.com/Division/SFM/#.U8boNjbD9aT
Local Health Department	http://hillscountyhealth.org/
Tampa International Airport	http://www.tampaairport.com/
Transportation Security Administration	http://www.tsa.gov/
U.S. Department of Transportation DBE Program	http://www.dot.gov/osdbu/disadvantaged-business-enterprise

D. BADGING PROCESS

Only those Concessionaires that hold a contractual or lease agreement with the Authority, and have a definite need to obtain badge credentials for their Personnel, will be considered as an "Authorized Issuer" under Tampa International Airport Security Identification Badge Program. An Authorized Issuer company must designate at least one, but not more than three signatories, and must submit an "Authorized Issuer Signatory Form Letter" to the ID Badging Office. This form is available in Section VIII. Forms. All Authorized Issuer Signatories must first go through a Transportation Security Administration (TSA) Security Threat Assessment (STA), FBI fingerprint-based Criminal History Records Check (CHRC), and successfully complete the computer based ID Badge training class. All Authorized signers for these badges must also complete the mandatory Authorized Issuer Signatory training (AST) prior to signing for any ID badge at the Airport. All new signatories must have a completed and signed Badge Application and FBI Fingerprint Based Criminal History Records Check (CHRC) application, with appropriate I-9 documents, with one either one document from List A or one from List B (this ID must contain a photograph) **and** one from List C. Individuals who are born outside of the U.S. and who are U.S. citizens must provide proof of U.S. citizenship with one of the following combinations:

- Valid U.S. Passport
- Valid Driver's License with Social Security Card **and** Naturalization Paper
- Valid Driver's License with a Certificate of birth Abroad issued by U.S. Department of State

All new Authorized Signatories must schedule appointments on-line through the badge office on-line scheduling website at <http://www.tampaairport.com/badgingappt> and take the Security Identification Display Area (SIDA) and AST Training. All Authorized Signatories are also required to schedule for Authorized Signatory Training on-line annually to maintain their signatory status

New applicants applying for an Airport ID badge for unescorted access to the Security Identification Display Area (SIDA) will be charged \$43.00 which includes the CHRC and STA fees. New badges will be issued for three months to start, then nine months to finish the first year and then a maximum of one year after that. Applicants may be issued for shorter terms at the discretion of the Badging office. An ID badge will not be issued to an individual until he or she passes a CHRC and STA with a completed and signed Badge Application and Fingerprint Form and the appropriate IDs' as listed above, and successfully complete the computer based ID Badge training class. An appointment must be scheduled on-line through the badge office on-line scheduling website at <http://www.tampaairport.com/badgingappt>. Each time an individual renews his or her ID badge, the total badge fee will apply and a SIDA Renewal appointment must be scheduled on-line.

Lost, stolen and unaccounted badges for direct employees of the Concessionaire will be charged an additional \$65.00 for replacement. Contractors doing work on behalf of a

Concessionaire will be charged \$300.00 for lost, stolen, or unaccounted ID badges. Replacement of Lost/Stolen badges must complete a new Badge Application with a valid Driver's License, and no appointment is required.

Fees are subject to change at any time.

Airport Identification Security Badges remain the property of the Authority and must be returned to the Authority upon the individual's termination of employment or work assignment at the Airport. The Authorized Issuers are responsible for the proper use and accountability of all ID Badges issued under their authority.

A monetary penalty may be assessed by the TSA against a Concessionaire if a Concessionaire violates the requirements of the Airport Security Plan and/or TSA Regulations.

For more information, the Authority ID Badge Office can be reached by calling 813-870-8753.

E. EMPLOYEE PARKING

1. Each employee requesting employee parking privileges must have an approved authorization card on file before access will be issued. The authorization card will include Concessionaire name, employee's name and airport security identification card number (if issued), and certification of employment by an authorized official of the Concessionaire. The authorization card, along with payment for at least one month's parking, will be submitted to the parking permit office located at the North Parking Lot 1. A map indicating the location of the North Parking Lot 1 is included in Section IX. As an option, the employer may fax the authorization card to the permit office in advance (fax # 813-396-3039). A copy of the authorization card can be found in Section VIII. Forms.
2. After obtaining required authorization, all concessions employees will park in the North Parking Lot 1. There are three bus stops at the center of the North Parking Lot 1 where all employee pickups and drop offs are conducted. At the Main Terminal, all pickups and drop-offs are conducted at the west end of red arrivals, outside of the Air Canada, Cayman airlines door.
3. Employees will need an Airport Security Badge or a valid corporate picture ID to park in the North Parking Lot 1 and board the buses. Employees must have this ID available at all times when in the North Parking Lot 1 or on the employee bus.
4. Employees and their possessions are subject to search while on Airport property, including in the North Parking Lot 1 and on the employee bus.

5. Parking fees are \$25 monthly and are subject to change.
6. For more information about employee parking, the Parking Permit Office can be reached by calling 813-870-8792 or emailing PermitOffice@TampaAirport.com.

F. EMPLOYEE DROP OFF AND PICK UP

Employees may be dropped off in the Red or Blue Departures curbsides in front of the Main Terminal. **The Departures curbsides are for active unloading only.** Employees

may be picked up at the Red or Blue Baggage Claim curbsides. **Baggage Claim curbsides are for active loading only.**

No vehicles may be left unattended when dropping off or picking up employees. Unattended vehicles will be towed immediately. To avoid drivers circling the airport, drivers should park and wait in the Cell Phone Waiting Lot until the employee has arrived at the Baggage Claim curbside for pickup, and then proceed to the Main Terminal. The Cell Phone Waiting Lot offers free WiFi, restrooms, and flight information.

G. MAIL DELIVERY

For U.S. mail delivery address assignment, please contact Jackie Smith by calling 813-870-7861 or by email at JSmith@TampaAirport.com.

III. CUSTOMER SERVICE

The Authority understands that customer satisfaction is a main driver in the success of our operations and we aim not only to achieve satisfaction, but to exceed customer expectations. Traveling customers have specific needs and the Authority strives to ensure all employees at the Airport are aware of and accommodating to those needs. Concessionaires are expected to abide by the Authority's Service Values, Service Standards, and Image Standards set forth below. In addition, each Concessionaire is required to follow all customer service standards submitted in Response to any RFP that was awarded to Concessionaire, including any subsequent information submitted by Concessionaire during the evaluation process. Concessionaire will also submit customer service standards for each Concession Location to the Concessions Department prior to opening for business, as outlined in Section VI. Compliance below. The following values and standards will serve as guiding principles for each Concession Location and Concessionaires will be held accountable for enforcing these values and standards.

A. SERVICE VALUES

All Concessionaires will adhere to the Authority's Service Values by delivering extraordinary customer service and embodying the "I am Tampa International Airport" customer service philosophy. It is important to the Authority that all customers feel genuinely welcomed and appreciated for their business. Concessionaires will anticipate the needs of customers by identifying expectations and working to meet or exceed those needs. Following are the Airport's Service Values:

"I am Tampa International Airport"

1. My guest is my first priority – I am Responsible
2. I greet every guest with a smile – I am Approachable
3. I anticipate my guest's needs – I am Attentive
4. I own and do my best to resolve my guest's problems – I am Reliable
5. I am proud of my professional appearance, language and behavior – I am Respectful
6. I seek opportunities to innovate and improve my guest's experience – I am a Problem-Solver
7. I assist in providing a safe, clean and secure environment for guests and employees – I am Confident
8. I deliver the Wow! – I am Committed

B. SERVICE STANDARDS

In order to achieve the Authority's Service Values, the following Service Standards have been developed to set the B.A.R. for service excellence. These Service Standards ensure that customers receive the best traveling experience and feel appreciated for selecting to travel at the Airport.

Brilliance:

- Customers are welcomed and greeted in a friendly and comforting manner. Customers are genuinely thanked for their business.
- Customers are guaranteed to receive high quality products and services.
- Employees are given all of the training and knowledge necessary to competently and confidently serve customers.
- Employees strive to delight customers through uncompromising levels of courtesy, cleanliness, and positive performance.

Attentiveness:

- Customer needs are anticipated and handled proactively.
- Employees are aware of important landmarks and are prepared to answer the questions of travelers.
- Employees act with a sense of urgency, understanding that traveling customers have time constraints.
- Procedures are in place for customers to easily contact management with concerns, complaints, questions, or suggestions.

Reflection of TPA:

- The image our Concessionaires portray is a reflection of the Airport and must convey excellence at all times.
- Employees are well groomed, neat, professional, and comply with the Image Standards set forth below.
- Employees maintain eye contact and offer full attention while conversing with customers.
- Employees maintain composure and a calm demeanor when encountering disgruntled customers.

C. IMAGE STANDARDS

Image is the most critical element passengers utilize to evaluate the Airport. The behaviors and appearance of all employees who work at the Airport greatly influence our passenger's initial impression of our image. The Airport's image should convey professionalism, confidence, composure, excellence, and quality. A fresh, neat, and composed appearance reflects these qualities and exhibits the commitment and dedication we have to the work we do daily. The Image Standards below have been developed for all Concessionaires and their employees:

- Employees will maintain a well-groomed, neat, professional, and clean appearance at all times.
- Hair will be neatly groomed and pulled away from the face at all times.
- Concession specific uniforms are required to be worn appropriately, clean, and neatly pressed at all times. Prior to the use of any new uniforms or uniform changes, all uniforms must be approved by the Concessions Department.
- Name badges or security badges must be appropriately displayed at all times.
- Employees will refrain from using foul or inappropriate language at any time in the workplace, in the Airport, or while traveling via public transportation while wearing company uniform.
- Employees will refrain from eating, drinking, chewing gum, smoking, texting or talking on the phone while in any customer environment.
- Personal radio/ recorders or ear phone buds are not permitted at any time while employees are on duty. This applies regardless of whether or not these items are for sale at the Concession Location.
- Employees are expected to always be properly identified as an Airport concessions employee.
- Employees are prohibited from wearing items that could interfere or distract from providing quality service (e.g. no sunglasses are allowed unless prescribed by a doctor, excessive jewelry can become a distraction).
- Concessionaires are required to submit company and/or location specific uniform standards to the Concessions Department at least 30 days prior to the

opening date of a new Concession Location or to the roll-out date of any proposed uniform changes. Company standards must outline how uniforms are to be worn, acceptable amounts of jewelry, and finger nail standards (length of nails, nail polish and fake fingernail policies).

D. MYSTERY SHOPPER SERVICE

One way to evaluate sales and customer service success is through mystery shopping. The Authority encourages all Concessionaires to implement their own mystery shopper evaluations. In addition, the Authority may monitor, test, or inspect the services of any Concessionaire at any time through the use of a mystery shopper service or other commercially reasonable means. Concessionaires will be given copies of all Authority sponsored mystery shop reports and will be required to document corrective actions for any deficiencies found on mystery shopper visits and submit to the Concessions Department within 10 days of receipt.

E. CUSTOMER COMPLAINTS

All customer complaints referred to Concessionaires by Authority must be responded to by Concessionaire and a written copy of Concessionaire's response and/or corrective actions is to be submitted to the Concessions Department within 48 hours of referral.

F. CUSTOMER SERVICE TRAINING

Concessionaires are expected to provide excellent customer service. All concessionaires are highly encouraged to require customer service training for their staff. Concessionaires are responsible for following all customer service policies, procedures, guidelines, and training programs proposed in any RFP that was awarded to Concessionaire. Further, Concessionaires are required to follow all customer service policies, procedures, guidelines, and training programs submitted for each Concession Location as outlined in Section VI. Compliance below. All staff members are required to follow all Rules and Regulations of the Authority and should review this Handbook in its entirety. Concessionaires are required to keep on file copies of all management and supervisory level employee's signed forms acknowledging their receipt and understanding of this Handbook. Non-supervisory employees must read and review the Concessions Employee Quick Reference Handbook and sign acknowledging their understanding of that Quick Reference Handbook. In addition, the Authority may establish its own customer service training program and require employees of Concessionaires to participate.

G. RETURN POLICY

A clearly posted and understood policy allowing for exchanges and refunds encourages credibility and confidence in the product and the merchant. Concessionaires are required to display their Return Policy at each Concession Location so that it can be clearly seen by

the public. The Authority requires such policy to include a provision that all returns made within 30 days with valid receipt will be replaced, exchanged, or refunded at the customer's option. Concessionaire Return Policy signage will be approved by the Concessions Department prior to displaying. For more information on signage approval, see Section VI. Compliance, Subsection E., Signage Compliance.

IV. OPERATIONS

Concessionaires are responsible for ensuring that air travelers and the public are provided high quality food, products and services. A sufficient supply of food, beverages, articles and goods offered for sale, as appropriate by Concession, must be supplied and in stock at all times to meet the demand of customers.

If Authority identifies any problems with respect to the operation of any Concession, such as concerns related to quality, variety, and quantity of goods or services offered, the Concessionaire shall be notified in writing by Authority and shall correct the problem in the timeframe provided. Failure of Concessionaire to correct problem areas may result in fines or other remedies as outlined in Section VI. Compliance, Subsection D. Failure to Comply.

A. UNIFORMS

All concessions staff are required to have brand specific uniforms. Uniforms will be worn appropriately and will be clean and neatly pressed at all times. All uniforms must be approved by the Concessions Department, including new uniforms and uniform changes.

Any occasion or circumstance that would allow an employee to deviate from wearing approved uniforms is subject to prior approval from the Concessions Department.

B. SMOKING

Smoking is only permitted in the designated smoking areas within the Airport, as stated in Section II., General Information. Smoking, including electronic or vapor cigarettes/devices and other nicotine dispensing devices, is prohibited in all Authority areas, such as offices, halls, break rooms, and conference rooms. No employees are permitted to smoke while in uniform.

C. CASH HANDLING

Concessionaires are required to observe cash-handling procedures in accordance with sound accounting and financial control practices and as necessary to provide timely and accurate reports to the Authority. Prior to the opening of any new location, Concessionaires are required to submit a copy of cash handling procedures along with other documents set forth in Section VI. Compliance, Subsection B. Required Documentation Compliance. Authority may request an updated copy of these procedures at any time. The Authority shall have the right to monitor and test any Concessionaire's procedures and controls.

1. Making Change for the Public

Concessionaires are required to make change for the public. This will include servicing both persons making a purchase in the store and persons not making a purchase.

2. Credit Cards

Concessionaires will accept gift cards, airline vouchers, traveler's checks, debit cards, and nationally recognized credit cards including American Express, MasterCard, VISA, and Discover. No minimum credit card or debit card purchase amount or charge for credit card purchases is allowed.

3. Point of Sale Terminals

Concessionaires must install and properly train employees to use electronic point-of-sale terminal(s) (POS terminals) in order to provide an accurate record of all transactions occurring in each Concession Location for accounting, reporting and auditing purposes.

In order to provide an accurate record of transactions and to provide a high level of service to customers, employees must accurately perform the following features on the POS terminals:

- Accurate reporting of gross receipts by various merchandise and services categories
- Recording transactions by sequential control number to an audit tape or computer file
- Printing a transaction history to tape or computer file by time of day, day, month, and year by product category
- Printing customer receipts showing the amount due, amount tendered, and the amount of change due to the customer, as well as the time and date of the transaction and Concessionaire contact information including phone number and/ or email address for any customer concerns, complaints, or questions
- Giving accurate change
- Displaying fees to customers during a transaction

- Maintaining a secure transaction audit tape or ASCII transaction file on a removable storage device
- Discounting and returning of items

4. Lost Credit Cards

Concessionaires are required to develop a procedure for storage and disposal of credit cards left by customers and to submit this procedure to the Concessions Department. For more information, see Section VI. Compliance.

D. MANAGEMENT

1. The General Manager is the primary individual responsible to fulfill a Concessionaire's obligations to operate a Concession at the Airport and will have oversight of operations on the Premises, including those of any partners.
2. Offices should be located at or near the Airport and General Managers must be available 24 hours a day, 7 days a week for Authority staff to communicate any challenges and/ or emergencies. If the General Manager is not available, a qualified and responsible alternate is required to be left in charge and available 24 hours a day, 7 days a week with the ability and authority to make decisions on the Concessionaire's behalf.
3. Each Concession Location is required to have a manager or supervisor on duty and readily available with the capability to handle any customer concerns that may arise.
4. Concessionaire must submit a completed Concessions Contact Information Form prior to the opening of the first Concession Location in a package and must update the Form whenever a change is required.

E. PERSONNEL

Concessionaires will hire, train, supervise, and deploy a sufficient number of properly trained representatives, agents, and employees to service customers in a timely and efficient manner and to properly meet the operations and compliance requirements of this Handbook. Concessionaires will closely monitor Personnel to ensure first class service, as determined in the sole discretion of Authority. Concessionaire will determine and implement company disciplinary procedures for personnel who participate in acts of misconduct on or about the premises. These company standards and procedures are to be submitted to Authority following the requirements outlined in Section VI. Compliance, Subsection B. Required Documentation Compliance.

F. HOURS OF OPERATION

The hours of business shall be such that the passengers of all flights arriving or departing from any terminal where a Concession Location has been assigned will be accommodated.

1. Failing to open for business within thirty minutes of the required time or closing more than thirty minutes early will constitute a violation of the Contract, for which the Authority may assess fines as delineated in the Contract and incorporated in this Handbook in Section VI. Compliance, Subsection D. Failure to Comply.
2. Hours of operation are to be posted in each Concession Location as specified in the Concessions Design Criteria Manual.
3. The Concessions Department reserves the right to change the hours of operation to ensure that goods and services are available to serve the needs of the traveling public.

G. EXTENDED HOURS

In the event of extended flight delays, emergency circumstances, or other unforeseeable events that might keep passengers in the terminals longer than normal, Concessionaires will be asked to stay open and offer exceptional customer service to passengers who may be experiencing a stressful situation. Concessionaires are required to make all necessary accommodations to extend Store Hours until delayed flights depart or until instructed otherwise by the Authority. When an event requires extended hours, a notification will be sent from Airport Operations to all concession managers and locations. Some events may require extended hours through the night.

H. PRICING

Concessionaires are expected to provide the traveling public and Airport employees high quality products and services at reasonable prices. Concessionaires are required to follow the Authority's Pricing Standard, Price Benchmark Establishments, and price survey requirements outlined in the Contract.

1. Pricing Standard

- a. For merchandise with a pre-printed price affixed by the manufacturer or distributor, the selling price at the Airport shall not exceed the pre-printed price;
- b. The selling price for products and services at the Airport will not be greater than 10% above the selling price for the same or similar products and services at the Price Benchmark Establishments as approved by the Concessions Department.

2. Price Conformance

- a. The Authority may complete a price survey for goods or services offered by any Concessionaire. If the Authority concludes that any prices being charged do not comply with the Pricing Standard, then Concessionaire will be required to adjust prices within 3 calendar days of written notice from the Authority. Failure to adjust any pricing discrepancies within 3 calendar days may result in fines or other penalties.

3. Price Disclosure

- a. Prices for all food and beverages, including alcoholic beverages, must be displayed on menus or menu boards and available to all customers.
- b. Prices for all retail goods must be visibly marked on goods or displayed on a label near the item that clearly indicates for which items the price applies.

4. Price Surveys

- a. Price surveys are to be conducted no later than 30 days prior to the opening of a Concession Location and prior to the beginning of each Contract Year. A sample of the price survey form is located in Section VIII., Forms, and the fillable excel form and instructions for completion are available by contacting the Concessions Department.

5. Price Changes

- a. Concessionaire may request changes to pricing. Price change requests must be submitted in writing and include price surveys to justify supporting the price change.
- b. The Concessions Department will notify Concessionaire in writing of approval or rejection of each requested price change. No price changes will go into effect until after approval has been granted.

I. EMPLOYEE DISCOUNTS

Concessionaires shall offer a 10% discount on all food and non-alcoholic beverages purchased by Airport employees and employees of airlines operating at the Airport who have been issued (and show at the time the discount is requested) appropriate identification badges. The discount shall be based on Concessionaire's normal non-sale or non-promotional prices. No discount shall be given on food and non-alcoholic beverages with manufacturer pre-printed price.

