



WE'RE READY WHEN YOU'RE READY.

PALM BEACH INTERNATIONAL AIRPORT

A COMPREHENSIVE GUIDE:
COVID-19 PANDEMIC
PREPAREDNESS & RESPONSE



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MISSION

Provide an easy, convenient, and safe airport experience for travelers, tenants, and employees while leading by example and promoting personal responsibility.



GUIDING PRINCIPLES



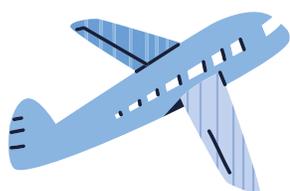
SAFETY AND SECURITY



HEALTH AND WELFARE



TRAVELER CONFIDENCE



AIR SERVICE



AWARD WINNING

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GENERAL NOTES

A NOTE FROM PBI

The information contained in this comprehensive guide represents current practices and protocols of the Palm Beach International Airport (PBI), specifically focused on the operations, facility management, and communications during the unprecedented COVID-19 pandemic.

PBI's top priorities are the health and safety of our employees, tenants, and passengers.

This guide is considered a working plan that can and may evolve.

DISCLAIMER- LEGAL STATEMENT

Please be advised that some or all of the information contained in this document may not be applicable to other airports, businesses or places of work. We strongly recommend that before implementing any of the ideas contained herein you carefully evaluate and consult with legal counsel regarding the legality, applicability and potential efficacy of this information in your place of business. Please also note that this is a “living” document that may be updated at any time given the fluidity of this situation. The Palm Beach County Department of Airports bears no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the practices or procedures contained in this document.

Revised August 20, 2020

A LETTER FROM THE DIRECTOR

The COVID-19 pandemic has changed how the public views air travel and the travel industry as a whole. In order to restore customer confidence in the safety of air travel, it is important for the airline and airport industries to reevaluate our approach to serving our customers. As the level of passenger traffic begins to increase over the coming months, our primary focus must be on ensuring the health, safety, and security of our customers, employees, and airport partners as well as our local community.

We passionately believe that PBI's services need to be provided in a safe, clean environment, which is why we have developed a comprehensive plan to ensure best practices are being implemented in line with rapidly evolving industry standards to reduce the spread of germs and viruses in the airport environment. In order to ensure that PBI maintains the cleanest environment possible, we have implemented additional cleaning protocols for the protection of the public, our employees, and airport partners, including hiring additional janitorial staff whose sole job is to ensure the routine disinfection of high touch surfaces and purchasing new equipment to allow for the disinfection of large areas more effectively. We have also increased the frequency of cleaning bathrooms, security checkpoints, and other high-traffic- areas and will be installing additional hand sanitizing units in areas with high touch surfaces.

All PBI staff is now required to wear masks or facial coverings for the protection of their fellow employees and the public. Per Palm Beach County Emergency Order 2020-012, masks or facial coverings are required in all areas of PBI. To ensure that the public is aware of health and safety guidelines and requirements, we are enhancing our public messaging through social media, overhead announcements, and signage.

It is important to stress the critical importance of personal responsibility when traveling. We all need to do our part in order to maintain the safety of air travel. Things that everyone can do include: staying home if you are sick, wearing facial coverings in public areas, washing your hands, and maintaining social distancing whenever possible. We are also asking our customers to discourage family members and others from coming into the terminal building with the exception of unaccompanied minors or others who require assistance.

Based on the rapidly changing conditions, this plan must be considered a "living" document. Our team closely monitors the Florida Department of Health, CDC and other public health guidelines to ensure that PBI continues to follow the most current guidance, and we continue to evaluate and adjust our plans and procedures as necessary for the protection of our customers, employees, and airport partners.

While the COVID-19 pandemic is likely to have lasting effects on the air travel industry, our customers can rest assured that the reasons to love PBI will not change. PBI will continue to provide the easy, convenient, first-class experience that our customers have come to expect while we all work through these challenging times together.

