Airline Standards & Coordination Manual 4th EDITION

October 2026

RACHEL GRUBER, AVIATION PROGRAM MANAGER
DANIELLE SUMMERS, ADMINISTRATOR I
AIRLINE AND COMMERCIAL AFFAIRS



Copyright ©2026 City and County of Denver, Department of Aviation

All rights reserved

This document is provided for use by tenants and stakeholders of Denver International Airport. Unauthorized commercial reproduction is prohibited.

TABLE OF CONTENTS (QUICK LINKS)

PURPOSE & PROCEDURES
DEN BY THE NUMBERS
DEN 2024 PASSENGER TRAFFIC
DEN 2025 AIRLINES & AIR SERVICE NETWORK
HOTEL AND TRANSIT CENTER
OPEN-AIR PLAZA
THE JEPPESEN TERMINAL
TERMINAL LEVEL 6
TERMINAL DOOR NUMBERS
EMPLOYEE USE OF PUBLIC FACILITIES
AUTOMATIC EXTERNAL DEFIBRILLATOR (AED) PROGRAM

TERMINAL – LEVEL 6
TERMINAL – LEVEL 6 LAYOUT
L6 MOD 2 - CURBSIDE OPERATIONS
L6 MOD 2 - CURBSIDE WARMING HUTS
L6 MOD 2 - BACKWALL DISPLAY
L6 MOD 2 - BACKWALL CONTENT
L6 MOD 2 - BACKWALL ORIENTATION MAPS
L6 MOD 2 - AIRLINE TICKET COUNTERS
L6 MOD 2 - SELF-SERVICE KIOSKS
L6 MOD 2 - SELF BAG DROPS (MATERNA UNITS)
L6 MOD 2 - FUNCTIONAL SPECIFICATION (MANUAL/AUTO)
L6 MOD 2 - SBD CONTROLS & TERMS
L6 MOD 2 - SBD TROUBLE SHOOTING
L6 MOD 2 - PASSENGER QUEUING
L6 MOD 2 - PASSENGER QUEUING LAYOUT
L6 MOD 2 - ODD-SIZED BAG OPERATIONS
L6 MOD 2 - WHEELCHAIR OPERATIONS
L6 MOD 2 - WHEELCHAIR OPERATIONS RULES
L6 MOD 2 - TSA FIREARM SCREENING ROOM
TERMINAL OPS REQUIREMENTS

TERMINAL LEVEL 5
LEVEL 5 – BAGGAGE CLAIM
LEVEL 5 – BAGGAGE CLAIM ASSIGNMENTS
LEVEL 5 – BAGGAGE SERVICE OFFICE (BSO)
LEVEL 5 – BAGGAGE SERVICE OFFICE (BSO) LAYOUT
LEVEL 5 – SECURITY SCREENING CHECKPOINTS
TOTAL QUEUE MANAGEMENT PROGRAM

TABLE OF CONTENTS (QUICK LINKS)

THE GATES – A, B, & C
THE GATES – A, B, & C OVERVIEW
AUTOMATED GUIDEWAY TRANSIT SYSTEM (AGTS)
AGTS - OVERVIEW
THE GATES – AIRLINE DISTRIBUTION
THE GATES – OVERVIEW
THE GATES – HOLDROOMS
THE GATES – PODIUMS & BACKWALL
THE GATES – MONITOR BACKWALL DESIGN
GATE INFORMATION DISPLAY SYSTEM (GIDS)
EMERGENCY COMMUNICATION SYSTEMS (ECS)
THE GATES – MONITOR DATA FEEDS
THE GATES – AIRLINE SUPPORT SPACES
GATE ASSIGNMENT PROCEDURES
GATE UTILIZATION – RULE 160
MAXIMUM GATE OCCUPANCY PERIODS
GATES PASSENGER LOADING BRIDGE
GATES PASSENGER LOADING BRIDGE GUIDE
GATES PASSENGER LOADING BRIDGE GUIDE
GATE FACILITY MANAGEMENT
CITY GATE – COMMON USE TERMINALS
CITY GATE – JETBRIDGE SIGNAGE
CITY GATE – APRON STANDARDS
CHARTER FLIGHT REQUESTS
REQUESTING A CHARTER FLIGHT
AIRCRAFT REMOTE PARKING AREAS
AIRCRAFT PARKING LOCATIONS
THE GATES - WHEELCHAIR OPERATIONS
THE GATES – MOTORIZED VEHICLE OPERATIONS

DEN SIGNAGE PROGRAM
DEN SIGNAGE PROGRAM OVERVIEW
ROADWAY SIGNAGE
OVERHEAD CURBSIDE SIGNAGE
OVERHEAD CURBSIDE DESIGN
CURBSIDE SIGNS L5 & L6 OVERHEAD MAP
AIRLINE CURBSIDE CHECK-IN AREAS
INTERIOR – CHECK-IN QUEUING AREAS
CHECK-IN QUEUING SIGNAGE EXAMPLES
DOT SIGNAGE – CONTRACT OF CARRIAGE
AIRLINE BAGGAGE SERVICE OFFICE (BSO)
BSO IDENTIFICATION & COMMON USE AREA

TABLE OF CONTENTS (QUICK LINKS)

WAYFINDING SIGNAGE
GATE IDENTIFICATION - BLADE SIGNS
PREFERENTIAL PASSENGER LOADING BRIDGE SIGNAGE
PASSENGER LOADING BRIDGE SIGNAGE

GREAT HALL OPERATIONAL PLAYBOOK

HOLIDAY CELEBRATIONS
HOLIDAY CELEBRATION OVERVIEW HOLIDAY
DECORATIONS – PUBLIC AREAS
HOLIDAY DECORATIONS – COUNTER LOCATIONS
HOLIDAY DECORATIONS – DO'S & DON'TS HOLIDAY
DECORATIONS – DISPLAY TIME FRAME
HOLIDAY CELEBRATION REQUEST PROCEDURE
TEMPORARY SIGNS & BANNERS

AIRLINE EVENTS
AIRLINE EVENTS OVERVIEW
AIRLINE EVENT DEFINED WITH EXAMPLES
AIRLINE EVENTS – PUBLIC AREAS
AIRLINE EVENTS – COUNTER LOCATIONS
AIRLINE EVENT REQUEST PROCEDURE

SUPPLEMENTAL AIRPORT INFORMATION
DESIGN REVIEW COMMITTEE
DESIGN REVIEW COMMITTEE
DESIGN REVIEW COMMITTEE – LINKS
RULES AND REGULATIONS GOVERNING DEN
DEN AIRPORT SEE SAY APP
SMS – FOD MANAGEMENT PROGRAM
SAFETY MANAGEMENT SYSTEM
FREQUENTLY REQUESTED DEN CONTACTS
AIRLINE & COMMERCIAL AFFAIRS DEPARTMENT
AIRLINE & COMMERCIAL AFFAIRS DEPARTMENT CONTACTS

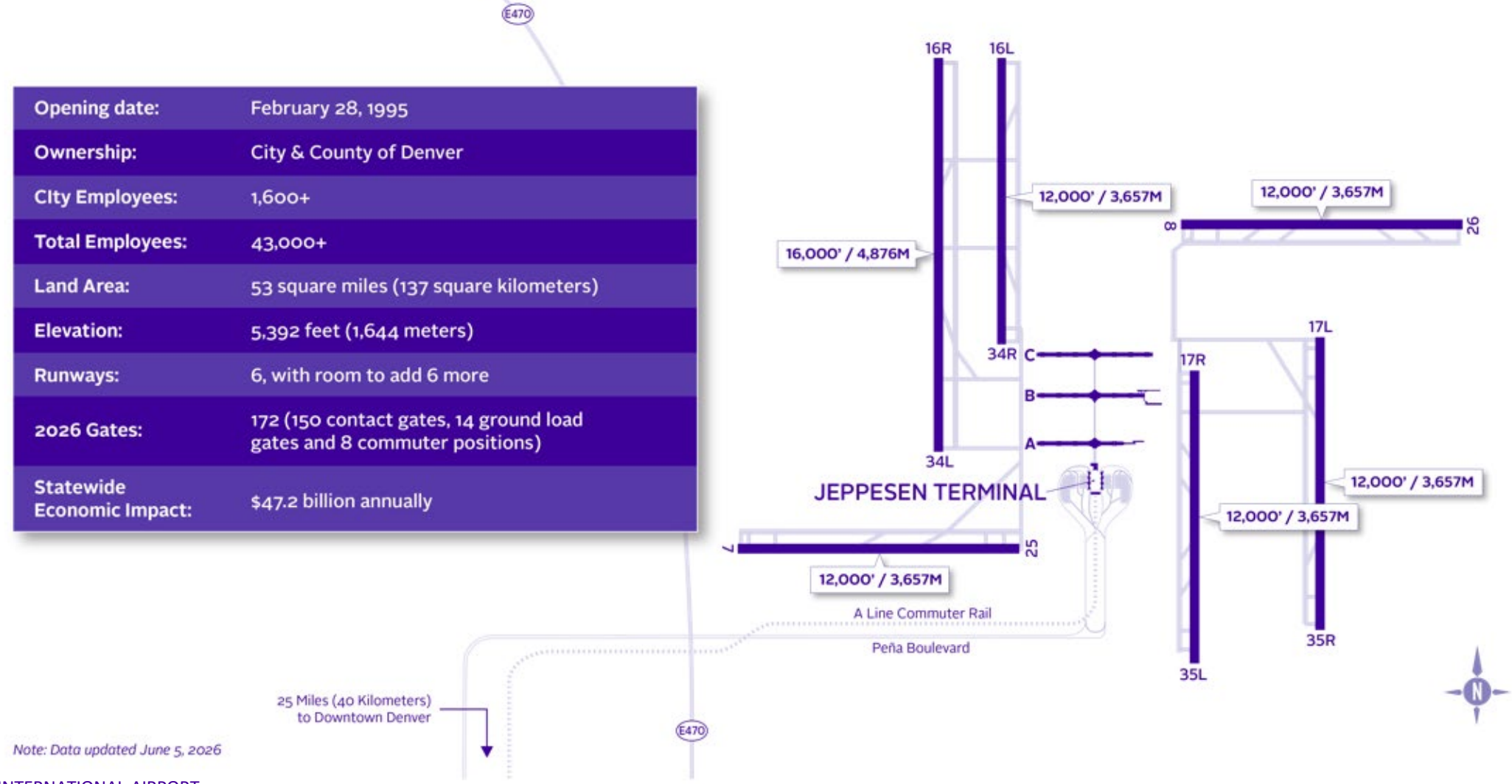
PURPOSE & PROCEDURES

Denver International Airport (DEN) and its airline tenants play a crucial role in shaping the first impression of users and visitors. As travelers arrive, their initial view of the Rocky Mountains and Denver presents a unique opportunity to highlight the region's distinctive themes, natural features, resources, and history. These standards have been established by the Airport to ensure the creation of high-quality, functional, and aesthetically pleasing public spaces, serving as a guide for airline operations within these areas. The Airline Standards & Coordination Manual applies to spaces primarily visible or accessible to the general public, or areas where design elements are essential to maintaining the overall aesthetic and architectural integrity of the Airport. The manual is designed to offer flexibility, allowing for creative interpretation while accommodating the specific needs of airlines. These standards should be used in conjunction with relevant policies, rules, and regulations set forth by the Federal Aviation Administration (FAA), DEN, the Airline Use and Lease Agreements (AULA), and other related documents.

DEN BY THE NUMBERS

Denver International Airport (DEN) Overview

Opening date:	February 28, 1995
Ownership:	City & County of Denver
City Employees:	1,600+
Total Employees:	43,000+
Land Area:	53 square miles (137 square kilometers)
Elevation:	5,392 feet (1,644 meters)
Runways:	6, with room to add 6 more
2026 Gates:	172 (150 contact gates, 14 ground load gates and 8 commuter positions)
Statewide Economic Impact:	$47.2 billion annually



Note: Data updated June 5, 2026

DEN 2025 PASSENGER TRAFFIC



Source: DEN statistics; Airports Council International
Note: Data updated June 5, 2026

Source: Denver International Airport

DEN 2026 AIRLINES & AIR SERVICE NETWORK

25 Airlines

oneworld
Alaska · American Airlines · BRITISH AIRWAYS

SKYTEAM
AEROMEXICO · AIRFRANCE · DELTA

STAR ALLIANCE
AIR CANADA · CopaAirlines · Lufthansa · TURKISH AIRLINES · UNITED

Unaffiliated

U.S. Carriers
allegiant · Breeze · CONTOUR · DenverAir CONNECTION · FRONTIER · jetBlue · Southwest · sun country airlines

International Carriers
Aer Lingus · Cayman Airways · ICELANDAIR · VIVA · volaris · WESTJET

Air Service Network

- **237** TOTAL NONSTOP DESTINATIONS
- **202** DOMESTIC
- **46** U.S. STATES
- **1** U.S. TERRITORY
- **35** INTERNATIONAL
- **19** COUNTRIES

Source: Innovata Schedules via Cirium
Note: Data updated July 6, 2026

HOTEL AND TRANSIT CENTER





The Westin Denver International Airport is conveniently located just steps from the terminal. The hotel and conference center provides a modern and convenient destination for global travelers with a range of world-class amenities. The Westin was designed to resemble a bird in flight—its curved roof mimicking the concave shape of Jeppesen Terminal's white peaked roof. From a traveler's point of view, the Westin's stunning architecture is surpassed only by its service and available amenities for guests. To further serve that purpose and to offer another mode of transit after arriving on a flight to Denver, the Regional Transportation District (RTD) began commuter rail service to the Transit Center at DEN in early 2016. Electric trains run from DEN to downtown Denver's Union Station, serving stops in neighborhoods along the way. DEN joins the many other world-class airports with train service just a short walk from the airline's baggage claim carousels to the central core of its host city.

Article Link: Behind the Scenes at The Westin: Culinary Excellence and Community Commitment

OPEN-AIR PLAZA





Positioned between the Jeppesen Terminal and the Westin, hotel sits DEN's 82,000 square-foot open-air plaza. DEN uses this Plaza for events and customer facing activations throughout the year, including summer concert series, a mini golf course, ice rink, as well as creating a park like atmosphere complete with lounge seating and artificial turf in the summer for customers to enjoy. Sponsorship opportunities for the plaza exist. For plaza activation inquires, please contact DENEvents@flydenver.com

THE JEPPESEN TERMINAL

Elrey B. Jeppesen Terminal

Jeppesen Terminal at DEN features 2.6 million square feet of space and includes passenger ticketing, baggage claim, ground transportation, international arrivals, shops and restaurants, office areas and the TSA security checkpoints. Jeppesen Terminal's internationally recognized peaked roof, designed by Fentress Bradburn Architects, is reflective of snow-capped mountains and evokes the early history of Colorado when Native American teepees were located across the Great Plains. The terminal space includes the following areas:



- Passenger Facilities Ticketing
  - Level 6 and Level 5 (Interim ticketing started in Q2 2025)
- Passenger Drop-off – Level 6
- Baggage Claim – Level 5
- Ground Transportation – Level 5
- Passenger Pick-up – Level 4
- International Arrivals –Level 5 North
- Security Screening:
  - East & West Security – Level 6
  - Level 5 Checkpoint – Q4 2026
- Automated Guideway Transit System (AGTS) "people mover" underground train serving the terminal and gate areas.

TERMINAL LEVEL 6

The Jeppesen Terminal was designed with two sides to the one building to support airlines – East and West. Approximately half of our airlines are located on the East side, and half our airlines are located on the West side. Currently DEN is doing renovation to level 6, so all carriers other than United Airlines, Southwest Airlines and Frontier Airlines, are located on level 5 for the interim ticketing.

In the north-south direction, the Terminal is divided into 3 building modules, referenced to as Mods, and are numbered from north to south. The northern-most Mod on the West Side is Mod 1-W. The southern-most Mod on the East Side is Mod 3-E. Mod 2 and Mod 3 are further split out into Pods.

- Mod 2-E, Pod 1 & 2
- Mod 3-E, Pod 3 & 4
- Mod 3-W, Pod 5 & 6
- Mod 2-W, Pod 7 & 8

The airlines on the West side are anticipated to move back up from level 5 to level 6 in early to mid summer of 2027 with the East airlines moving in late summer to early fall of 2027.

TERMINAL DOOR NUMBERS

A good way to identify where you are, or where you want to be dropped off or picked up, is by the door numbers.

- All the doors on the West Side are numbered with red even numbers (for example, on the 6th Level, Door 600 at the far north end, 602, 604, 606 working our way south).
- All the doors on the East Side are numbered with blue odd numbers (601 at the far north end, 603, 605, 607 working our way south).
- The doors on the lower levels are numbered likewise – 500 series on Level 5 (Baggage Claim), 400 series on Level 4 (Passenger Pick-up), etc.



West Side, Level 6 Exterior Door

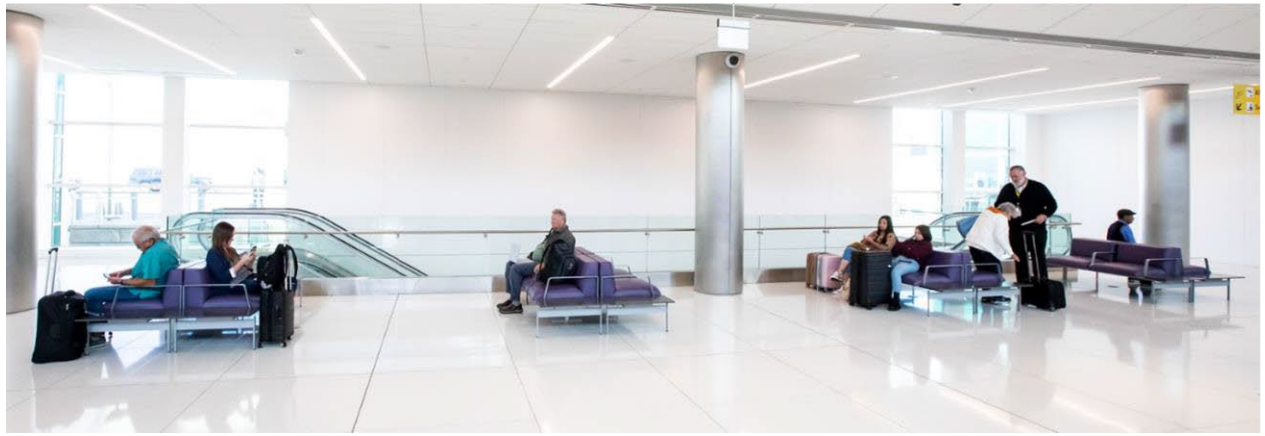


East Side, Level 6 Exterior Door

EMPLOYEE USE OF PUBLIC FACILITIES

Airport Rules and Regulations Part 40 – Conduct of Commercial Operators Using the Airport

- Terminal seating and furniture is a DEN owned asset and shall only be moved by DEN. No modifications to the seating or furniture is permitted.
- Personnel employed at DEN cannot not use public seating, boarding areas, or lounge areas within the Terminal and Concourses when working.
- The above areas are intended for use by the general public and not as a rest or lounge facility for employees. Employees using the food courts or restaurants in the Terminal and Concourses are expected to always maintain professional standards.