J. PRODUCT QUALITY

All products sold or kept for sale are required to be of high quality and wholesome, and must conform in all respects to applicable federal, state, county and municipal food and drug laws, ordinances and regulations, along with Authority Rules and Regulations and Operating Directives. Printed menus are required to include appropriate descriptive terminology that accurately and truthfully describe the food or beverages, services, or products being offered.

The Authority may require a Concessionaire to discontinue the sale of any product it deems unsatisfactory, distasteful, or inappropriate for any reason.

All food and non-alcoholic beverage products should be made available "to go" for customers if they so request. The carry out or "to go" containers and flatware should be recyclable or preferably compostable, made of sustainable materials, and of high quality

and substantial enough for the customer to take on an airplane. All to go packaging must be approved by the Concessions Department for quality, usefulness, and durability.

If Authority identifies any deficiencies including, without limitation, quality, variety, and quantity of goods or services offered, Concessionaire will be notified in writing by Authority and will correct the problem within 7 days. If Concessionaire fails to correct the deficiency within 7 days, Authority may assess fines as described in Section VI. Compliance, Subsection D. Failure to Comply.

K. FOOD SAFETY AND SANITATION

Concessionaires are required to comply with all health and sanitary regulations adopted by Authority, City of Tampa, Hillsborough County, State of Florida, and any other governmental authority with jurisdiction. Concessionaire will grant access for inspection purposes to any duly authorized representatives of all such governing bodies, and will provide documentation to the Authority as outlined in Section VI. Compliance, Subsection B. Required Documentation Compliance.

L. MERCHANDISING

Concessionaires are required to develop and implement creative merchandising techniques to entice customers to purchase food, beverages, and retail merchandise. Food and beverage displays, retail merchandise displays, display cases, promotional displays, attractive and durable packaging, menu boards or table-top menus, and pictures of food and beverages or retail merchandise are some ways to merchandise product offerings. Apparel and accessory merchandising should be neatly folded or hung in appropriate locations. Display and materials placement must comply with ADA standards and allow for ease in movement by customers with luggage.

No merchandising displays or product may protrude past the lease line of any Concession Location. Concessionaires must submit proposed changes to merchandising fixturing plans to the Concessions Department for approval.

Food and beverage Concessionaires are encouraged to offer product samples for tasting; however, any such samples must be items sold at the specific Concession Location where the item is sampled, and no sampling may take place outside of the lease line for the Concession.

Authority may approve or disapprove all product displays and require a Concessionaire to modify product displays for any reason. If Concessionaire fails to comply with the written notice from Authority to modify a merchandising display, the Authority may assess fines as described in Section VI. Compliance, Subsection D. Failure to Comply.

M. CLEANLINESS

1. Concessionaires are responsible for all janitorial services within the lease lines. All designated premises occupied by Concessionaires shall be free, at all times, from all rubbish, filth, and refuse.
2. Concessionaires should develop a cleaning standard and schedule that encourages employees to clean during down time.
3. Concessionaires are required to develop a cleaning schedule similar to the one shown in Section VIII. Forms, Subsection C. Sample Cleaning Checklist and submit to the Concessions Department for review and approval at least 30 days prior to the opening of each Concession Location.
4. Cleanliness will be evaluated during Performance Audits. For more information about the items that will be audited, see Section VIII. Forms, Subsection A. Performance Audit Checklist.
5. Any areas not meeting cleanliness standards during Performance Audits, Health Inspections, Internal Audits, or visits by members of the Concessions Department will require corrective actions and follow up documentation as described in Section VI. Compliance.

N. MAINTENANCE

Concessionaire Maintenance:

1. Concessionaires will establish a preventive and routine maintenance program for the Premises, the provisions of which shall be subject to the initial written approval of and periodic review by Authority. Concessionaire will provide Authority a written schedule of Concessionaire's maintenance program at least 30 days prior to opening each Concession Location and annually thereafter. See Section VI. Compliance, Subsection B. Required Documentation Compliance for more information.
2. Concessionaire shall maintain each Concession Location in good appearance and repair, and in a safe, as-new condition. Concessionaire shall maintain, repair, replace, paint, or otherwise finish all leasehold improvements on the Premises (including, walls, partitions, floors, ceilings, windows, doors, glass and all furnishings, fixtures, and equipment therein, whether installed by Concessionaire or by the Authority). All of the maintenance, repairs, finishing and replacements shall be of quality at least equal to the original in materials and workmanship. All work, including finishing colors, shall be subject to the prior written approval of the Authority. Concessionaire shall keep the leasehold area well illuminated by replacing bulbs and ballasts as required.
3. Food & Beverage Concessionaires that use cooking oil on their Premises are required to provide a cooking oil reclamation, pumped and piped system. If any piping is required beyond the piping provided by the Authority, the Concessionaire must provide the extra length of piping and any modifications required by this addition in

- accordance with the Concessions Design Criteria Manual. Any additional piping or connections to existing piping that are added by a Concessionaire will be the responsibility of that Concessionaire to maintain.
4. Food & Beverage Concessionaires requiring roof access for hood cleaning will need to contact Work Control at least one week in advance by emailing WorkControl@TampaAirport.com or calling 813-870-8740. Information to be provided to Work Control by the work order requestor includes:
 - a. Requestor name, contact phone number, and organization
 - b. Complete description of the request for roof access, including the reason access is being requested (i.e. for hood cleaning) and the estimated duration of time access is needed
 - c. Exact location of the requested roof access
 5. On the night hood cleaning is conducted, a representative of Concessionaire is required to call Work Control at 813-870-8740 before starting work on the roof and after work on the roof is complete. Airport maintenance personnel will unlock the appropriate roof access, inspect the roof work areas, and relock the roof access door once work is complete. Note that if hood cleaning is provided by a contractor, then an individual with SIDA escort privileges will be required to escort the contractor while in secure areas of the Airport. If it is determined that maintenance is not in compliance with Airport standards, the Authority will notify Concessionaire in writing. If the required maintenance is not performed to the Authority's satisfaction within 15 calendar days after receipt of such written notice, then the Authority may choose to perform the maintenance and charge the Concessionaire for the cost of the work done plus a 15% administrative fee.

Authority Maintenance:

1. Grease Interceptors- Each Airside has differing conditions, but all have central below-grade grease interceptors. The Authority has contracted for regular pressure pumping of waste grease from all interceptor tanks located outside of the lease line and for semi-annual water jetting of the sanitary sewer lines servicing the interceptor tanks from the outside access ports. If it is found that excessive clogging has occurred in the drain lines or interceptors that can be traced back to a specific Concessionaire, that Concessionaire will be charged to have that material removed. Excessive clogging may occur by the entrance of coffee grounds, dairy product build-up, rags or cloths, or any other debris or foreign objects entering the piping in excess.
2. Food Court Common Area Cleaning/ Janitorial- The Authority has contracted for janitorial services in food court common seating areas within the Airport Terminals. The Authority will maintain all seating and trash receptacles located in common seating areas, such as common food court seating areas. Any seating, whether food court seating or otherwise, located within a Concessionaire's lease line is the responsibility of that Concessionaire to

clean and maintain. The Authority will not provide tray cleaning or return services.

3. Areas outside of Concessionaire Premises- Any areas on Airport property that are not included in Concessionaire Premises that require maintenance should be reported to Work Control at the contact information listed below.
4. Pest Control- The Authority has contracted for pest control services, which are detailed in Section M. below. To request services beyond those regularly scheduled by type of Concession in Section M., a work order may be placed by contacting Work Control and the contact information listed below.
5. Work Control- To report any concerns related to common grease traps, pest control, food court common area seating, or other common areas on Airport property, a work order may be placed by contacting Work Control by email at WorkControl@TampaAirport.com. Be sure to also copy the Concessions Department on the email. Work Control may also be contacted by calling 813-870-8740. For any work orders called in, be sure to also call or email the Concessions Department to notify of the request. Work Control is available 24/7. Information to be provided by the work order requestor includes:
 - a. Requestor name, contact phone number, and organization
 - b. Complete description of requested work or repair, including operational impact
 - c. Exact location of the requested work or repair
 - d. Drawings, photos, or sketches, if appropriate, which would help explain requested work or repair

O. PEST CONTROL

The Authority has contracted for pest control services inside and/or outside of each Concessionaire's Premises. Concessionaires are required to facilitate services by providing access to the Premises, and paying their portion of the costs in accordance with the Contract.

Retail Concessions:

Each retail concession will be inspected and treated monthly using the Airport's Integrated Pest Management Program. A service technician is on site every Friday to address all call backs or additional services. Emergency services are handled on a case by case basis.

Food and Beverage Concessions:

Each food and beverage concession will be treated in accordance with the Florida Department of Business Professional Regulations, Division of Hotels and Restaurants administrative rules and the U.S. Public Health Service Food Code, 2009. Each treatment comes with a 30-day guarantee with call backs to be scheduled each week on a day to be determined. Each food and beverage concession will be inspected and treated on a

monthly basis. These treatments will normally take place after Store Hours, with days and times to be determined. A sample schedule is provided below and will be updated from time to time:

Week 1:	Main Terminal F&B Concessions
Week 2:	Airside A F&B Concessions
Week 3:	Airside C F&B Concessions
Week 4:	Airside E and F F&B Concessions

The food and beverage Concessionaire may have pest control standards that exceed the minimum required by law as stated above. Any Concessionaire requesting additional services should contact Work Control. Additional services are handled on a case by case basis.

Concessions Support Spaces:

Each support space will be inspected and treated monthly. The method of treatment will depend on the type of operation. Food and beverage support spaces will be treated under the U.S. Public Health Service Code and support spaces used for storage of retail items will be treated under the Airport's Integrated Pest Management Program.

Service Contact:

To request services beyond those regularly scheduled by type of Concession above, a work order may be placed by contacting Work Control by email at WorkControl@TampaAirport.com. Be sure to also copy the Concessions Department on the email. Work Control may also be contacted by calling 813-870-8740. For any work orders called in, be sure to also call or email the Concessions Department to notify of the request. Work Control is available 24/7. Information to be provided by the work order requestor includes:

- a. Requestor name, contact phone number, and organization
- b. Complete description of requested work or repair, including operational impact
- c. Exact location of the requested work or repair
- d. Drawings, photos, or sketches, if appropriate, which would help explain requested work or repair

Setting up services:

New Concession Locations should contact Work Control at 813-870-8740 or WorkControl@TampaAirport.com 30 days prior to opening in order to set up initial and ongoing pest control services.

Performance of Pest Control Services:

Pest control will be performed inside and/or outside each specified structure as often as reasonably deemed necessary for the proper eradication/control of rodents, insects,

and/or pests, but in any event not less than one time during each calendar month. The pest control contractor will make every effort to retain the same service technician on the job so that the technician will be thoroughly familiar with the areas and procedures for accomplishment of pest control services. Once a week, the technician will check in with the Authority's representative for any work orders submitted by Concessionaires. Work orders will be incorporated into that day's routine work schedule. Pesticides will not be dispensed into any public areas at any time unless specifically authorized in advance by the Authority's representative. Special conditions may include Personnel having or prone to allergic reactions to pesticides, Airport security requirements, and interference with normal operations during peak passenger traffic. Any Concessionaire scheduling work for such special conditions is required to provide advance notice to Work Control.

The pest control contractor will use methods that maximize pest control in a manner that is safe to the public and environment and minimizes the amount of pesticides used. This will include a proactive baiting system to specifically target roaches, ants, rats, and mice. No insecticide or rodenticide will be used in a manner capable of contaminating foods, endangering persons, contaminating the environment, or endangering animals or wildlife other than the pests to be controlled. Insecticides must not stain or otherwise damage tile, carpet, baseboards, or other structural or architectural surfaces. Bait stations will be selected for the greatest effectiveness, but also with due consideration for safety, non-interference with Airport activities, and accessibility for servicing.

P. CONCESSIONS RECEIVING AND DISTRIBUTION CENTER

1. Authority has contracted with Bradford Airport Logistics to operate the CRDC and provide distribution and delivery services to the Airport Terminals. The services Bradford provides include:
 - The receipt and distribution of material on behalf of Concessionaires
 - The management of the CRDC schedule for approved suppliers
 - Scheduled deliveries to Concessionaires
 - The systematic collection of all returnable delivery media
 - A mechanism for Concessionaires to return product to approved suppliers
 - A system of transferring product from Concessionaire commissaries/production kitchens to Concession Locations
 - The collection of Used Cooking Oil (UCO),
 - Collection of cardboard on any Airsides that do not have a cardboard compactor
 - Collection and storage of food for donation
 - The scheduled pick-up of food for donation by Food Donation Connection
2. Concessionaires will use the CRDC and have all deliveries made to the CRDC, except where delivery to a third party is prohibited by law or as otherwise approved in writing by Authority.

3. CRDC Physical Location & Contact Information:

Bradford Airport Logistics
Tampa Concessions Receiving & Distribution Center
4617 N. Westshore Blvd.
Tampa, FL. 33614

Office Tel#: 813-435-6000
FAX #: 813-563-4029
Email: baltpacrdc@airportlogistics.org

General Manager Contact Information
Mike Pardikes
Mobile Tel#: 813-847-3052
Email: mpardikes@airportlogistics.org

Operations Supervisors: Heather Hollister and Steve Larimore

Parcel Deliveries (3rd Party Carriers): Concessionaires using third-party carriers (UPS, Fed Ex, DHL, etc.) to deliver material must ensure material is addressed in the following manner:

Concessionaire Name and Store/Concept Name
Concessionaire Suite # (Airport Space Designation)
C/O Bradford Airport Logistics
4617 N Westshore Blvd
Tampa, FL 33614

4. Setting up services: New Concession Locations should contact Bradford Airport Logistics at 813-435-6000 or baltpacrdc@airportlogistics.org 60 days prior to opening in order to set up initial and ongoing services.
5. CRDC hours of operation: The CRDC operating hours are listed below and will be reviewed and updated as necessary.

Day	Start Time	End Time
Monday	3:00 am EST	3:00 pm EST
Tuesday	3:00 am EST	3:00 pm EST
Wednesday	3:00 am EST	3:00 pm EST
Thursday	3:00 am EST	3:00 pm EST
Friday	3:00 am EST	3:00 pm EST
Saturday	4:00 am EST	12:00pm EST
Sunday	4:00 am EST	8:00 am EST

6. Bradford's Airport Material Information System (AMIS™) Extranet is designed to provide Concessionaires with the status of received material during the delivery process. Concessionaires may also view supplier invoices and supplier schedules in addition to scheduling material pick-ups for return to approved suppliers. For food and beverage products that are time and temperature sensitive, a Temperature Log is also available to view. For login credentials and training to access AMIS™ Extranet system, contact Bradford's General Manager.
7. Scheduled Dock Time Requirement: All supplier delivery vehicles bound for the CRDC must be entered in Bradford's scheduling system to ensure deliveries are authorized. The scheduling system is an internet based tool that provides visibility to Concessionaires of all pending authorized supplier deliveries.
8. Unscheduled Suppliers/Unknown Deliveries: Bradford will administer a series of challenge questions to any unscheduled supplier that must be successfully answered before any delivery to the CRDC is allowed. Any unscheduled delivery vehicle that cannot be authorized will be turned away pending a call into Bradford Customer Resolution Management from the driver's supervisor or dispatching manager. Additionally, the Concessionaire associated with the delivery will be immediately contacted.
9. Material Labeling Requirements: Material received by the CRDC will be barcode-labeled to indicate the Concessionaire that owns the material, the delivery destination (retail / remote storage), the category of the goods, the handling requirements, storage requirements, purchase order number, and the type of container. The barcode labeling will occur prior to delivery of the material to the CRDC. The labels will be located on the containers in a standard location. These labels will be standard for all suppliers of Concessionaires.
10. Material Packaging Requirements: Bradford staff will not break down palletized material for the purpose of storage. Inbound material must be segregated based on its storage requirements. In other words, dry storage goods should not be packaged on skids with freezer or refrigerated storage goods. The barcode should reflect the most-stringent handling and storage requirement of any single item contained on the skid. Skids should be shrink-wrapped using a clear material and a single barcode should be applied in a visible location on the exterior of the shrink-wrap. Bradford staff will not open or violate the shrink-wrap. If the Concessionaire and/or supplier has a single and/or individual product line to be individually received, those items will require an individual barcode or each type of product should be individually placed on the skid with a corresponding barcode. Items will be visually inspected to determine if they are labeled and undamaged. All food items must be received in cases, cartons, or otherwise wrapped to minimize the possibility of adulteration and contamination.

Bradford staff visually inspect the unloaded material to ensure that prohibited items (including but not limited to those items on the TSA Prohibited Item List) are not being introduced into Airport distribution. If such items are noted, Bradford will immediately notify Airport Police for assistance. Any question as to the nature of any particular item must also be referred to Airport Police.

11. Quantity Verification: Bradford will reconcile the quantity of containers received to the Bill of Lading (BOL) while the material is being off loaded by the approved supplier. This reconciliation will be limited to counting container quantities and does not include opening any containers to perform reconciliation, reviewing quantities, or reviewing product labels. Examples of containers include any skid, tote, or container with a single BOL and/or barcode.
12. Food Inspection: Bradford staff will inspect products received by the CRDC at the time of unloading. Items will be checked to determine if they are labeled and undamaged (as determined from the visual inspection). Food temperature scans will be completed and logged at the time of receipt. Noncompliant product will be placed on hold and the Concessionaire will be contacted to review the issue and determine next steps.
13. Return Process: Bradford will be responsible for the returns of empty beer kegs, totes, pallets, bread racks, bottles, Co2 tanks, and expired magazines and newspapers, as necessary. Supplier returns are required to be properly prepared and accompanied with a Return Request document.

Concessionaires should arrange for the pick-up of the returns from the supplier no later than the day following the pick-up. Due to the limitations on space within the CRDC area, the prompt pick-up of returns is critical. Failure by Concessionaires in executing a prompt pick-up may result in storage charges. Once the supplier has been notified of the return by Concessionaire, they may call to schedule a dock time to pick up the material.

All returns should be clearly identified so that the custody can be properly tracked. Bradford staff will scan all returns to document their status and attach a bar-code ID BWID onto the return if one does not exist. The BWID will be scanned and the location of the pick-up will be manually entered onto the screen.

In the event Bradford staff discover that a return is not properly prepared, Bradford staff will refuse pick-up and reschedule the pick-up of the return when it has been properly prepared. In the event a return is picked-up by Bradford that has not been properly prepared, the supplier may reject the pick-up of the return. Bradford may be required to re-stock, re-deliver or dispose of the return. Additional charges may apply for the additional handling.

14. Food Donation Process: Bradford will provide for the collection and storage of food for repurposing that meets the minimum standards required by Bradford and Food Donation Connection. For more information on food donation and repurposing, see Section P. Sustainability.

15. Damaged Material Process: Bradford staff will inspect all deliveries for visible damage. In the event damage is detected while receiving, the delivery driver will be immediately notified. In the event the damage is identified after the driver has departed, the CRDC Manager on Duty will be notified and the Concessionaire will be contacted.

16. Used Oil Pickup

1. Collection schedules:

1.1. WVO collection schedules are agreed between BAL and F&B concessionaire/operator (F&B).

1.1.1. Frequency of recurring collection is determined by F&B need.

1.1.2. BAL will provide TPA Concessions with the agreed Master WVO Collection Schedule and update as necessary.

1.2. BAL will notify Concessionaire if there is a need for a deviation from approved collection schedule via email or phone.

1.2.1. Concessionaires are responsible for providing BAL with up to date management contacts details – email, mobile phone number.

1.3. Should the concessionaire wish to cancel a WVO collection, the concessionaire must contact the TPA CRDC no later than 4:00pm EST the day preceding collection if possible.

1.4. Any permanent modifications to the collection schedule require a seven-day written notice to BAL.

1.4.1. The accepted modification will be communicated to the F&B operator by BAL, including the effective date of the modification.