Sincerely,

Laura Beebe

Director of Airports, Palm Beach County Department of Airports



WHAT YOU CAN EXPECT AT PBI

OUR KEY CHANGES

- **Transmission Barriers:** Acrylic transmission barriers are being installed in key high-traffic areas, including ticket counters, boarding gates, and concessions counters.
- **Masks or Facial Coverings:** All employees are required to wear masks or facial coverings. Guests and passengers are required to wear masks or facial coverings at all times while at PBI.
 - *Face coverings shall not be required for children under 2 years of age and persons with medical conditions that are not compatible with masks. Face coverings shall not be required while seated and dining in restaurant and other food service venues.
- **Social Distancing Markers:** Floor clings, signage, and overhead announcements give guidance on 6 feet distancing at ticket counters, boarding gates, jet bridges, concessions, baggage claim, and other common areas.
- **Cleaning and Sanitization:** Additional cleaning crew members; use of cutting-edge disinfection applications and products on surfaces; daily cleaning of security checkpoints; focus on hand rails, elevator buttons, and high touch point areas; additional hand sanitizers throughout the airport in gathering areas.



Became a GBAC STAR™ accredited facility from the Global Biorisk Advisory Council (GBAC), a division of ISSA.

- **Parking:** Closure of Long Term Parking facilities; Reduced Short Term Parking lot daily rate; Economy Parking lot cashier booths closed, accepting credit card and SunPass payments and walking to terminal only; Temporarily discontinued Economy Parking shuttle service. Reopening parking facilities and resumption of shuttle service as passenger demand increases.
- **Reduced hours of operations for shops and restaurants** until passenger traffic increases.

WHAT YOU CAN EXPECT AT PBI



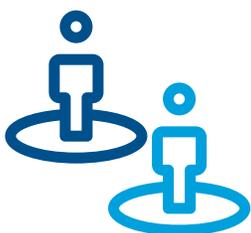
WHAT YOU CAN DO

- Don't fly when you're sick
- Check with your airline for any requirements or procedural changes
- Wear a mask or facial covering upon arrival at PBI
- Keep 6 feet between you and others when possible
- Use a carry-on bag only when possible to minimize contact
- Use E-Boarding passes to minimize contact
- Wash hands often, including before and after the security checkpoints
- Use the cell phone lot while waiting for arriving guests

5 KEY COMPONENTS



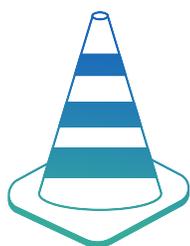
**SAFE AND CLEAN FACILITIES FOR
EMPLOYEES, TENANTS, & PASSENGERS**



**ENHANCED SPACE & SOCIAL
DISTANCING**



**CONTINUITY OF OPERATIONS &
FISCAL RESPONSIBILITY**



**FUTURE PLANNING &
INFRASTRUCTURE NEEDS**



COMMUNICATIONS PLAN

5 KEY COMPONENTS



SAFE, CLEAN FACILITIES FOR EMPLOYEES, TENANTS, & PASSENGERS

PREVENTION OF SPREAD

- Perform daily health screenings of all Department of Airport employees
- Require all airport employees to wear masks or facial coverings in all areas of the PBI Terminal
- Airport partners, including airline staff, governmental partners, and concessions staff are required to wear masks or facial coverings within all areas of the PBI Terminal
- Guests and passengers are required to wear masks or facial coverings at all times while at PBI

*Face coverings shall not be required for children under 2 years of age and persons with medical conditions that are not compatible with masks. Face coverings shall not be required while seated and dining in restaurant and other food service venues.

ENHANCED FACILITY CLEANING



Became a GBAC STAR™ accredited facility from the Global Biorisk Advisory Council (GBAC), a division of ISSA

- Increased janitorial staff to focus on disinfection of high touch surfaces
- Increased frequency of terminal cleaning
- Increased frequency of restroom cleaning
- Increased frequency of jet bridge cleaning
- PBI Terminal closure after last departing flight to allow for disinfection of large areas more quickly
- Closure of water fountains and water bottle filling stations in concourses
- Designation of safe and secure isolation areas for passenger health assessment conducted by onsite Palm Beach County Fire Rescue

5 KEY COMPONENTS



SAFE, CLEAN FACILITIES FOR EMPLOYEES, TENANTS, & PASSENGERS

GBAC STAR™ FACILITY ACCREDITATION



What is the GBAC STAR™ facility accreditation program?

GBAC STAR is the cleaning industry's only outbreak prevention, response and recovery accreditation for facilities. The program helps public and commercial facilities establish and maintain a cleaning, disinfection and infectious disease prevention program to minimize risks associated with infectious agents and biohazards.

