

LOS ANGELES WORLD AIRPORTS (LAWA) LAWA Concession Newsletter Issue No. 5



LAWA Concessions Staff:

Georginnah Navarrete Cell: (310) 491-8673

Benet Sanchez Cell: (310) 259-2031

Melanie Torres Cell: (424) 312-2076

Titus DeCoursey Cell: (310) 259-4585

Isela Toledo Cell: (424) 356-2283

A MESSAGE FROM THE LAWA CONCESSIONS TEAM

It's officially fall! Are you ready for the upcoming holidays? We look forward to seeing all the creative face masks and festive decorations throughout our LAX facilities within the next few months. The most creative face mask may get a shout out in an upcoming newsletter!

We hope that your families and loved ones continue to stay safe and practice the appropriate precautions as we continue to adjust to new routines. Thank you for all the hard work and the resilience you show daily.

As always, if there is anything the LAWA Concessions Team can help with, please feel free to reach out.

Sincerely, Georginnah, Benet, Melanie, Titus and Isela

JOIN THE LAX EMPLOYEE MOBILE TEXT CLUB!

Would you like to be notified about dining and shopping deals? Text LAX to 64600 for exclusive offers as an LAX employee!



* By texting LAX to 64600 you are opting in to the LAX Employee Mobile Club. Message and data rates apply. To unsubscribe text STOP. For help text HELP. While supplies last. Must opt into the employee program to receive exclusive offers. All employees must present their SCA badge.

UPDATES

COVID-19 Related

Face Coverings:

Effective immediately, the wearing of face coverings will be enforced through the LAX Rules and Regulations with a one point citation under the Security and Airport Safety Enforcement (SAFE) Program. This mandate is not new but will now have increased enforcement.

Enforcement is for all badge holders, not just LAWA employees. Face coverings are required at all times when there could be contact.

If you would like to order reusable face coverings for your staff please read and follow the order instructions provided in the announcement here and be sure to use a LAWA Resource Request Form as instructed.

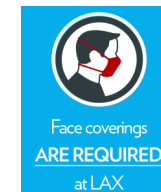
To download signage you can use inside your location please click the below links.

How to Properly Wear Your Face Covering

LAX COVID Rules

Closed Seating Area Signage

Travel Safely at LAX Signage



Daily Sales Report Reminder:

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

THANK YOU, ANGUS!



Angus Kwan, LAWA's Accounting Liaison, has played an integral role in LAWA's Concessions Program for many years. Angus' calm demeanor and patience has helped staff learn the ins and outs of LAWA's billing process and procedures. Most recently, Angus has assisted in deciphering Minimum Annual Guarantee (MAG) calculations and management fees for rent relief due to COVID-19.

Angus, thank you for all the hard work and time you've dedicated to the Concessions Program during your time here at LAWA. We wish you the best with retirement! Congratulations, Angus!



THANK YOU, MARLENE!



Marlene Olmedo, an Areas Superstar, has been providing exemplary customer service for the past seven years at LAX and continues to amaze us! A guest recently raved about Marlene's welcoming and friendly service. Thank you for all you do, Marlene, as it does not go unnoticed!

- LAWA Concessions Team

UPDATES CONT.

COVID-19 Related Cont.

Hours of Operation Reminder:

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

Security Badge Office (Badge Office)

Please see below Badge Office updates:

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

→ **LAWA is 5 badges away from a Concession/Terminal rebadge.** Please remember to contact the Badge Office and submit badges that are invalid as soon as applicants do not have an operational need to report to LAX terminals.

→ Thank you to those who participated in the TSA mandated 2020 100% Audit. Any company that was noncompliant was put into a pending status. Should you have questions, please contact the Regulatory Audit & Compliance Unit (RACU) at (424) 646- 8136 or racu1@lawa.org. Please notify the Badge Office of any primary contact changes as there have been many bounced back emails.

→ Annual Refresher and new Authorized Signer trainings are both offered online via WebEx. Please email sbotraining@lawa.org to enroll.