1.4.2. BAL will also update the Master Collection Schedule accordingly.

1.5. Collections in addition to predetermined schedule will require a 24-hour notice.

2. Collection Process:

2.1. F&B operators must provide BAL access to fryers at pre-determined scheduled times.

2.1.1. Access may be granted by providing BAL with keys or codes to access unit
or

2.1.2. Food & Beverage operators must be present to allow BAL access.

2.2. Fryers not to be emptied must be clearly marked by the F&B operator

- 2.2.1. Preferred signage, "Do Not Empty" in basket or affixed to fryer is preferred.
- 2.2.2. Additionally, WVO reading a temperature of > 130°F will not be collected.
- 2.2.3. Clear access path to fryers for BAL staff member is required to be able to perform extraction.
- 2.3. Fryers emptied by F&B operator will be collected provided the WVO is packaged in five (5) gallon pails with secure lids.
 - 2.3.1. However, advance cleaning of fryers is a violation of TPA policy.
- 2.4. WVO needs to be free of debris such as gloves and/or rags. These materials can damage collection equipment, thus, resulting in a delayed or missed pick up.
- 2.5. By-product is the responsibility of Concessionaire, disposal must follow approved TPA trash disposal guidelines.

17. Claims for Product Loss/Damage: Bradford will make every effort to maintain the highest standards of material control and integrity. At the same time, problems do occasionally happen. For this reason, the following instructions outline how to file a claim for lost or damaged goods, if the need arises.

- a. **Loss Claims:** The general measure of damages for loss of property is the value (cost of material) of the property at the time it would have been delivered. The claim may not include charges for demurrage or the like.
- b. **Damage Claims:** Where goods are damaged, the general rule for determining the amount of damages is the difference between the value (cost not retail value) of the property in the condition in which it should have arrived and its value in its damaged condition, less salvage value if any. The claimant can claim the cost of the items damaged beyond repair, less any salvage value. When damaged goods are repairable, the claimant can claim the cost of repairs, and any additional transportation costs needed to have the repairs done (freight charges to and from repair facility). All the above costs are subject to the limits of liability set forth when they arrived or Bill of Lading when they were shipped.
- c. **Types of Claims:**
 1. **Non-Delivery:** Loss or miss-delivery of any pieces of a shipment. It is important that a Concessionaire representative verify the Bradford Piece Count before signing the delivery Bill of Lading. If the Piece Count does not agree with the number of pieces delivered, an exact notation of this discrepancy should be entered on the Bill of Lading when signing for the freight.
Notations such as "subject to count" are not considered valid, as they do not establish that a loss existed at the time of delivery. In most cases, Bradford will only verify the itemized count of material to the extent that it is visible to verify (material is not broken down). Itemized count verification cannot be

accomplished due to the speed which material must be turned-around. In other words, Bradford will count the number of sealed parcels or containers and will ensure that these parcels are delivered in the same condition that they were received. An itemized count, after Bradford has delivered the material, is vital for Concessionaires to hold their suppliers responsible for shortages resulting from misdelivered items.

2. **Visible Damage:** Noticeable damage to the outer shipping container or to the merchandise itself. Although Bradford staff is trained to identify and notify Concessionaires if any potential damage is found on material they receive, Concessionaire should check for any signs of damage to the cartons or containers. If damage is found, a notation should be entered on the delivery manifest, which accurately reflects the nature and extent of the damage. Notations such as "subject to inspection" are not specific enough to establish liability. If the amount of damage appears to exceed \$250.00, a Bradford supervisor must be immediately notified to verify the inspection of the damaged goods.
3. **Concealed Damage:** Damage discovered by the Concessionaire after delivery of goods, which were signed for with no visible damage to the containers. Concealed damage must be reported to Bradford immediately by notifying the operations supervisor. If the amount of damage appears to exceed \$250.00, a Bradford supervisor must be immediately notified to inspect the damaged goods. Bradford will not be held responsible for loss of goods by leakage or failure to detect it, or for concealed damage. Bradford will make every effort to provide documentation supporting this claim to the supplier. In addition to the local investigating operation supervisor; Bradford will offer the support of their Partner Resolution Group to assist in the reconciliation of these issues.
4. **Tampered Shortage:** Cartons delivered in an open, re-taped or tampered condition (signs of any form of tampering with the contents). A joint examination of the contents by the Concessionaire and a Bradford supervisor must be performed to verify the count and condition of the items inside. The Concessionaire should immediately request a Bradford supervisor to be dispatched to the delivery site. An exact notation should then be made on the Bradford delivery manifest as to the nature and extent of the possible shortage resulting from suspected tampering. If the material appears to have been tampered with while in the custody and care of Bradford, Bradford will initiate an investigation and at Bradford's discretion will invite local authorities to participate if criminal wrongdoing is suspected. Bradford will provide the Concessionaire with a full report on their findings and will reimburse the Concessionaire for the missing material if the loss is supported by the investigation to be a valid and just claim. If after Bradford submits findings related to a claim the Concessionaire disagrees with the findings, the Concessionaire may appeal the finding directly to:

Hillsborough County Aviation Authority
Attn: Director of Concessions
Post Office Box 22287
Tampa, Florida 33622
Concessions@TampaAirport.com

17. Filing A Claim: A formal claim must be filed via the Customer Resolution Management (CRM) process with the Bradford General Manager. Claim can be submitted in the following manner: email, fax, mail, or hand delivery. Where all applicable information and documentation has been submitted, all reasonable attempts to settle claims within 30 days will be made. The time limit for Filing a Claim is 24- hours from the date of delivery.

A valid claim must contain the following information:

1. A request for payment (dollar amount).
2. Complete identification of the shipment:
 - a. Bill of Lading number (copy preferred)
 - b. Date of shipment
 - c. Shipper and consignee
 - d. Shipper Tracking Number and Date of Shipment
3. Documentation substantiating claimed amount:
 - a. Copies of invoices for the items claimed
 - b. Repair invoices/estimates of repair for items damaged
4. Description of claim:
 - a. What damages are claimed?
 - b. What service failures does the Concessionaire claim?

18. Readable Material Logistics: All readable materials (books, magazines, and newspapers) will be received and sorted by concept at the CRDC. Readable materials will be delivered to designated CRDC Material Staging Areas on each Terminal. Maps of the designated CRDC Material Staging Areas are located in Section IX. Materials at each staging location will be sorted by concept. Retailers and/or merchandisers will check in and work through readable materials from the CRDC Material Staging Areas only.

19. Receiving Deliveries: Deliveries will be made to the designated delivery areas as determined by Concessionaire and Bradford. Concessionaire must have a representative available to receive and authorize all deliveries. Once material has been received, it may not be left unattended in common areas. Unattended items left in common areas are a security infraction and will result in fines as outlined in Section VI. Compliance, Subsection D. Failure to Comply.

Q. PRODUCT TRANSPORT

The Authority has pre-approved the following conveyances for material transport within the Airport Terminals. Any other carts or conveyances must be submitted for approval prior to usage on Airport property. Concessionaire's carts or conveyances must be clearly marked to indicate the Concessionaire and the Concession Location for which the cart or conveyance belongs.

Transport Storage Cabinets with doors may be used for transportation of prepared food items through the Airport Terminals. Doors are required on these conveyances and no goods within the cabinet are to be seen. All goods being transported must be sealed and leak proof. The cabinet must be equipped with pneumatic wheels suitable for operating on carpet or other flooring without damage thereto.



Convertible Hand Truck may be used for transportation of goods contained within crates specified below. No goods within the crates are to be seen. All goods being transported must be sealed and leak proof. The hand truck must be equipped with pneumatic wheels suitable for operating on carpet or other flooring without damage thereto.



Retail Storage Crates may be used on convertible hand trucks to transport sealed and leak proof retail goods.



R. WASTE MANAGEMENT

1. The Authority provides trash and waste disposal from designated compactors and dumpsters at the Airport. Maps identifying compactor locations and designated transfer routes are located in Section IX. Concessionaires will arrange for sanitary handling and transfer of all trash and waste from each Concessionaire space to the trash or waste compactor or dumpster designated for the space and type of trash or waste.
2. In transporting trash and waste, Concessionaires may only use carts or conveyances that are sealed, leak proof, and have a fitting lid. Wheels must be cleaned regularly

and be suitable for operating on carpets or other flooring without causing damage. Concessionaire's carts or conveyances must be clearly marked to indicate the Concessionaire and the Concession Location for which the cart or conveyance belongs. The following conveyances have been pre-approved for the movement of trash. Lids that fit the conveyance are required and must be used during transport within the Airport Terminals.

Waste Transporting Tilt Trucks



3. Concessionaires must not use the Airport shuttle system for the purpose of transporting trash or waste.
4. Trash and waste receptacles within the Concessionaire's spaces are to be emptied regularly to avoid overflow of trash and waste.

5. **Hallways, elevators, and areas around Concessionaire's spaces must be kept free of Concessionaire's trash and waste.** Trash and waste must be kept within Concessionaire's leased space until it may be transported to the designated compactors and dumpsters. Piling of boxes, cartons, or other similar items in, or within view of, a public area or a common area will not be permitted.
6. Concessionaires must not dispose of trash or waste in public area trash receptacles or place trash or waste (including, in particular, used cooking oil or coffee grounds) in rest room sinks or toilets.
7. Bradford will provide for the sanitary and safe removal and disposal of used cooking oil from food service operations. Concessionaires will cooperate and partner with Bradford to ensure the safe and efficient removal of used cooking oil.
 - a. Spills of used cooking oil or other liquid waste caused by Concessionaire (or its vendors) are the responsibility of the Concessionaire to clean up.
 - b. All Concessionaires must maintain adequate supplies, spill response equipment, and materials in accessible locations near areas where spills are likely to occur. Spills must be controlled to minimize property damage, personal injury, and damage to the environment.
8. Concessionaires must flatten or break down all cardboard and cartons and place within designated cardboard receptacles. Maps identifying cardboard receptacles and designated transfer routes are located in Section IX.
9. Concessionaires are required to properly dispose of recyclable waste items in the locations designated on the maps located in Section IX. Concessionaires should allocate dedicated areas accessible to waste haulers and building occupants for the collection and storage of recyclable and compostable materials. For more information about recycling, see Section S. Sustainability below.

S. SUSTAINABILITY

Sustainability is an important component to efficient and responsible operations and construction at the Airport. Concessionaires are required to meet the sustainability requirements of the Concessions Design Criteria Manual and the Tenant Work Permit Handbook for designing, developing, constructing, or refurbishing within their lease lines.

Concessionaires are required to participate in Airport-wide sustainability initiatives, including recycling and food donation programs. Concessionaires will be required to participate in any future sustainability initiatives at the time of implementation. Recyclable materials should be aligned with the Sustainability Management Plan protocol and include: mixed paper, corrugated cardboard, glass, plastics, metals, shrink wrap, pallets, coffee grounds, whipped cream canisters, cooking oil, and toner cartridges. The Authority encourages Concessionaires to have recycling receptacles within their Concession Locations and support spaces in order to efficiently collect and transfer recycled materials to the designated drop-off locations. Please refer to the Sustainable Management Plan to learn

more about Airport sustainability initiatives. In addition, Concessionaires are responsible for keeping their facilities in compliance with the Authority's Environmental Management Policy and Standard Procedure, as well as all applicable local, state and federal environmental regulations. It is the responsibility of Concessionaires to contact Environmental Services Department to inquire about environmental regulations that may apply to any new or existing activity or operation to see if there is a potential for environmental impact, whether or not such impact is estimated to be minimal.

Concessionaires are responsible for immediately forwarding copies of all environmental permits, notice(s) of violation, warning notice(s), consent orders and related documents, site rehabilitation reports and related correspondence, and asbestos and lead paint reports to the Concessions Department and the Environmental Services Department.

1. **Recycling-** The Main Terminal and all Airsides are equipped with green 95-gallon recycling bins, serviced twice weekly. The following items **can** be recycled in the recycling bins: glass; paper/magazines/newspapers; plastic; aluminum, tin, and steel cans; and cardboard. The following items **cannot** be recycled: plastic bags, liquids and food, light bulbs and batteries, toxic materials, wood and construction materials. When loading items into the recycle bins, **do not** leave these items in plastic garbage bags, as this is a non-recyclable material. **DO NOT DISPOSE OF ANY PLASTIC BAGS IN THE RECYCLING BINS.** The designated locations and routes for recycling drop-off are indicated on maps located in Section IX. More information about cardboard and other recyclable waste material hauling is located in Section R. above.
2. **Food Donation-** The Authority encourages all Concessionaires to repurpose unsellable yet otherwise wholesome food and food items for the benefit of the community. All food donation pick-ups will take place at the CRDC. Bradford will provide for the collection and storage of food for repurposing that meets minimum standards for safety and wholesomeness. Bradford reserves the right to refuse pick-up of any contaminated food items that do not meet the minimum standards and/or that pose a risk to other items stored in the CRDC. To facilitate and encourage food donation participation, the Authority has contacted Food Donation Connection, an organization that manages food donation programs for food service companies. Food Donation Connection partners with several different organizations in the local community and offers Concessionaires the ability to select the partner organization that receives the donation. Unless Concessionaire has proposed to donate food to other organizations that Food Donation Connection is unable to donate to, Concessionaire is encouraged to donate all unsellable wholesome food items through the Food Donation Connection process. If Concessionaire is partnering with another food donation organization, Concessionaire must schedule for collection and storage of food with Bradford and coordinate for pick-up by the organization from the CRDC. Concessionaires participating in the food donation program will

receive food donation documentation on a quarterly basis from Food Donation Connection. This documentation may be used as a tax deduction item in most cases. To sign up for the food donation program through Food Donation Connection or to receive more information about the program, Concessionaires should fill out the form located in Section VIII., Forms. Upon receipt of the form, a representative from Food Donation Connection will make contact using the information provided on the form.

All Concession Locations are required to purchase two red food donation bins in order to have product picked up and stored in the CRDC. Depending on volume of food to donate, more bins may be required at specific Concession Locations on a case by case basis. Red food donation bins will be used for storage of the food donation items in Concession Locations and the CRDC, however, these bins will not be used by the food donation organizations when they come to pick up the donated food. Food donation organizations will be responsible for providing bins or other storage materials for the donated food items at the time of pick-up. Red food donation bins must be clean and lined with a trash bag fully covering all food items to prevent leaking, or Bradford will refuse collection and storage. The Authority has approved the following red bin to be used for storage of food donation items:

Red bins come in packs of 3 for \$47.25 per pack plus shipping
Description: Distribution Container With Hinged Lid 27-3/16" x16-5/8" x12-1/2" Red



Donation bags may be needed for bulk food items that are not pre-packaged. At Concessionaire's discretion, the following donation bags supplied at cost by Food Donation Connection may be useful:

1 case (1000ct) 15"x17" food-safe pre-labeled donation bags and twist ties: \$53.40 plus shipping

To order bins or donation bags at cost from Food Donation Connection, call their toll free number:

Toll-Free USA/Canada
Office 800-831-8161

T. UTILITIES

Concessionaires are provided stubs for electricity and water to the lease line, where applicable. Refer to the Concessions Design Criterial Manual for more information.

1. Data and phone line setup

For data and phone line setup, Concessionaires have the option to use the Airport's services or to use a third party provider. Many locations are not provisioned for third party provider cabling within the premises, and any costs associated with interior cabling are the responsibility of the Concessionaire. To use the Airport's services, or to ask any questions about data and phone line setup, Concessionaires should contact Mark Peterson with the IT Department by calling 813-801-6044 or by email at MPeterson@TampaAirport.com.

U. USE OF STANCHIONS

Stanchions must be part of the initial store design and approved at that time. If there is a legitimate reason necessitating temporary stanchions, Concessionaire must seek approval from the Concessions Department prior to such use. No stanchions should be placed outside of the lease line without written approval from the Concessions Department.

V. REFURBISHMENT

1. Routine Refurbishment

Representatives of Authority and each Concessionaire will tour the premises each year and jointly agree upon what, if any, routine refurbishment is required. Concessionaires will promptly complete such refurbishment at their own expense.

2. Mid-Term Refurbishment

Concessionaires will refurbish their Premises around the midpoint of the term of their Contract. The Mid-Term Refurbishment includes all refinishing, repair, replacement, redecorating, repainting and re-flooring necessary to keep the Premises in first class condition.

All plans and specifications for refurbishment must be in accordance with the Concessions Design Criteria Manual. Specifications must be submitted for review and approval by the Authority no later than the mid-point of the 5th full year of operations. The Mid-Term Refurbishment must be completed prior to the midpoint of the 6th full year of operations.

W. MUSIC/ NOISE

Any concession location that wishes to play music must obtain approval for the system, type of music, and volume level from the Concessions Department. Any noises within a concession location must be kept at a volume level so that the noises do not extend outside Concessionaire's space into the public areas. All music and noises must cut off during Airport emergency announcements.

X. NUISANCE

Concessionaires will not commit any nuisance, waste, or injury at the Airport and will not do or permit to be done anything which may result in the creation, commission or maintenance of such nuisance, waste, or injury.

Y. DECORATIONS

All store decorations for any concession, including holiday or special occasion decorations, are subject to prior approval from the Concessions Department.

Z. PROHIBITED ACTS

1. Concessionaires may not install coin-operated vending machines in any part of their Premises or on the Airport for either public or employee use.
2. Concessionaires and any personnel employed by Concessionaires may not use improper language; act in a loud, boisterous, or otherwise improper manner; or be permitted to solicit business in a manner that is offensive or otherwise unprofessional.
3. Concessionaires may not sell products that have not been approved by the Concessions Department.
4. Concessionaires may not change prices of products without approval from the Concessions Department. For more information about pricing, refer to Subsection G. Pricing above.
5. Concessionaires are prohibited from displaying tip jars, buckets, or containers unless approved in writing, in advance, by the Concessions Department.
6. Concessionaires are prohibited from printing "tipping" language on sale and credit card receipts at all quick service and fast casual eateries.
7. Concessionaires will not place excessive loads on the walls, ceilings, and floor or pavement areas of the Airport and will repair any areas damaged by excessive loading to the satisfaction of the Authority.
8. Concessionaires will not permit the active display or operation on their Premises of any display that flies, flashes, or emits a noise or odor unless approved in writing in advance by the Authority.
9. Concessionaires will not keep or display any merchandise on or within, or otherwise obstruct, any part of the Airport terminals that are outside of their Premises.

- Concessionaires shall keep any service corridor, hallway, stairway, door, or loading dock leading to and from their Premises free and clear of all obstructions.
10. Concessionaires will not interfere or permit interference with the use, operation, or maintenance of the Airport, including but not limited to, the effectiveness or accessibility of the drainage, sewerage, water, communications, fire protection, utility, electrical, or other systems installed or located from time to time at the Airport.
 11. Employees of all Concessionaires are prohibited from smoking while in uniform.
 12. Concessionaires will not engage in any activity prohibited by Authority's existing or future noise abatement procedures nor its Rules and Regulations and Operating Directives.
 13. The Authority may assess fines for failure to comply with the Authority's prohibited acts. Concessionaires shall take all proper steps to discipline employees who participate in acts of misconduct or prohibited acts on or about the Airport.

V. COMMUNICATION

A. ADVERTISED PROMOTIONS

Each Concessionaire is required to participate in all advertised sales or promotions conducted by its parent corporation, its franchisor, or its selected operating brands. Advertised sales include TV, newspaper, radio and all print media. However, Concessionaires are not permitted to participate in liquidations, going out of business, moving sales or closeouts of products or brands. Concessionaire may not post any type of sign related to these types of sales.

Concessionaires must make every reasonable effort to ensure that all corporate advertisements that list multiple locations will list the Airport as a participating location or member of the promotion or sale(s). In the event that participation in a sale or promotion harms a Concessionaire, the Concessionaire may request, in writing to the Concessions Department in advance of the sale or promotion, permission to not participate.

B. MEDIA OPPORTUNITIES

The Authority has a Department of Media and Government Relations that can assist concessionaires in raising awareness about new operations and achievements. Concessionaires should feel free to reach out to the Concessions Department with any unique news about their operations. The Concessions Department will assist Concessionaires in working with the Department of Media and Government Relations.

C. TAMPA INTERNATIONAL AIRPORT CORPORATE IDENTITY

Consistent handling of the Airport logo or name is required in all collateral materials, which may include items such as brochures, newsletters, promotional items, presentations, reports, etc. Any Concessionaire wishing to use the Airport logo on any materials must submit a request to the Concessions Department for review to ensure consistency with the Airport's corporate identity and image. For external communications, if the Airport is abbreviated, it should be referred to as TPA.