AUTOMATIC EXTERNAL DEFIBRILLATOR (AED) PROGRAM

- DEN manages a public/passenger facing Automatic External Defibrillator (AED) program for the Airport's facilities and will place AEDs in appropriate locations in the Terminal and Concourses where the traveling public can access devices. If an airport vendor or stakeholder would like to place and provide an AED for their employees, one can be added in their leasehold. This AED, and all legal requirements, will be the responsibility of the vendor/stakeholder. Further, upon vacating any leasehold, the removal of any such device and any associated cabinet or storage equipment (if placed or installed) will also be the vendor or stakeholder's responsibility.

- If a stakeholder or vendor would like to provide an AED for employees in a common use area, the AED shall remain in a mobile condition, or any preference for installation of a cabinet or affixed storage unit would need to be approved by appropriate DEN lease managers.

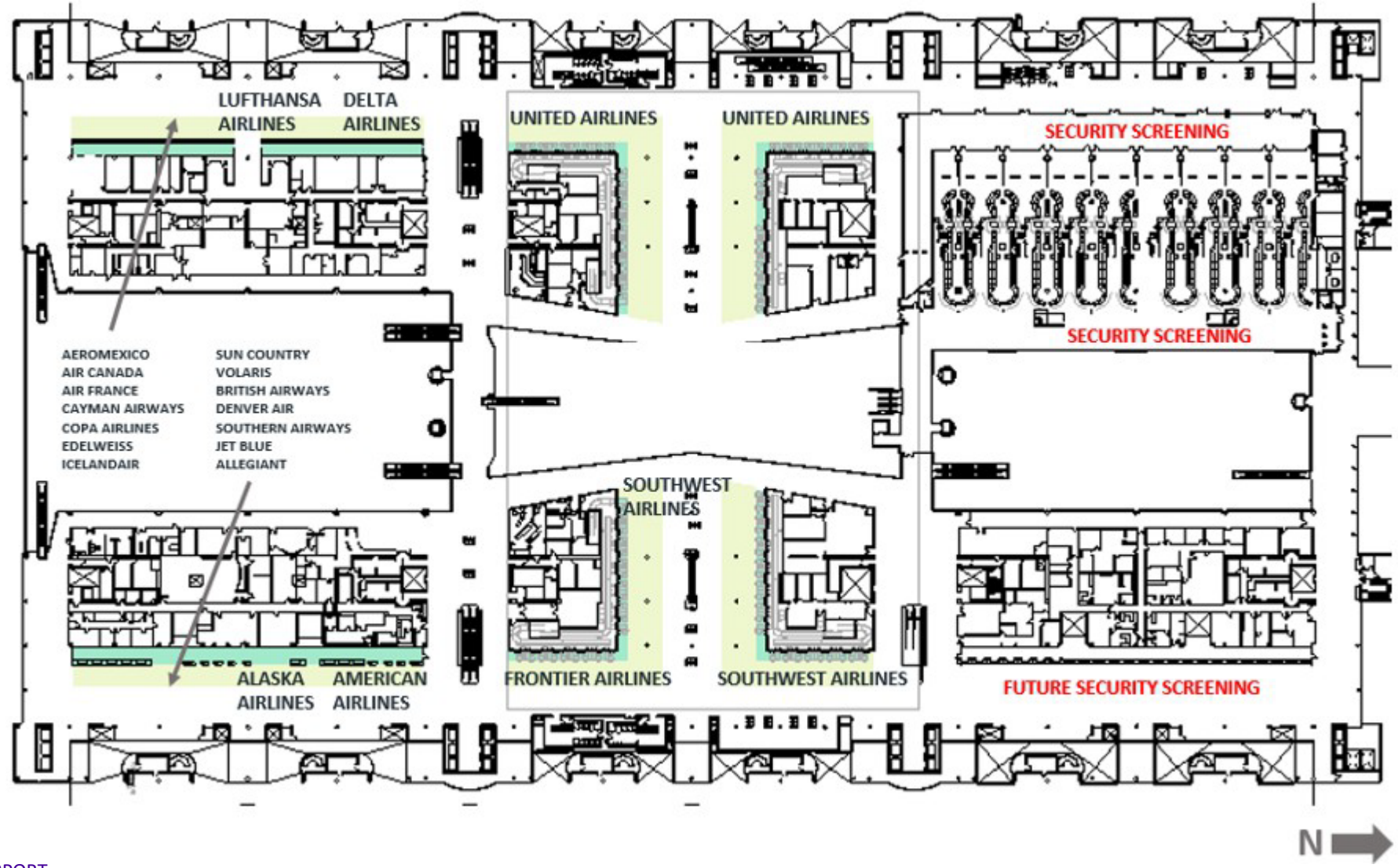






TERMINAL – LEVEL 6

TERMINAL – LEVEL 6 LAYOUT



L6 MOD 2 - CURBSIDE OPERATIONS

Each curbside on levels 6, 5, and 4 on both the East and West sides of the Terminal have signs above indicating relative locations of airlines within the Terminal building.

- Level 6, Departures has curbside signs corresponding to either the Airline Ticket Counter on the interior of level 6, or the airline's curbside check-in location, if they have one.
- Level 5, Baggage Carousel/Ground Transportation has curbside signs corresponding to the location of either the airline's assigned Baggage Carousel on the interior of level 5 or the location of the Airline Ticket Counter on level 6 above.
- Level 4, Arrivals (passengers picked up by personal vehicles) has curbside signs corresponding to the location of the airline's assigned Baggage Carousel on level 5 above.

To get an Uber or Lyft at Denver International Airport (DEN), proceed to Baggage Claim on Level 5, exit doors 506–510 (West side) or 507–511 (East side), and cross the terminal roadway to Island 5.

The availability of signage locations and the number of locations to be assigned to any one airline will be discussed and determined by the DEN Wayfinding Program through DEN Planning and Design in coordination with DEN Airline Affairs.



Curbside, Level 6 Departures



Curbside Check-In, Level 6 Departures

L6 MOD 2 - CURBSIDE WARMING HUTS

Airport Rules and Regulations Part 110 – Curbside Operations was revised in July 2021. The rules are created under C.R.S. §24-72-203(1)(a) and D.R.M.C. §2-16.

The complete text of the revised version of this Rule has been posted on the Denver International Airport website. You may read the rules online HERE. Please note that an inspection of all curbside warming rooms will be performed to ensure compliance by all curbside operators with the Part 110 of the Rules and Regulations. The rules governing the curbside warming rooms are as follows:

- Warming Rooms are considered DEN joint spaces and are only to be used to support all curbside employees engaged in curbside operations for the purpose of stepping out of adverse weather conditions temporarily. Any other uses of the space are not permitted due to Denver Municipal Code Regulations.
- All curbside operators will maintain curbside warming rooms, facilities, and equipment free of litter and potential safety hazards always.
- Any unapproved items found in warming rooms must be immediately removed by the owner, or in the alternative owner will receive a violation citation issued pursuant to Airport Rules and Regulations Part 15 - Administrative Citations
- Warming Rooms occupants must adhere to all applicable fire, health and safety codes, DEN rules and regulations, and any federal, state and local laws and ordinances.
- Any other use of the warming rooms outside of supporting curbside operations is prohibited.
- If curbside operators desire to preferentially lease a warming room, it will require coordination through DEN Airline Affairs.

L6 MOD 2 - BACKWALL DISPLAY

The Backwalls are intended to provide passenger information from both the airlines and the airport. The backwall content is governed by the Denver International Airport (DEN) Digital Governance Committee. The purpose of the Digital Governance Committee is to review, approve and oversee content submitted for placement on digital assets at DEN. The committee is tasked with reviewing all content that is submitted and confirming that it meets contractual and City of Denver s and fits within the overall aesthetics of all content being shown throughout the airport to achieve a cohesive look and feel. Contact the DEN Digital Governance Committee for content related questions and processes.





Content Submittals and Approvals:

- Content for review will be submitted to the email alias: contentreview@flydenver.com
- DEN digital governance committee will review content and provide guidance, approval or rejection. DEN recognized holidays are excluded as “business days”.
- Governance committee must have most of the participation from committee members to move forward with providing feedback to the content submitter.
- If content is rejected, the committee will make every effort to point out specific issues. Questions may also be addressed to: contentreview@flydenver.com

L6 MOD 2 - BACKWALL CONTENT

Mod 2 Backwalls Content Details:

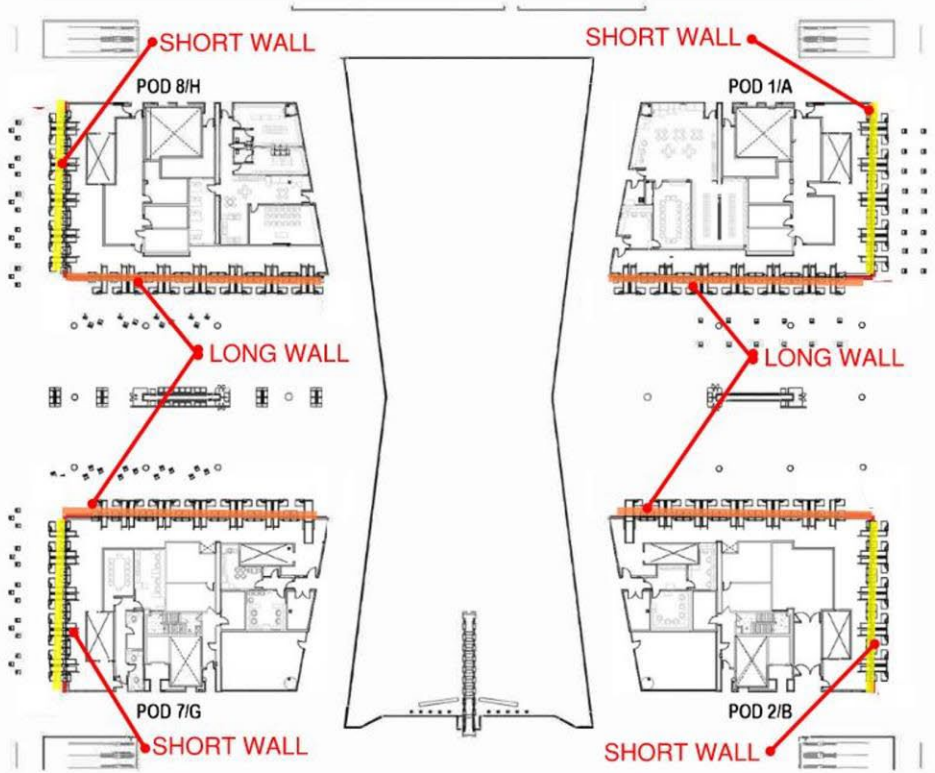
- Airlines must adhere to design requirements including lane assignment creative s
- User readability will be maintained
- Content shall not be advertisements including discounts, advertisements for specific routes that include pricing, messaging about pricing, deals, airline credit cards, mileage, or membership plans. No other commercial advertising including sponsorships will be allowed
- Acceptable content includes airline logos, airline imagery, video that does not detract from the wayfinding portion of the walls (lane assignments), live feeds*, flight information*, weather maps* or other information that might be helpful, particularly during irregular operations. *Content that is driven by dynamic (real-time) feeds is currently not supported, but is on the future roadmap
- Committee reserves the right to ask for proof licensing of content at any time
- Content shall follow ADA requirements for contrast, font, size and color following the Web Content Accessibility s (WCAG)
- When an airline is not actively staffing and operating a ticket counter, DEN reserves the right to display DEN content on the backwall in the areas behind the unused ticket counter(s) in full or partially
- DEN, DFD, the City of Denver and its entities reserve the right to use the backwalls partially or in full for emergency messaging should a circumstance arise. (Appendix S of the 2019 Amendments to the 2018 International Building Code.)

Full Backwall Content s document can be received by emailing: contentreview@flydenver.com

L6 MOD 2 - BACKWALL ORIENTATION MAPS

DIGITAL BACKWALL: MAP ORIENTATION OF MOD 2

Intent: DEN is specifying particular design Guidelines to ensure the Digital Backwalls are consistent and enable passengers to clearly receive information pertaining to queuing areas throughout the POD areas.



DIGITAL BACKWALL: MAP ORIENTATION OF MOD 2

The design graphics and instructions in this document serve as a basis and a guideline to follow when designing digital backwall content. All backwall content is subject to the review and approval by DEN.

OVERVIEW OF CONTENT AREAS



Area designated for Check-In Classifications (ie. First Class, Economy, Oversize etc).

- **Height of the Zone: 10"**
- **Font: TheSans (C4S) Bold**
- **Cap Height: 3"**
- **Text must be centered vertically within the 10" Zone.**
- **Text must be centered horizontally over the podiums as displayed**
- **Border or background color/opacity variation not required.**

***Must meet digital ADA contrast requirements**

- **All wording/phrases to be used must be presented for approval.**
- **Entire screen content to be designed by airline,including this zoned area for check-in labeling.**

All digital backwall screens will have designated corners to be managed by DEN Global Communications and Marketing for content. See example below and see zoned floor plan for these areas. DEN-managed content begins at the corner of each screen to the edge of the first podium. This area varies by area/pod.



ELEVATION - LONG SIDE

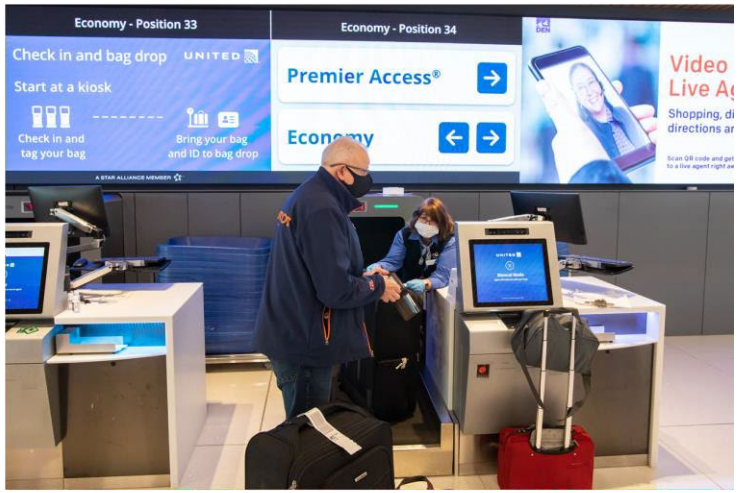
L6 MOD 2 - AIRLINE TICKET COUNTERS

The design and material selection for the Airline Ticket and Bag Drop Counters provided by the airport. The Airport has developed a uniform standard for public interface millwork. The design accommodates the ticket counter shroud, insert, Self Bag Drop (SBD) (Mod 2 only), and electrical/data connections required by each airline. Each Mod has a slight variation on the standard millwork for Airline Ticket Counters. Reference the Mod your airline currently operates out of.

- Mod 2 East/West Airline Ticket Counters have Self Bag Drop belts next to each 36” wide ticket counter segment with a passenger facing screen displaying the airlines app for check-in.



Mod 2, East Side, SBD Counters



Mod 2, West Side, SBD Counters

L6 MOD 2 - SELF-SERVICE KIOSKS

Airlines will provide their preferred Self Service Kiosk locations to the airport, which will be reviewed and approved by DEN Planning and Design and/or the Design Review Committee. Feedback concerning circulation within operational zones, egress or overall aesthetic may be provided. Self-service kiosks can take the form of one of the following:

- **Self Bag Drop/Agent Assist In-Counter Kiosks** installed within the Self-Bag Drop (SBD) unit thus requiring no special construction or underfloor access other than what is already provided by the airport (This will change when ticket counters move back up to level 6 - Mod 3). Positions are in Mod 2 only and are apart of DENs Bag Drop System.

- **Freestanding Kiosk** adjacent to the ticket counter – this category of installation places the kiosk in front of the existing counter and is used for printing bag tags and boarding passes pending airline business rules and ticket operations.

- Alternative kiosk locations could be considered with approval by DEN Planning and Design and/or the Design Review Committee.



Mod 2, East Side Kiosks



Mod 2, West Side Kiosks

L6 MOD 2 - SELF BAG DROPS (MATERNA UNITS)



SELF BAG DROP SCREENS WITH AIRLINE APP

WEIGHT FUNCTIONS/ BAG INDUCTING

BELT FUNCTIONS/ OPERATIONAL BUTTONS



L6 MOD 2 - FUNCTIONAL SPECIFICATION (MANUAL/AUTO)

Components	Manual Mode
Monitor	22” DEL LCD (keyboard tray included)
Keyboard	Provided by airline (proprietary equipment) or DEN with CUTE
Bag Tag Scanning	Provided by airline (proprietary equipment) or DEN with CUTE
Bag Tag Printers	Provided by airline (proprietary equipment) or DEN with CUTE
Boarding Pass Printers	Provided by airline (proprietary equipment) or DEN with CUTE
Payment Device	Provided by airline (proprietary equipment)
Control Panel	Belt control through control panel
Security (SBD on/off function)	Controlled through airport badging process

Components	Auto Mode
Screen	19” Touchscreen for Passenger
Document Scanner	Desko Penta Cube2 (Full Page Passport and ID card reader)
Bag Tag Scanning	Dynamic with Scanner Arch (SICK Automatic Bag Scanners)
Signaling	LED Lights to Alert Staff
SBD Software Platform	IATA CUSS v1.5
Intrusion Detection	Two layers of Intrusion Detection (Electronic Curtains - SICK TiM 320 Laser Field Scanner)
Baggage Handling System Integration	Fully integrated into DEN BHS
Self-Bag Drop Application	Airline Proprietary Application Materna White Label Application
Security (SBD on/off function)	Controlled through airport badging process

L6 MOD 2 - SBD CONTROLS & TERMS

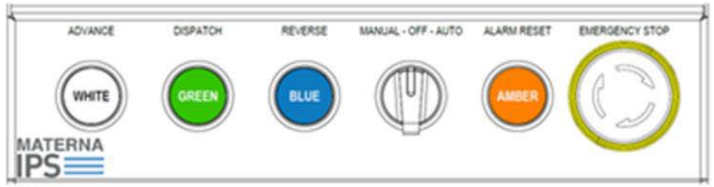


Airport Badging Scanner
- Scan Airport Badge
- Airport Badge Authenticated
- Select operational mode of SBD
  - Auto mode
  - Manual mode

MS/ BELT DIAGRAM



CONTROL PANEL FOR MANUAL MODE



Control	Input	Action
ADVANCE button	Short press	Transfer bag to the next available preset position.
	Long press	Moves bag forward on the current belt.
DISPATCH button	Press	Simulates bag induction by transferring it past the end of the dispatch belt.
REVERSE button	Short press	Transfer bag back to the passenger position.
	Long press	Moves bag backward on the current belt.
MANUAL OFF-AUTO Mode Selector switch	Turn	Select operating mode after successful access card authentication. (Button returns to 'Off' position after MANUAL or AUTO mode is selected.)
ALARM RESET button	Press	Resets normal operating condition after EMERGENCY STOP has been released.
EMERGENCY STOP button	Press	Stops all belt movement of the SBD immediately.
	Twist to release	Release EMERGENCY STOP once emergency situation is cleared.

