

LOS ANGELES WORLD AIRPORTS (LAWA)

LAWA Concession Newsletter Issue No. 2

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A MESSAGE FROM THE LAWLA CONCESSIONS TEAM

Hi! We, the LAWLA Concessions Team hope you are doing well. We recognize the challenges this year has brought thus far and are here to support you.

We are sad to announce that Charmaine Martin is no longer with the LAWLA Concessions Team as she has decided to continue her civil service at the Port of Los Angeles. We wish Charmaine well and thank her for the hard work and contribution to concessions here at LAWLA. Thank you, Charmaine!

Sincerely,

Georginnah, Benet, Melanie, Titus and Isela



Charmaine, thank you so much for all the hard work, dedication, time and effort you gave while being a part of the LAWLA Concessions Team. We wish you the best and hope to see you soon. Once you've joined the LAWLA Concessions Team, you will always be family.

Charmaine, you will truly be missed. We wish you all the best in your new endeavors.

**Thank you,
Your Team — LAWLA Concessions**

UPDATES

COVID-19 Related

All persons within LAX terminals are required to wear face coverings.



To download signage that can be use inside your location please visit the below link.

[LAX COVID Rules](#)

[Closed Seating Area Signage](#)

[Travel Safely at LAX Signage](#)

Rent Relief:

Staff is reviewing and processing signed Letter of Agreements and will be notifying you of status. If you have any questions please reach out to your Business Relationship Manager (BRM) for details.

Concession Closures:

Please continue to notify **Titus DeCoursey** in regards to concession closures.

Daily Sales Report:

Please continue to send **Isela Toledo** daily sales data every Monday by 9:00am.

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UPDATES CONT.

Hours of Operation:

Please continue to notify URW and **Isela Toledo** of any changes to concession operating hours by 2:00pm daily.

Fire and Safety

Please see the below link for LAWA Commercial Development Group's (CDG) Fire Safety Newsletter.

[Fire Safety Newsletter](#)

Airport Police Division

Prior to reopening any concession, please contact Airport Police Division (APD) Officer Maria Duenez two-three (2-3) days prior to opening for coordination of prohibited items return. Officer Duenez will also provide forms for prohibited item return as well.

Contact Information:

Officer Maria Duenez
mduenez@lawa.org
Office Line: 424-646-5688
Main Office Line: 424-646-8228

Security Badge Office

Please see latest Security Badge Office Bulletin [here](#).

The Security Badge Office has extended the date for Authorized Signers to submit the appropriate documentation for returning employees from June 30 to **August 31**.

Authorized Signers are encouraged to review the reports for RapBack information to confirm if employee are registered in the system. Please be sure to schedule badge renewal appointments at least a week in advance to avoid the possibility of delay in badging if employee is not registered in RapBack.

Concession rebadge has been delayed as the current unaccountable ratio for ID cards is under 5%. Please be sure to return all badges when the operational need no longer exists. Utilize Authorized Signer reports as a tool to maintain accountability and accuracy.

Construction

Please see the below links for the latest construction updates.

[June Modernization Highlights](#)

[Construction Progress Camera](#)

HMSHost LA Life — A Touchless Experience



HMSHost is taking a leap into innovation as they prepare to launch a touchless experience at LA Life in Terminal 7! With Mashgin technology, guests will place items on a tray. Items are recognized through artificial intelligence (AI) technology and displayed on the screen for customers to see. After items are recognized guests may pay by card and not have to touch a thing!

Thank you HMSHost for taking an innovative step to providing guests a contactless experience.

Would you like to acknowledge a team member and have them featured in the next issue of LAWA's Concession Newsletter? Please submit a photo of your team member and a brief description of what makes them great to Isela Toledo of the LAWA Concessions Team.

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County of Los Angeles (LA) Public Health

County of LA Public Healthy requires all restaurants and permanent retail food operations to complete a check list prior to reopening. Please find the checklist [here](#). A resource for reopening dine-in restaurants can also be found [here](#).