D. EMAIL COMMUNICATIONS

Relevant email communications from the Authority will be sent to General Managers of Concessionaires. Reading and/or responding appropriately to this information in a timely manner is important to the success of all Concessionaires. Information will be sent to the contact information provided on the most recently submitted Concessions Contact Information Form received by the Concessions Department. Concessionaires are asked to please ensure that contact information remains current at all times, as stated in Section VI. Compliance, Subsection B. Required Documentation Compliance.

E. CONCESSIONAIRE MEETINGS

The Concessions Department hosts Concessionaire meetings for all concession owners and their management. These meetings provide pertinent Airport operation and project information for Concessionaires, and each Concessionaire is required to have a representative in attendance at the meetings. All meeting notifications will be sent to the most recent contact information provided to the Concessions Department.

F. WIRELESS COMMUNICATION DEVICES

1. Concessionaires are not permitted to install any paging, audio or video systems within their Premises without advance written approval of the Concessions Department.
2. Should a concessionaire install any type of radio transceiver or other wireless communications equipment, Concessionaire will provide radio frequency protection within the aviation air/ground VHF frequency band and the UHF frequency band in accordance with restrictions promulgated by the Federal Aviation Administration (FAA) for the vicinity of FAA Transmitter or Receiver facilities. Radio frequency protection will also be provided for all other frequency bands operating in the vicinity of a Concessionaire's equipment. Should interference occur as a result of a Concessionaire's installation, Authority reserves the right to shut down the installation until appropriate remedies to the interference are made by the Concessionaire. Such remedies may include relocation to another site. The cost of all such efforts to remedy the interference will be solely at the Concessionaire's expense.

VI. COMPLIANCE

A. OPERATIONAL COMPLIANCE

Authority Requirements

The Authority will conduct periodic Performance Audits of each Concessionaire's Premises to ensure that all of the operational, safety, and compliance standards of this Handbook are consistently performed by Concessionaires. Concessionaires are required to cooperate with Performance Audits.

1. Performance Audits will be updated from time to time, but will always include minimum objective standards in the following areas: certification and documentation compliance, customer service, cleanliness and maintenance of premises, hygienic and safe food handling practices, daily operations management, sustainability compliance, and merchandising/display compliance. If a Concessionaire fails to meet minimum standards in any of these areas, the Authority may, at its discretion, assess fines or seek other remedies available.
2. Performance Audits will be conducted at random utilizing the Performance Audit form, which may be updated from time to time. The Performance Audit form, available in Section VIII. Forms, covers all areas that may be evaluated on the Performance Audit. Additional items may also be noted, but will not be considered part of the evaluation.
3. Performance Audit forms, in their newest version, will always be available to Concessionaires ahead of the Performance Audit so that appropriate preparations can be made.
 - a. Updates to the Performance Audit will be cause for an update to Section VIII. Forms, of this Handbook, which update will be emailed to all Concessionaires.
4. In order to assure consistent adherence to performance standards throughout the Term of Concessionaire's Contract, the Authority will use a rolling twelve month cycle in the recording of incidents or failure to meet standards. The Authority reserves the right to assess fines for violations of certain performance standards as set forth in Subsection D. Failure to Comply below. Violations of performance standards resulting in fines may be found during Performance Audits or at any other time during the Term of the Contract.
 - a. Action plans and documentation of corrective actions will be required after each Performance Audit, regardless of any scoring.
 - b. Annual Reviews will take place no later than 90 days after the end of each Contract Year.
5. Concessionaire and Authority will meet to review and evaluate the financial, customer service, and operational performance of each location.

6. Authority will provide written notice to Concessionaire if it determines that a location performed unsatisfactory during the prior Contract Year. Concessionaire will be required to prepare and submit a Remediation Plan to Authority within 30 days of receipt of such written notice. The Remediation Plan will include, but not be limited to, proposed remedial activities such as employee training, staffing changes, merchandise and service modifications, facility refurbishment and repair, and/or replacement of concept or brand.
 - a. In the event Authority determines that the location is still performing in an unsatisfactory manner after 6 months of implementation of a Remediation Plan, then Authority reserves the right to require Concessionaire to replace the underperforming concept or brand. Concessionaire will submit a proposal for brand or concept replacement plan within 90 days of receiving written notice from Authority requiring a replacement.

Health and Safety Standards

Concessionaires are required to comply with all health and sanitary standards and regulations as set by Authority, City of Tampa, Hillsborough County, State of Florida, or any other governmental authority with jurisdiction. Failure to meet such standards is addressed in Subsection D. Failure to Comply.

Americans with Disabilities Act

Concessionaire will comply with the applicable requirements of the Americans with Disabilities Act (ADA); the Florida Americans with Disabilities Accessibility Implementation Act; Florida Building Code, Chapter 11, Florida Accessibility Code for Building Construction; and any other similar or successor laws, ordinances, rules, standards, codes, guidelines, and regulations and will cooperate with Authority concerning the same subject matter.

Additional Compliance

Concessionaire, its officers, authorized officials, employees, agents, subcontractors, or those under its control, will at all times comply with all applicable federal, state, and local governmental laws, ordinances, regulations, codes, and permits in the conduct of its operations, including, but not limited to, safety, operational, or security measures required of Concessionaire or Authority by the FAA or TSA, such as regulations regarding products or procedures, in addition to Airport Rules, Regulations, Policies, Procedures, and Operating Directives as are or may hereinafter be prescribed by Authority, all applicable rules and regulations and other mandates whether existing or as promulgated from time to time by the federal, state, or local government, or Authority, including, but not limited to, permitted and restricted activities, security matters, parking, ingress and egress, environmental and storm water regulations, and any other operational matters related to the operation of Airport. If Concessionaire, its officers, authorized officials, employees, agents, subcontractors, or those under its control fail or refuse to comply with said measures and such non-compliance results in a monetary

penalty being assessed against authority, then, in addition to any other remedies available to Authority, Concessionaire will be responsible and will reimburse Authority in the full amount of any such monetary penalty or other damages. This amount must be paid by Concessionaire within 15 days from the date of the invoice or written notice.

Concessionaire's Standards

Concessionaire will ensure continuous adherence to Concessionaire's own standards, which are to be provided as outlined below.

B. REQUIRED DOCUMENTATION COMPLIANCE

1. Permits and Licenses

Concessionaire will obtain and maintain all permits, certificates, licenses, or other authorizations required in connection with the operation of its business at the Airport. Copies of all required permits, certificates, licenses, or other authorizations will be appropriately displayed within the Premises and submitted to the Authority.

2. Franchise Agreements

All franchise standards will be met or exceeded. Copies of franchise standards, procedures, and any franchise quality audit forms are to be sent to Authority at least 30 days prior to the opening of any franchise concession location.

3. Quality Audit and Operating Standards

Concessionaires are required to submit a copy of company quality audit forms and company operating standards, procedures, plans, and manuals (including those for uniforms, customer service, safe food handling, ill employees, cash handling, lost credit cards, safety, disciplinary actions, etc.) to Authority at least 30 days prior to the opening of each Concession Location.

4. Health Inspection and Fire Safety Reports

Concessionaires are required to submit all health inspection and fire safety reports, along with documentation of any required corrective actions taken, to Authority within 48 hours of receipt.

5. Cleaning and Maintenance Program Schedules

At least 30 days prior to the opening of each concession location, Concessionaires are required to submit to Authority a preventative and routine cleaning and maintenance program, including cleaning schedules. The cleaning and maintenance schedules should be designed to keep the business looking new, fresh, and inviting to customers.

6. Price Surveys

Price surveys will be submitted to Authority at least 30 days prior to the opening of a

Concession Location and prior to the beginning of each Contract Year.

7. Customer Complaints

All customer complaints referred to Concessionaires by Authority must be responded to by Concessionaire within 48 hours of referral. A written copy of Concessionaire's response and/or corrective actions is to be submitted to the Concessions Department.

8. Maintenance Log and Chemical Log

Concessionaires are required to maintain logs of maintenance visits and chemical servicervisits. The Concessions Department, or any representative of the Authority reserve the right to review these logs at any time.

9. Updated Contacts and Organizational Chart

Each Concessionaire is responsible for ensuring that the Authority has the most up-to-date contact information and organizational chart for their concession locations and corporate office. Contacts can be updated by submitting a new Concessions Contact Information Form located in Section VIII. Forms, Subsection E.

10. Disaster Planning

Each Concessionaire must develop an evacuation plan and a severe weather plan that coordinates with the Authority's Emergency Plan and the Airport Emergency Response Manual. Employees of Concessionaires must be trained on disaster planning and Concessionaires must submit documentation once this has been completed. This training should take place within 30 days of opening and at least annually thereafter. See Section VII. Safety and Security for more information.

11. Daily Sales Reporting

Concessionaires are required to enter Gross Receipts data for each Concession Location into the daily sales portal located at the following web address: <http://app.tampaairport.com/ConcessionsPortal/Common/Login.aspx>. Gross Receipts information must be entered into the portal by noon the next business day after the sales were generated. For questions accessing the portal or to set up a new Concession Location in the portal, contact Tony Conza at 813-554-1464 or AConza@TampaAirport.com.

C. REPORTING COMPLIANCE

Copies of all documentation that require submittal should be sent to the Concessions Department via email to Concessions@TampaAirport.com. Concessionaires with any questions regarding reporting of documentation should contact the Concessions Department by calling 813-554-1418 or by email at Concessions@TampaAirport.com.

Any construction or major maintenance work to be completed by Concessionaire will require prior approval by the Concessions Department and may be filtered through other departments prior to a determination.

Other items requiring submittal to the Concessions Department for its prior approval include signs, music/ noise requests, product lists of items for sale, certain vendor and/ or servicer information, certain equipment, and employee uniforms. Concessionaires are expected to read and understand the Contract and this Handbook in their entirety and are required to submit all compliance items within the designated time frames.

D. FAILURE TO COMPLY

It is the Authority's objective to provide the public and air travelers with the highest level and quality of service to meet standards and expectations. High quality, consistent operations lead to higher sales, higher customer satisfaction, and repeat business. Accordingly, the Authority has established the following actions that may be taken for various violations of this Handbook.

1. First Violation

Any violation that is a first offense will be delivered to Concessionaire as a "first offense" warning. This warning may be made verbally to the manager on duty with written follow-up sent to the General Manager, or it may be made only to the General Manager in written form. The violation will include a reasonable cure time in order for the Concessionaire's management to take corrective actions. It is the responsibility of Concessionaire's General Manager to follow-up with the Concessions Department with plans to resolve the violation and again once the violation has been remedied.

2. Second Violation

Any violation that is noted a second time within a rolling 12 month period or that has not been remedied by the end of the "first offense" cure period will result in a "second offense" warning. This warning may be made verbally to the manager on duty with written follow-up sent to the General Manager, or it may be made only to the General Manager in written form. The violation will include a reasonable cure time in order for the Concessionaire's management to take corrective actions. It is the responsibility of Concessionaire's General Manager to follow-up with the Concessions Department with plans to resolve the violation and again once the violation has been remedied.

3. Third Violation

Any violation that is noted a third time within a rolling 12 month period or that has not been remedied by the end of the "second offense" cure period will result in a "third offense" and fines will be immediately assessed, as set forth in the table below, as liquidated damages for the continuation of such violations. The Authority will contact

the Concessionaire’s corporate headquarters via a certified letter containing the standard being violated, the specific deficiency of the standard, details of past notices of the violation, the corrective actions expected, an expected deadline for implementation of corrective actions, and a statement that non-compliance within the allotted time could result in fines or other actions up to termination of the Contract. It is the responsibility of Concessionaire’s General Manager to follow-up with the Concessions Department with plans to resolve the violation and again once the violation has been remedied. If the Concessionaire fails to remedy the third violation within the allotted time, the Authority may continue to assess fines daily or may seek any other remedies available to it under the Contract.

4. Exceptions

Violations that result in the compromise of the health or safety of the public, staff, or any others, including critical health code, fire safety or airport security violations, will require immediate action to be taken and are considered “Critical Violations” with fines accruing immediately and without notice. The Concessionaire’s General Manager should take immediate action and follow-up with the Concessions Department once such violation has been remedied. If the concessionaire fails to immediately remedy the violation, the Concessions Department may assess additional fines or may seek any other remedies available to it, including reporting the violations to the appropriate agencies or terminating the concessions contract.

5. Performance Standard Fines

The table below outlines the fines that may be assessed for failure to meet performance standards. The table includes the infraction and the fee schedule.

Performance Standard Fines

Infraction	Fee Schedule
1. Operational Deficiencies 2. Pricing Policy Infraction 3. Late Pricing Survey 4. Late Reporting 5. Other Non-Critical Infractions	\$100 per day
1. Security Infractions 2. Critical Health Code Violations 3. Other Critical Infraction	\$500 per occurrence

E. SIGNAGE COMPLIANCE

Subject to the approval of the Concessions Department, which will not be unreasonably denied, Concessionaires have the right to install and maintain signs within their leased locations in accordance with the Concessions Design Criteria Manual, Concessions Department standards, and the Contract. Concessionaires will submit to the Concessions Department the size, design, content, construction or fabrication and intended location of every sign for approval prior to installation. No signs of any type are to be installed on Airport property without the specific prior written approval of the Authority. No hand written signs will be approved.

No persons, without written authorization from the Concessions Department, may post commercial signs, banners, or distribute advertisements, literature, circulars, pictures, sketches, drawings, handbills, coupons, or any other form of printed or written commercial matter or material at the Airport.

F. ADA COMPLIANCE AND COMPLAINT RESOLUTION

Concessionaires are required to comply with federal and state laws and regulations, including the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973 and the Florida Americans with Disabilities Accessibility Implementation Act, and shall not discriminate on the basis of disability in the provision of services to the public.

Concessionaires should be proactive in addressing requests to accommodate disabilities and seek satisfactory complaint resolution. However, any complaints that are not resolved alleging discrimination on the basis of disability with regard to airport programs, services, activities or facilities should be made in writing on the Complaint Resolution Form found on the airport's website (<http://www.tampaairport.com/ada-complaint-form>). Complaints can also be directed to the following Aviation Authority employee who has been designated to coordinate ADA compliance:

Elita Cobbs McMillon
Director of Ethics, Compliance and Diversity
P.O. Box 22287
Tampa, FL 33622
(813) 554-1450

Concessionaires and Concessions employees are required to know the Authority's ADA Grievance Procedure, how to assist people with disabilities who want to file an ADA complaint, and how to contact the Authority's ADA coordinator. To expedite grievances, Concessionaires should post the following Authority procedure in a discreet location for employees to view:

ADA Grievance Procedure: The Aviation Authority has adopted a grievance procedure providing for prompt and equitable resolution of complaints alleging discrimination on the basis of disability. Complaints that a program, service, or activity of the Aviation Authority is not accessible to persons with disabilities should be directed to the ADA Coordinator. The following Aviation Authority employee has been designated to coordinate its efforts to comply with the ADA regulations:

Elita Cobbs McMillon
Director of Ethics, Compliance and Diversity
P.O. Box 22287
Tampa, FL 33622
(813) 554-1450

VII. SAFETY AND SECURITY

The Airport has a dedicated Police Department (TIAPD) located on the ticketing level and Red Departure Drive. All Airport employees should report suspicious activity to the TIAPD. The non-emergency phone number is 813-870-8760. If you wish to remain anonymous, call the Airport Watch Tip Line at 1-877-TIPS TIA (847-7842). TIAPD Crime Prevention provides safety and security training each quarter for all employees who are interested in attending.

A. LIFE SAFETY

1. Concessionaires should provide life safety training to all employees. It is important for all employees to understand the proper usage of any life and fire safety equipment installed in the Premises, e.g. fire extinguishers, hood, etc., as well as the life safety features of the Airport. At a minimum, each employee should know the locations of fire extinguishers, fire pull stations, and exit routes.
2. Sprinklers and smoke detectors must be maintained and operable at all times and no storage, obstruction, or furniture may impede the operation of the same.
3. Fire alarms and alarm devices must not be disconnected or tampered with by any means. Fire alarm components must be maintained and operable at all times.
4. Appropriate permits must be secured before proceeding with any remodel or construction, regardless of scale or cost of the project.
5. Repairs or remodeling of Airport structure or contents must be in compliance with the Florida Fire Prevention Code and have written approval from the Plans Review Section of the Florida Division of State Fire Marshal.
6. Exits must not be blocked or obstructed.
7. Exit doors must not be locked.
8. In the event that any of the referenced fire protection/ life safety components are damaged or inoperable, it is the responsibility of the Concessionaire or their

designee to immediately notify the Maintenance Department Work Control by calling 813-870-8740 or by emailing WorkControl@TampaAirport.com.

B. REACTING TO EMERGENCY SITUATIONS

All employees should be prepared to call 911 in an emergency situation. TIAPD Dispatchers and Emergency Medical Dispatchers will assist immediately.

C. EVACUATION PLAN

Each concession location is required to have an evacuation plan available to all employees. This evacuation plan must include directions to an exit as well as to a gathering place outside the building. Evacuation route plans must be clearly posted and practice drills conducted at least annually. Before evacuating, location management should secure and safeguard company records (personnel files, original contracts, negotiable instruments, documents, etc.) and lock appropriate files, vaults, closets, desks, etc. Food and Beverage locations must ensure that all electrical/ gas appliances are turned off (grills, fryers, broilers, stoves, etc.) and/ or unplugged before vacating the site.

D. SEVERE WEATHER PLANNING

1. The Airport is equipped to advise Concessionaires and the public of emergency weather conditions; however, in some cases, advance warning is not available. The Authority will conduct severe weather planning meetings in order to prepare and plan. All Concessionaires are required to have a representative attend these meetings.
2. All Concessionaires are required to create a hurricane/ tornado plan. The following preparation items should be completed as necessary in order to stay up-to-date:
 - Review hurricane plan with employees
 - Inventory emergency supplies
 - Purchase necessary emergency supplies
 - Confirm employee hurricane schedule plan
 - Organize and clean work areas
 - Update emergency contact lists
 - Encourage all employees to have a plan in place for their homes and families
3. The Airport Status Board (<http://status.tampaairport.com/>) is activated by Airport Operations when National Weather Service advisories begin. This website contains information relevant to operations, status, and condition of the Airport.
 - a. When National Weather Service advisories begin, Concessionaires are asked to provide information relevant to their operations, including:
 - Any need for assistance from the Airport
 - Plans for opening and closing operations
 - Damage to Airport property

- Security concerns
4. If a hurricane watch occurs, Airport Operations will activate the Incident Command Center, which can be reached by calling 813-870-8752 or emailing ICC@TampaAirport.com. Airport Operations will maintain contact with the County EOC and hold briefing meetings with Concessionaires, tenants, airlines, and agencies.
 5. If a hurricane warning occurs, the following actions will be taken:
 - Meetings will be conducted with all Concessionaires, tenants, airlines, and agencies to confirm plans for ceasing all operations
 - Implementation of the systematic list of systems to be shut down and secured
 - Planned timeline for returning services will be announced
 - Concessionaires will be required to make contact with all employees
 - Concessionaires will be asked to remind employees to take shelter against the storm and know where that shelter is. The Airport is not a shelter from the storm and all individuals that are not necessary for emergency operations should seek shelter elsewhere.
 6. During a hurricane, ICC and AOC will remain staffed and provide regular updates to FAA of status of the Airport. Communications will remain open as permitted by the storm and services available. Surveillance over the Airport will continue as permitted by the storm and available cameras.
 7. After a hurricane, the Airport will return to normal business activities as soon as possible. A predetermined timeline and systematic return of airside and services will be overseen by the ICC. Airfield and facilities will be inspected and returned to operations in order of importance.

E. POWER OUTAGE LOSS PREVENTION GUIDELINES

1. All Concessionaires must be equipped with a Power Outage Emergency Kit, which must include a method for tracking, tallying, and cashing out sales or orders during the outage.
2. Concessionaires' employees should be trained on what to do during a power outage to maintain efficient operations and to calm the public.
3. To ensure safe food handling during a power outage, proper documentation of the time of the outage and record keeping of elapsed time when food is subject to unsafe temperatures (in the temperature danger zone of 41-140 degrees Fahrenheit) should be taken. In order to maintain cold food products as long as possible, Concessionaires are encouraged to ensure that their refrigerator and freezer units are properly closed and that no hot foods are in these chilling units that could elevate temperatures. Once power is restored, temperatures should be taken on food products to ensure food safety. Any products that are found to be in the temperature danger zone must be discarded.

