

LOS ANGELES WORLD AIRPORTS (LAWA) LAWA Concession Newsletter Issue No. 7



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A MESSAGE FROM THE LAWA CONCESSIONS TEAM

Hello and Happy New Year!

We hope your 2020 holiday season was restful, fun and most importantly, safe.

As we settle into our new routines and begin to become comfortable behind our masks, we hope for a great 2021. With vaccinations being distributed we look forward to seeing more guests traveling safely through Los Angeles International Airport (LAX).

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 Vimal

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

Signage:

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

[How to Properly Wear Your Face Covering](#)

[LAX COVID Rules](#)

[Closed Seating Area Signage](#)

[Travel Safely at LAX Signage](#)

Daily Sales Report Reminder:

Please now send daily sales data to URW and concessionsreporting@lawa.org every Monday by 9:00 a.m.

Hours of Operation Reminder:

Please notify URW and Melanie Torres at matorres2@lawa.org of any changes to concession operating hours by 2:00 p.m. daily.

Seating Variance:

Food Court seating in T1, T2, T6, T7 and TBIT has been approved by the Los Angeles County Health Department. T4 has been approved, but seating implementation is still pending. All other dining options are under review in both LAWA-direct and URW-managed terminals.

SEE YOU SOON!



From left to right: Isela Toledo, Georginnah Navarrete, Melanie Torres, Benet Sanchez-Yowarski

Isela's Note to All:

Wow. What a pleasure it has been to work with such amazing LAWA staff and to be a part of an extraordinary Concessions Program. As I have not seen many of you in person for about a year, it is with a sad heart that I say, seen you soon!

For now, my career endeavors take me elsewhere but please know I will think of each and every one of you often. With a heart full of gratitude I say, thank you. Thank you for the laughs over meals, meetings and the best of all, terminal walks. I have learned so much from each member of the Concessions Program and I am forever grateful for the opportunity to have worked with you.

I hope to see everyone soon and will reach out when I travel just to see your "sm-eyes" behind the mask!

Always,
Isela

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CONGRATULATIONS, MARIA!



Shout out to Maria of the Areas team in T4 for making employee of the month! Maria works at all Areas locations in T4 and helps keep locations sanitized and orderly by mopping, washing dishes, taking out loads of trash, and stocking and prep for all grab-and-go units. We appreciate all your hard work Maria!

UPDATES CONT.

Security Badge Office (Badge Office)

Please see below Badge Office updates:

- Concessions rebadging will be postponed until further notice.
- The Badge Office has extended the date for Authorized Signers to submit the appropriate documentation for returning employees to **Jan. 31**.
- The Badge Office is requesting that companies return all badges for employees who no longer have an operational need for them.
- Companies should be reminded that applicants cannot check in for processing earlier than 15 minutes before their scheduled appointment.
- Applicants who display visible COVID-19-related symptoms will not be allowed to enter the Badge Office.
- Applicants who do not “Pass” the Temperature Screening process at the Badge Office will not be allowed entry.
- The Badge Office will be implementing a new Identity Management and Credentialing System (IMCS) by summer 2021. The IMCS system will automate all badging applications and processes. The Badge Office will notify Authorized Signers of training schedules for this system.

Security Badge Office (Badge Office) Cont.

→ Companies participating in the Badge Management Program are required to comply with all the requirements stated in the [program bulletin](#). Continued violations of the rules may result in removal from participation.

LAX Concession Revenue Summary

Please see below year-over-year revenue comparison for LAX concessions as presented in the January Concessions Meeting.

Sales CY 2020	CY 2019	CY 2020	YoY
F & B	\$ 386,084,651	\$ 107,176,212	-72%
Retail	\$ 448,689,656	\$ 108,004,965	-76%
Services	\$ 122,521,451	\$ 36,557,234	-70%
Grand Total	\$ 957,295,758	\$ 251,738,411	-74%

Construction

Please see the below links for the latest construction updates.

- [January Modernization Highlights](#)
- [Construction Progress Camera](#)
- [LAX Interactive Construction Map](#)

WELCOME, VIMAL!



Please join the LAWA Concessions Team in welcoming Vimal Patel back to the group!

Vimal has worked in LAWA's Commercial Development Division (CDD) for the past 18 years. Some of you may have already worked with Vimal as his past roles included serving as a food and beverage concessions Business Relationship Manager (BRM), a member of the Concessions Development Team overseeing the construction of concessions in T4, T5, T7 and T8, and most recently as the head of the Tenant Preventative Maintenance Team, working with LAWA tenants and concessionaires to ensure compliance with the L.A. City Fire Code.

Vimal looks forward to returning to the Concessions Group, where he will be managing various service and Food & Beverage agreements along with coordinating sustainability initiatives on behalf of concessions.

Welcome back to Concessions, Vimal!

Travel
Safely at
LAX



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

REMINDERS

Environmental and Sustainability

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) should have reported participation via the reporting sheet [here](#) by **Dec. 31, 2020**. Please note you only need to submit one participation report for your company, not for each location.

Data reports are due **Jan. 31, 2021** for calendar year 2020. Please use the same reporting sheet as used for participation found [here](#). If you cannot access, please contact **Vimal Patel**.

You can click [here](#) to find a summary of the program, timeline and reporting instructions. To learn more about the program and review a Frequently Asked Questions (FAQ) sheet, visit the LAX Food Donation Program site [here](#).

If you have any questions in regards to your report, please email fooddonation@lawa.org.

Concession Reopening

Please be reminded that when reopening ANY location you must submit the LAW A Concessions Reopening Checklist (link below). This applies to Retail locations in addition to Food & Beverage.

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

[Revised Temporary Targeted Safer at Home Health Officer Order](#) **UPDATED 12-30-20**

[Protocols for Retail Establishments Opening for In-person Shopping: Appendix B](#) **UPDATED 12-06-20**

[Protocol for Restaurants, Breweries and Wineries: Appendix I](#) **UPDATED 12-11-20**

[County Reopening Toolkit](#)

[LAW A Concession Reopening Presentation](#)

[LAW A Concessions Reopening Checklist](#)

QUICK LINKS

Passenger Screening Numbers

<https://cloud1lawa.app.box.com/s/ju8tqxo7yytu8zyvla9m0c8k3gbcre79>

LAX Employee Resource Center

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

Center for Disease Control and Prevention (CDC) Website

<https://www.cdc.gov/>

Health Officer Order: Safer at Home

<http://www.ph.lacounty.gov/media/Coronavirus/reopening-la.htm#retail>

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>

LAW A News Releases

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

LAX Concession Operating Hours (updated daily as provided)

Dashboard link [here](#).