

PHL Employee Conduct Guidelines

INTRODUCTION

The PHL Guest Experience (GX) Stakeholder Council works to collectively cultivate an environment where guests enjoy a safe, efficient, and welcoming experience. With that in mind, the GX Council developed these Employee Conduct Standards. The Division of Aviation (DOA), airlines, concessions, business partners, contractors and other employees working at or doing business with PHL are expected to conduct themselves according to the standards contained in this document.

The COVID-19 pandemic, and the ensuing restrictions on movement for citizens both nationally and internationally, has had a major impact on the aviation industry. A full recovery to pre-COVID levels will take several years. As the airport and its partners look toward the future, we must collectively and proactively focus on re-building our guests' confidence in our ability to offer a safe, healthy travel experience. We must also take steps to reduce their stress, make them feel well-cared for, and make the overall travel experience for our guests as enjoyable as possible.

These standards, implemented in tandem with improvements to our airport facility and adjusted operational processes (outlined in our [Recovery Playbook](#)), will help to ease the stress of travel and build customer trust. We are all in this together. Throughout the PHL community, each one of us has an important role to play in our industry's recovery and success for years to come.

The following apply to all employees on duty in passenger facing areas, in uniform, or wearing their ID Badges while on airport premises.

A. COVID-19 related Employee Conduct Standards: This section focuses specifically on preventing the transmission and spread of COVID-19 in passenger-facing locations throughout the airport. All employees shall:

1. Wear a mask/facial covering over the nose and mouth **at all times** while on duty in the airport.
2. Maintain a minimum of 6 ft. of distance between themselves, other employees and guests whenever possible.
3. Not gather in a group to chat or linger in public/passenger-facing areas of the airport with the exception of meal-time breaks, during which employees may gather together to eat in concessions areas as long as appropriate Physical Distancing Protocols are observed.
4. Wash hands (for 20 seconds per CDC recommendations) and/or use an alcohol-based sanitizer frequently throughout the day.

B. Employee Attitude & Behavior: All airport employees are required to be courteous and helpful at all times with every guest and every fellow employee. All employees shall:

1. Greet all customers in a friendly and professional manner.
2. Display a positive attitude and a friendly, attentive demeanor toward passengers and fellow employees at all times.
3. Address customers proactively – be friendly and approachable – anticipate customers’ needs. Customers and passengers should not have to initiate contact.
4. Maintain appropriate eye contact while conversing with customers and fellow employees.
5. Present a professional appearance and always be properly identifiable as airport personnel. Badges must be worn and clearly visible to the public at all times.
6. Be sensitive to special needs of passengers and other users.
7. Be capable of clearly communicating with guests.
8. Use a proper and courteous tone of voice, volume level, and vocabulary with or in the presence of customers, including during personal calls/conversations in public areas of the airport. For example, use words such as “Please,” “Yes,” “Hello,” and “Thank you” and refrain from using offensive language.
9. Refrain from using foul or inappropriate language **at any time**.
10. Remain calm when encountering an upset customer, listen carefully, and show empathy with the problem, while taking steps to de-escalate the situation.
11. Make every effort to appropriately respond to and satisfy guests’ needs and to address them in a timely manner. If needed, refer the guest to someone who might be better suited to provide the necessary assistance at the time, for example, direct or escort them to the Information Counters or White Courtesy phones.
12. No gathering in a group to chat or hang-out in public/passenger-facing areas of the airport (*see meal-time exception in A.3 above*).
13. No napping or sleeping anywhere in public/passenger-facing areas of the airport.
14. No reclining or putting feet up on furnishings in public-facing areas of the airport. Employees should maintain an upright posture in the presence of customers.
15. Do not litter or leave trash in public or employee areas of the airport, including dining tables, gate hold rooms, exterior grounds, and in the parking garages. All trash and cigarette butts must be placed in appropriate waste and ash can receptacles.

C. Knowledge

All employees shall:

1. Be well informed, capable of providing directions, and know where and how to obtain requested information or services for customers.
2. Convey accurate information using clear and understandable terms and language.
3. Ensure that the customer is properly oriented before walking away or completing the transaction.
4. Attend available customer service training provided by your organization, the airport, or the GX Council.
5. Obtain the facts when encountering a dissatisfied customer; state any applicable policy clearly and politely; and be able to offer a solution or an alternative to the customer. Escalate complex matters to supervisory and/or managerial staff as required by the situation.
6. Know where and how to obtain assistance to resolve customers' questions or problems if language barriers arise.
7. Know where and how to obtain assistance in order to respond to medical emergencies and operational disruptions.