F. LOST AND FOUND

TIAPD handles all lost and found items from Airport common areas, restaurants, shops, gate areas, and restrooms. Items left in concession locations should be delivered on a daily basis to TIAPD located on level 2 of the Main Terminal in the Administration Building. Items of high value including purses, wallets, smartphones, tablets and/or laptop computers must be delivered to TIAPD offices immediately. The Lost and Found Department can be contacted directly by calling (813) 554-1497, twenty-four hours a day or by email at LandF@TampaAirport.com.

The airport lost & found has a web-based lost property administration system (L-PAS) located at the following link: <http://app.tampaairport.com/LPASExternal/>. L-Pas handles cataloging and tracking of all lost property that is turned into the airport's lost & found office. With the addition of L-PAS Online, customers can now visit the airport's website and browse a real-time listing of low-value items that are currently in the lost & found. If they see a match to their property, the customer can click the claim item link which alerts the office via email to contact them. The online system also has limited tools to filter by keywords and includes self-help instructions to assist the customer with using the system.

G. PROHIBITED ITEMS

Concessionaires operating in the Sterile areas of the Airport (i.e., Airside buildings) must ensure they are not displaying, offering for sale, offering for use, or carrying items in their inventory any item on the Prohibited Item list which is available on the TSA website www.tsa.gov.

It is the responsibility of the Concessionaire to develop internal policies and procedures and best management practices to maintain accountability of the use, storage and security of any items reflected on the TSA Prohibited Items list which are necessary for the Concessionaire to perform their job and conduct business.

Concessionaires are required to follow all other TSA guidelines and regulations which can be found on the TSA website www.tsa.gov.

H. VENDOR ESCORTS

Service repair vendors must drive to the Airside Truck Courts and be inspected by the Traffic Police prior to parking in the loading dock for the Airside and being escorted to the Secure or Sterile areas of the Airport. Vendor vehicles must be clearly labeled with the Company Name on the outside of the vehicle. In addition, vendors should leave a note in their vehicle dash board that includes the Concession Location(s) that will be visited along with a phone number to reach the driver directly in case the vehicle needs to be moved. A map showing the Airside Truck Courts is available in Section IX. Other Documents, B. Airport Maps. Once the Traffic Police have inspected the driver, vehicle, and contents, a Concessionaire employee with red

badge escort privileges will need to meet the vendor in the Airside Truck Court and escort the vendor and inspected tools to the location for service repair. The employee providing escort will need to stay with the vendor the entire time the vendor is in the Sterile and/or Secure areas of the Airport and will need to escort the vendor back to the Airside Truck Court once the work is complete. Concessionaire employees with red badge escort privileges are responsible for their escorts the entire time the escort is in a Secure or Sterile area of the Airport.

VIII. FORMS

A. PERFORMANCE AUDIT CHECKLIST

Performance Audit Checklist		
Category	Pass	Fail
A. Certification Compliance		
1. Food establishment has a ServSafe Certified employee at each location during all operating hours. Certifications are posted in a discrete location on site.		
2. Where alcohol service is offered, establishment has obtained proper liquor license. Liquor license is posted in a discrete location on site.		
3. Food establishment has Florida Foodhandlers Certification for all employees who handle food on site.		
4. Establishment has records of most recent company internal audit on site. Company has taken and documented corrective actions on any violations.		
5. Establishment has records of most recent health inspection on site. Company has taken and documented corrective actions on any violations.		
6. Food establishment maintains HACCP logs and cleaning checklists on site for at least one month.		
7. Where alcohol service is offered, establishment has alcohol service certification on site for all employees serving alcoholic beverages.		
Totals	0	0
B. Customer Service		
1. Customers are welcomed and greeted in a friendly and comforting manner.		
2. Customer needs are anticipated and handled proactively.		

3. Associates are aware of important landmarks and are prepared to answer the questions of travelers.		
4. Associates act with a sense of urgency, understanding that traveling customers have time constraints.		
5. Associates are well groomed, neat, professional, and in compliance with the dress code as stated in the Concessions Handbook, including wearing proper uniforms.		
6. Company has established a procedure for customers to easily contact management with concerns, complaints, questions, suggestions.		
7. All employees are aware of closing time aligned with departure of last flight and have a procedure in place for delays.		
Totals	0	0

C. Cleanliness of Facility		
1. Floors, walls, and ceilings are properly maintained and cleaned. Tile, terrazzo, carpet, and all other flooring is free of cracks, gouges, broken pieces, frays, or excessive wear.		
2. Floors are free of standing water and floor drains are free from blockage.		
3. Light fixtures are covered with shields to prevent contamination by broken glass in case bulbs break. Light fixtures are free of dust.		
4. Customer service areas are inviting and fresh: free of dust, garbage, or any other uninviting debris. Garbage is quickly removed.		
5. BOH areas are maintained so that trash, debris, and equipment not in use are properly stored and working surfaces are free of buildup.		
6. Cleaning and sanitizing chemicals are FDA approved, stored away from food in a designated location, and proper chemical handling documents (MSDS sheets) are stored with chemicals in this location.		
7. Equipment has been designed and certified as suitable for use in a food service operation. Equipment is in good repair and employees are trained to handle equipment properly.		

8. Counters, tables, and chairs must be in like new condition and free of cracks, rips, scuffs, and tears. All tables, table bases, chairs, booths, fixtures, and décor items are free of debris, buildup, fingerprints, and dust.		
9. Exhaust fans and Air Conditioning vents are operational and free of dust, dirt, debris, or leaks.		
Totals	0	0

D. Hygienic Practices

1. Employees wear proper hair restraints, beard coverings, disposable gloves, slip resistant shoes, and clean uniforms/ aprons as may be required by position. Company policy on jewelry and fingernails is being followed.		
2. Employees wash and sanitize upon entering the work station, immediately after returning to the work station, between changing gloves, and any time when hands become soiled.		
3. Handwashing facilities are furnished with soap, sanitizer, and paper towels or air dryers. If paper towels are used, a garbage receptacle is also located at the wash station.		
4. Gloves are being used to properly prevent possible contamination and are not becoming a vehicle for spreading pathogens.		
5. Employees are not observed eating, drinking, or chewing gum in food preparation areas.		
6. Cleaning and sanitizing materials are readily located by each food preparation area and area sanitation is appropriately maintained.		
7. Use of tobacco products is limited to designated areas as noted in the Concessions Handbook.		
8. A fully stocked first-aid kit is readily available and contains bandages, finger cots, gloves, gauze, antiseptic spray and wipes, instant cold packs, burn spray, alcohol prep pads, antibiotic ointment, eyewash, and tweezers.		
Totals	0	0

E. Daily Operations and Safety Management

1. Company policy on reporting illness is being followed and no employees with infectious diseases are permitted to work.		
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2. A procedure is in place to track product from original location (i.e. farm), to the packer, distributor, and retailer. Labels on product indicate date of harvest, tracking identification, and expiration or best by dates.		
3. Company's daily cleaning checklists and HACCP temperature logs are being used and recorded during each shift.		
4. Employees have a designated storage area for personal belongings, which is clearly labeled as such. Employees have designated eating and drinking areas, which are clearly labeled as such.		
5. Any location with a music system playing has approved the system, type of music, and volume level through the Concessions Department.		
6. Spill response materials are in accessible locations near areas where spills are likely to occur.		
7. Electronic devices or displays are maintained in good working order.		
Totals	0	0

F. Sustainability Initiatives

1. Employees are observed following established recycling procedures for cardboard, plastics, and other items determined by location (i.e. coffee grounds).		
2. If applicable, establishment has a designated location for storing food for donation and follows food donation procedures.		
3. Establishment is in compliance with any Authority wide sustainability initiatives outlined in the Sustainability Master Plan.		
Totals	0	0

G. Required Documentation Submittal

1. Health inspection and fire safety audits are submitted to Concessions Department within 48 hours of receipt by establishment.		
2. Internal company audits are submitted to Concessions Department within 10 days of receipt by establishment.		

3. Company procedures for certifying, training, and coaching employees and management on safe food handling practices have been submitted to Concessions Department.		
4. Pest control visits are taking place monthly and documentation from site visits is available upon request.		
5. Chemical servicer company visits are taking place quarterly and documentation from any routine or repair site visits is available upon request.		
6. Company uniform standards, safety standards, sustainability standards, and illness reporting standards have been submitted to Concessions Department.		
7. Evacuation plan and severe weather plan have been submitted to the Concessions Department and employees have been trained on disaster planning.		
8. Company's daily, weekly, and monthly cleaning and maintenance program schedules have been submitted to the Concessions Department and are being followed at location.		
9. Are products/prices in compliance with approved submittals of same?		
Totals	0	0

H. Merchandising/ Displays

1. Displays are attractive and present a neat, uncluttered appearance.		
2. Merchandise is stocked in sufficient quantities. No damaged merchandise is present. (this includes fully stocked shelves, coolers, displays, etc.)		
3. Apparel and accessories are neatly folded or hung in appropriate locations. Materials placement complies with width regulations for physically challenged customers and permits ease in movement by customers with luggage.		
4. All cabinets, shelves, walls, and display units are free of marks, dust, damage, and spilled product.		
5. All signs have been approved by the Concessions Department.		

6. Are prices for ALL food and beverages, including alcoholic beverages, displayed on menus, menu boards and available to customers?		
Totals	0	0

I. Accessibility/ ADA Compliance

1. Associates know how to assist people with disabilities who want to file an ADA complaint.		
2. Associates know how to contact the Airport ADA coordinator. This information is displayed in a discreet location for employees to view along with the Authority's ADA Grievance Procedure.		
3. Associates know how to assist someone requesting the nearest Service Animal Relief Area (SARA).		
4. Associates know how to assist someone requesting the nearest TTY phone.		
5. Associates know how to provide menus or other documents in alternate accessible formats - e.g. verbally read a menu/document, provide a large print menu/document, provide a braille menu/document.		
6. There a policy in place for employees to assist customers with reaching merchandise beyond the reach range (48 inches maximum).		
7. Closed captioning (high contrast captioning) is enabled on audio visual displays.		
8. Lowered transaction/service counter is available and free of merchandise display/advertising, along with hard surface clip boards for signing documents.		
9. If there are sit down tables, accessible seating areas are available where the tables provide clear floor space (no circular table base).		
10. Access aisles are maintained at 36 inches wide between various fixtures and merchandise within the Concession Location.		
Totals	0	0

Total Score

	0	0
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Comments

B. BADGING FORM

PLEASE USE THIS FORMAT

ON YOUR COMPANY LETTERHEAD

(DATE)

Ms. Vivian E. Pullara
Access Control Manager
Hillsborough County Aviation Authority
P.O. Box 22287
Tampa, FL 33622

REF: Authorized Signatures for Access Control Badges

Dear Ms. Pullara:

The Names signed below are authorized signatures for Tampa International Airports' Access Control Badges under the "Authorized Issuers" code _____ for **(Company Name)**. The individuals indicated have successfully completed a fingerprint-based criminal history records check in accordance with Title 49 CFR 1542.209 or 1544.229. No other signatures are authorized. We will notify you in writing of any changes.

(Company Name) will authorize the issuance of Access Control Badges under the procedures and responsibilities as stated in Tampa International Airports' Security Program.

Sincerely

(Name)

(Title)

AUTHORIZED SIGNATURES

(Maximum (3) signatures)

(Print or Type Name)

(Signature)

(Title)

(Phone Number)

C. SAMPLE CLEANING CHECKLIST

1. Food and Beverage Outlets

RECOMMENDED CLEANING SPECIFICATIONS FOR FOOD & BEVERAGE UNITS						
Location	Service	Daily	Weekly	Monthly	Quarterly	Annually
Food Vendor Areas	Auto scrub and/or mop floor in restaurant seating area, patio, and/or bar area.	X				
	Sweep and mop floor or vacuum carpet	X				
	Spot clean all horizontal and vertical surfaces, removing fingerprints, smudges and stains	X				
	Wipe walls in kitchen areas	X				
	Remove gum on all surfaces	X				
	Power scrub kitchen floor		X			
	Dust low/high areas through restaurant (all decorative items 9 feet and below)		X			
	Kitchen floor drains – wipe inside ring area, remove visible debris				X	
	Detail kitchen wall areas			X		
	Detail corners and ledges			X		
	Remove dust from ceiling and wall vents			X		
	Remove dust from decorative store fronts and lighted structures					X
	Strip wash window interior				X	
	Hot water extract carpeting – high traffic areas				X	
	Scrub and re-coat tiled areas				X	
	Strip and wax floor areas					X

2. Retail Outlets

RECOMMENDED CLEANING SPECIFICATIONS FOR RETAIL UNITS						
<u>Location</u>	<u>Service</u>	<u>Daily</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Quarterly</u>	<u>Annually</u>
Store Areas	Sweep and mop floor or vacuum carpet	X				
	Spot clean all horizontal and vertical surfaces, removing fingerprints, smudges and stains	X				
	Remove gum on all surfaces	X				
	Dust low/high areas throughout store (all decorative items 9 feet and below)		X			
	Detail corners and ledges			X		
	Remove dust from ceiling and wall vents			X		
	Remove dust from decorative store fronts and lighted structures				X	
	Strip wash window interior				X	
	Hot water extract carpeting – high traffic areas may need more frequent cleaning				X	
	Scrub and re-coat tiled areas				X	
Strip and wax floor areas					X	

E. CONCESSIONS CONTACT INFORMATION FORM



Contact Information

Company Name: _____

Agreement Title: _____

LOCAL EMERGENCY CONTACT (NAME/TITLE) _____ Name _____ Cell Phone _____ Office Phone _____ ADDRESS _____ CITY _____ STATE _____ ZIP _____ _____ FAX Number _____ Email Address _____	PREFERRED INVOICE DELIVERY METHOD <input type="checkbox"/> EMAILED INVOICE <input type="checkbox"/> MAILED INVOICE <input type="checkbox"/> BOTH EMAIL ADDRESS FOR ELECTRONIC INVOICES: _____ NOTE: E-INVOICES WILL BE SENT FROM RECEIVABLES@TAMPAAIRPORT.COM
BILLING CONTACT (NAME / TITLE) _____ ADDRESS _____ CITY _____ STATE _____ ZIP _____ _____ PHONE NUMBER _____ FAX NUMBER _____ _____ EMAIL _____	PROPERTIES CONTACT (NAME / TITLE) _____ ADDRESS _____ CITY _____ STATE _____ ZIP _____ _____ PHONE NUMBER _____ FAX NUMBER _____ _____ EMAIL _____
REPORTING FORMS TO BE COMPLETED BY: (NAME / TITLE) _____ ADDRESS _____ CITY _____ STATE _____ ZIP _____ _____ PHONE NUMBER _____ FAX NUMBER _____ _____ EMAIL _____	INSURANCE CONTACT (NAME / TITLE) _____ ADDRESS _____ CITY _____ STATE _____ ZIP _____ _____ PHONE NUMBER _____ FAX NUMBER _____ _____ EMAIL _____
TAX BILLS CONTACT (NAME / TITLE) _____ ADDRESS _____ CITY _____ STATE _____ ZIP _____ _____ PHONE NUMBER _____ FAX NUMBER _____ _____ EMAIL _____	ENVIRONMENTAL CONTACT (NAME / TITLE) _____ ADDRESS _____ CITY _____ STATE _____ ZIP _____ _____ PHONE NUMBER _____ FAX NUMBER _____ _____ EMAIL _____
List individuals working in the capacity of Legal Representative for your company: _____ LEGAL REPRESENTATIVE (NAME / TITLE) _____ LEGAL REPRESENTATIVE (NAME / TITLE) _____ _____ LEGAL REPRESENTATIVE (NAME / TITLE) _____ LEGAL REPRESENTATIVE (NAME / TITLE) _____	
This form was completed by the following Company representative: _____ Name _____ Title _____ Phone number _____ _____ Date form was completed _____	

Please return form to: Irene Pierpont, Hillsborough County Aviation Authority, P.O. Box 22287, Tampa FL 33622
 Phone: (813) 554-1446 Email: IPierpont@TampaAirport.com



Contact Information

Company Name: _____

Agreement Title: _____

<p>CORPORATE REPRESENTATIVE CONTACT</p> <p>_____ Name Cell Phone Office Phone</p> <p>ADDRESS _____</p> <p>_____ CITY STATE ZIP</p> <p>_____ FAX Number Email Address</p>	<p>LOCAL GENERAL MANAGER CONTACT</p> <p>_____ Name Cell Phone Office Phone</p> <p>ADDRESS _____</p> <p>_____ CITY STATE ZIP</p> <p>_____ FAX Number Email Address</p>
<p>LOCAL ASSISTANT GENERAL MANAGER CONTACT</p> <p>_____ Name Cell Phone Office Phone</p> <p>ADDRESS _____</p> <p>_____ CITY STATE ZIP</p> <p>_____ FAX Number Email Address</p>	<p>DESIGNER/ARCHITECT CONTACT</p> <p>_____ Name Cell Phone Office Phone</p> <p>ADDRESS _____</p> <p>_____ CITY STATE ZIP</p> <p>_____ FAX Number Email Address</p>
<p>CONSTRUCTION MANAGER CONTACT (NAME/TITLE)</p> <p>_____ Name Cell Phone Office Phone</p> <p>ADDRESS _____</p> <p>_____ CITY STATE ZIP</p> <p>_____ FAX Number Email Address</p>	<p>GENERAL CONTRACTOR CONTACT</p> <p>_____ Name Cell Phone Office Phone</p> <p>ADDRESS _____</p> <p>_____ CITY STATE ZIP</p> <p>_____ FAX Number Email Address</p>
<p>MARKETING DIRECTOR CONTACT</p> <p>_____ Name Cell Phone Office Phone</p> <p>ADDRESS _____</p> <p>_____ CITY STATE ZIP</p> <p>_____ FAX Number Email Address</p>	<p>COMMUNICATIONS DIRECTOR CONTACT</p> <p>_____ Name Cell Phone Office Phone</p> <p>ADDRESS _____</p> <p>_____ CITY STATE ZIP</p> <p>_____ FAX Number Email Address</p>
<p>This form was completed by the following Company representative:</p> <p>_____ Name _____ Title _____ _____ Phone number</p> <p>_____ Date form was completed</p>	

Please return form to: Irene Pierpont, Hillsborough County Aviation Authority, P.O. Box 22287, Tampa FL 33622
 Phone: (813) 554-1446 Email: IPierpont@TampaAirport.com

F. EMPLOYEE PARKING AUTHORIZATION CARD

Tampa International Airport Employee Parking Authorization	
Name _____	Lot No. _____
Airport Security I.D. No. _____	
Access Card No. _____	
Based Employee _____	Non Based Employee _____
Employer Authorization _____	
Organization _____	Date _____
PA-48	

G. FOOD DONATION CONNECTION FORM

Harvest Program Information

The Harvest Program is a simple alternative to throwing away wholesome surplus food by donating it to local non-profit organizations that help people in need. The program is managed by the Harvest Support Center (HSC) at Food Donation Connection (FDC) [1-800-831-8161]. Please complete information below and email to development@foodtodonate.com.

Company Information

1. Company name(s) _____
2. EIN(s) _____
3. Contact Person(s) and Title _____
 - a. Address _____
 - b. Phone number(s) _____
 - c. Fax number(s) _____
 - d. Email address (s) _____
4. Number of Locations _____
5. Fiscal year start/end _____
6. Period/Month Restaurant Fiscal Close Schedule (please attach calendar with fiscal close dates)
7. Corporate Tax Structure - C Corporation, S corporation, Partnership, Sole Proprietor, or LLC.
8. Combined State/Federal Marginal Income Tax Rate (Used to determine your tax savings)

9. Is your company able to take an enhanced deduction for food donations considering taxable income, alternative minimum tax, accelerated depreciation, etc.? **Y / N**
10. Do you have a **preferred charity partner** to whom you wish to donate? If so, please provide their contact information (charity name, contact person, phone person). While FDC cannot guarantee it, we will reach out to the charity to see if they meet the necessary qualifications to collect/distribute surplus food.