GBAC STAR is a performance-based program that is based on quality management system principles like those of ISO 9001. GBAC STAR is the gold standard of prepared facilities—especially in the wake of COVID-19 as facilities seek guidance on reopening safely and confidently.

Q: What does GBAC STAR accreditation mean for Palm Beach International Airport?

A: Once accredited to GBAC STAR, it means Palm Beach International Airport is implementing the industry's highest standards for cleaning and disinfection of infectious agents like the novel coronavirus.

Q: What does it mean for our guests?

A: Passengers, guests, and employees should have assurance that the facility is cleaned and disinfected to the highest standards. They should have increased confidence to enter and feel comfortable inside the airport knowing that facility management prioritizes proper cleaning, disinfection and infectious disease prevention measures to protect occupant health.

Q: What does the accreditation process encompass?

A: To earn accreditation, facilities must comply with GBAC STAR's 20 program elements, which outline proper cleaning protocols, disinfection techniques and work practices to combat biohazards and infectious disease.

5 KEY COMPONENTS

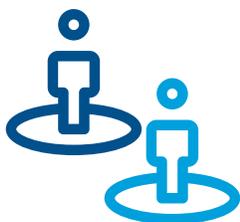


SAFE, CLEAN FACILITIES FOR EMPLOYEES, TENANTS, & PASSENGERS

ADDITIONAL EQUIPMENT AND CUTTING-EDGE CLEANING PRODUCTS

- Procurement of specialty disinfectant.
- Utilization of electrostatic spray disinfecting process.
- Circulated air throughout the facility is treated utilizing various methods to reduce the circulation of unwanted biological organisms. The air is circulated in such a way to minimize unnecessary drafts that could re-circulate airborne particulates. Staff is currently evaluating the addition of new systems to enhance the systems further, including additional ultra-violet light applications and air purifiers and circulators in high-density areas of the facility.
- Additional hand sanitizer units placed in high traffic areas throughout the terminal.

5 KEY COMPONENTS



ENHANCED SPACE & SOCIAL DISTANCING

TICKET COUNTERS

- Floor mounted adhesives with social distancing messages
- Increased queuing spacing
- Installation of acrylic transmission barriers

PASSENGER CIRCULATION/COMMON AREAS

- Floor mounted adhesives, signage, and overhead messaging to promote social distancing
- Increased queuing spacing at security checkpoints to provide for increased opportunity for social distancing
- Installation of acrylic transmission barriers where necessary

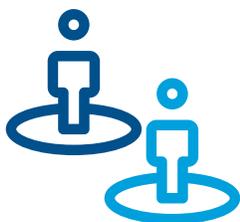
TSA SECURITY CHECKPOINTS

- Reconfiguration of queuing lanes at both checkpoints
- Provide for 6 feet separation in all lanes
- Expansion of recomposure area

GATE HOLD ROOMS

- Installation of acrylic transmission barriers at each airline gate podium
- Promote social distancing within seating areas with public messaging and signage

5 KEY COMPONENTS



ENHANCED SPACE & SOCIAL DISTANCING

AIRCRAFT LOADING BRIDGES

- Wall-mounted adhesives within all loading bridges to promote social distancing

BAGGAGE CLAIM

- Promote the use of multiple baggage carousels when possible per flight
- Encourage passengers to bring carry-on luggage only
- Use of floor-mounted adhesives promoting social distancing
- Use of LCD screens, wall-mounted advertising space, and overhead messaging to encourage social distancing and required use of masks or facial coverings
- Encourage passengers to be picked up curbside, rather than greeted indoors
- Discourage congregation of passengers curbside at exit doors

TERMINAL MEETER-GREETER AREAS

- Promote "Ticketed Passengers Only" in the PBI Terminal, with the exception of individuals assisting unaccompanied minors, passengers with disabilities, or others who need assistance
- Signage promoting social distancing and the required use of masks or facial coverings

5 KEY COMPONENTS



CONTINUITY OF OPERATIONS & FISCAL RESPONSIBILITY

IMPLEMENTATION OF BUSINESS CONTINUITY PLAN

- Identification of key personnel
- Safe spacing of workstations
- Development of key teams in Administration, Planning, Operations, Security, Maintenance, and IT to ensure continued operations
- Provide modified schedules for personnel where appropriate
- Discourage employees from working when sick
- Ensure proper amounts of PPE remain in stock and available for employee use
- Limiting in-person contact where appropriate
- Increased use of technology to promote social distancing in the workplace
- Adhering to Federal, State and County Executive Emergency Orders, Guidelines and Recommendations for best practices