REMINDERS

Environmental and Sustainability

As addressed in the LAWA Concession Newsletter Issue No. 1, LAWA's Environmental Programs Group (EPG) took the LAX Food Donation Policy (Policy) to the Board for approval. The Policy has been approved and can be found [here](#).

Please note the various compliance dates for each concession type below.

December 31, 2020: Grab-and-go food (pre-packaged, ready-to-eat food items often sold at a self-service refrigerator or something similar)

December 31, 2021: Airline lounges, sit-down restaurants, and caterers

Due to temporary concession closures, the Policy may not currently apply to you. Please keep in mind that once your operations begin to reopen, you will be required to be compliant. We recommend to plan ahead as you strategize concessions reopening.

Annual reports are to be submitted on the LAX Food Donation Program website [here](#). You will need to login via Smartsheet to submit your report. Please provide **Isela Toledo** staff email addresses who will be utilizing the Smartsheet tool for reporting so they may be added to the network. Please submit this information no later than **Friday, June 26, 2020**.

Reopening the Airport

To help transition into our new normal, LAWA has created seven different Recovery Task Forces to prepare for the transition. Please see below list of Recovery Task Forces.

1. Bringing Employees Back to Work
2. Getting Passengers Back to the Airport
3. Improving Our Fiscal Position
4. Completing Construction and Repairs Faster
5. Setting Our Organization Up for Success
6. Making Our Airports Safer
7. Communication and Engagement of Stakeholders

If you would like to learn more about the Task Forces and their roles, please see attached presentation [here](#).

Thank you Areas LAX Team!



REILLY'S IRISH PUB



Special thank you to Rogelio from Terminal 1 Reilly's Irish Pub for providing exceptional service to our guests! Rogelio received a \$70 tip on a \$76 bill! What a great testament to Rogelio's service. Thank you for being LAXceptional, Rogelio!



A huge THANK YOU to the Dunkin Donuts Team in Terminal 4 for their great customer service and positivity! Guests have noticed and appreciate the optimism as it has contributed to a memorable travel experience . Thank you, Terminal 4 Dunkin Donuts Team!

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Congratulations, Titus!

Welcome Ruth Abigail!



Congratulations on a healthy delivery and beautiful addition to the De-Coursey family!

Also...



Happy LAWA-versary!

Please join us in congratulating Titus in his one year anniversary with the LAWA Concessions Team! Happy Anniversary, Titus!

Thank you for all the time, effort, creativity and brainstorming you've contributed to not only your work and the team, but to the concessions program. You are truly a valued and appreciated member of the LAWA Concessions Team. Thank you for all you do!

QUICK LINKS

Center for Disease Control and Prevention (CDC) Website
<https://www.cdc.gov/>

COVID-19: Keeping Los Angeles Safe Website
<https://corona-virus.la/>

LA County Department of Mental Health
<https://dmh.lacounty.gov/covid-19-information/>

LA County Department of Mental Health Headspace App—FREE!
<https://www.headspace.com/lacounty>

LAWA News Releases
<https://www.lawa.org/en/news-releases>

LAX Concession Operating Hours (updated daily as provided)
<https://www.flylax.com/en/lax-dining-and-shopping>

Please see navigation screenshot below. Click the highlighted link for dashboard access.

COVID-19 impacted concessions and retail hours.
Please [click here](#) for today's hours and availability.

Thank you & See You Next Month!

Please remember to travel safely while walking through the airport!

TRAVEL SAFELY AT LAX
Help Prevent the Spread of COVID-19

<p>DO NOT enter the airport if you have a cough or a fever</p>  <p>AVOID unnecessary physical contact</p> 	<p>Wear a FACE COVERING at all times</p>  <p>WASH your hands often</p> 	<p>MAINTAIN a minimum 6-foot distance at all times</p>  <p>THANK YOU FOR DOING YOUR PART TO SAVE LIVES</p> 
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