Food Donation Connection will provide you with:

- a. Harvest Program Introduction
- b. Harvest Program documents (Manager Guide, Harvest eLog Training Materials)
- c. FDC Fee Description (15% of the incremental tax savings resulting from food donations)

IX. OTHER DOCUMENTS

A. GLOSSARY OF AIRPORT ACRONYMS

AAB – Airline Advisory Board
ACDBE – Airport Concessions Disadvantaged Business Enterprise
ADA – Americans with Disabilities Act
AFLD – Airfield
AOA – Aircraft Operation Area
AOC – Airport Operations Center
APM – Automated People Mover
ARFF – Aircraft Rescue Fire Fighting
AS/A – Airside A
AS/C – Airside C
AS/E – Airside E
AS/F – Airside F
BIDs – Baggage Information Displays
CBP – U.S. Customs and Border Protection
CCTV – Closed Circuit Television
CEO – Chief Executive Officer
CIS – U.S. Citizenship and Immigration Services
CNG – Compressed National Gas
CRDC – Central Receiving and Distribution Center
DBO – Date of Beneficial Occupancy
DOT – Department of Transportation
EOC – Emergency Operations Center
EVIDs – Electronic Visual Information Displays
FAA – Federal Aviation Administration
FIDs – Flight Information Display System
FY – Fiscal Year
GA – General Aviation
HACCP – Hazard Analysis Critical Control Point
HCAA – Hillsborough County Aviation Authority
HR – Human Resources HVAC – Heating Ventilation Air-Conditioning
ICC – Incident Command Center
ICE – U.S. Immigration and Customs Enforcement
INS – Immigration & Naturalization Service
MAPF – Minimum Annual Privilege Fee
MT – Main Terminal
M/WBES – Minority/Women-Owned Business Enterprises
O&D – Origin and Destination
O&M – Operating & Maintenance

OPS – Operations
PAX – Passenger
PFCs – Passenger Facility Charges
QTR – Quarter
RAC – Rent-A-Car
RFC – Rates Fee & Charges
ROI – Return on Investment
RS – Ramp Services
RWY - Runway
SIDA – Security Identification Display Area
SIDS – Source Isolation Deice System
TPA – Tampa International Airport
TSA – Transportation Security Administration
TTY – Text Telephone for the Hearing Impaired
TWY – Taxiway
USO – United Service Organizations, Inc.
WX - Weather

B. AIRPORT MAPS

Maps of the North Employee Parking Lot, CRDC Material Staging Areas, Airside Truck Courts, and designated transfer routes are on the following pages. Designated transfer route maps are created specifically for each Concession Location and given to the General Manager of the Concession Location prior to opening. These designated transfer route maps are to be added into the Concessions Handbook binder for the applicable Concession Location by the General Manager of the Concession Location.



Employee Parking Lot Map

580

W. Hillsborough Ave.

N. Hoover Blvd.

North Employee Lot 1
4701 N. Hoover Blvd.
Tampa, FL 33634

Veterans Expy.

589

W. Spruce St.

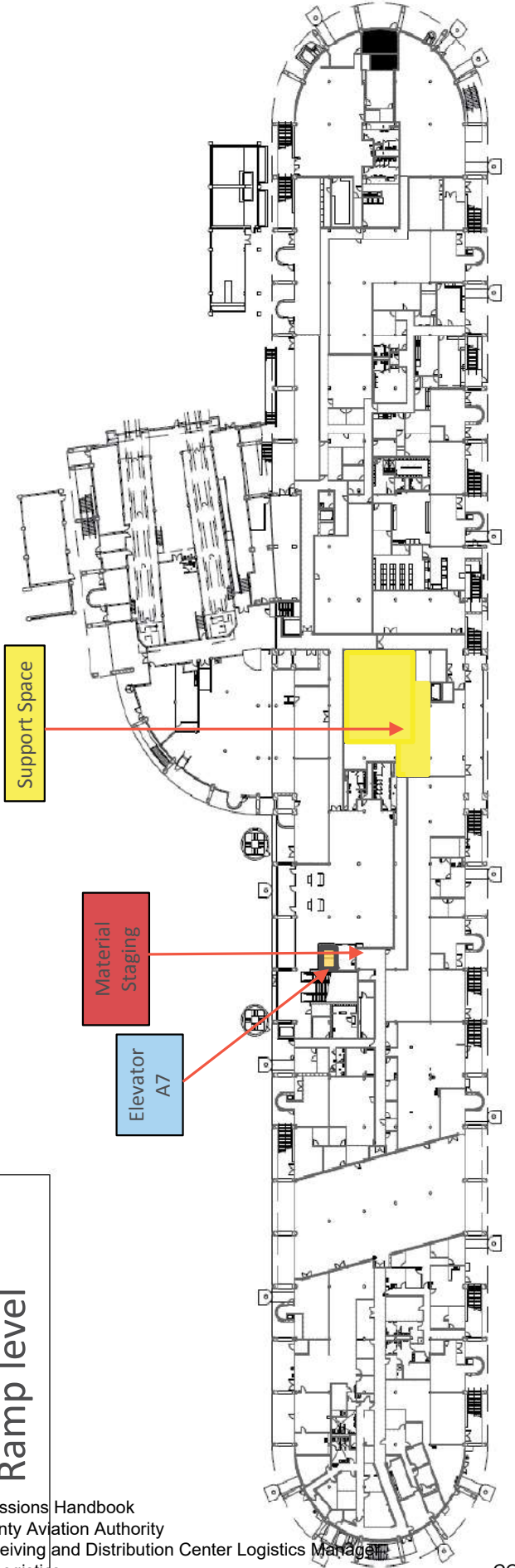
W. Boy Scout Blvd.



CRDC Material Staging Area Maps

Airside A Ramp level

Exhibit B - Concessions Handbook
 Hillsborough County Aviation Authority
 Concessions Receiving and Distribution Center Logistics Manager
 Bradford Airport Logistics



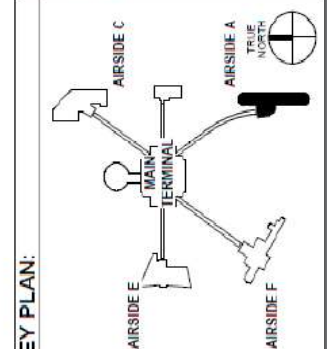
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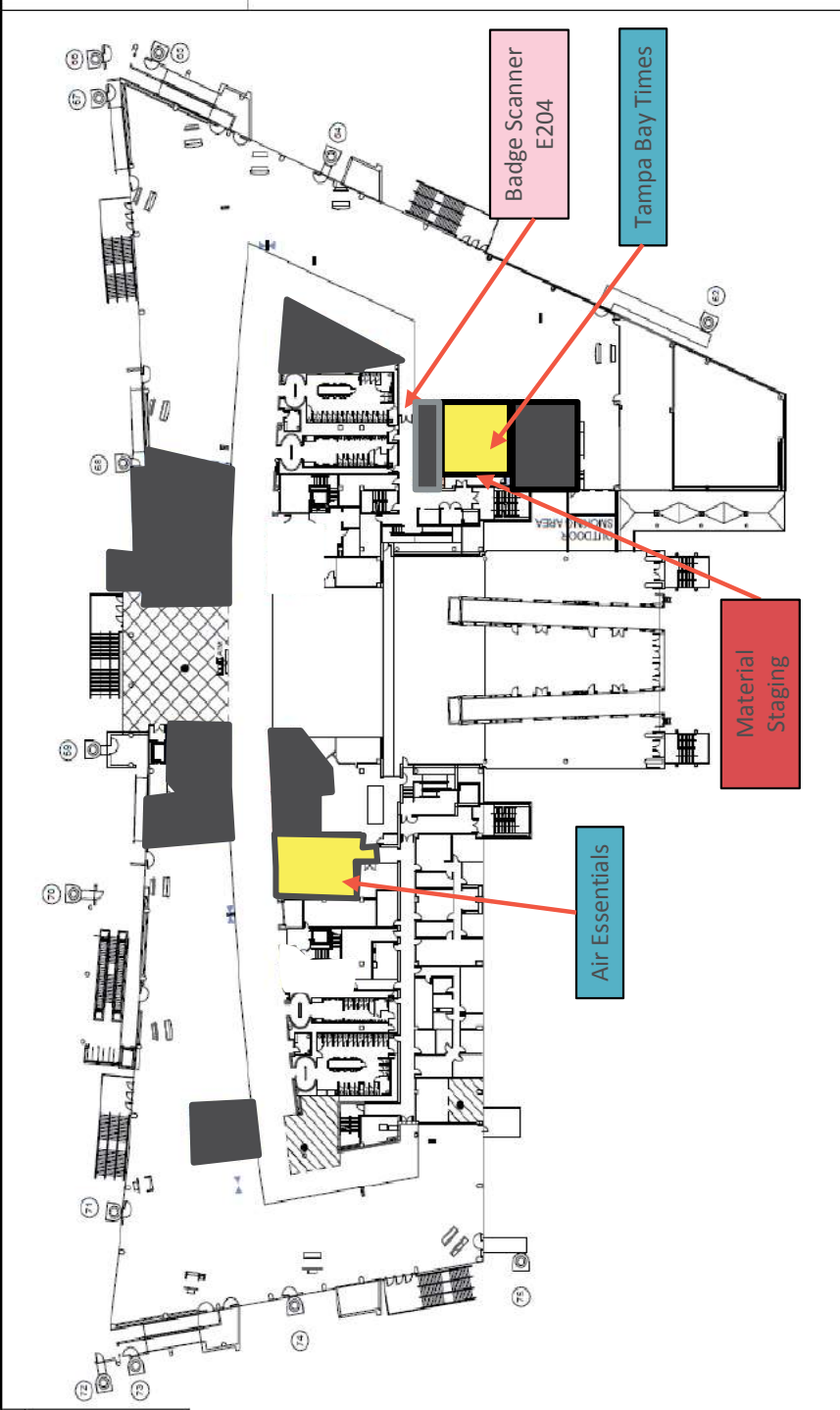
F-2-0000	BUILDING LEVEL 1 LEVEL 1 2 LEVEL 2 3 LEVEL 3
	SEQUENTIAL SPACE DESIGNATION PROVIDED BY NCA
	BUILDING DESIGNATION T. MAIN TERMINAL C. AIRSIDE C E. AIRSIDE E F. AIRSIDE F

DISCLAIMER:
 THIS LEASE OUTLINE DRAWING IS PRELIMINARY AND INTENDED TO PROVIDE BASIC ARCHITECTURAL CHARACTERISTICS. APPROXIMATE DIMENSIONS AND COVER AREA OF SHELL LEASE SPACE INFORMATION CONTAINED WITHIN IS SUBJECT TO CHANGE WITHOUT NOTICE, AS STATED IN GENERAL NOTES 1 AND 2. TENANT IS REQUIRED TO FIELD VERIFY ALL AS-IS CONDITIONS PRIOR TO COMMENCEMENT OF DESIGN WORK.

GENERAL NOTES:

1. ALL DIMENSIONS TO BE FIELD VERIFIED WITH AS-IS CONDITIONS AND COORDINATED WITH ALL WALL TYPES.
2. OVERHEAD MEP AND STRUCTURAL CONDITIONS VARY. TENANT SHALL FIELD VERIFY AND CONFIRM ALL AS-IS CONDITIONS.
3. REFER TO CONCESSIONS SERVICE MATRIX 7.8 FOR MEP AND STRUCTURAL CONDITIONS RELATIVE TO LEASE SPACE.
4. BEFORE MAKING FLOOR PENETRATIONS OR ANY KIND OF REMOVAL OF CONCRETE FROM THE FLOOR SLAB, I.C.C. TO ENSURE PROTECTION OF FLOOR PENETRATIONS AND STRUCTURAL INTEGRITY OF THE FLOOR, I.C.C. SHALL CONDUCT A CONTROLLED TEST OF FLOOR PENETRATIONS. I.C.C. SHALL DISCLOSE THE RESULTS OF THE TEST TO OTHER CLIENTS. STRESSED DATA IN ORDER TO AVOID INJURY OR COMPROMISE OF THE STRUCTURAL INTEGRITY OF THE FLOOR, IN CONNECTION WITH THE ORIGINAL CONSTRUCTION OF THE FLOOR SYSTEM, USE OF STEELS SUCH AS SPLIT TOOL LOCKING REBAR IS HIGHLY RECOMMENDED BEFORE MAKING PENETRATIONS INTO THE SLAB.





Airside E
 Retail Staging
 Boarding level

SHEET NUMBER LEGEND:

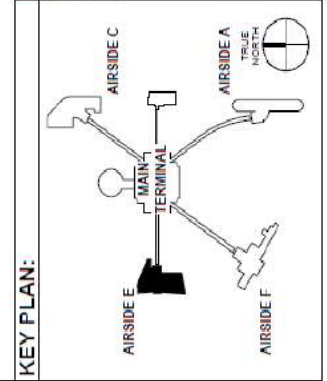
BUILDING LEVEL	1 LEVEL 1	2 LEVEL 2	3 LEVEL 3
SEQUENTIAL SPACE DESIGNATION PROVIDED BY ICAAA			
BUILDING DESIGNATION	T MAIN TERMINAL	C AIRSIDE C	E AIRSIDE E
	F AIRSIDE F		

F-2-0000

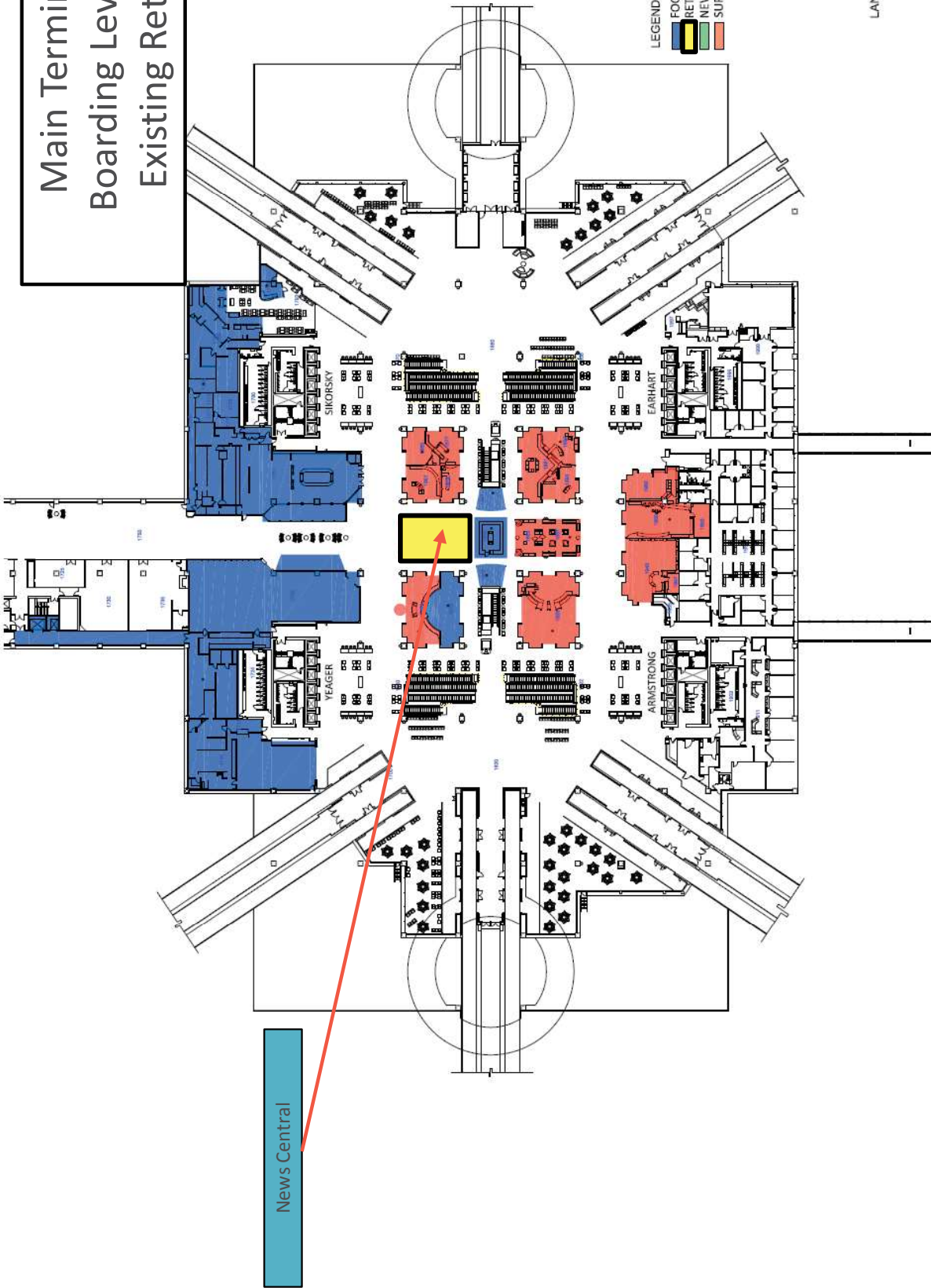
DISCLAIMER:
 THIS LEASE OUTLINE DRAWING IS PRELIMINARY AND INTENDED TO PROVIDE BASIC ARCHITECTURAL CHARACTERISTICS, APPROXIMATE DIMENSIONS AND OVERALL AREA OF SHELL LEASE SPACE. INFORMATION CONTAINED WITHIN IS SUBJECT TO CHANGE WITHOUT NOTICE AS STATED IN GENERAL NOTES 1 AND 2. TENANT IS REQUIRED TO FIELD VERIFY ALL AS-BUILT CONDITIONS PRIOR TO COMMENCEMENT OF DESIGN WORK.

GENERAL NOTES:

1. ALL DIMENSIONS TO BE FIELD VERIFIED WITH AS-BUILT CONDITIONS AND COORDINATED WITH ALL WALL TYPES.
2. OVERHEAD MEP AND STRUCTURAL CONDITIONS VARY. TENANT SHALL FIELD VERIFY AND CONFIRM ALL AS-BUILT CONDITIONS.
3. REFER TO CONCESSIONS SERVICE MATRIX 7.6 FOR MEP AND STRUCTURAL CONDITIONS RELATIVE TO LEASE SPACE.
4. BEFORE MAKING FLOOR PENETRATIONS OR ANY KIND OF REMOVAL OF CONCRETE FROM THE FLOOR SLAB, G.C. TO ENSURE THE ORIGINAL CONSTRUCTION OF THE FLOOR SYSTEM, G.C. SHALL ENSURE THAT THE ADEQUATE MEASURES ARE TAKEN TO STEER CLEAR STRESSED BARS IN ORDER TO AVOID INJURY OR COMPROMISE OF THE STRUCTURAL INTEGRITY OF THE FLOOR. IN CONSULTATION WITH THE ORIGINAL CONTRACTOR OF THE FLOOR SYSTEM, USE OF SYSTEMS SUCH AS GRIP FOR LOCATING REBAR IS HIGHLY RECOMMENDED BEFORE MAKING PENETRATIONS INTO THE SLAB.



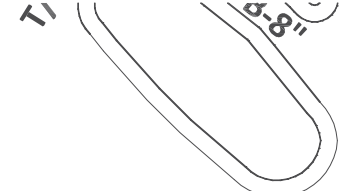
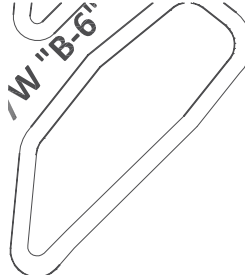
Main Terminal
Boarding Level –
Existing Retail





Airside Truck Courts Map

TAXILANE "A"



"D" HARDSTAND
PARKING

AIRSIDE "C"

"A-9"

TAXILANE "A"

"A-10"

MARRIOTT
HOTEL

FAA

MAIN
TERMINAL

STPG

A/S "A" SORT
FACILITY

AIRSIDE "E"

GEORGE BEAN PKWY

SERVICE ROAD

A/S "F"
SORT
FACILITY

LONG TERM
PARKING
GARAGE

"A-11"

AIRSIDE "F"

AIRSIDE "A"

TAXILANE "A"

TAXIWAY "C"

"A-12"

T/L "Y"

"Y-1"

T/W "j"

ARFF

SERVICE ROAD

T/W "L"

Exhibit B - Concessions Handbook
Hillsborough County Aviation Authority
Concessions Receiving and Distribution Center-Logistics Manager
Bradford Airport Logistics

CONTRACT



EXHIBIT C - CRDC AND DELIVERY ROUTES

CONCESSIONS RECEIVING AND DISTRIBUTION CENTER

DUMPSTER ENCLOSURE

NORTH WESTSHORE BLVD.