Control Panel

L6 MOD 2 - SBD TROUBLE SHOOTING

SBD Issues - Phone Numbers/ Protocol				
ASSET	**Phone # to Call**	**CONTACT**	**What happens when You Call**	**Response Time**
Airline Ticket Kiosk	**Airline IT Number**	Airline Representative	Airline Protocol	Airline Timeframe
Self-Bag-Drop Unit ...Front-of-House Bag Belt	**DEN Solution Center: 303-342-2012 Call will be directed to Materna**	DEN Help Desk routes to Materna to determine impacted belt.	Materna looks at System to understand Fault Materna Dispatches Help to Counter. If airline agent is present, they can dislodge bag on front side of SBD.	15 Minute Response
Self-Bag-Drop Unit ...Back-of-House Bag Belt	**DEN Solution Center: 303-342-2012 Call will be directed to Materna, JSM, or DEN Security as appropriate.**		JSM Dispatches Belt to Counter	5 Minutes to Clear
Level 2 Security Breach	**DEN Solution Center #303-342-2012**	DEN Security	Security goes to BOH area and sweeps area- Card Reader must be swiped for belts to operate again.	5-15 Minutes to Respond

L6 MOD 2 - PASSENGER QUEUING

The primary gauge of measurement taken by the reviewers of an airline request for approval of queuing area layouts is, customer service, passenger circulation and access in case of emergency services which may be required.

- Stanchion layout for passenger queueing is limited by the operational zone which sits in a defined joint use space in front of the airline's leasehold counter. Airlines must submit a scaled layout with stanchions and queuing directions for review by DEN Planning and Design and/or the Design Review Committee prior to utilizing new queue layouts or relocation into a new ticket area.

- The depth of the passenger queueing area and the extent of stanchions away from the face of the airline ticket counters is generally limited to approximately an area less than 24'-0". This control leaves passenger circulation in the north-south direction at a width of 20'-0" per Building and Fire Regulations.

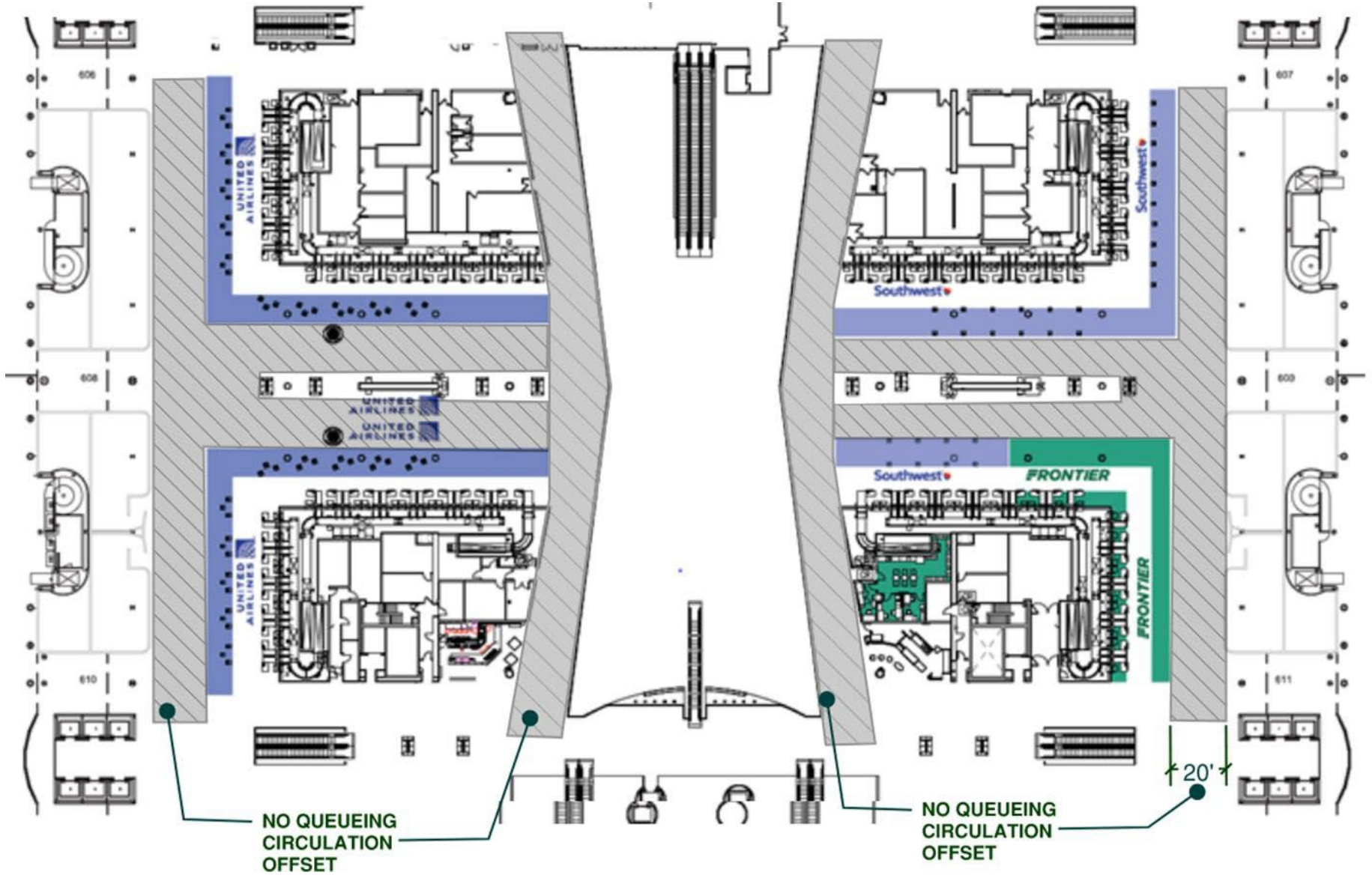
- **Queues should stay within an airlines defined operational zone and should not block circulation or other airlines operational zones.**

- Airlines are responsible to provide their own stanchions.
  - Articulating Stanchions (ribbon stanchions) are approved.
  - Full Panel or Ridged Stanchions require DEN approval.

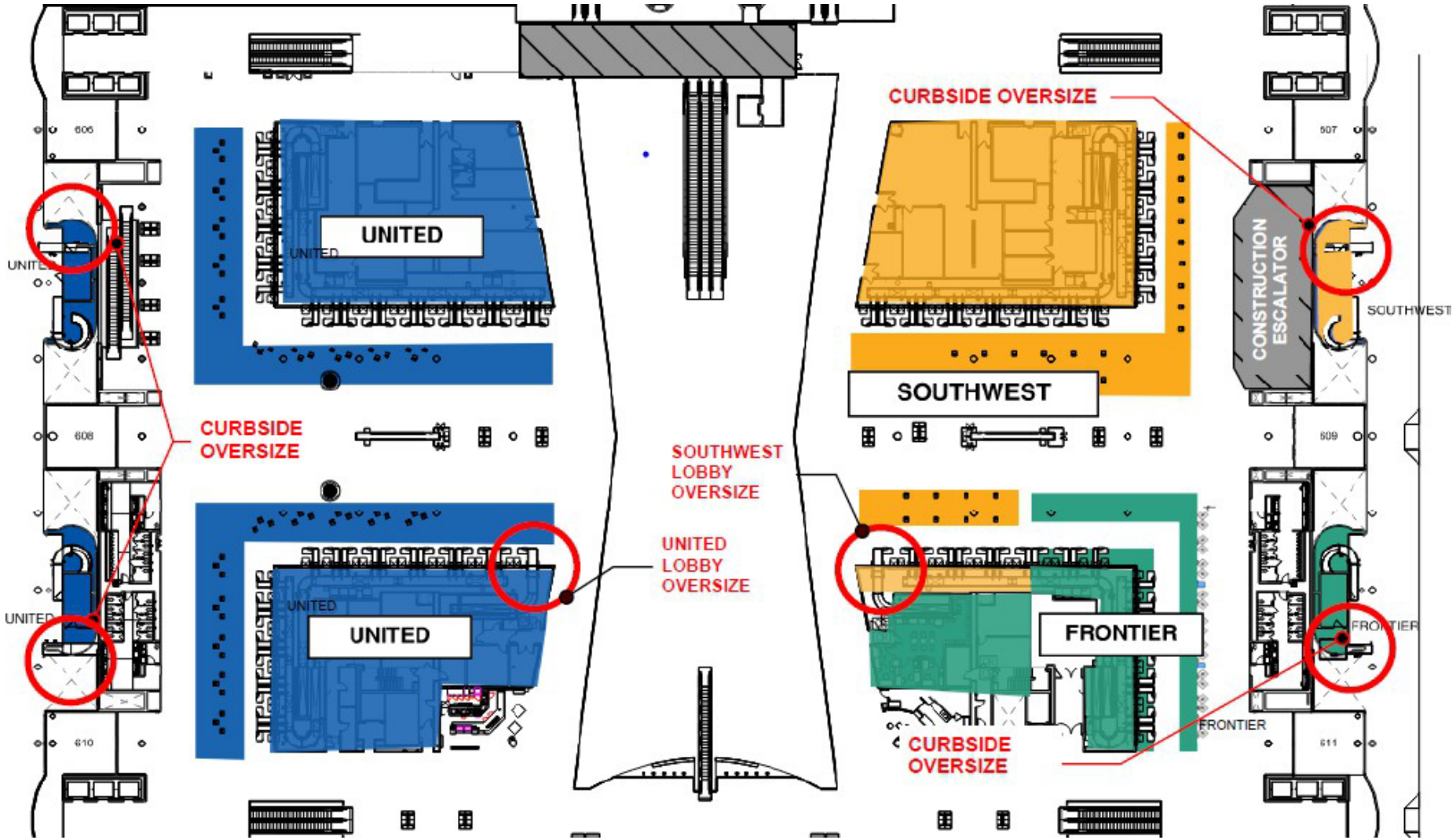
- Airlines are responsible for removing unused stanchions and storing within the airline's leased support spaces. Airline stanchions are not permitted to be left out in the public area if not in use.

- To ensure egress, stanchions are not to be fixed and should be able to move at any time.

L6 MOD 2 - PASSENGER QUEUING LAYOUT

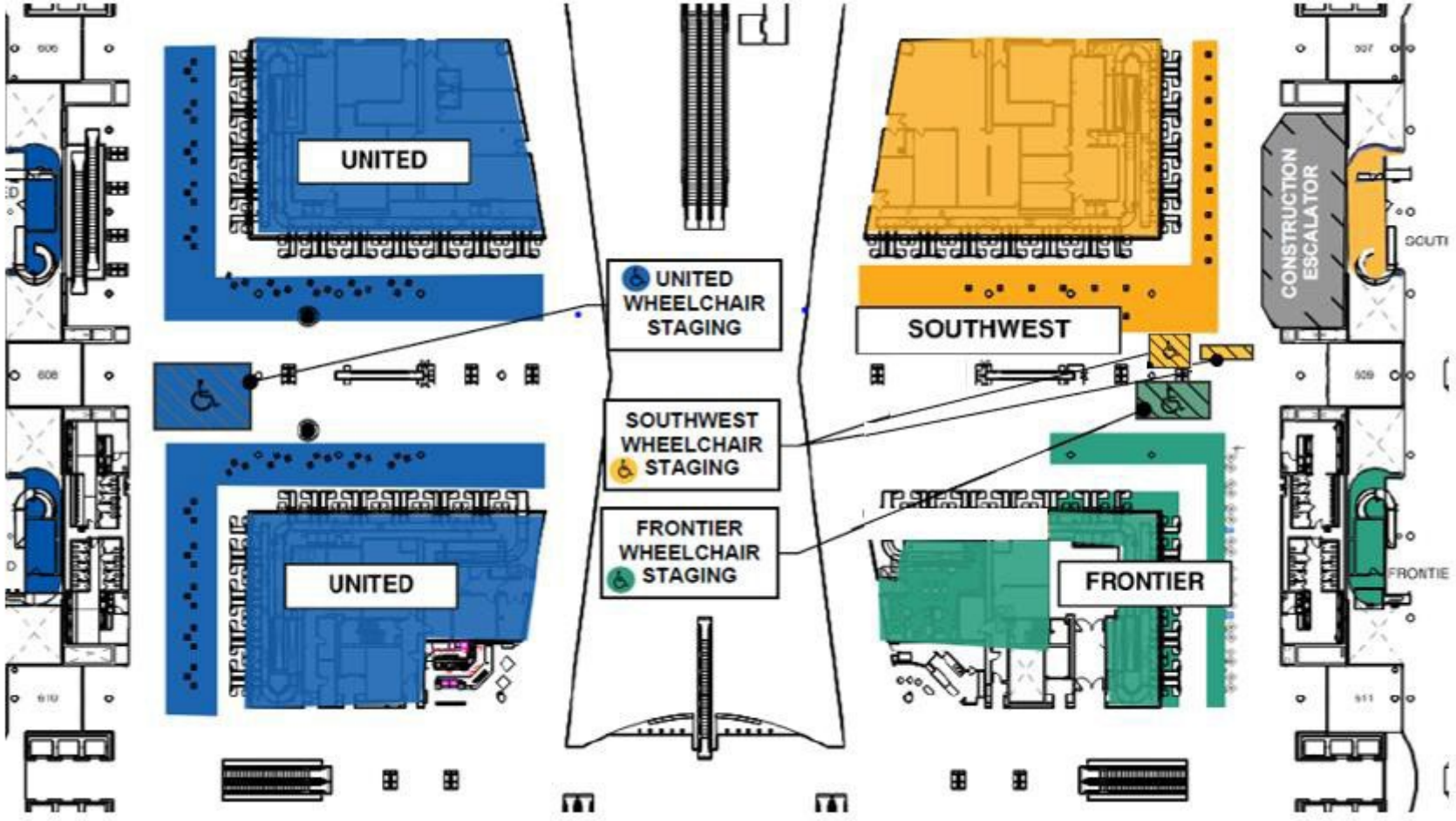


L6 MOD 2 - ODD-SIZED BAG OPERATIONS



Both east and west sides have dedicated odd-size cart areas relative to the airlines ticket counters. Changes to this location by the airlines will require DEN approval.

L6 MOD 2 - WHEELCHAIR OPERATIONS



All wheelchair services are arranged by the airlines. Airlines can either choose to use a 3rd party wheelchair vendor or provide the function within the employees of the airline. Airlines must ensure that wheelchairs are not left in public areas and stowed in the designated areas.

**Wheelchair staging areas are subject to change based on project construction zones/ and terminal operations/ queuing evaluations

L6 MOD 2 - WHEELCHAIR OPERATIONS RULES

Per Airport Rules and Regulations Part 40 – Conduct of Commercial Operators Using the Airport:

1. DEN Planning and Design will approve an operational zone for each airline's wheelchair vendor.

2. Each airlines wheelchair operations *must* fit within the operational zone designated for the airline's wheelchair vendor use within each Pod.

3. Wheelchair vendor podium standards are to have the same aesthetic and color pallet of the airport. Signage requirements can be found in DEN Wayfinding s.

4. Seating in the lobby areas and public space is intended for passenger use not for wheelchair vendor staffing.

5. Wheelchair operator employees should use airline defined breakrooms for taking breaks and not use public areas.

6. Disabled wheelchairs must be within the airline's leasehold space and not in the public space. Any broken equipment should never be in public view.

7. All wheelchairs must be stored in airline storage locations. These storage locations should be maintained in an orderly fashion by the airline.

L6 MOD 2 - TSA FIREARM SCREENING ROOM

The TSA Firearm Screen Room is located in the Main Terminal on Level 6, Mod-2 east near door 611.





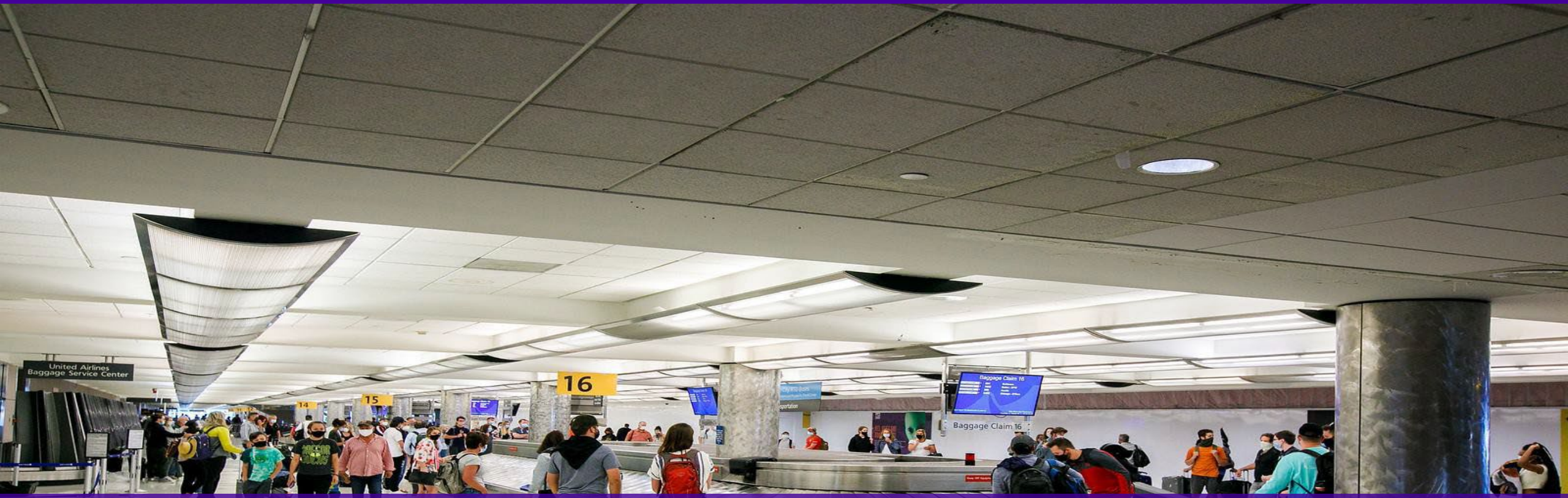
TERMINAL OPS REQUIREMENTS

Per Airport Rules and Regulations Part 40 – Conduct of Commercial Operators Using the Airport:

- Operational Zones & Egress Path
  - Path of egress must be maintained within the public circulation space.
  - Airlines should have a contingency plan to manage queuing lines outside of the assigned airline operational area. Airline staff should be assigned to manage the lines within the contingency plan.
  - Operational zones must remain object free from airline signage, bag-sizers, totems, and repack stations.

