

PHL COVID-19 RECOVERY PLAYBOOK

POLICIES and PROCEDURES for COMMON AREAS



INTRODUCTION

The safety of our guests and employees is PHL’s priority.

The PHL COVID-19 Recovery Playbook provides an overview into the changes implemented to prevent the transmission and spread of COVID-19 in passenger-facing locations throughout the airport. Personnel are working closely with the CDC, the Philadelphia Department of Public Health, the Philadelphia Office of Emergency Management and state officials to monitor the status of COVID-19 in our region and support a coordinated airport-wide response.

As we start to welcome our passengers back to PHL, we want them to see that the airport has proactively incorporated measures throughout the facility to ensure everyone’s health and safety. PHL will continually monitor and make adjustments based on guest feedback and observations. Airport stakeholders will continue to engage industry peers and share best practices as we adapt to ever evolving conditions.

TABLE OF CONTENTS

Leadership Letter..... 03

Legal Disclaimer..... 04

PHL Policies..... 05

Procedures for Common Areas..... 05

A LETTER FROM CEO CHELLIE CAMERON



To Our Philadelphia International Airport and Northeast Philadelphia Airport Teams:

The travel industry is undergoing a time of great upheaval and disruption, and our airports have been at the center of that storm. I've been incredibly encouraged and impressed by the solidarity shown by all of our airport partners, driven by a common goal of keeping each other and our guests safe.

I am proud to share the results of what was truly a team effort – the PHL Recovery Playbook, outlining a collective path forward for our efforts to keep our community safe. I hope you will see your helpful feedback and guidance reflected in these pages, as we consulted all our key partners to create functional, useful and scalable policies.

As we move forward with socializing and adopting these practices, I hope you will continue to keep your eyes open for opportunities to improve this important document. There is no final state for our new normal, and we will need to continually revise this playbook as the airport adapts itself to a post-pandemic world.

Travel may be a little slower and quieter for a while, but this is our opportunity to dig deep and work harder to enhance every step of the passenger journey. I look forward to working with you as we fulfill our organizational mission of proudly connecting Philadelphia with the world.

- Chellie

LEGAL DISCLAIMER

Philadelphia International Airport has remained fully operational for the duration of the COVID-19 crisis. The ingenuity and dedication of our Division of Aviation made it possible to serve the traveling public without interruption. Today we wish to share some of the lessons we have learned, and what we believe the “New Normal” may look like.

This PHL Playbook contains baseline standards, protocols, and operational updates that we have developed during the COVID-19 pandemic. Much of the information is specific to the Division of Aviation’s own operations but should nevertheless be useful for other stakeholders. By publishing this document, our intent to promote public safety by exchanging ideas about best operational practices in a post-COVID-19 environment, and nothing more.

Please bear in mind that this Playbook was first published in July 2020, when relatively little was known about COVID-19. Portions will likely need to be replaced, added onto, and/or removed entirely. Our understanding of the virus can only grow. This Playbook should not replace the advice of medical professionals, experts, or attorneys who might inform your organization’s practices. We encourage you to review the Playbook, join our conversation, and apply the information appropriately with your own operations.



PERSONAL PROTECTION EQUIPMENT (PPE)

- ◇ A face covering must be worn in the airport by all guests and employees unless eating or drinking
- ◇ Face coverings will be provided free of charge to passengers at key locations throughout the facility



LIMIT PEOPLE IN THE FACILITY

- ◇ Access to Philadelphia International Airport is restricted to individuals with an airport business purpose including airport or airline employees performing job duties or airline passengers with a ticket

PROCEDURES FOR COMMON AREAS



ARRIVALS AND DEPARTURES

PARKING GARAGES

- ◇ Face coverings are required to be worn by all parking garage attendants
- ◇ Credit card in/credit card out is encouraged to limit interactions with cashier lanes
- ◇ Elevator signage to maintain maximum capacity

PARKING LOT SHUTTLE BUSES

- ◇ Face coverings are required to be worn by passengers and drivers
- ◇ Passengers are required to physically distance with each other and the driver
- ◇ Passengers should enter and exit the bus through the rear entry door
- ◇ Shuttle bus interiors are cleaned several times a day
- ◇ Ridership is limited to maintain physical distancing

CURBSIDE

- ◇ Guests are strongly encouraged to wear face covers while outside
- ◇ Guests should physically distance with each other and employees

RIDE APP

- ◇ Face coverings are required to be worn by guests and drivers
- ◇ Shared rides are suspended
- ◇ Guests must utilize the back seat

RENTAL CARS and RENTAL CAR SHUTTLE BUSES

- ◇ Face coverings are required to be worn by guests, employees, and drivers
- ◇ Protective Plexiglas barriers are located at transaction points
- ◇ Floor decals utilized to remind guests and employees to maintain physical distancing
- ◇ Guests should enter the bus through rear entry door

TICKETING

- ◇ Protective Plexiglas barriers are located at transaction points
- ◇ Floor decals utilized to remind guests and employees to maintain physical distancing
- ◇ Frequent cleaning and disinfection at high touch point surfaces
- ◇ Elevator signage to maintain maximum capacity