WEST DR. MARTIN LUTHER KING ST.

GSE BUILDING.

CARGO RD.

AIR CARGO BUILDING

SIDA FENCE

VEHICLE GATE ACCESS

EMERGENCY GENERATOR
MECHANICAL EQUIPMENT

SIDA FENCE

GENERAL SITE NOTES

1. REFERENCE CIVIL DRAWINGS FOR BUILDING LOCATION AND FINISHED FLOOR ELEVATIONS.
2. REFERENCE CIVIL DRAWINGS FOR FINAL CONSTRUCTION AND SECURITY IDENTIFICATION DISPLAY AREA (SIDA) FENCE LOCATIONS.

No.	Description	Date
01	FOR PERMIT	05/26/14
02	FOR BID	06/23/14

ATKINS
4000 WEST BOYSCOUT BLVD., SUITE 700
TAMPA, FL 33607

CONSULTANTS:

PROFESSIONAL SEALS:

John L. Johnson AR0009553



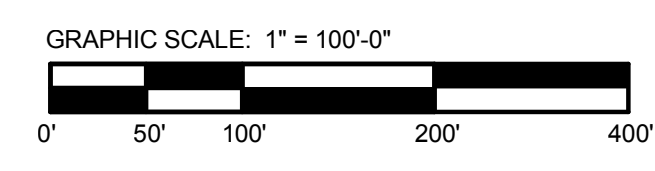
PROJECT NAME:
CONCESSIONS RECEIVING AND DISTRIBUTION CENTER AT THE AIRPORT LOGISTICS FACILITY

SHEET TITLE:
ARCHITECTURAL SITE PLAN

SHEET INFORMATION:

H.C.A.A. 5876 13 / 8105 14
Date Issued: 06/23/14
Drawn By: MWC
Checked By: JJ
QC Review: ML
Phase: FOR BID
Sheet Number: A1.00

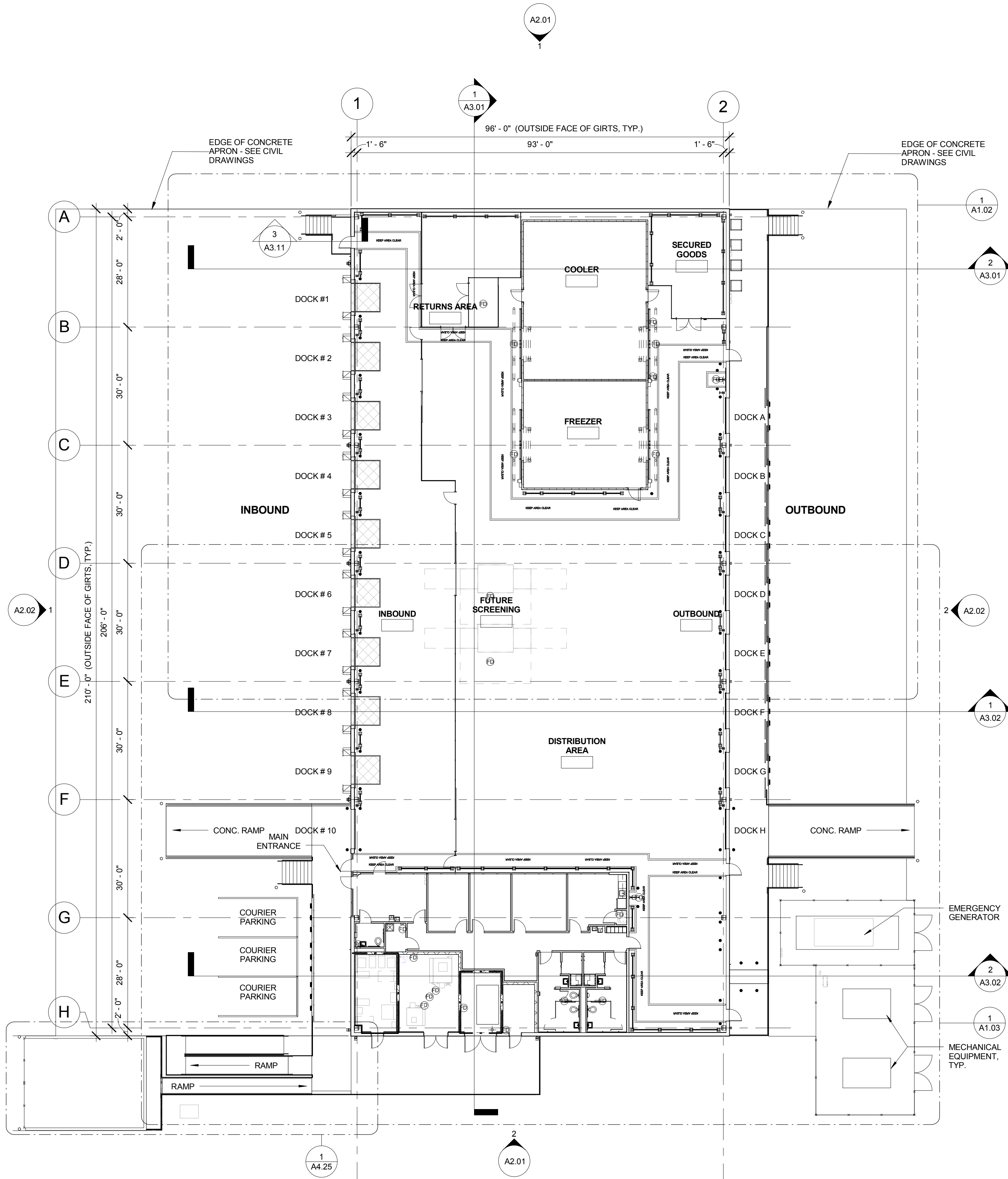
1 of 3



1 ARCHITECTURAL SITE PLAN
A1.00 1" = 100'-0"

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C:\Revit Local Copies\100034240-TPA WAREHOUSE_A13_cud22969.rvt



- ### GENERAL PLAN NOTES
- ALL DIMENSIONS SHOWN ARE TO FACE OF STUD OR MASONRY UNLESS NOTED OTHERWISE. DIMENSIONS DESIGNATED AS "CLR" OR "CLEAR" INDICATE A CLEAR DIMENSION FROM FACE OF FINISH TO FACE OF FINISH. DIMENSIONS OF EXTERIOR WALLS ARE TO THE OUTSIDE EDGE OF FOUNDATION, UNLESS NOTED OTHERWISE.
 - PROVIDE BRACING AS REQUIRED IN WALLS SUPPORTING CASEWORK AND RESTROOM ACCESSORIES, ETC.
 - ALL DOOR FRAMES ARE LOCATED 4" FROM ADJACENT WALL UNLESS NOTED OTHERWISE.
 - SEAL ALL JOINTS BETWEEN DISSIMILAR MATERIALS.
 - REFERENCE SHEET A6.01 FOR DOOR AND A 06.11 FOR WINDOW / LOUVER SCHEDULES.
 - REFERENCE SHEET A5.01 FOR WALL PARTITION TYPES.
 - REFERENCE SHEET A4.02 FOR ENLARGED PLANS, TOILET ACCESSORIES SCHEDULE AND PLUMBING FIXTURE SCHEDULE.
 - CONTRACTOR TO COORDINATE FINAL LOCATIONS AND QUANTITY OF BOLLARDS WITH FINAL EQUIPMENT PLACEMENT. REFERENCE MECHANICAL, ELECTRICAL, AND PLUMBING DRAWINGS FOR COORDINATION OF EQUIPMENT.
 - REFER TO LIFE SAFETY PLAN FOR FE AND FEC LOCATIONS AND ALL RATED WALL LOCATIONS.

No.	Description	Date
01	FOR PERMIT	05/28/14
02	FOR BID	08/23/14

ATKINS
 400 WEST BOYSSAULT AVENUE, SUITE 700
 TAMPA, FL 33607
 CONSULTANTS:

PROFESSIONAL SEALS:
 John L. Johnson AR0009553



PROJECT NAME:
CONCESSIONS RECEIVING AND DISTRIBUTION CENTER AT THE AIRPORT LOGISTICS FACILITY

SHEET TITLE:
OVERALL FLOOR PLAN

KEY PLAN

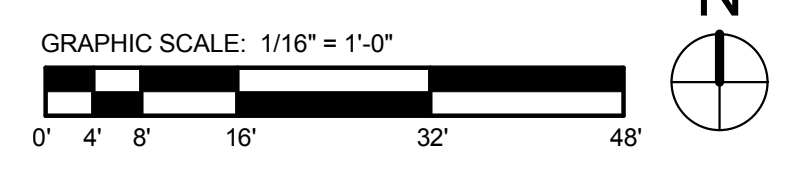
AREA 1	AREA 2
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SHEET INFORMATION:
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 Checked By: JJ
 QC Review: ML
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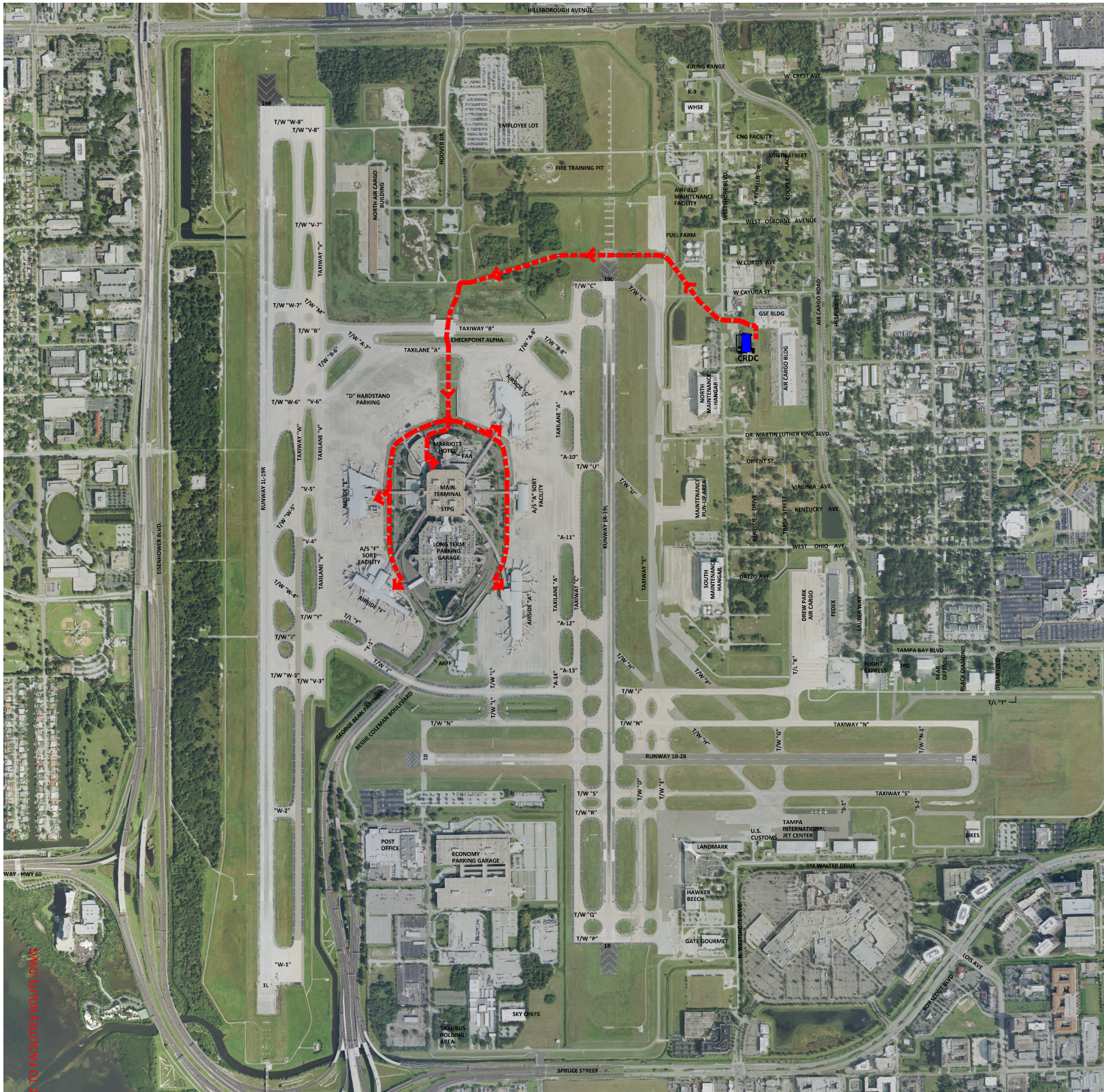
A1.01
 2 of 3

1 OVERALL FLOOR PLAN
 1/16" = 1'-0"

The security information contained in this document is exempt from disclosure under the Florida Public Records Act, including but not limited to, Florida Statute sections §119.071, §281.301 and §331.22.



CONTRACT



LEGEND
— ROUTE

CRDC DELIVERY ROUTE



Exhibit C - CRDC and Delivery Routes
 Hillsborough County Aviation Authority
 Concessions Receiving and Distribution Center Logistics Manager
 Bradford Airport Logistics, LTD

CONTRACT



FILE NAME: Q:\BIM\ITACT\MITAC CONCESSIONS\CRDC T/S 14423.ITEX 142477.DWG

Exhibit D
Scrutinized Company Certification

This certification is required pursuant to Florida Statute Section 287.135.

As of July 1, 2018, a company that, at the time a new contract/agreement or when entering into or renewing a contract/agreement for goods or services, is on the Scrutinized Companies that Boycott Israel List, created pursuant to Florida Statute Section 215.4725, or is engaged in a boycott of Israel, is ineligible for, and may not bid on, submit a proposal/response for, or enter into or renew a contract/agreement with an agency or local governmental entity for goods or services of **any amount**.

Additionally, as of July 1, 2018, a company that, at the time of a new contract/agreement or when entering into or renewing a contract/agreement for goods or services, is on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to Florida Statute Section 215.473, or has been engaged in business operations in Cuba or Syria, is ineligible for, and may not bid on, submit a proposal/response for, or enter into or renew a contract/agreement with an agency or local governmental entity for goods or services of **\$1 million or more**.

Company: _____ FID or EIN
Address: _____ No.: _____
City/State/Zip: _____
I, _____ as a representative of

certify and affirm that this company, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, and is not engaged in business operations in Cuba or Syria if the resulting contract/agreement is for goods or services of \$1 million or more, and certify and affirm that this company, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, is not on the Scrutinized Companies that Boycott Israel List and is not engaged in a boycott of Israel if the resulting contract/agreement is for goods or services of any amount.

I understand and agree that the Authority may immediately terminate any contract resulting upon written notice if the undersigned entity (or any of those related entities as set out above) are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any contract for goods or services of \$1 million or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