- Cleanliness of the Operation
  - Airlines, contractors, vendors, and their employees are responsible for cleanliness of their areas (i.e., keeping such areas safe, orderly, and free of debris), including Leased areas.

- Motorized Carts
  - All motorized carts shall display the appropriate company logo and other signage required by the DEN.
  - Use of motorized carts in the terminal and concourses shall be primarily used to transport elderly customers, customers with disabilities, and families travelling with small children. Baggage and other cargo shall be reasonably secured in the cart to prevent safety hazards to other pedestrians.
  - Each cart shall be equipped with a permanently attached, corrosive-proof battery drip pan to prevent acid drips on the floor surfaces and have vehicular tires with straight tread, non-marking on floor surfaces.
  - Owners of electric carts shall adequately train all drivers in the operation of such carts, including familiarization with all pertinent safety rules and regulations and parking locations in the terminal and concourses.
  - Carts may be parked by tenants in their exclusive leased area where so authorized or in areas identified by DEN within the terminal and concourses.
  - Disabled carts must be immediately removed from the concourse for maintenance.



TERMINAL – LEVEL 5

LEVEL 5 – BAGGAGE CLAIM

Baggage Claim at Denver International Airport is located in Jeppesen Terminal, on Level 5, on both east and west sides (Terminal East and Terminal West), depending on airline. Passengers arrive from Concourses A, B or C then travel to the terminal on the train. Passengers arriving on the train, take escalators or elevators to Level 5 and emerge in the terminal, where they will find large signs directing them to Baggage Claim.

Level 5 is also the ground transportation level, where passengers pick up taxis, limos, ride app services, shuttles, and buses outside terminal doors. The baggage claim carousels are located just inside the terminal from the ground transportation curbsides.

Baggage carousels are numbered and run along the east and west sides on Level 5 of Jeppesen Terminal. Carousels 1 – 9 are located on the east side of Jeppesen Terminal and carousels 10 – 19 can be found on the west side.





LEVEL 5 – BAGGAGE CLAIM ASSIGNMENTS

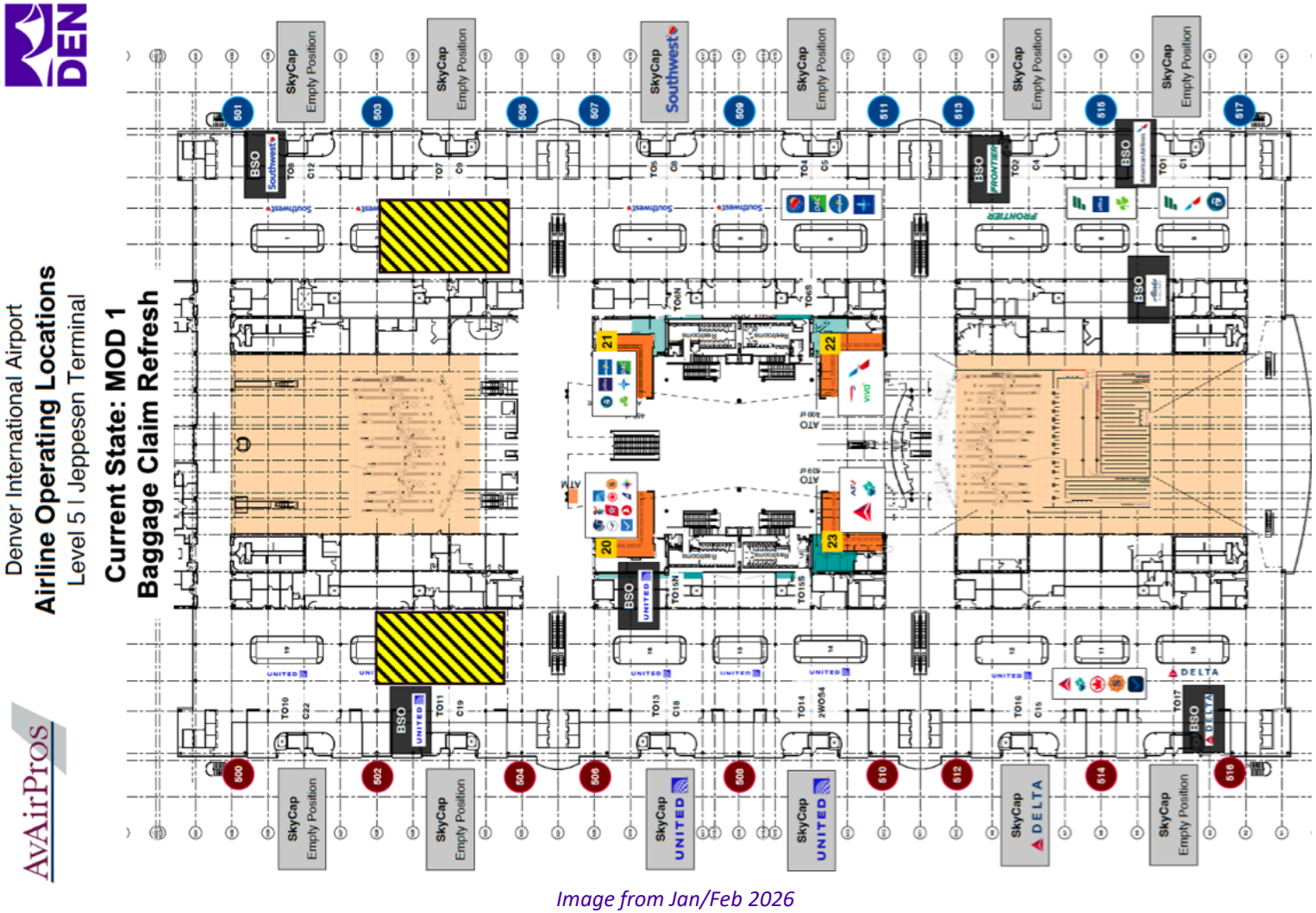


Image from Jan/Feb 2026

Airlines are assigned specific carousels, and their baggage claim carousels are:

EAST TERMINAL:

- Carousels 1- 5
  - Southwest Airlines
- Carousels 6
  - Southwest Airlines (before 8pm)
  - Allegiant
  - Denver Air Connection
  - Contour
- Carousel 7
  - Frontier Airlines
- Carousel 8
  - Frontier
  - JetBlue
  - Aer Lingus
- Carousel 9
  - American Airlines
  - Alaska
  - Frontier (Overflow)

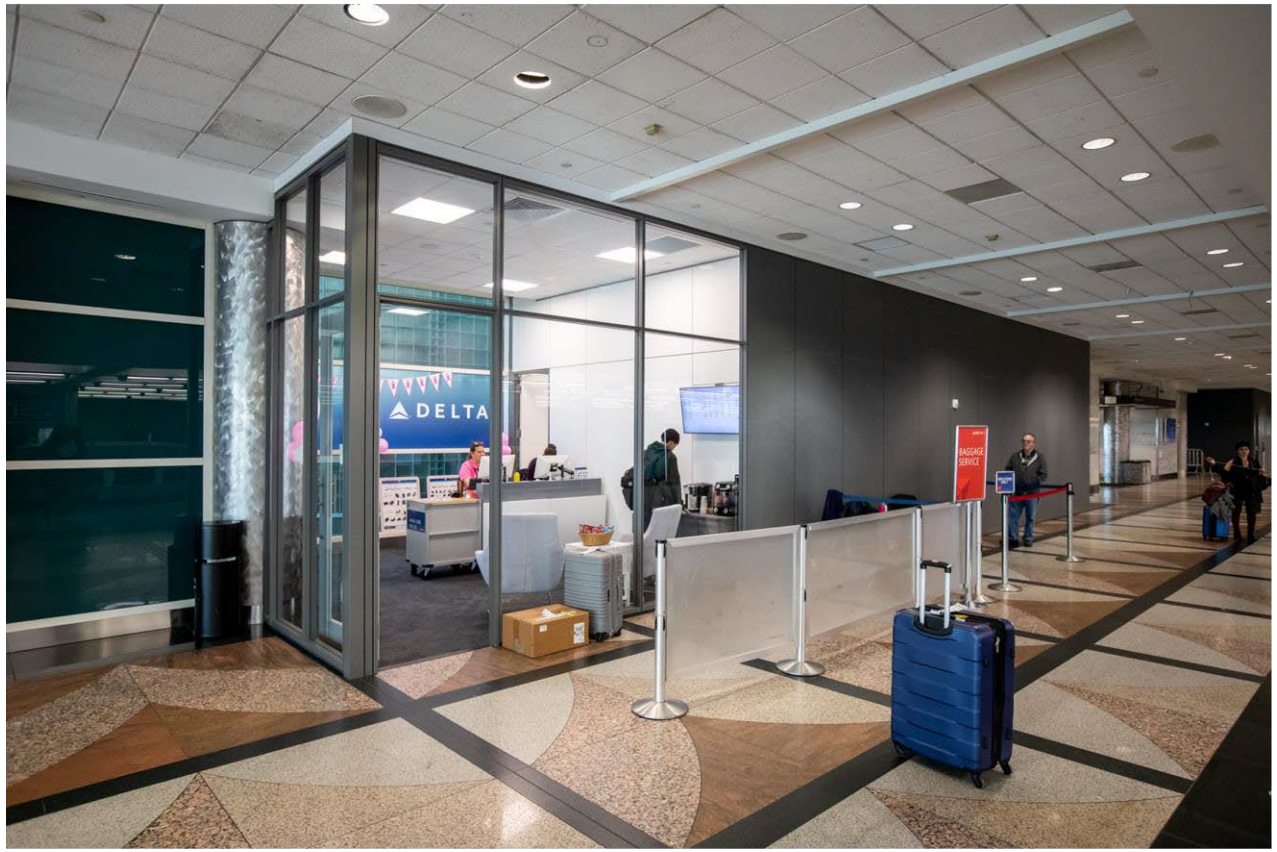
WEST TERMINAL:

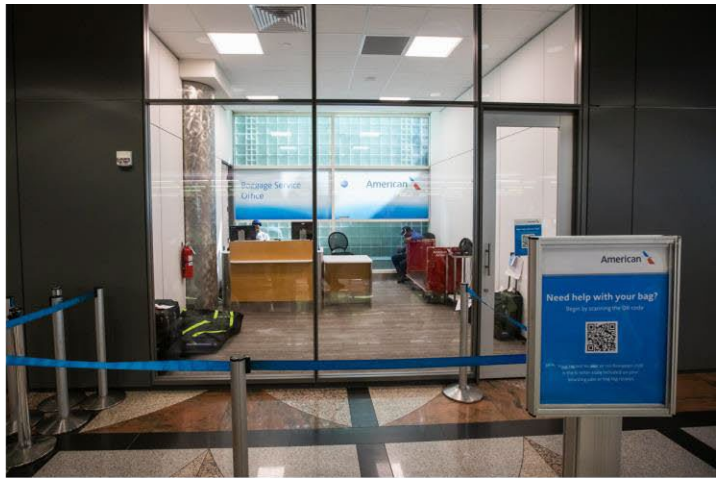
- Carousel 10
  - Delta
- Carousel 11
  - Delta (Overflow)
  - WestJet
  - Air Canada
  - Sun Country
  - Breeze
- Carousels 12
  - United
- Carousels 14 - 19
  - United

**The Great Hall Program will still be conducting baggage claim refresh in MOD 3 in 2025 and MOD 1 in 2026. This will require temporary changes to the assignments.

LEVEL 5 – BAGGAGE SERVICE OFFICE (BSO)

Accompanying the Baggage Claim Units on Level 5 of the Terminal are the Baggage Service Offices dedicated to airline use. These spaces enable an airline to have their baggage services as close to their assigned baggage claim units as possible.

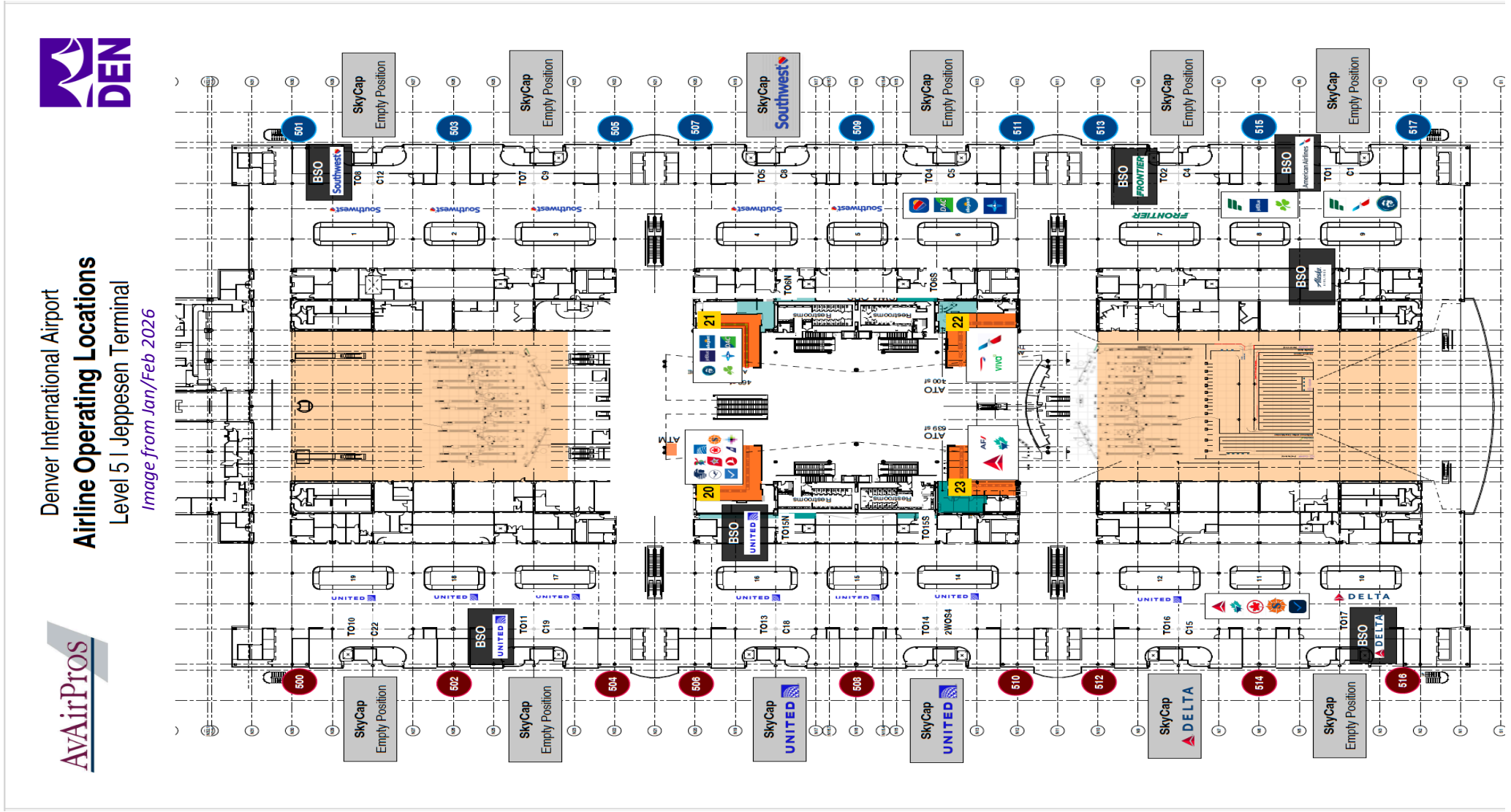






LEVEL 5 – BAGGAGE SERVICE OFFICE (BSO) LAYOUT

BSOs and baggage claim assignments without construction activities.



LEVEL 5 – SECURITY SCREENING CHECKPOINTS

Denver International Airport (DEN) currently operates two Security Screening Checkpoints (SSCPs), both located on Level 6 of the Jeppesen Terminal; One on the East side and one on the West side.

After airline check-in, departing passengers proceed to either checkpoint for Transportation Security Administration (TSA) screening. Both the East and West checkpoints provide access to all gates.

Passengers may access gates by traveling via the Automated Guideway Transit System (AGTS) from the Terminal Train Station or by using the pedestrian bridge to Concourse A.

TOTAL QUEUE MANAGEMENT PROGRAM

A contracted Service Provider (SP) is responsible for the airport's Total Queue Management (TQM) services for the Security Screening Checkpoints. The TQM Program is managed through a designated staff member from DEN Terminal Operations. The Service Provider for the TQM program at DEN is required to manage all aspects of each of the following central functions:

- Manage the queue systems, customer service, and wayfinding services at and near the TSA security checkpoints or areas where designated by DEN Terminal Operations.
- Minimize security wait times and maximize throughput at the TSA security checkpoints through active diverting of passengers to the other available checkpoint(s) with the lowest wait times.
- Provide general passenger wayfinding services in all areas of the Jeppesen Terminal when requested.



THE GATES – A, B, & C

THE GATES – A, B, & C OVERVIEW

The terminology used since the original design of Denver International Airport (DEN) refers to the A, B, and C Concourses—areas that include the Holdrooms and Gates. Wayfinding signage at the airport directs passengers to their flight destinations using terms such as “To All Gates, All Airlines,” “Gates B15 thru B36,” and “To All B Gates,” rather than “To Concourse B.” All three concourses are accessible via the Automated Guideway Transit System (AGTS) train from the Jeppesen Terminal.