5 KEY COMPONENTS



CONTINUITY OF OPERATIONS & FISCAL RESPONSIBILITY

BUDGET REVIEW AND REALIGNMENT

- Adjustment of current and future Implementation/use of CARES Act funding for the reimbursement of on-going Operations & Maintenance (O&M) and capital budgets
- Reprogramming of FY 2021 capital budgets to maximize use of external funding
- Re-assessment of FY 2021 budget requests
- Ongoing evaluation of impacts related to loss of revenue
- Implementation/use of CARES Act funding for the reimbursement of on-going O&M costs associated with the County's airport system
- Continued tracking of and support for future legislation authorizing additional funding opportunities for airports

LEASE/TENANT ASSISTANCE PROGRAMS

- Evaluation of deferment of fees and charges on a short-term basis where appropriate
- Ensuring airline rates and charges remain fair and reasonable
- Providing flexibility in hours of operations and service limitations where appropriate

5 KEY COMPONENTS



FUTURE PLANNING & INFRASTRUCTURE NEEDS

PLANNING AND INFRASTRUCTURE

- Identify key projects with external funding and/or ability to strategically benefit from reduced passenger activity levels
- Identify and prepare projects for any additional available stimulus or discretionary funding
- Evaluate future projects for potential health, safety, and security related additions that should be included in facility planning
- Work with local health officials to identify facility vulnerabilities
- Prepare for additional future impacts



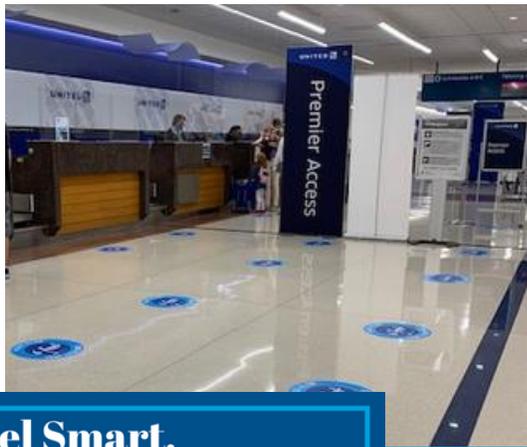
5 KEY COMPONENTS



COMMUNICATIONS PLAN

TOOLS

- Use of social media for sharing updates, links, and information
- Maintain PBIA.org for updates, links, and information
- Use #PBIstrong as our community hashtag
- Use in-terminal messaging as a reminder of recommended guidelines for safe travel
- Ongoing updates to overhead announcements throughout the PBI Terminal
- Use of signage inventory throughout the PBI Terminal



PARTNERS

CONCESSIONS: SHOPPING AND RESTAURANTS

- Employees are required to wear masks or facial coverings
- Social distancing at counters, tables, and in public areas
- Increased cleaning of high touch areas
- Acrylic transmission barriers at cashier counters
- Limiting contact points, including contact-less payment
- Compliance with state and local health requirements and guidelines
- PPE items for sale at retail shops
- Following capacity limits based on state and local guidelines
- Limited hours of operations
- Temporary closures of underutilized venues

AIRLINES

- Each individual airline is addressing safety independently and are updating their websites with information



PARTNERS

GROUND TRANSPORTATION

RENTAL CARS

- Complete sanitization of rental vehicles, with increased focus on high touch areas
- Low and no-touch experiences, including advanced check in, curbside pickup, and delivery options
- Each individual company is addressing safety independently. Refer to individual websites for additional information

TAXIS

- Daily sanitization of vehicles with increased focus on high touch areas
- Drivers are required to wear a mask or facial covering while transporting passengers
- Fogging of vehicles is available on a daily basis if necessary



OUR PASSENGERS



Your safety while traveling through PBI remains our top priority. We believe that the actions outlined in this document will help to provide our passengers, employees, and tenants a safe and clean airport experience. We are all in this together- as one community, and we will get through this together- as one community.

From the entire PBI Team, thank you for your continued support.