SIGNATURE

TITLE

PRINTED NAME

DATE

EXHIBIT E

Amortization of CAPEX extending beyond 5 Years

Combined Amortization

Financed	\$ 880,540
Interest Rate	6.00%

Trucks 1-3

Financed	\$ 582,750
Interest Rate	6.00%
Months	84

Van

Financed	\$ 62,790
Interest Rate	6.00%
Months	84

Facility Upgrade

Financed	\$ 215,000
Interest Rate	6.00%
Months	120

Ride on Pallet Jack

Financed	\$ 20,000
Interest Rate	6.00%
Months	60

Year	Trucks 1-3					Van					Facility Upgrade					Ride on Pallet Jack									
	Payment #	Payment	Principle PMT	Interest	Balance	Payment #	Payment	Principle PMT	Interest	Balance	Payment #	Payment	Principle PMT	Interest	Balance	Payment #	Payment	Principle PMT	Interest	Balance					
Year 1	1	\$8,513.14	\$5,599.39	\$2,913.75	\$577,150.61	1	\$8,513.14	\$5,599.39	\$2,913.75	\$577,150.61															
	2	\$8,513.14	\$5,627.38	\$2,885.75	\$571,523.23	2	\$8,513.14	\$5,627.38	\$2,885.75	\$571,523.23															
	3	\$8,513.14	\$5,655.52	\$2,857.62	\$565,867.71	3	\$8,513.14	\$5,655.52	\$2,857.62	\$565,867.71															
	4	\$8,513.14	\$5,683.80	\$2,829.34	\$560,183.92	4	\$8,513.14	\$5,683.80	\$2,829.34	\$560,183.92															
	5	\$8,513.14	\$5,712.22	\$2,800.92	\$554,471.70	5	\$8,513.14	\$5,712.22	\$2,800.92	\$554,471.70															
	6	\$8,513.14	\$5,740.78	\$2,772.36	\$548,730.93	6	\$8,513.14	\$5,740.78	\$2,772.36	\$548,730.93															
	7	\$8,513.14	\$5,769.48	\$2,743.65	\$542,961.44	7	\$8,513.14	\$5,769.48	\$2,743.65	\$542,961.44															
	8	\$8,513.14	\$5,798.33	\$2,714.81	\$537,163.12	8	\$8,513.14	\$5,798.33	\$2,714.81	\$537,163.12															
	9	\$8,513.14	\$5,827.32	\$2,685.82	\$531,335.80	9	\$8,513.14	\$5,827.32	\$2,685.82	\$531,335.80															
	10	\$8,513.14	\$5,856.46	\$2,656.68	\$525,479.34	10	\$8,513.14	\$5,856.46	\$2,656.68	\$525,479.34															
	11	\$8,513.14	\$5,885.74	\$2,627.40	\$519,593.60	11	\$8,513.14	\$5,885.74	\$2,627.40	\$519,593.60															
	12	\$8,513.14	\$5,915.17	\$2,597.97	\$513,678.44	12	\$8,513.14	\$5,915.17	\$2,597.97	\$513,678.44															
Year 2	13	\$8,513.14	\$5,944.74	\$2,568.39	\$507,733.69	13	\$8,513.14	\$5,944.74	\$2,568.39	\$507,733.69															
	14	\$8,513.14	\$5,974.47	\$2,538.67	\$501,759.23	14	\$8,513.14	\$5,974.47	\$2,538.67	\$501,759.23															
	15	\$8,513.14	\$6,004.34	\$2,508.80	\$495,754.89	15	\$8,513.14	\$6,004.34	\$2,508.80	\$495,754.89															
	16	\$8,513.14	\$6,034.36	\$2,478.77	\$489,720.53	16	\$8,513.14	\$6,034.36	\$2,478.77	\$489,720.53															
	17	\$8,513.14	\$6,064.53	\$2,448.60	\$483,655.99	17	\$8,513.14	\$6,064.53	\$2,448.60	\$483,655.99															
	18	\$8,513.14	\$6,094.86	\$2,418.28	\$477,561.14	18	\$8,513.14	\$6,094.86	\$2,418.28	\$477,561.14															
	19	\$11,286.73	\$7,723.93	\$3,562.81	\$704,837.21	19	\$8,513.14	\$6,125.33	\$2,387.81	\$471,435.81															
	20	\$11,286.73	\$7,762.55	\$3,524.19	\$697,074.67	20	\$8,513.14	\$6,155.96	\$2,357.18	\$465,279.85															
	21	\$11,286.73	\$7,801.36	\$3,485.37	\$689,273.31	21	\$8,513.14	\$6,186.74	\$2,326.40	\$459,093.12															
	22	\$11,286.73	\$7,840.37	\$3,446.37	\$681,432.94	22	\$8,513.14	\$6,217.67	\$2,295.47	\$452,875.45															
	23	\$11,286.73	\$7,879.57	\$3,407.16	\$673,553.38	23	\$8,513.14	\$6,248.76	\$2,264.38	\$446,626.69															
	24	\$11,286.73	\$7,918.97	\$3,367.77	\$665,634.41	24	\$8,513.14	\$6,280.00	\$2,233.13	\$440,346.69															
25	\$11,286.73	\$7,958.56	\$3,328.17	\$657,675.85	25	\$8,513.14	\$6,311.40	\$2,201.73	\$434,035.29																
26	\$11,286.73	\$7,998.35	\$3,288.38	\$649,677.50	26	\$8,513.14	\$6,342.96	\$2,170.18	\$427,692.33																
27	\$11,286.73	\$8,038.34	\$3,248.39	\$641,639.15	27	\$8,513.14	\$6,374.67	\$2,138.46	\$421,317.65																
28	\$11,286.73	\$8,078.54	\$3,208.20	\$633,560.62	28	\$8,513.14	\$6,406.55	\$2,106.59	\$414,911.11																
29	\$11,286.73	\$8,118.93	\$3,167.80	\$625,441.69	29	\$8,513.14	\$6,438.58	\$2,074.56	\$408,472.53																
30	\$11,286.73	\$8,159.52	\$3,127.21	\$617,282.16	30	\$8,513.14	\$6,470.77	\$2,042.36	\$402,001.76																
31	\$11,286.73	\$8,200.32	\$3,086.41	\$609,081.84	31	\$8,513.14	\$6,503.13	\$2,010.01	\$395,498.63																
32	\$11,286.73	\$8,241.32	\$3,045.41	\$600,840.52	32	\$8,513.14	\$6,535.64	\$1,977.49	\$388,962.99																
33	\$11,286.73	\$8,282.53	\$3,004.20	\$592,557.99	33	\$8,513.14	\$6,568.32	\$1,944.81	\$382,394.67																
34	\$11,286.73	\$8,323.94	\$2,962.79	\$584,234.05	34	\$8,513.14	\$6,601.16	\$1,911.97	\$375,793.51																
35	\$11,286.73	\$8,365.56	\$2,921.17	\$575,868.49	35	\$8,513.14	\$6,634.17	\$1,878.97	\$369,159.34																
36	\$11,286.73	\$8,407.39	\$2,879.34	\$567,461.10	36	\$8,513.14	\$6,667.34	\$1,845.80	\$362,492.00																
Year 4	37	\$12,204.00	\$9,052.75	\$3,151.26	\$621,198.35	37	\$8,513.14	\$6,700.68	\$1,812.46	\$355,791.32	1	\$917.27	\$603.32	\$313.95	\$62,186.68	19	\$386.66	\$1,435.17	\$951.77	\$188,918.99	19	\$386.66	\$313.58	\$73.07	\$14,301.36
	38	\$12,204.00	\$9,098.01	\$3,105.99	\$612,300.34	38	\$8,513.14	\$6,734.18	\$1,778.96	\$349,057.15	2	\$917.27	\$606.34	\$310.93	\$61,580.34	20	\$386.66	\$1,442.35	\$944.59	\$187,476.64	20	\$386.66	\$315.15	\$71.51	\$13,986.21
	39	\$12,204.00	\$9,143.50	\$3,060.50	\$602,956.84	39	\$8,513.14	\$6,767.85	\$1,745.29	\$342,289.30	3	\$917.27	\$609.37	\$307.90	\$60,970.97	21	\$386.66	\$1,449.56	\$937.38	\$186,027.09	21	\$386.66	\$316.72	\$69.93	\$13,669.49
	40	\$12,204.00	\$9,189.22	\$3,014.78	\$593,767.62	40	\$8,513.14	\$6,801.69	\$1,711.45	\$335,487.61	4	\$917.27	\$612.42	\$304.85	\$60,358.56	22	\$386.66	\$1,456.81	\$930.14	\$184,570.28	22	\$386.66	\$318.31	\$68.35	\$13,351.18
	41	\$12,204.00	\$9,235.16	\$2,968.84	\$584,532.45	41	\$8,513.14	\$6,835.70	\$1,677.44	\$328,651.91	5	\$917.27	\$615.48	\$301.79	\$59,743.08	23	\$386.66	\$1,464.09	\$922.85	\$183,106.19	23	\$386.66	\$319.90	\$66.76	\$13,031.28
	42	\$12,204.00	\$9,281.34	\$2,922.66	\$575,251.11	42	\$8,513.14	\$6,869.88	\$1,643.26	\$321,782.03	6	\$917.27	\$618.56	\$298.72	\$59,124.52	24	\$386.66	\$1,471.41	\$915.53	\$181,634.78	24	\$386.66	\$321.50	\$65.16	\$12,709.78
	43	\$12,204.00	\$9,327.75	\$2,876.26	\$565,923.37	43	\$8,513.14	\$6,904.22	\$1,608.91	\$314,877.81	7	\$917.27	\$621.65	\$295.62	\$58,502.87	25	\$386.66	\$1,478.77	\$908.17	\$180,156.01	25	\$386.66	\$323.11	\$63.55	\$12,386.67
	44	\$12,204.00	\$9,374.39	\$2,829.62	\$556,548.98	44	\$8,513.14	\$6,938.75	\$1,574.39	\$307,939.06	8	\$917.27	\$624.76	\$292.51	\$57,878.12	26	\$386.66	\$1,486.16	\$900.78	\$178,669.85	26	\$386.66	\$324.72	\$61.93	\$12,061.95
	45	\$12,204.00	\$9,421.26	\$2,782.74	\$547,127.72	45	\$8,513.14	\$6,973.44	\$1,539.70	\$300,965.62	9	\$917.27	\$627.88	\$289.39	\$57,250.24	27	\$386.66	\$1,493.59	\$893.25	\$177,176.26	27	\$386.66	\$326.35	\$60.31	\$11,735.60
	46	\$12,204.00	\$9,468.36	\$2,735.64	\$537,659.36	46	\$8,513.14	\$7,008.31	\$1,504.83	\$293,957.32	10	\$917.27	\$631.02	\$286.25	\$56,619.22	28	\$386.66	\$1,501.06	\$885.88	\$175,675.20	28	\$386.66	\$327.98	\$58.68	\$11,407.62
	47	\$12,204.00	\$9,515.71	\$2,688.30	\$528,143.65	47	\$8,513.14	\$7,043.35	\$1,469.79	\$286,913.97	11	\$917.27	\$634.18	\$283.10	\$55,985.04	29	\$386.66	\$1,508.56	\$878.38	\$174,166.64	29	\$386.66	\$329.62	\$57.04	\$11,078.00
	48	\$12,204.00	\$9,563.28	\$2,640.72	\$518,580.37	48	\$8,513.14	\$7,078.57	\$1,434.57	\$279,835.40	12	\$917.27	\$637.35	\$279.93	\$55,347.69	30	\$386.66	\$1,516.11	\$870.83	\$172,650.53	30	\$386.66	\$331.27	\$55.39	\$10,746.74
49	\$12,204.00	\$9,611.10	\$2,592.90	\$509,969.26	4																				

Year 7	73	\$12,204.00	\$10,833.25	\$1,370.76	\$263,318.02	73	\$8,513.14	\$8,018.57	\$494.57	\$90,894.97	37	\$917.27	\$721.98	\$195.29	\$38,335.71	55	\$2,386.94	\$1,717.44	\$669.50	\$132,182.72	55	\$386.66	\$375.26	\$11.40	\$1,904.62
	74	\$12,204.00	\$10,887.41	\$1,316.59	\$252,430.61	74	\$8,513.14	\$8,058.66	\$454.47	\$82,836.31	38	\$917.27	\$725.59	\$191.68	\$37,610.12	56	\$2,386.94	\$1,726.03	\$660.91	\$130,456.69	56	\$386.66	\$377.13	\$9.52	\$1,527.48
	75	\$12,204.00	\$10,941.85	\$1,262.15	\$241,488.76	75	\$8,513.14	\$8,098.95	\$414.18	\$74,737.36	39	\$917.27	\$729.22	\$188.05	\$36,880.90	57	\$2,386.94	\$1,734.66	\$652.28	\$128,722.04	57	\$386.66	\$379.02	\$7.64	\$1,148.46
	76	\$12,204.00	\$10,996.56	\$1,207.44	\$230,492.20	76	\$8,513.14	\$8,139.45	\$373.69	\$66,597.91	40	\$917.27	\$732.87	\$184.40	\$36,148.03	58	\$2,386.94	\$1,743.33	\$643.61	\$126,978.71	58	\$386.66	\$380.91	\$5.74	\$767.55
	77	\$12,204.00	\$11,051.54	\$1,152.46	\$219,440.66	77	\$8,513.14	\$8,180.15	\$332.99	\$58,417.76	41	\$917.27	\$736.53	\$180.74	\$35,411.50	59	\$2,386.94	\$1,752.05	\$634.89	\$125,226.66	59	\$386.66	\$382.82	\$3.84	\$384.73
	78	\$12,204.00	\$11,106.80	\$1,097.20	\$208,333.86	78	\$8,513.14	\$8,221.05	\$292.09	\$50,196.72	42	\$917.27	\$740.21	\$177.06	\$34,671.29	60	\$2,386.94	\$1,760.81	\$626.13	\$123,465.85	60	\$386.66	\$384.73	\$1.92	\$0.00
	79	\$11,817.35	\$10,775.68	\$1,041.67	\$197,558.18	79	\$8,513.14	\$8,262.15	\$250.98	\$41,934.57	43	\$917.27	\$743.91	\$173.36	\$33,927.37	61	\$2,386.94	\$1,769.61	\$617.33	\$121,696.24					
	80	\$11,817.35	\$10,829.56	\$987.79	\$186,728.62	80	\$8,513.14	\$8,303.46	\$209.67	\$33,631.10	44	\$917.27	\$747.63	\$169.64	\$33,179.74	62	\$2,386.94	\$1,778.46	\$608.48	\$119,917.78					
	81	\$11,817.35	\$10,883.70	\$933.64	\$175,844.92	81	\$8,513.14	\$8,344.98	\$168.16	\$25,286.12	45	\$917.27	\$751.37	\$165.90	\$32,428.37	63	\$2,386.94	\$1,787.35	\$599.59	\$118,130.43					
	82	\$11,817.35	\$10,938.12	\$879.22	\$164,906.80	82	\$8,513.14	\$8,386.70	\$126.43	\$18,289.42	46	\$917.27	\$755.13	\$162.14	\$31,673.24	64	\$2,386.94	\$1,796.29	\$590.65	\$116,334.14					
	83	\$11,817.35	\$10,992.81	\$824.53	\$153,913.98	83	\$8,513.14	\$8,428.64	\$84.50	\$16,470.78	47	\$917.27	\$758.90	\$158.37	\$30,914.33	65	\$2,386.94	\$1,805.27	\$581.67	\$114,528.87					
	84	\$11,817.35	\$11,047.78	\$769.57	\$142,866.21	84	\$8,513.14	\$8,470.78	\$42.35	\$0.00	48	\$917.27	\$762.70	\$154.57	\$30,151.63	66	\$2,386.94	\$1,814.30	\$572.64	\$112,714.57					
Year 8	85	\$3,304.21	\$2,589.88	\$714.33	\$140,276.33	49	\$917.27	\$766.51	\$150.76	\$29,385.12	67	\$2,386.94	\$1,823.37	\$563.57	\$110,891.20										
	86	\$3,304.21	\$2,602.83	\$701.38	\$137,673.50	50	\$917.27	\$770.35	\$146.93	\$28,614.78	68	\$2,386.94	\$1,832.48	\$554.46	\$109,058.72										
	87	\$3,304.21	\$2,615.84	\$688.37	\$135,057.65	51	\$917.27	\$774.20	\$143.07	\$27,840.58	69	\$2,386.94	\$1,841.65	\$545.29	\$107,217.07										
	88	\$3,304.21	\$2,628.92	\$675.29	\$132,428.73	52	\$917.27	\$778.07	\$139.20	\$27,062.51	70	\$2,386.94	\$1,850.86	\$536.09	\$105,366.22										
	89	\$3,304.21	\$2,642.07	\$662.14	\$129,786.66	53	\$917.27	\$781.96	\$135.31	\$26,280.55	71	\$2,386.94	\$1,860.11	\$526.83	\$103,506.11										
	90	\$3,304.21	\$2,655.28	\$648.93	\$127,131.38	54	\$917.27	\$785.87	\$131.40	\$25,494.68	72	\$2,386.94	\$1,869.41	\$517.53	\$101,636.70										
	91	\$3,304.21	\$2,668.56	\$635.66	\$124,462.83	55	\$917.27	\$789.80	\$127.47	\$24,704.89	73	\$2,386.94	\$1,878.76	\$508.18	\$99,757.94										
	92	\$3,304.21	\$2,681.90	\$622.31	\$121,780.93	56	\$917.27	\$793.75	\$123.52	\$23,911.14	74	\$2,386.94	\$1,888.15	\$498.79	\$97,869.79										
	93	\$3,304.21	\$2,695.31	\$608.90	\$119,085.62	57	\$917.27	\$797.72	\$119.56	\$23,113.42	75	\$2,386.94	\$1,897.59	\$489.35	\$95,972.20										
	94	\$3,304.21	\$2,708.78	\$595.43	\$116,376.84	58	\$917.27	\$801.70	\$115.57	\$22,311.72	76	\$2,386.94	\$1,907.08	\$479.86	\$94,065.12										
	95	\$3,304.21	\$2,722.33	\$581.88	\$113,654.51	59	\$917.27	\$805.71	\$111.56	\$21,506.01	77	\$2,386.94	\$1,916.62	\$470.33	\$92,148.50										
	96	\$3,304.21	\$2,735.94	\$568.27	\$110,918.57	60	\$917.27	\$809.74	\$107.53	\$20,696.27	78	\$2,386.94	\$1,926.20	\$460.74	\$90,222.30										
Year 9	97	\$3,304.21	\$2,749.62	\$554.59	\$108,168.95	61	\$917.27	\$813.79	\$103.48	\$19,882.48	79	\$2,386.94	\$1,935.83	\$451.11	\$88,286.47										
	98	\$3,304.21	\$2,763.37	\$540.84	\$105,405.58	62	\$917.27	\$817.86	\$99.41	\$19,064.62	80	\$2,386.94	\$1,945.51	\$441.43	\$86,340.97										
	99	\$3,304.21	\$2,777.18	\$527.03	\$102,628.40	63	\$917.27	\$821.95	\$95.32	\$18,242.67	81	\$2,386.94	\$1,955.24	\$431.70	\$84,385.73										
	100	\$3,304.21	\$2,791.07	\$513.14	\$99,837.33	64	\$917.27	\$826.06	\$91.21	\$17,416.61	82	\$2,386.94	\$1,965.01	\$421.93	\$82,420.72										
	101	\$3,304.21	\$2,805.03	\$499.19	\$97,032.30	65	\$917.27	\$830.19	\$87.08	\$16,586.42	83	\$2,386.94	\$1,974.84	\$412.10	\$80,445.88										
	102	\$3,304.21	\$2,819.05	\$485.16	\$94,213.25	66	\$917.27	\$834.34	\$82.93	\$15,752.08	84	\$2,386.94	\$1,984.71	\$402.23	\$78,461.17										
	103	\$3,304.21	\$2,833.15	\$471.07	\$91,380.11	67	\$917.27	\$838.51	\$78.76	\$14,913.57	85	\$2,386.94	\$1,994.63	\$392.31	\$76,466.53										
	104	\$3,304.21	\$2,847.31	\$456.90	\$88,532.80	68	\$917.27	\$842.70	\$74.57	\$14,070.87	86	\$2,386.94	\$2,004.61	\$382.33	\$74,461.93										
	105	\$3,304.21	\$2,861.55	\$442.66	\$85,671.25	69	\$917.27	\$846.92	\$70.35	\$13,223.95	87	\$2,386.94	\$2,014.63	\$372.31	\$72,447.30										
	106	\$3,304.21	\$2,875.86	\$428.36	\$82,795.39	70	\$917.27	\$851.15	\$66.12	\$12,372.80	88	\$2,386.94	\$2,024.70	\$362.24	\$70,422.59										
	107	\$3,304.21	\$2,890.23	\$413.98	\$79,905.16	71	\$917.27	\$855.41	\$61.86	\$11,517.40	89	\$2,386.94	\$2,034.83	\$352.11	\$68,387.76										
	108	\$3,304.21	\$2,904.69	\$399.53	\$77,000.47	72	\$917.27	\$859.68	\$57.59	\$10,657.71	90	\$2,386.94	\$2,045.00	\$341.94	\$66,342.76										
Year 10	109	\$3,304.21	\$2,919.21	\$385.00	\$74,081.26	73	\$917.27	\$863.98	\$53.29	\$9,793.73	91	\$2,386.94	\$2,055.23	\$331.71	\$64,287.53										
	110	\$3,304.21	\$2,933.81	\$370.41	\$71,147.46	74	\$917.27	\$868.30	\$48.97	\$8,925.43	92	\$2,386.94	\$2,065.50	\$321.44	\$62,222.03										
	111	\$3,304.21	\$2,948.47	\$355.74	\$68,198.98	75	\$917.27	\$872.64	\$44.63	\$8,052.78	93	\$2,386.94	\$2,075.83	\$311.11	\$60,146.20										
	112	\$3,304.21	\$2,963.22	\$340.99	\$65,235.77	76	\$917.27	\$877.01	\$40.26	\$7,175.77	94	\$2,386.94	\$2,086.21	\$300.73	\$58,059.99										
	113	\$3,304.21	\$2,978.03	\$326.18	\$62,257.73	77	\$917.27	\$881.39	\$35.88	\$6,294.38	95	\$2,386.94	\$2,096.64	\$290.30	\$55,963.35										
	114	\$3,304.21	\$2,992.92	\$311.29	\$59,264.81	78	\$917.27	\$885.80	\$31.47	\$5,408.58	96	\$2,386.94	\$2,107.12	\$279.82	\$53,856.23										
	115	\$3,304.21	\$3,007.89	\$296.32	\$56,256.92	79	\$917.27	\$890.23	\$27.04	\$4,518.36	97	\$2,386.94	\$2,117.66	\$269.28	\$51,738.57										
	116	\$3,304.21	\$3,022.93	\$281.28	\$53,233.99	80	\$917.27	\$894.68	\$22.59	\$3,623.68	98	\$2,386.94	\$2,128.25	\$258.69	\$49,610.32										
	117	\$3,304.21	\$3,038.04	\$266.17	\$50,195.95	81	\$917.27	\$899.15	\$18.12	\$2,724.52	99	\$2,386.94	\$2,138.89	\$248.05	\$47,471.43										
	118	\$3,304.21	\$3,053.23	\$250.98	\$47,142.72	82	\$917.27	\$903.65	\$13.62	\$1,820.87	100	\$2,386.94	\$2,149.58	\$237.36	\$45,321.85										
	119	\$3,304.21	\$3,068.50	\$235.71	\$44,074.22	83	\$917.27	\$908.17	\$9.10	\$912.71	101	\$2,386.94	\$2,160.33	\$226.61	\$43,161.51										
	120	\$3,304.21	\$3,083.84	\$220.37	\$40,990.38	84	\$917.27	\$912.71	\$4.56	\$0.00	102	\$2,386.94	\$2,171.13	\$215.81	\$40,990.38										
Year 11	121	\$2,386.94	\$2,181.99	\$204.95	\$38,808.39						103	\$2,386.94	\$2,181.99	\$204.95	\$38,808.39										
	122	\$2,386.94	\$2,192.90	\$194.04	\$36,615.49						104	\$2,386.94	\$2,192.90	\$194.04	\$36,615.49										
	123	\$2,386.94	\$2,203.86	\$183.08	\$34,411.63						105	\$2,386.94	\$2,203.86	\$183.08	\$34,411.63										
	124	\$2,386.94	\$2,214.88	\$172.06	\$32,196.75						106	\$2,386.94	\$2,214.88	\$172.06	\$32,196.75										
	125	\$2,386.94	\$2,225.96	\$160.98	\$29,970.79						107	\$2,386.94	\$2,225.96	\$160.98	\$29,970.79										
	126	\$2,386.94	\$2,237.09	\$149.85	\$27,733.70						108	\$2,386.94	\$2,237.09	\$149.85	\$27,733.70										