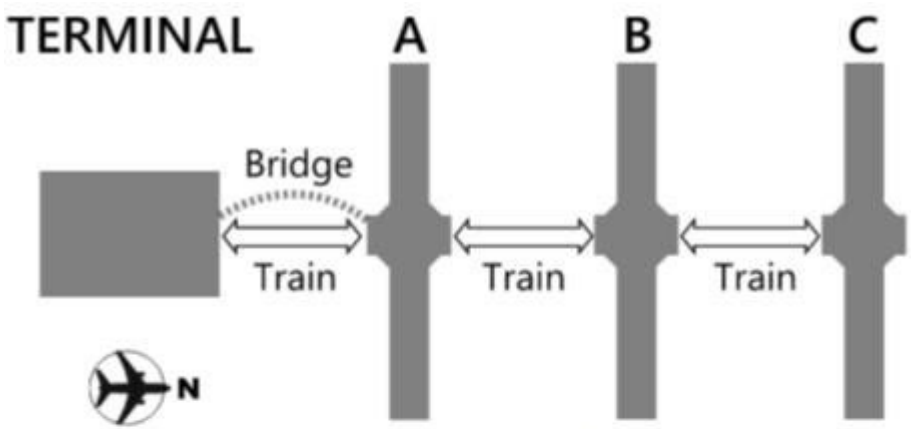
Once a passenger has checked in, completed baggage processing with their airline, and obtained their boarding pass, they proceed through one of the Security Screening Checkpoints (SSCPs) and make their way to Level 4 of the Terminal, either from East or West Security. From here, they board the AGTS, which transports them to the respective concourse: Concourse A for all A Gates, Concourse B for all B Gates, or Concourse C for all C Gates.

AUTOMATED GUIDEWAY TRANSIT SYSTEM (AGTS)

The AGTS is currently operating near capacity under its existing system configuration and controls. DEN is planning an upgrade to the Automated Train Control System, which will enable the system to accommodate an additional train. This enhancement is expected to improve headways, reduce travel times, and increase overall levels of service for AGTS users.

The Master Plan Study is exploring options for expansion of the AGTS to support future terminal improvements and growth. Because the AGTS system is an integral part of the terminal, options and solutions must be developed in parallel with the terminal concepts.

Given that the AGTS at DEN is a “must-ride” system, the Master Plan Study is exploring options for enhancing the operational redundancy and contingency aspects of the system to ensure that the Airport can remain open and operational in the event of an unexpected outage of the AGTS.



Terminal/Concourse Configuration

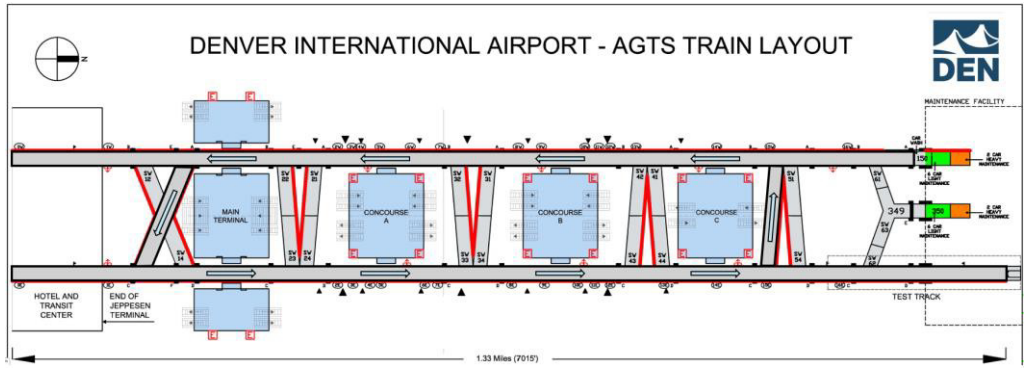


AGTS - OVERVIEW

The AGTS or Train to the gates operates underneath the concourses within the tunnels. The Train operates on a dynamic schedule based on seasonal, daily, and hourly demand and ranges anywhere between eight trains to one train in service during the nightly maintenance window.

On average and during busy times a train arrives every 2 to 3 minutes and it takes a total of 5 minutes to travel from the Main terminal out to Concourse C. Between 1:00am and 4:00am daily the train operates in a shuttle and arrives every 9 minutes to accommodate various work and maintenance within the tunnel envelope.

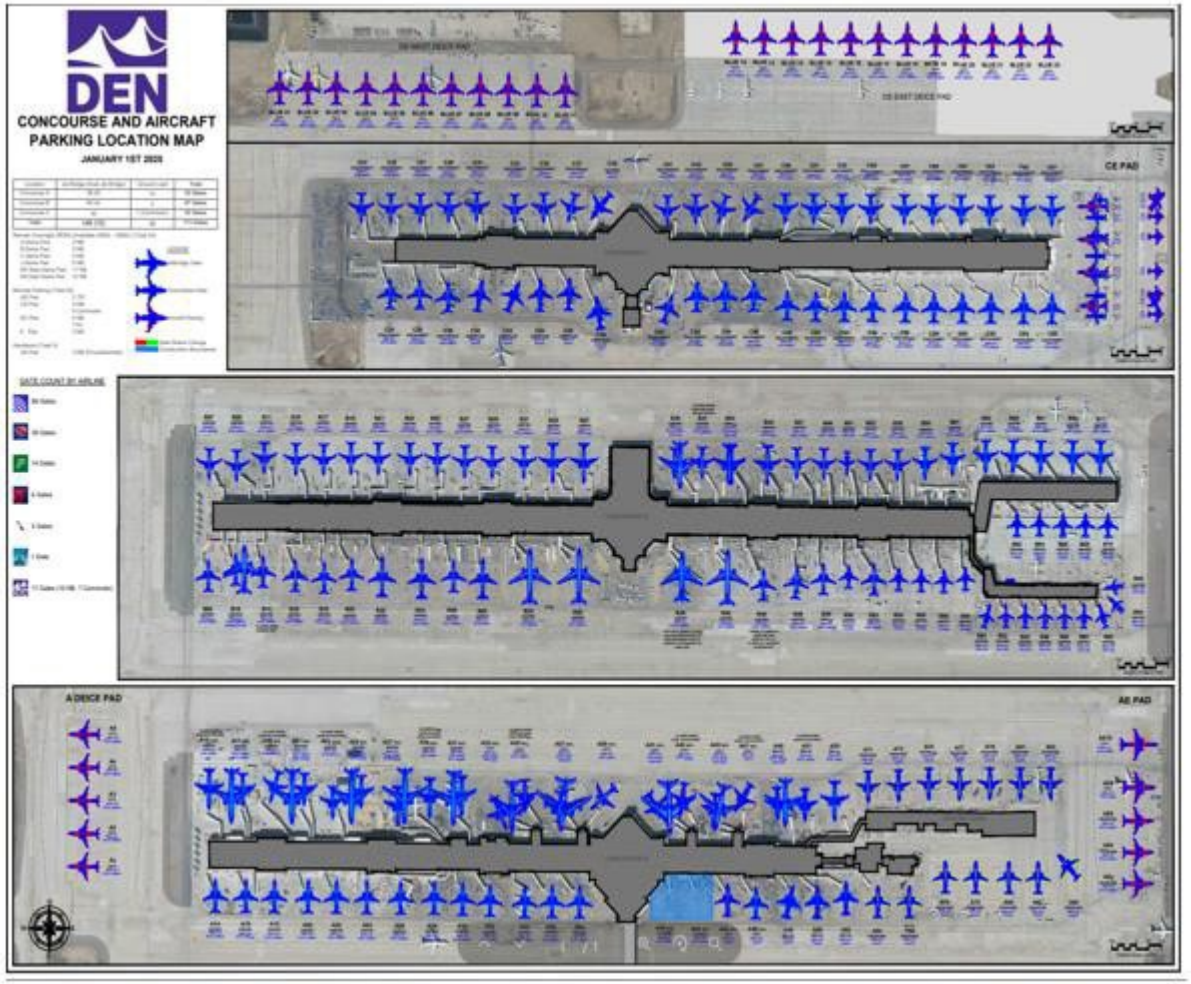
DEN recently increased the fleet size to 41 train cars and has an active phased train car replacement program which is replacing the older cars with new ones as they reach the end of their life span.





New 300R Train Car

THE GATES – AIRLINE DISTRIBUTION



map graphic is subject to change

A Gates

Airlines located on A Gates are accessible by train from Jeppesen Terminal or by the passenger bridge, a unique walkway that spans a taxiway. A Gates contains gates A14 through A84. All international flights arrive at A Gates.

B Gates

Airlines located on B Gates are accessible only by train from Jeppesen Terminal or A or C Gates. B Gates contains Gates B7 through B95.

C Gates

Airlines located on C Gates are accessible only by train from Jeppesen Terminal or A or B Gates. C Gates contains Gates C23 through C71.

THE GATES – OVERVIEW

A gate holdroom or departure lounge is where departing passengers wait for and ultimately board flights. Primary components of a holdroom include:

- Waiting area – designated airline-specific or city-specific space where passengers wait to board a flight. The area includes seating for passengers.
- Airline gate podium and queuing – area where passengers queue and ultimately communicate with airline representatives.
- Boarding and egress corridor – designated area near the gate used for queuing passengers to board the aircraft, and for passenger egress from the aircraft when it arrives at the gate. Individual airlines have differing boarding and egress procedures.
- Holdrooms are typically sized according to the largest aircraft able to park at the gate being served. Not all passengers arrive and wait at the gate prior to boarding a flight, so requirements are calculated based on the percentage of total passengers who could be at the gate at a given time.





THE GATES – HOLDROOMS

The current DEN vernacular for the seating area associated with a particular boarding gate is a "Holdroom". If you have an assigned boarding gate, the Holdroom associated with that gate becomes a part of your preferential use area surrounding that boarding gate and is described in your premises lease agreement with an exhibit. Holdrooms are generally the size of 3 structural bays in length and the width defined from the interior structural column line to the nearest exterior window wall. (The square footage of each structural bay in the Holdroom area of the Concourse is approximately 960sf (30’ x 32’). A 3-bay Holdroom would then have a seating area of approximately 2,880sf, minus circulation paths, queuing areas, aisles, and furniture.) There are a few Holdrooms associated with boarding gates that are only two structural bays in length, or even 1 structural bay in length.

The passenger seating in a Holdroom is provided by DEN and is made up of units of 4, 5, or 6 seats. Concourse Expansion Holdrooms are designed based on DEN Holdroom s Memo 20180524 and must maintain recommended Holdroom area, operational space allocation and number of seats. If airlines wish to rearrange the seating configuration to support their operational needs, all proposed layouts must be submitted to the DEN Planning & Design Team for coordination and review and the Design Review Committee for approval. Layouts need to meet all regulatory requirements such as egress widths, ADA compliance and coordination of associated power/data requirements.

Due to the moving walkways located within the primary circulation spine of the Concourses, Holdroom seating and associated furnishings must remain within the designated Holdroom lease limits, generally bounded by the centerline of the interior structural column line.

THE GATES – HOLDROOMS

Some Holdroom seating is fixed to the floor due to integrated power connections routed through the floor slab to provide passenger-accessible power at the seating units. As passenger demand for charging and powered seating continues to increase, additional powered seating units may be introduced, resulting in more seating being permanently fixed to the Holdroom floor.

Airlines have previously proposed custom Holdroom layouts that include custom podiums, backwalls, boarding queue furniture, and specialized seating configurations. Such layouts are required to be submitted to DEN Planning & Design and are subject to review and approval by the DEN Design Review Committee (DRC). In these instances, the airline is responsible for providing furniture and specialty elements associated with their unique use areas, including executive seating, children's seating areas, play zones, and other similar custom features.







THE GATES – PODIUMS & BACKWALL

Each boarding gate at DEN has an existing podium and backwall set assigned for use by the airline.

An airline can choose to use the existing podium and backwall at their assigned boarding gate or they can propose to furnish and install their own custom units to serve their needs. The design proposals for custom boarding gate podiums and backwalls must be submitted to your DEN Project Manager for consideration at an early stage of design and may require recommendations and ultimately approval by the DEN Design Review Committee. All submissions must be in alignment with the Airline & Commercial Affairs standard operating procedures and s.

The key to gaining approval for your design is to prove that your customer service model is truly serving your customer at the very highest level, and that your design aligns with the branding and customer experience pillars at DEN.

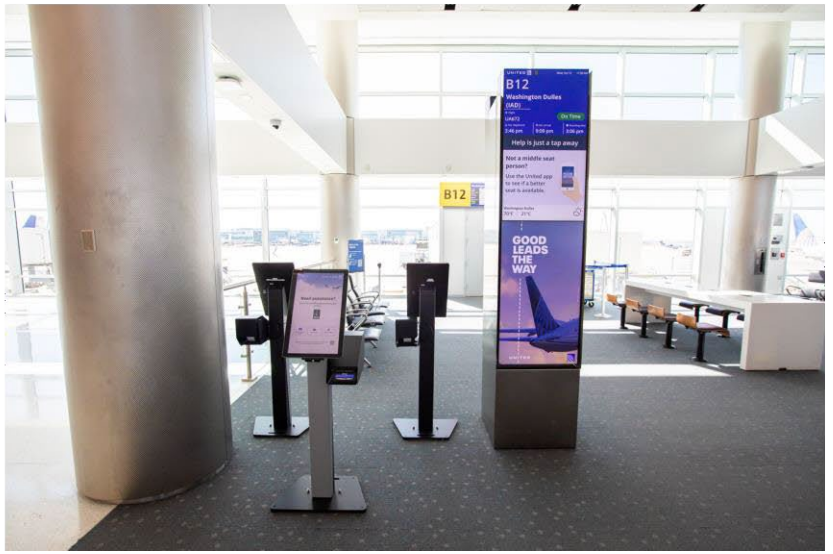


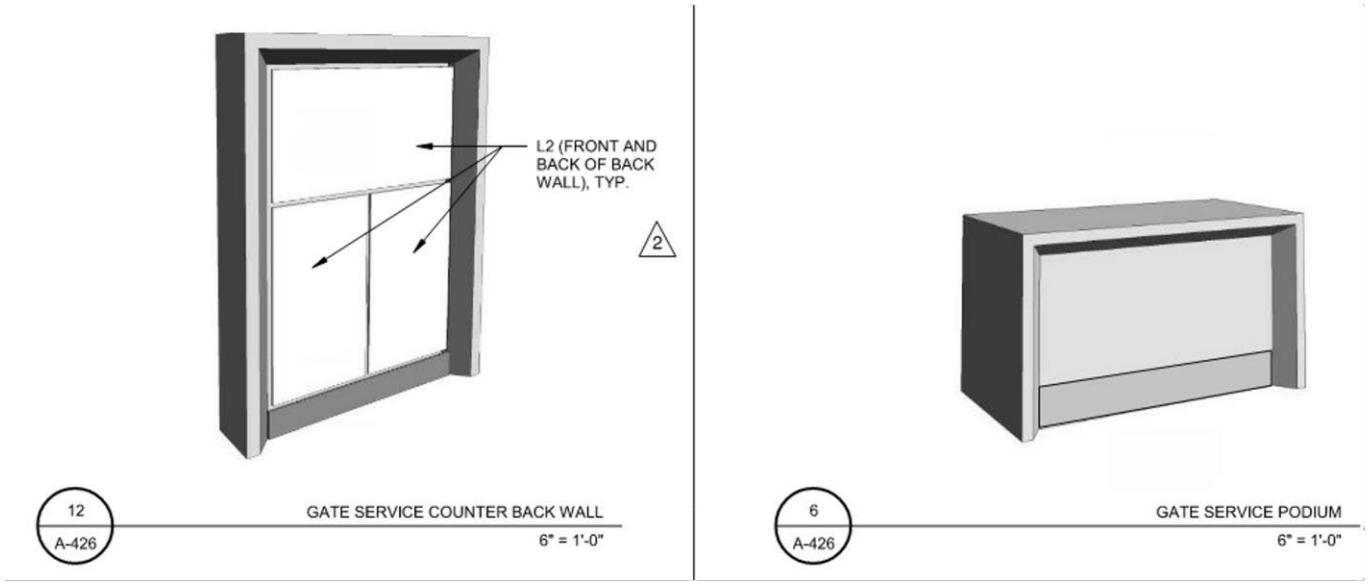


THE GATES – MONITOR BACKWALL DESIGN

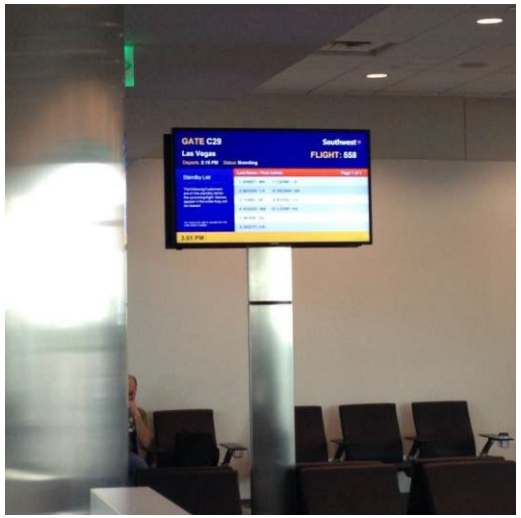
Monitors on the gate podium backwall provide critical information for the passenger. The airline can decide to display the boarding gate information on their backwall unit with either one monitor or two. These monitors must be fed by or attached to DENs Emergency Communication System (ECS).



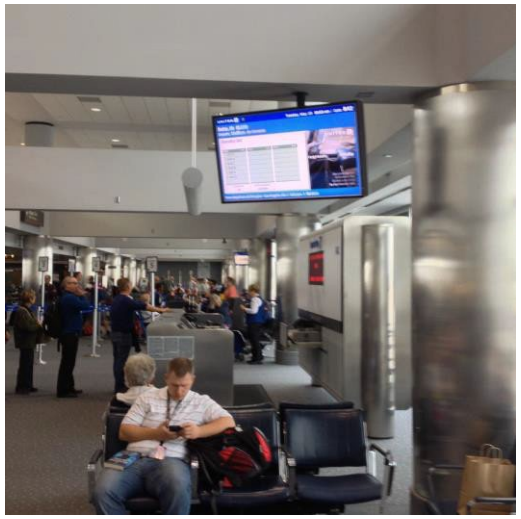




GATE INFORMATION DISPLAY SYSTEM (GIDS)



Concourse C Post-Mounted GIDS



Concourse B Hanging GIDS

If an airline wishes to provide flight information to its passengers through a Gate Information Display System other than on the podium backwall discussed in the previous slide, the proposed system design must be submitted to DEN to be approved through DEN Design Review Committee.