BAGGAGE CLAIM

- ◇ Floor decals utilized to remind guests and employees to maintain physical distancing
- ◇ Elevator signage to maintain maximum capacity
- ◇ Future implementation of digital information kiosks for guests to access ground transportation options, hotels, and other services

SECURITY CHECKPOINTS

- ◇ Protective Plexiglas barriers are located at TSA podiums
- ◇ Guests keep possession of boarding passes for contact-less inspection
- ◇ Separate food for X-ray screening
- ◇ Larger hand sanitizer bottles permitted
- ◇ Floor decals and separated lanes enable guests to physically distance in queues
- ◇ Signage at entrances with instructions that a facial covering is required, wash hands frequently, physically distance, and use hand sanitizers located throughout the airport
- ◇ Future implementation of an antimicrobial bin program

INFORMATION COUNTERS

- ◇ One staff member is assigned at each counter to maintain physical distancing
- ◇ Floor decals utilized to remind guests and employees to maintain physical distancing
- ◇ Protective Plexiglas barriers are located at each Information Counter



CONCESSIONS

FOOD and BEVERAGE

- ◇ Protective Plexiglas barriers are located at transaction points
- ◇ Maintain physical distancing between employees and guests
- ◇ Frequent cleaning and disinfection at high touch point surfaces
- ◇ Utilize single-use products for tableware and condiments
- ◇ Floor decals utilized to maintain physical distancing in queues and monitored by concessionaire staff
- ◇ Reduction of tables and seating to maintain physical distancing
- ◇ Concessionaire staff will regulate maximum occupancy for dine-in restaurants
- ◇ Promote use of the Grab app, a contact-less food ordering platform, to mitigate crowding
- ◇ Encourage adoption of contact-less mobile ordering/payment platforms and digital currency

RETAIL STORES

- ◇ Protective Plexiglas barriers are located at all transaction points
- ◇ Floor decals utilized to maintain physical distancing between employees and guests
- ◇ Frequent cleaning and disinfection at high touch point surfaces
- ◇ Concessionaire staff will monitor queues to maintain physical distancing and regulate maximum capacity

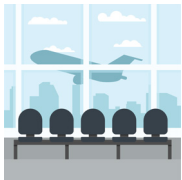
FOOD COURTS

- ◇ Reduction of tables and chairs to maintain physical distancing
- ◇ Tables and chairs are cleaned immediately after each use
- ◇ Installation of hand sanitizing stations throughout
- ◇ Floor decals utilized to maintain physical distancing in queues and monitored by concessionaire staff
- ◇ Use of cleaning products proven effective against COVID-19
- ◇ Frequent cleaning and disinfection at high touch point surfaces
- ◇ Signage at entrances with instructions to wash hands frequently, physically distance, use hand sanitizer located throughout the airport, and do not push tables together
- ◇ Employees who service the food court locations maintain a high-level of personal safety and hygiene including frequent handwashing, use of masks and gloves, and physically distancing



RESTROOMS

- ◇ Frequent cleaning and disinfection of critical disease transfer points using highly potent disinfectants such as Envirox Critical Care, Spartan Quat2 or NCL Germi-Kleen
- ◇ Motion sensor technology is utilized inclusive of most soap dispensers, flush valves, faucets, and paper towel dispensers
- ◇ Floor decals are installed at each entrance to remind our guests and employees to physically distance
- ◇ Custodial staff utilize protective equipment including gloves, goggles, face coverings
- ◇ Adjustments to custodial staff scheduling and allocation to maximize cleaning effectiveness and visibility to guests
- ◇ Developing new, enhanced cleaning standards
- ◇ Restroom Renovation Program to modernize 48 sets of passenger-facing restrooms and ancillary spaces. PHL will incorporate new industry guidelines into the restrooms renovations.



HOLD ROOMS

- ◇ Selected hold room seating will be rendered unusable to maintain areas of physical distancing while other areas of seats will remain accessible for families
- ◇ Hold room seating will continually be reevaluated to best accommodate physically distancing



BOARDING

- ◇ Implementation of new boarding procedures to enable guests to physically distance.



INTERNATIONAL ARRIVALS

- ◇ Maintain physical distancing between guests with use of floor decals inclusive of queues and baggage claim
- ◇ Automated Passport Control kiosks will utilize every other one to maintain physical distancing
- ◇ Protective Plexiglas barriers are located at all transaction points



HAND SANITIZER DISPENSERS

- ◇ Hand sanitizers are located throughout ticketing, security checkpoints, the terminals, food courts, and Customs
- ◇ Increased the number of hand sanitizer dispensers throughout the facility and introduction of a new model with greater storage capacity and contact-less technology



DISINFECTANT USE

- ◇ Future implementation of electrostatic spray disinfectant
- ◇ In progress to attain the Global Biorisk Advisory Council (GBAC) STAR Facility Accreditation. A division of the International Sanitary Supply Association (ISSA), GBAC Star is the cleaning industry's only outbreak prevention, response, and recovery accreditation for public facilities.