

# LOS ANGELES WORLD AIRPORTS (LAWA)

LAWA Concession Newsletter Issue No. 1

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## A MESSAGE FROM THE LAWA CONCESSIONS TEAM

Hi! We, the LAWA Concessions Team, hope you and your families are staying safe, healthy and hopeful. We understand that this unexpected experience presents new challenges we've never had to face resulting in innovative solutions towards a new norm. Together, we hope to ensure the safety and wellbeing of the LAX concession family, including staff and partners. We anticipate the day we can all meet again and think back to this time as a crisis we endured and conquered together.

Sincerely,

Georginnah, Benet, Melanie, Titus, Charmaine and Isela

## UPDATES

### COVID-19 Related

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

## IN HONOR AND MEMORY OF JUAN BARAJAS



*On May 9, 2020 LAWA lost a member of the LAX Integrated Express Solutions (LINXS) team, the developer of the Automated People Mover (APM). In honor of Juan, LAX pylons glowed white during the weekend.*

*Please keep Juan Barajas' family in your thoughts and prayers during this difficult time.*



**STOP**

**ANYONE ENTERING LAX MUST WEAR A FACE COVERING AT ALL TIMES**

Face coverings must be worn while present in any LAX facility.

Anyone without a face covering will be asked to put one on.

### Rent Relief:

Due to the impacts of COVID-19, LAWA has sent out letters to corporate managers in regards to MAG relief for applicable agreements. If you operate under Unibail-Rodamco-Westfield (URW) please contact URW for more details. If you are a LAWA direct concessionaire please contact your Business Relationship Manager (BRM) for more information. Responses are due **May 31, 2020**.

### 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.

### Hours of Operation:

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

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## UPDATES CONT.

### Airport Police Division

LAXPD-VAAU worked in coordination with all concessionaires and lounges in the Sterile Areas to remove all authorizer “prohibited items”.

As you begin to resume operations please reach out to your BRM so APD can assist you with escorting essential items back to your establishment.

**NOTE:** Access was changed in order to prevent unauthorized entry and limit personnel who are authorized to use ACAMS. Please report to your authorized signer any changes in your access that may affect you as you continue to operate or resume operations.

### Security Badge Office

LAWA Security Badge Office is currently not offering annual Refresher Training. New Authorized Signer training has been reduced from 30 participants to 10 and is only available if the company has no other signers. To extend Authorized Signer authority for 90 days after expiration, please fill out the request form [here](#) and forward to [sboenrollments@lawa.org](mailto:sboenrollments@lawa.org).

LAWA Badge Office must rebadge the Concession ID cards due to the high unaccountable ratio. Staff is meeting weekly via WebEx to determine the timeline, color, communication, etc.

Please review the latest Security Badge Office Bulletin [here](#) for additional information.

### Business, Jobs, and Social Responsibility (BJSR)

On Thursday, **May 21, 2020** at 10:00am BJSR will be hosting a LAWA Employer Webinar— Resilience Through Crisis. To RSVP please click [here](#). For any questions, please email [BusinessAndJobs@lawa.org](mailto:BusinessAndJobs@lawa.org).

### Construction

Please see the below links for the latest construction updates.

<https://www.lawa.org/en/news-releases/2020/news-release-031>

<https://www.lawa.org/en/connectingLAX/web-cameras>

### Employee Parking

Remote employee lots (East, West & South Lots) are closed. Employees may continue to park in Central Terminal Area (CTA) until further notice.

## WHAT MAKES CONCESSIONS GREAT? YOU!



*Special thank you to DFS for initiating “Operation Chocolate”. Together with LAWA’s Community Relations Group, DFS donated three pallets of chocolate. These goods went to active military and local communities.*

*Thank you, DFS!*



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## UPDATES CONT.

### Employee Parking Cont.

Social distancing is observed in the LAX shuttles and face coverings are required.

For more information please review the latest Parking Newsletter [here](#).

## REMINDERS

### Environmental and Sustainability

To align with the Mayor’s 2019 Green New Deal, LAWA’s Sustainability Action Plan (SAP) was approved by the Board of Airport Commissioners (Board). To review the SAP please click [here](#).

As a part of the SAP, LAWA’s Environmental Programs Group (EPG) will be presenting the LAX Food Donation Policy (Policy) to the Board for approval with a tentative Board meeting date of **May 21, 2020**. To review the draft Policy please click [here](#). Please refer to the draft policy for compliance deadlines.

## 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.



*A HUGE thank you to each and every one of you for your hard work, dedication and bravery.*

*- LAWA Concessions Team*

**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.**