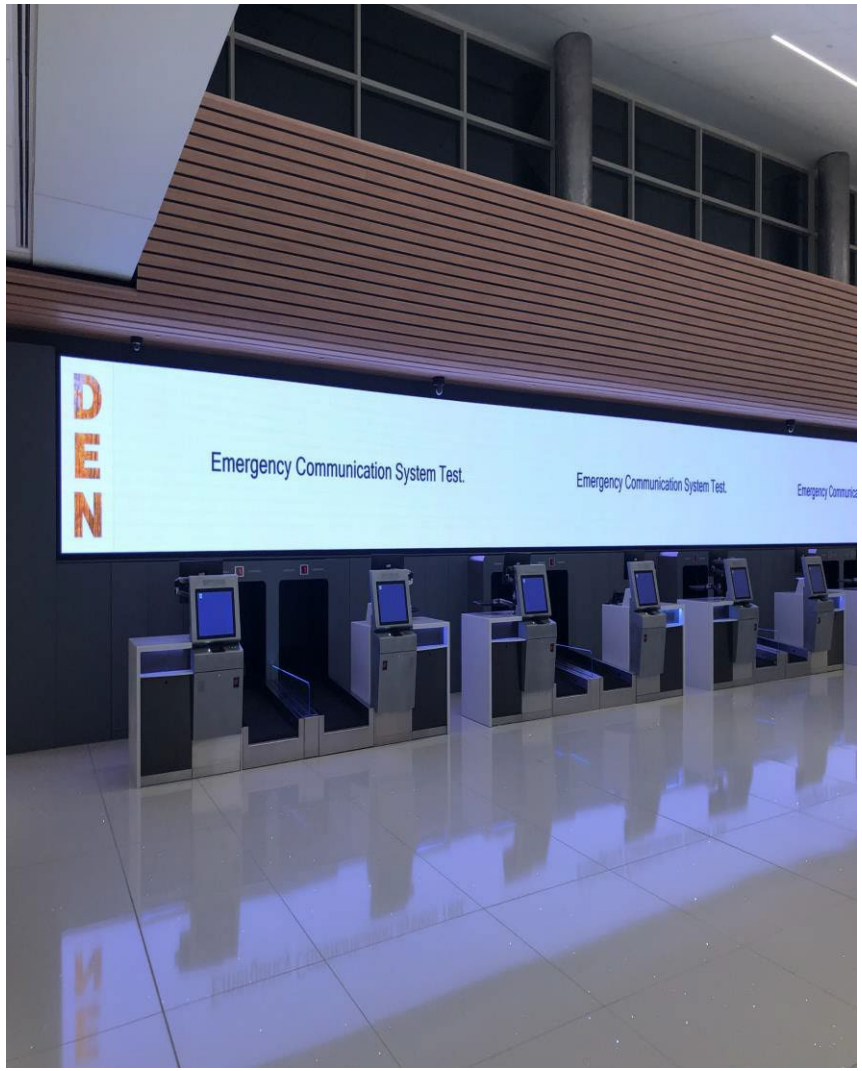
Both hanging systems and post-mounted systems have been previously approved within Holdrooms at DEN. Coordination is required prior to an airline installing a new GID.

Hanging systems must be hung from the gypsum board wrapped structural members within the airline's assigned Holdroom with concealed support to the enclosed beams and concealed raceways for the power and data feed required of the system.

Post mounted systems on the floor of the Holdroom must have power and data fed from under the Holdrooms concrete floor slab.

Like LCD monitors, GIDS must be fed by or attached to DENs Emergency Communication System (ECS). Any monitors must comply with DFD regulations.

EMERGENCY COMMUNICATION SYSTEMS (ECS)



The ECS system is supplemented visually by the MUFIDS (Multi-Use Flight Information Displays); Flight Information Displays (FIDs), Gate Information Displays (GIDs), Baggage Information Displays (BIDs), and other displays, which provide textual messaging. This concept is referred to as visible textual notification in NFPA 72. Airport terminal and concourse buildings shall be provided with an emergency 14 voice/alarm communication system fully integrated into the complex-wide Emergency Communication System (ECS), incorporating audible, visual, and textual notification appliances. In areas accessible to the public, DEN-controlled MUFID systems (Flight, Gate, and Baggage information displays) and DEN-controlled visual paging monitors shall display ECS messages.

Non-DEN-controlled video displays, DEN CATV and tenant audio systems in public areas shall be shunted upon activation of the emergency communication system.

Visual displays that are not used for ECS textual messaging may be required to be shunted to remove distraction during emergency events. Consult the DFD fire code official to determine requirements.

THE GATES – MONITOR DATA FEEDS

Denver Fire Department and DEN requires the utilization of LCD Monitors and GIDS throughout the Terminal Complex by capturing the screen for use by whatever emergency service group may be in command during an incident.

Currently, there are two types of data feeds available for whatever LCD Monitors and GIDS an airline may choose to deploy *DEN Feed* or *Airline Feed*.

DEN Feed

This alternative relies on the Business Technologies Division at DEN to feed content to the chosen monitor. The Airline will provide whatever data to DEN that they wish to have broadcast over the GIDS system using a publicly available (or through a B2B VPN) web URL and DEN delivers this information to the subject monitors. Because of the nature of this data feed, there is no need for the airline to provide special equipment within their GIDS system to allow DEN to capture the feed and be able to transmit emergency communications through the GIDS system. DEN controls the feed, so they can push emergency messaging to the screens when there is an emergency need for it.

Airline Feed

This alternative relies on the Airline to provide its own data feed to its own GIDS system. However, if the LCD displays are under 60” diagonally, they must be powered through an electrical circuit fitted with a fire alarm relay that will cut power to them when an emergency is triggered from the central fire alarm system. The airline should work with DEN Life Safety to have this designed and installed. If the LCD displays are over 59” diagonally, the airline must work with DEN Business Technologies and purchase and install additional hardware that allows the airport to take over the screens during an emergency to display public safety information messages, per the DFD requirement.

THE GATES - AIRLINE SUPPORT SPACES

Support Space needs for airlines should follow the below process:

1. Airline Commercial Real Estate representative sends formal request to Airport Commercial Administrator.

2. Airport Commercial Administrator works with DEN Space Management to identify available options.

3. If occupied by DEN staff, or another tenant, a Space Governance Request (SGR) is created and goes to DEN Space Governance Committee (SGC) for approval. If it is occupied by another tenant, a reassignment would be based on highest and best use of the space.

4. If approved, Airline Affairs and Space Management work on relocation of current tenant.

5. Airline Affairs assigns space to airline tenant, and includes exhibits for the use and lease agreement and coordinates with DEN Tenant Project Manager on any work needed for new space by DEN or Airline.

6. If request is denied by SGC, Airline Affairs works with Space Management to identify an alternative space to assign.

GATE ASSIGNMENT PROCEDURES

When assigning gates and resolving gate conflicts, the following items will be considered by the Ramp Tower Manager:

- Emergency Operations - aircraft or medical emergencies take precedence over all other flights.
- Gate Use Priority listed in Denver Municipal Airport System Rules and Regulations 160.06-2.
- Should more than one airline be afforded the same priority level, other factors, such as year round service versus seasonal service, FIS versus pre-cleared flights, availability of Preferential Use Gates, and aircraft size will also be taken into consideration.
- Any charter, itinerant or other non-scheduled flight operation is subject to reassignment (as to both gate and operating time) if a proposed scheduled flight operation requires accommodation and/or additional gate facilities.
- A through/turn flight will have priority for the use of a Gate over a RON aircraft.
- Airport Operations reserves the right to require an airline to relocate its aircraft after deplaning passengers and baggage at a City Gate.
- If all City Gates are full and a conflict cannot be resolved, then Hard-Stand/Bussing operations at a remote parking area may be activated.
- The maximum scheduled gate occupancy periods are listed in Rule 160

GATE UTILIZATION – RULE 160

Per Airport Rules and Regulations Part 160 – Operation and Control of Concourse Gates:

- Rule 160 is intended to maximize and facilitate the efficient use of Gates while ensuring the equitable treatment of all Airlines.
- Airlines are required to accommodate themselves as much as possible on their Preferential Use Gates before requesting the use of a City Gate.
- Airlines with Preferential Use Gates that are International Gates are required to accommodate their International FIS Flights as much as possible on their Preferential Use Gates before requesting the use of a City International Gate for their International FIS Flights or Domestic Flights.
- The City will assign City Gates to Airlines requesting the use of such Gates using the provisions of this Regulation and other factors deemed applicable at the sole discretion of the City. The decisions of the City are final.
- Airlines are required to comply with all the procedures, rules, and other provisions of the Rule 160 Regulation.
- Airlines are required to provide the most accurate and timely information and schedules possible in accordance with the timelines outlined in DEN Rules and Regulations Part 160.04-1 for international flights and Part 160-04-2 for domestic flights.

MAXIMUM GATE OCCUPANCY PERIODS

The following maximum gate occupancy periods apply to City Gates and any Preferential Leased Gate where a Requesting Airline is operating.

	Regional Jet and Commuter Aircraft	Narrow Body Aircraft	Wide Body Aircraft	Jumbo Aircraft
Originating Flight	45 minutes	60 minutes	75 minutes	90 minutes
Terminating Domestic or Pre-Cleared International Flight	30 minutes	45 minutes	60 minutes	75 minutes
Through/Turn Domestic or Pre- Cleared International Flight	45 minutes	60 minutes	90 minutes	120 minutes
Terminating International FIS Flight	45 minutes	60 minutes	75 minutes	90 minutes
Through/Turn International FIS Flight	60 minutes	90 minutes	120 minutes	150 minutes

If directed by Airport Operations, should an Airline fail to relocate an aircraft capable of movement from a Gate at a specified time or occupy a Gate longer than the maximum gate occupancy period, it will be subject to a fee of $250 for each successive 15-minute period or fraction thereof until the aircraft is moved. After one hour, the fee rate will increase to $500 for each successive 15-minute period or fraction thereof until the aircraft is moved. After two hours, the fee rate will increase to $1,000 for each successive 15-minute period or fraction thereof until the aircraft is moved.

GATES PASSENGER LOADING BRIDGE

DO

- Ensure the Passenger loading Bridge is parked in its designated spot outside the aircraft safety zone prior to operation.
- Verify that all equipment is out of the way and stowed properly.
- Check that ground personnel are alert and attentive.
- Log in/ turn on the Passenger Loading Bridge 60-90 seconds prior to operating.
- Operate the bridge in a safe, controlled, methodical manner.

DON'T

- Do not operate the Passenger Loading Bridge in a reckless manner.
- Don't rush the operation. Note that the bogie wheels require time to adjust to the intended direction of the movement. Be patient, be safe.
- Don't panic. If you experience issues call Maintenance Control at 303-342-2800 or ext. 2800. A

  Maintenance Control technician will dispatch the appropriate personnel to assist.

GATES PASSENGER LOADING BRIDGE GUIDE

EMERGENCY STOP BUTTON

The Emergency Stop button immediately stops all bridge movement by opening CON1 (main contactor), cutting power to all drive motors. If pressed while in Autolevel mode, power to the vertical drive columns is shut off, Autolevel stops functioning, and an alarm will sound. If Emergency Stop is activated in Autolevel mode, call Maintenance immediately.

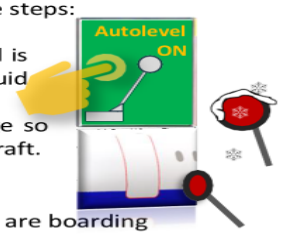


After the issue is resolved, reset the E-Stop button by pulling it back out. Log off the bridge and then back on to reset the main contactor. Make sure the bridge is properly positioned next to the aircraft. Put the bridge back into auto level mode to resume normal operation.

AUTOLEVEL ALARM

The most common cause of the Autolevel alarm to go off is the Autolevel wheel failed to contact the aircraft and the test nod did not complete successfully. In this case follow these steps:

1. Retract the Autolevel arm. Verify the wheel is dry (during the winter, ice, snow or de-icing fluid can cause the Autolevel to fail).
2. Under Operate Mode, reposition the bridge so the Autolevel wheel properly contacts the aircraft.
3. Return the bridge to Autolevel mode.



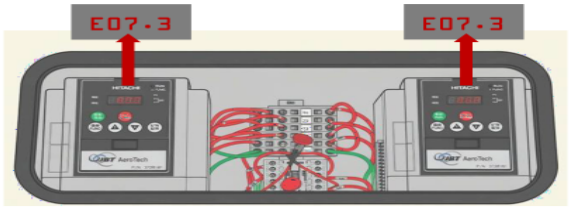
If the Autolevel alarm occurs while passengers are boarding or deplaning, **CALL MAINTENANCE IMMEDIATELY**.

INVERTER FAULT

Inverters are located above the console



INVERETER ERROR DISPLAY



To reset the inverters:

1. Log OFF



2. Wait until the display is off completely



3. Log ON and drive



If the inverters will not reset, **CALL MAINTENANCE IMMEDIATELY**.

TOUCHSCREEN MESSAGES

PLB MESSAGE DISPLAY

The PLB provides status and fault information to the operator. Here is a sample of limit and fault messages you might see on the touchscreen, along with possible fixes to each issue:

LIMIT MESSAGES	SOLUTIONS
Canopies down. Horizontal motion disable	Raise canopies
Horizontal Extend Limit. Forward motion disabled	Retract bridge
Horizontal Retract Limit. Reverse motion disabled	Extend bridge
Vertical Up Limit. Drive bridge down	Drive bridge down
Vertical Down Limit. Drive bridge up	Drive bridge up
Cab Left Limit. Rotate cab right	Rotate cab right
Cab Right Limit. Rotate cab left	Rotate cab left
Swing Left Limit reached. Rotate bridge right	Drive bridge right
Swing Right Limit reached. Rotate bridge left	Drive bridge left
ACF Fault. Level floor manually	Level floor manually
Slope Up Limit reached	Drive bridge down
Slope Down Limit reached	Drive bridge up
Main Contactor Disabled. Reset Main Contactor	Log OFF then ON
Cab Cable Hoist Down Horizontal Motion Disabled	Raise Cab Hoist
Tunnel Cable Hoist Down Horizontal Motion Disable	Raise T. Hoist
Left (or right) Stop Active!	CALL MAINTENANCE

FAULT MESSAGES	SOLUTIONS
Vertical Up Ultimate Limit. Call Maintenance	Drive bridge down
Vertical Down Ultimate Limit. Call Maintenance	Drive bridge up
Horizontal Extend Ultimate Limit. Retract bridge	Retract bridge
Horizontal Retract Ultimate. Extend bridge	Extend bridge
Cab Left Ultimate Limit. Rotate right	Rotate cab to the right
Cab Right Ultimate Limit. Rotate left	Rotate left
Inverter Fault. Call Maint	Log OFF, wait until Inverters are off, Log ON
Wheel Bogie Bumper Switch Active!	Log OFF and Log ON to reset
(Make sure the area around the bogie wheels is clear of any objects)	
Autolevel Failure – reset Autolevel	if it does not reset CALL MAINT
Vertical Column Fault. Call Maintenance	CALL MAINTENANCE
Swing Ultimate Limit. Call Maintenance	CALL MAINTENANCE
Auto Level Failure. Reset Auto Level System	CALL MAINTENANCE
Main Contactor Weld Fault	CALL MAINTENANCE
Emergency Stop button pressed	CALL MAINTENANCE
Vertical Up Contactor Weld Fault. Call Maintenance	CALL MAINT
Vertical Down Contactor Weld Fault. Call Maintenance	CALL MAINT
Cab Left Contactor Weld Fault. Call Maintenance	CALL MAINT
Cab Right Contactor Weld Fault. Call Maintenance	CALL MAINT

MAINTENANCE CONTROL CENTER

303 – 342 – 2800

Rev. 8
5/26

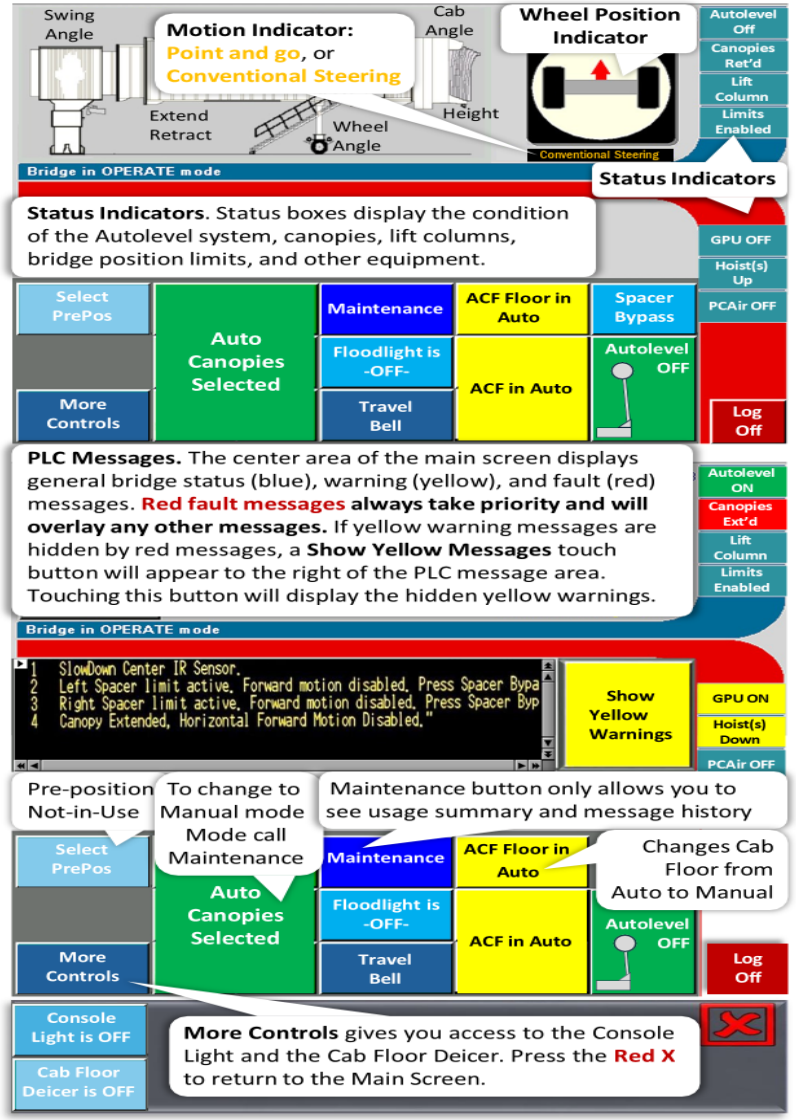
DEN

PASSENGER LOADING BRIDGE GUIDE

DENVER INTERNATIONAL AIRPORT

GATES PASSENGER LOADING BRIDGE GUIDE

TOUCHSCREEN FUNCTIONS



DOCKING BRIDGE TO AN AIRCRAFT

1. Ensure that the apron is clear of aircraft, ground service equipment, and any other obstructions. Verify cords, hoses, and cables are clear before moving.



2. Bring up the main screen on the control console and enter a valid password.



3. Press the Travel Warning button prior to any movement; this gives advance notice that the bridge is about to move, giving enough time for people to move out of the bridge's path.