Airport Police Department (APD)

Standardized Training for Alcohol and Tobacco Retailers (STAR) Training will commence after October 10, 2020 via Zoom. This training will be conducted by Sgt. Garcia with LAPD. Sgt. Garcia has advised that any LAX concessionaires in need of training can send him an e-mail at 27687@lapd.online or call him after October 10th at (213) 486-0923.

Construction

Please see the below links for the latest construction updates.

[September Modernization Highlights](#)

[Construction Progress Camera](#)

[LAX Interactive Construction Map](#)

LAX Concession Revenue Summary

Please see below year-over-year revenue comparison for LAX concessions.

Reporting Period 08/03/20—08/16/20	
Category	YoY (%)
Currency Exchange	-91%
Duty Free	N/A
F&B	-84%
Retail	-80%
News/Gift	-71%
Specialty Retail	-89%
Grand Total	-88%

MEET OUR TERMINAL OPERATIONS SUPER HEROES!



From left to right: Michael Hoffner, Juan Carlos Gideon, Christina Tigert, Eve McEneaney, Keith Patrick, Jose Rodriguez, James Janovec

Thank you to LAWA Terminal Operations (Ops) Team for always saving the day! As frontline workers at LAX, they work hard daily to ensure LAX terminals adhere to strict regulatory guidelines while maintaining a delicate balance that addresses the needs of all stakeholders. The Concessions Program would truly be lost without their active and consistent support. Thank you, Ops Team, for being such a great resource to LAX concessions. We truly appreciate your partnership and guidance and recognize that your continued dedication ensures safe and effective operations in LAX terminals. Director of Airport Operations, Viji Prasad, calls this team, a "Class Act" and we wholeheartedly agree!

LOS ANGELES WORLD AIRPORTS (LAWA) LAWA Concession Newsletter Issue No. 5

Travel
Safely at
LAX



Do you or your staff have a creative holiday face mask you'd like to share? Send a picture of the festive PPE to [Isela Toledo](mailto:isela@lawa.org) for a newsletter feature!

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

REMINDERS

Environmental and Sustainability

LAWA's 2019 Sustainability Report can be found on LAWA's Sustainability webpage [here](#).

LAX Food Donation Program — Please remember that locations offering grab-and-go food (pre-packaged, ready-to-eat food items often sold at a self-service refrigerator or something similar) must report compliance via the reporting sheet [here](#) by **December 31, 2020**.

If you cannot access, please contact **Isela Toledo**.

Concession Reopening

Please continue to use the resource links below as applicable, as guides for reopening all concessions including Retail and Food & Beverage.

[County Protocol for Restaurants Opening for On-Site Dining](#) (Appendix I)

[County Reopening Toolkit](#)

[LAWA Concession Reopening Presentation](#)

[LAWA Concessions Reopening Checklist](#)

Quarter 4 2020 Pricing Reports

Please be reminded that Quarter 4 2020 Pricing Reports were due October 1st. To review the LAWA Concessions Pricing Policy please visit the link below.

[LAWA Concessions Airport Pricing Policy](#)

THANK YOU GEMS AND TRAVEL AMBASSADORS!

The LAWA Concessions Team would like to share our gratitude and appreciation to each Guest Experience Member (GEM) and Travel Ambassador for their continued dedication in creating a positive experience for our guests.

As front line workers, GEMs welcome visitors to Los Angeles and help LAX guests navigate through the airport. GEMs assist arriving international passengers by helping fill out forms to offering translation in almost 28 languages. Their commitment cannot be denied as they work late nights and holidays.

Recently, Travel Ambassadors have been the friendly face that keeps LAX safe and encourages guests to wear face coverings. They are a valuable resource for information and assistance with face coverings.

If you would like some tips on how to direct passengers to follow the face covering rule, please see your Business Relationship Manager (BRM) or a Travel Ambassador for assistance.



QUICK LINKS

Passenger Screening Numbers

<https://cloud1lawa.app.box.com/s/ju8tqxo7yytu8zyvla9m0c8k3qbcrc79>

LAX Employee Resource Center

<https://www.laxshopdine.com/employees/>

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)

Dashboard link [here](#).