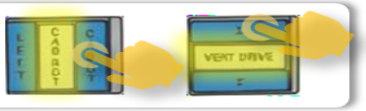
4. Drive the bridge. Squeeze joystick →AMBER light "WAIT TO DRIVE" illuminates, bell sounds, then GREEN light "DRIVE ENABLED" after 3 seconds.



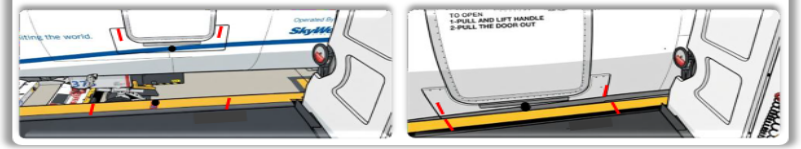




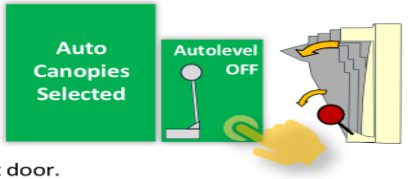
5. Approach aircraft. Rotate cab Left or Right and adjust height as needed. Make final vertical adjustments with UP and DOWN buttons.



6. Align precisely. Position the bridge in alignment with your airline's markings and guidelines.

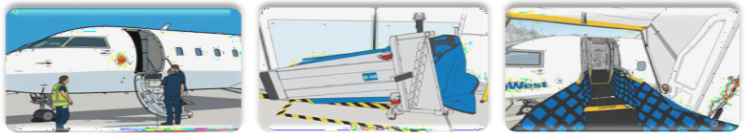


7. Press Autolevel button. This configuration will automatically deploy the canopy automatically when the Autolevel button is pressed while the Test Nod is completed.



8. Open cab doors. Open aircraft door.

FYI: For smaller aircraft, a Mobile Bridge Attachment (MBA) is required for bridge docking. Refer to your airline's guidelines for more details.

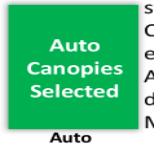


DO NOT use Autolevel; extend canopy only in Manual Mode.

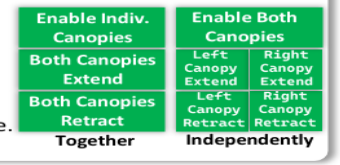


CANOPY BUTTONS

In the **Auto Canopies Selected** mode, the canopy automatically deploys when the Autolevel is button is being pushed.



In **Manual** mode, the Canopy can extend or retract separately from the Autolevel system. The Canopy can extend after Autolevel is deployed in Manual mode.



PARKING THE BRIDGE

1. Close the aircraft door. Close the cab doors. Verify that power or service cords/hoses/cables are unplugged and stowed, and path is clear. Press the Travel Warning button prior to any movement.

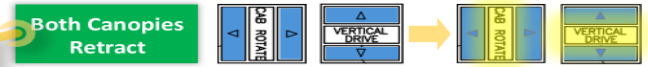
2. Press the Autolevel button to retract it from the aircraft, enter a password, and the bridge returns to **Bridge operate mode.**





(If the Autolevel was not used, press the canopy raise button).

FYI: Once the canopy is fully retracted, the push buttons for CAB ROTATE and VERTICAL DRIVE will light up.



3. Follow the guidance of ramp agent to back up the bridge to its parking spot. Park the bridge and **Log Off**.



GATE FACILITY MANAGEMENT

- Any City Gate user must remove any signage, stanchions or supplies from a City Gate after use.
- All Airline flight activity on a City Gate, another Airline's Preferential Use Gate, or Remote Parking Area shall be tempered with cooperation and good judgment. Spills or debris will be reported and cleaned up immediately.
- All Airlines shall remove ground support equipment immediately following the departure of their aircraft from a City Gate or an Accommodating Airline's Preferential Use Gate when required to allow other Airlines/ground handlers to set up required ground equipment to service their aircraft.
- Prior to use and after use, airlines have the obligation to ensure the Gate/Remote Parking Area is properly configured for use by their aircraft and is in a safe operating condition for use by others. This includes but is not limited to being clear of equipment, foreign object debris (FOD), and GPU cords and PC air hoses that are properly stowed.
- Each Airline is responsible for ensuring its employees and contractors are properly trained and qualified prior to operating any loading bridge.
- For City Gates, janitorial service in the Holdrooms, FIS inspection area, loading bridges, ramps and walkways is the responsibility of the Airport.
- For City Gates, snow removal on the ramp is the responsibility of the Airport.
- It is the responsibility of the using Airline to ensure that loading bridge doors, and doors into the FIS facility, are secured upon completion of use.
- Equipment malfunctions or facility problems will be reported to Airport Maintenance Control, 303-342-2800, immediately.
- It is the responsible of the airline when using a City Gate to ensure that any trash and debris is removed from the gate and passenger loading bridge once boarding has been completed and prior to the airline vacating the City Gate.

CITY GATE – COMMON USE TERMINALS

City Gates may be equipped by the City with Common Use equipment. The City shall be responsible for the maintenance and upkeep of the Common Use equipment. Below is a listing of gates with Common Use (CUSE) Terminals:

Concourse A: A33, A35, A37, A39, A41, A42, A43, A45, A47
A44 & A46 Alaska gates capable of overflow international arrivals (coordination with Alaska required)

Concourse C: C68, C69, C70, C71 (including A/B gates)

- DEN currently has 8 Wireless Mobile Units, sometimes referred to as CUSE on Wheels (COWS), that may be used at any gate. They are wireless for networking but do need to be plugged into a power outlet as they do not have onboard batteries.
- The Federal Inspection Services (FIS) facility is normally staffed 1000-2030. Scheduled international flights must be pre-approved by Customs and Border Protection (CBP) management to arrive outside these times. International flights with more than a combined total of 20 passengers and crew must be processed via the FIS facility.
- An international arrival requiring FIS may not disembark from Gate A40 when any flight is boarding, or a domestic flight is deplaning at Gate A42.
- An international arrival requiring FIS may not disembark from Gate A46 when any flight is boarding, or a domestic flight is deplaning at Gate A44.

CITY GATE – JETBRIDGE SIGNAGE

Common use gates are property of the City and County of Denver. To maintain a clean and inviting environment for all passengers we ask the airlines using the gates to follow the following recommendations:



1. Ensure all airline specific signage is removed from the jet bridge after the completion of the flight. This includes doorways leading to/from the jet bridge, gate room, and customs facilities.
2. Avoid the use of stickers or other signage that may not be easily removable.
3. Each airline is permitted one reference sheet in the jet bridge cab containing airline specific phone numbers.
4. Any airline specific signage that is left behind after the completion of the flight may be removed and disposed of by the City and County of Denver.

CITY GATE – APRON STANDARDS

- City Gates will be marked using DEN City Gate standards. Gates leased by airlines will be painted according to the specific airline paint/gate standards.
- Aircraft parking positions and stop bars will vary per City Gate due to Passenger Loading Bridge (PLB) constraints, limitations, and slope.
- City Gate layouts must be designed to ensure full use of PLBs and Fuel Pits. Any design that is in proximity to PLB and Fuel Pit limitations will be field verified prior to aircraft use.
- City Gate design attempts to facilitate tug connection within safety envelope during push-back operations, depending on size of tug and tug bar.
- PLB Protection Zone and Wheel Parking Position layout varies from City Gate to City Gate. Actual layout shall be painted from surveyed points approved by DEN Planning and Design.
- Proper usage of PCAIR, GPU systems, and proper usage potable water, lavatory service titrator rooms, and trash compactor/dumpster areas are required to prevent damage to aircraft and Passenger Loading Bridges.

CHARTER FLIGHT REQUESTS

- Charter Flight requests require advanced written notice to the DEN Airline Affairs division at the first potential of a charter flight operation. Failure to get advance notice creates multiple challenges, including not receiving a landing report, setting up proper charging, collecting insurance/surety and not receiving a payment from the handler/airline for handling a non-signatory carrier.
- When a charter is scheduled, even if not fully confirmed, please contact DEN Airline Affairs first. Once Airline Affairs has collected the required information, they will reach out to the Ramp Tower to coordinate a gate request.
- Pre-payment is required when flight is not a reoccurrence.
- The process of a requesting a charter flight is detailed on the next slide.

REQUESTING A CHARTER FLIGHT

Charter Flight requests should be e-mailed (***as soon as there is a possibility of a charter flight***) to your Airport Commercial Administrator. Please abide by the following procedure for the request:

1. Send an e-mail to the airline Airport Commercial Administrator, copying DENs Airline Affairs email inbox AirlineAffairsAdmin.SharedMailbox@flydenver.com

2. Subject of the email should be: "Charter Flight Operation – *Requesting Airline Name*"

3. Provide in the body of the e-mail:
   - Schedule
   - Aircraft type
   - Max landed weight
   - Number of passengers aircraft will hold
   - Anticipated load factor
   - Attach the Certificate of Insurance with at least $300M per occurrence and workers comp.

4. We do require information in advance for billing purposes. Airport Commercial Administrator will provide the following documents at the time of the request to be filled out and returned.
   - 'Airline Hold Harmless and Indemnification Agreement'
   - 'Non-Signatory Airline Permit Letter' (update all information in the permit letter for accuracy)

5. If you will be having ongoing service, a Surety will be required (which will be calculated after information is received).

AIRCRAFT REMOTE PARKING AREAS

Airlines are expected to maximize the usage of their lease spaces prior to requesting common use Aircraft Remote Parking (RON) Spots. Remote RON Spot location and assignment will be determined by Ramp Tower management.

At the discretion of the Ramp Tower, weather permitting, the Deice Pads may be used as Aircraft RON Parking Areas. Additional Aircraft RON Parking Areas may be established at the discretion of the on-duty Aviation Operations Manager (AOM) and Ramp Tower Management. Although it is not always possible, every effort will be made to park aircraft within close proximity of an airline's preferential gate or the ground handler's operations.

Engine runs on Aircraft Remote Parking Spots must have prior approval from and remain in direct communication with the appropriate Ramp Tower Controller. Taxi in/out of Aircraft Remote Parking Spots will be approved at the Ramp Controller's discretion. The aircraft must be parked entirely inside the hold bars, taxiway edge lines, and the Object Free Area line of the Aircraft Remote Parking Spot. Lighting and cones may be required by the on-duty AOM or requested by Ramp Tower.

AIRCRAFT PARKING LOCATIONS

Aircraft Parking Locations

Remain Overnight (RON) (Available Seasonally During Non-deice Events) (Total 50)	
A Deice Pad	5NB
B Deice Pad	5NB
C Deice Pad	5NB
J Deice Pad	5NB
DS West Deice Pad	11NB
DS East Deice Pad	12NB
WA Deice Pad	6NB

Remote Parking (Total 15 NB)	
A East Pad	2NB
C East Pad	4NB + 6 Commuter
SC Pad	6NB + 1 RJ
E Pad	6NB



THE GATES - WHEELCHAIR OPERATIONS

Per Airport Rules and Regulations Part 40 – Conduct of Commercial Operators Using the Airport:

1. Wheelchairs should not be stored up against the glass of the moving walkways or in elevator bank areas. Airlines and wheelchair provider companies must assume responsibility for removing wheelchairs from moving walkways and elevator banks.

2. Wheelchairs should not be abandoned or stored on the AGTS train platform or the landing areas between the train platform and the concourse gate level. Airlines and wheelchair providers must be responsible for removing wheelchairs from AGTS platforms and from the landing areas between the train platform and the concourse gate level.

3. Disabled wheelchairs must be within the airline's leasehold space and not in the public space. Airlines or wheelchair providers must provide storage and repair areas, and broken equipment should never be in public view.

4. All wheelchairs must be stored in airline storage locations. These storage locations should be maintained in an orderly fashion by the airline.

5. Seating in the lobby areas and public space is intended for passenger use not for wheelchair vendor staffing.

6. Wheelchair operator employees should use airline defined breakrooms for taking breaks.

7. Airlines are ultimately responsible for storage and treatment of wheelchairs and the conduct of wheelchair operators.

THE GATES – MOTORIZED VEHICLE OPERATIONS

Per Airport Rules and Regulations Part 40 – Conduct of Commercial Operators Using the Airport:

1. All motorized carts shall display the appropriate company logo and other signage required by the DEN.

2. Use of motorized carts in the terminal and concourses shall be primarily used to transport elderly customers, customers with disabilities, and families travelling with small children. Baggage and other cargo shall be reasonably secured in the cart to prevent safety hazards to other pedestrians.

3. Each cart shall be equipped with a permanently attached, corrosive-proof battery drip pan to prevent acid drips on the floor surfaces and have vehicular tires with straight tread, non-marking on floor surfaces.

4. Owners of electric carts shall adequately train all drivers in the operation of such carts, including familiarization with all pertinent safety rules and regulations and parking locations in the terminal and concourses.

5. Carts may be parked by tenants in their exclusive leased area where so authorized or in areas identified by DEN within the terminal and concourses.

6. Disabled carts must be immediately removed from the concourse for maintenance.



DEN SIGNAGE PROGRAM

DEN SIGNAGE PROGRAM OVERVIEW

The Signage Program is managed by DEN Planning and Design, Wayfinding department. All signs that provide directional information to the passenger from outside the Terminal Complex (Pena Boulevard) to the Gate Holdroom (on the Concourse you are
assigned) will be provided free of charge to the airline for the airline's first installation as it initiates service at DEN or for any move that is initiated or dictated by DEN itself rather than the airline. These signs include the signs on Pena Boulevard that describe where the airline is located for passenger drop-off (Departures) or pick-ups (Arrivals) (West Terminal or East Terminal), Curbside Signs (passengers' drop-off or pick-up), Digital and static signs providing directions to an Airline in the Terminal and the location of Baggage Claims. Airline signage must be approved by DEN Design Review Committee (DRC) and within the airline's leasehold.

When a new airline plans to begin business at DEN, they execute a Signage Request Form through the Airline Affairs team that routes it to the DEN Planning and Design, Wayfinding. On this form is listed all the locations that the airline will be occupying when they begin their operation at DEN (Airline Ticket Counter location, and related Curbside Operations location; assigned Baggage Carousel and Baggage Service Office location if applicable, Gate Assignment and related Holdroom location). From this document, DEN Planning and Design, Wayfinding begins to define the scope of the signage required to meet the wayfinding needs of the new airline. For example, DEN Planning and Design, Wayfinding identifies which signs on Pena Boulevard require the addition of the airline name (based on the location of the customer service counter in the Terminal – is it on the West Side of the Terminal or is it on the East Side of the Terminal). A work order is then issued to have the appropriate signage installed.

ROADWAY SIGNAGE



The most critical piece of information to a passenger arriving at DEN by vehicle is the location of their Airline Ticket Counter. At DEN, since there are two sides of one building with airlines on each side, we must communicate to the passenger very early in their journey to the Terminal, which side of the Terminal they should journey to the East Side or the West Side. Some of the first signs the passenger will encounter on Pena Boulevard, the primary access to the Terminal, is the listing of airlines on each side of the Terminal. This information is repeated three times during the journey along Pena Boulevard, culminating with the final decision point where the passenger chooses to go to the East Side or the West Side.

OVERHEAD CURBSIDE SIGNAGE





Each curbside on Levels 5 and 6 on both the east and west sides of the Terminal have signs above the sidewalk, Level 4 signs are above the 1st drive lane, indicating relative locations of airlines within the Terminal building.

Level 6, the Departures Level, has curbside signs roughly corresponding to either the Airline Ticket Counters on the interior of Level 6, or the airline's curbside check-in location, if they have one.

Level 5, the Ground Transportation Level, has curbside signs roughly corresponding to the location of either the airline's assigned Baggage Carousel on the interior of Level 5 or the location of the Airline Baggage Service Office.

Level 4, the Arrivals Level (where the passenger can be picked up by a private vehicle, has curbside signs roughly corresponding to the location of the airline's assigned Baggage Carousel on Level 5 above.

Overhead curbside signs are designed and managed by DEN. DEN works with Airlines to determine needs within the design parameters and available space on overhead signs. DEN Wayfinding design is utilized for clean and consistent look.

OVERHEAD CURBSIDE DESIGN



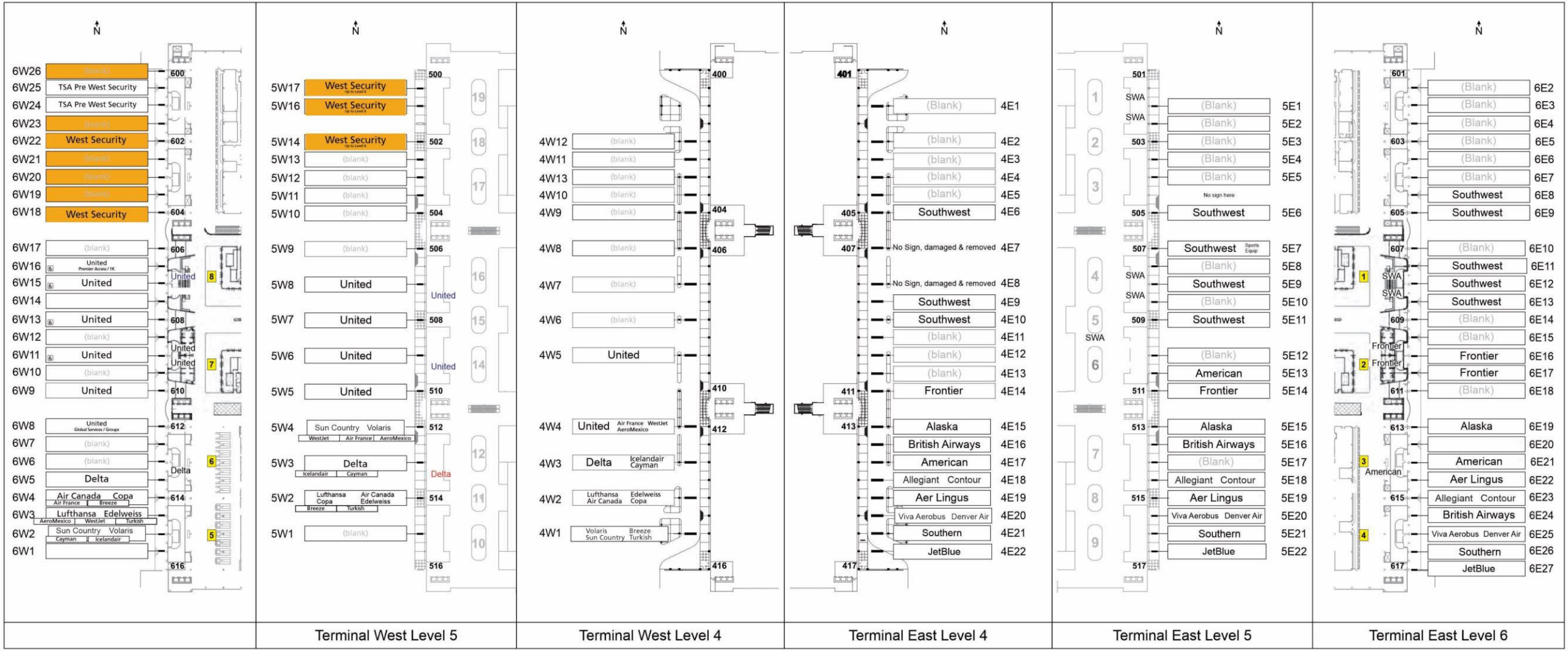




Overhead sign design by DEN

- Incorporates clear Airline name
- Incorporates availability for sub-messaging

CURBSIDE SIGNS L5 & L6 OVERHEAD MAP



AIRLINE CURBSIDE CHECK-IN AREAS

- Zoning and passenger pathways must be kept clear of stanchions and other airline signage outside of the check-in and queueing area.
- ***Airlines are at risk for all items installed on the curbside areas.***
- Other curbside stanchion details and queuing must be approved by DEN via the Design Review Committee.



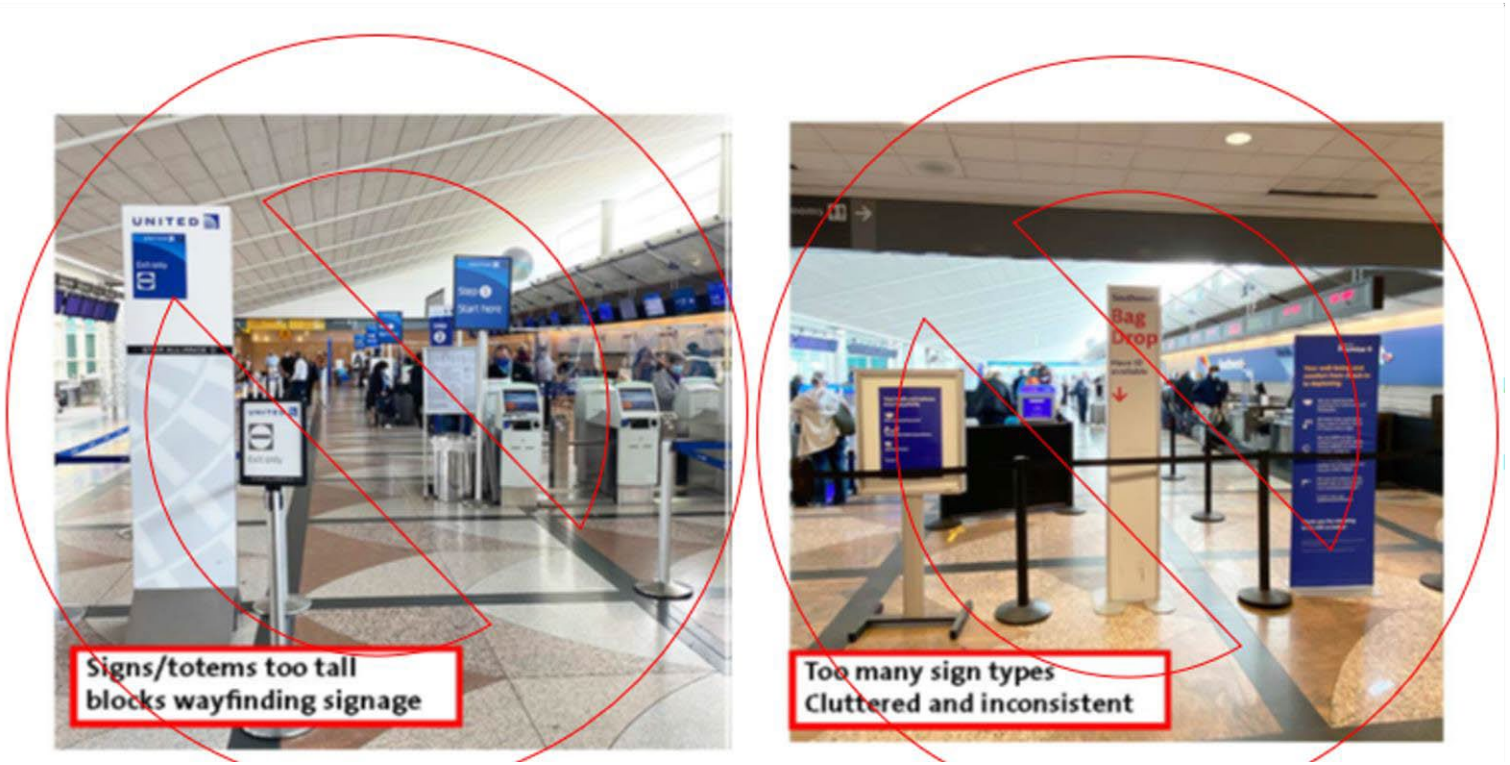


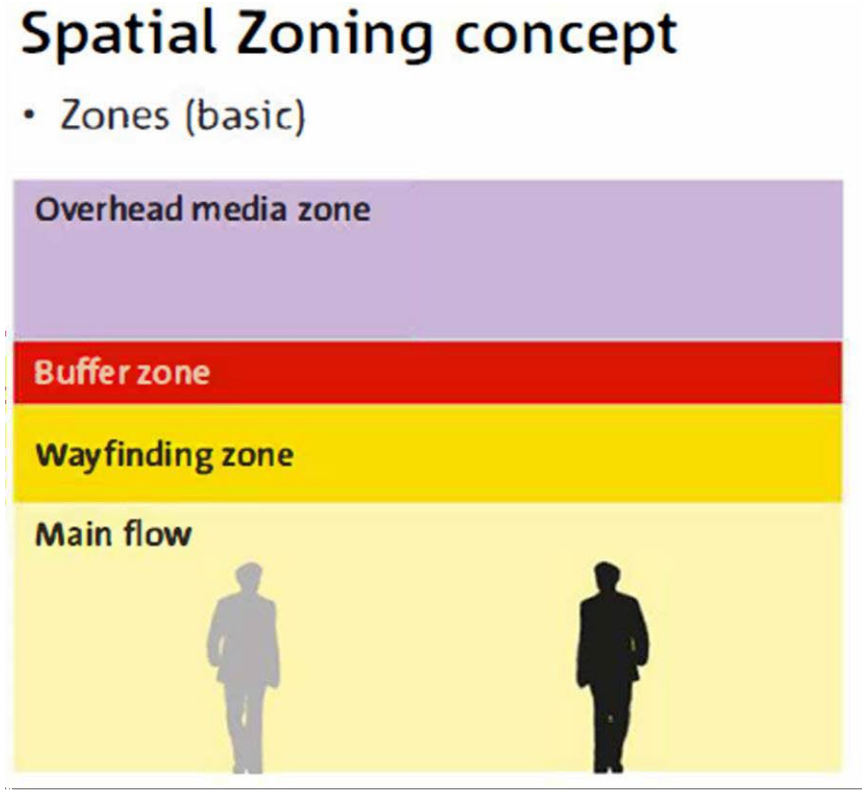
Airline designated space for curbside check-in:

- Signage and branding within this area: to be designed, managed and installed by Airlines.
- Entire backwall can be branded/designed. No designs should extend above or beyond the area highlighted in the above photo.
- **All designs are subject to review and approval by DEN prior to fabrication and installation.**

INTERIOR – CHECK-IN QUEUING AREAS

In 2018 DEN established a Spatial Zoning to help clear clutter and provide optimal viewpoints for wayfinding and other media. Below are examples of airline signs and totems that are too tall and cutter the check-in queuing areas. The spatial zoning concept serves as a basis for check-in and queueing areas. Any damaged signage should be removed from the operational zone and stored within the airline's leasehold area not in public view.





INTERIOR – CHECK-IN QUEUING AREAS

DEN S FOR CHECK-IN SIGNAGE

- All Check-In signage to be designed/branded by Airlines
- All Signage plans/designs are subject to review and approval by DEN, including all design, sizes, sign types, quantities, elevation and floor plans showing layouts (reference Design Review Committee process).
- Prior to submitting for approval, signage must meet the following criteria:
  - Queueing/passenger classifications should first be resolved by space allowed on digital monitors.
  - If static signage is needed, it must be kept to a minimum. Two types of signs can be utilized for supplementing queueing: Totem/Pylon Signs and Stanchion Topper signs
    - Totem/Pylon signs must have a height of 7'0" or less. The type of pylon should have a clean design,
    - Stanchion Toppers should be no larger than 12"h x 10"w
- Freestanding stanchion signs are not permitted
- If queuing is controlled by stanchion "ropes/ribbon" the layout and plan must also be included as well as the color and design of the ribbon.
- Signage design must be consistent in colors and branding.
- No paper or temporary "banner" type signs are allowed.
- Designs must be commercial grade materials and look professional and on a sturdy sign.

CHECK-IN QUEUING SIGNAGE EXAMPLES



Allowed stanchion toppers
12"h x10" w or less

Totem/Pylon sign 5' 6 " h or less.
Full design, no free-standing stanchions.



Note: Digital pylon signs can be proposed within the size restrictions and will be subject to a more detailed review and approval by DEN. Power access and content management must be considered.



Example: Stanchion Toppers
Max height of 12"
Max width of 10"



Example: Totem/Pylon signs must have a height of 5'6" or less.
Design and base of pylon must have a clean, modern appearance as shown here or above.

DOT SIGNAGE – CONTRACT OF CARRIAGE

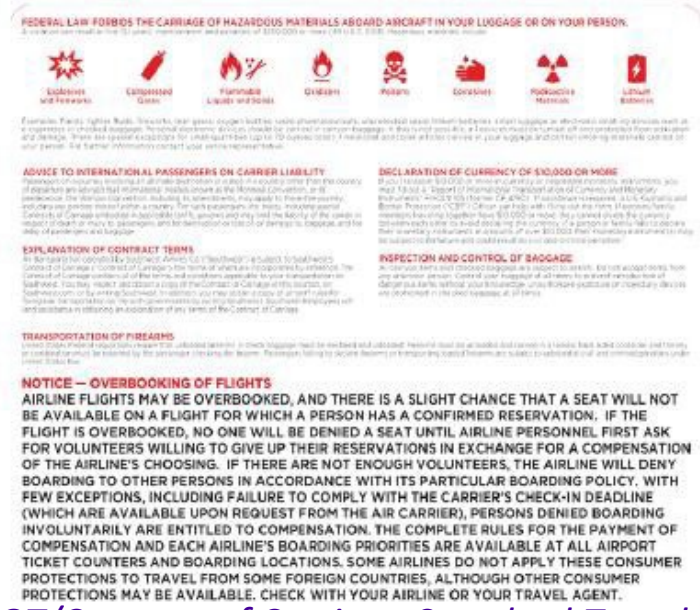
Contract of Carriage/DOT signs must contain the verbiage by Federal Regulation CFR 14 as of 9.23.2021.

- Size requirements for Contract of Carriage signage is:
  - 12.1” x 11“ Maximum size: 14” x 11

- If an airline requests a different standard (design or size only) than that above, it will be reviewed and considered by DEN on a case-by-case basis.

- Common Use Kiosks will always contain the required, standard template

*The Federal Aviation Administration (FAA) and the U.S. Department of Transportation (DOT) require **air carriers** to include a notice of the terms of their contract of carriage on tickets or other written instruments given to passengers. The notice must inform passengers that they can inspect the full text of the contract at the carrier's airport or city ticket offices.*



FEDERAL LAW FORBIDS THE CARRIAGE OF HAZARDOUS MATERIALS ABOARD AIRCRAFT IN YOUR LUGGAGE OR ON YOUR PERSON.

ADVICE TO INTERNATIONAL PASSENGERS ON CARRIER LIABILITY

DECLARATION OF CURRENCY OF $10,000 OR MORE

EXPLANATION OF CONTRACT TERMS

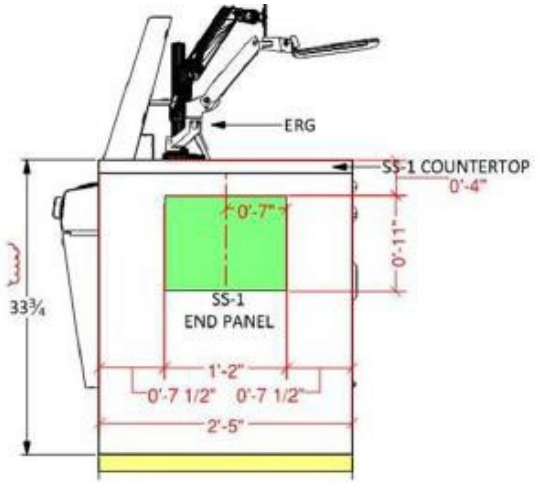
INSPECTION AND CONTROL OF BAGGAGE

TRANSPORTATION OF FIREARMS

NOTICE – OVERBOOKING OF FLIGHTS

AIRLINE FLIGHTS MAY BE OVERBOOKED, AND THERE IS A SLIGHT CHANCE THAT A SEAT WILL NOT BE AVAILABLE ON A FLIGHT FOR WHICH A PERSON HAS A CONFIRMED RESERVATION. IF THE FLIGHT IS OVERBOOKED, NO ONE WILL BE DENIED A SEAT UNTIL AIRLINE PERSONNEL FIRST ASK FOR VOLUNTEERS WILLING TO GIVE UP THEIR RESERVATIONS IN EXCHANGE FOR A COMPENSATION OF THE AIRLINE'S CHOOSING. IF THERE ARE NOT ENOUGH VOLUNTEERS, THE AIRLINE WILL DENY BOARDING TO OTHER PERSONS IN ACCORDANCE WITH ITS PARTICULAR BOARDING POLICY. WITH FEW EXCEPTIONS, INCLUDING FAILURE TO COMPLY WITH THE CARRIER'S CHECK-IN DEADLINE (WHICH ARE AVAILABLE UPON REQUEST FROM THE AIR CARRIER), PERSONS DENIED BOARDING INVOLUNTARILY ARE ENTITLED TO COMPENSATION. THE COMPLETE RULES FOR THE PAYMENT OF COMPENSATION AND EACH AIRLINE'S BOARDING PRIORITIES ARE AVAILABLE AT ALL AIRPORT TICKET COUNTERS AND BOARDING LOCATIONS. SOME AIRLINES DO NOT APPLY THESE CONSUMER PROTECTIONS TO TRAVEL FROM SOME FOREIGN COUNTRIES, ALTHOUGH OTHER CONSUMER PROTECTIONS MAY BE AVAILABLE. CHECK WITH YOUR AIRLINE OR YOUR TRAVEL AGENT.

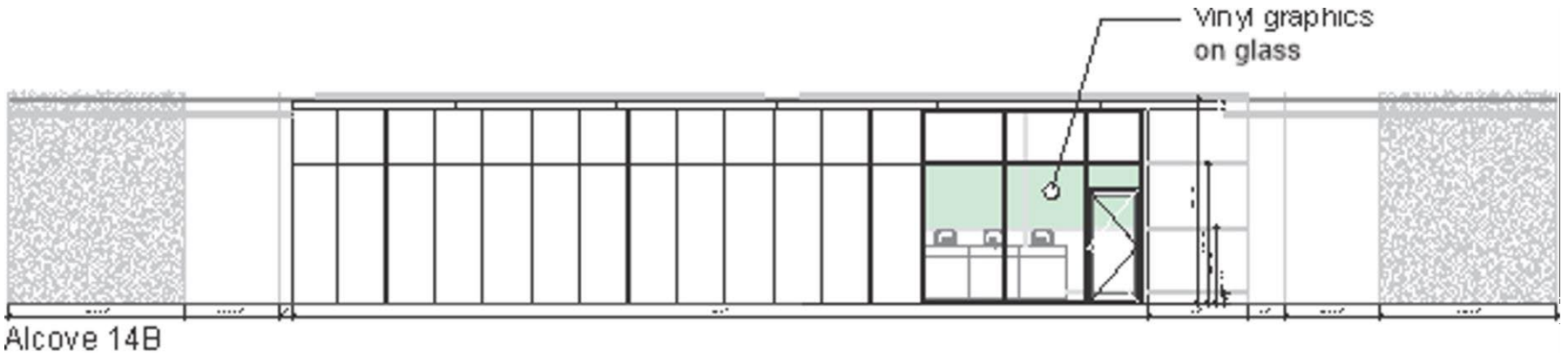
DOT/Contract of Carriage Standard Template



Example Signage Placement on Kiosks

AIRLINE BAGGAGE SERVICE OFFICE (BSO)

Airline BSO offices located on level 5, east and west of the terminal are permitted to be branded by the airline with vinyl applied to the back wall glass in specified locations. Conditions vary. Messages will be limited to corporate logo & copy only. All Airline BSO office signage requires approval through DEN Design Review Committee prior to installation.

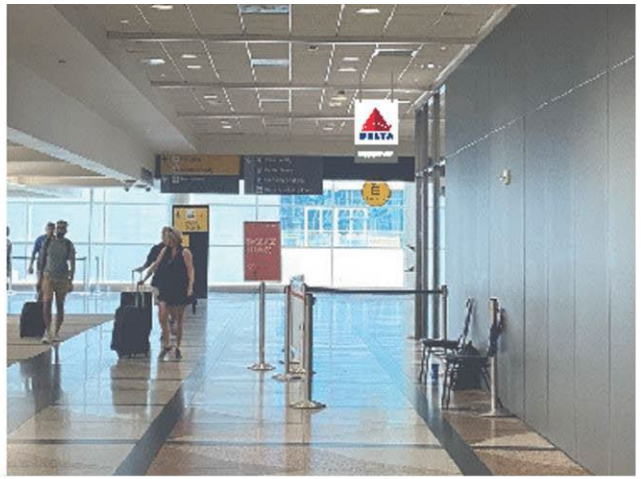




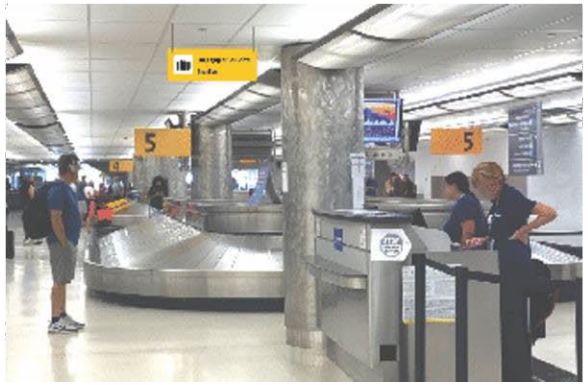
BSO IDENTIFICATION & COMMON USE AREA

One new 24" x 36" standardized identification sign, hung from the ceiling near the BSO entry door, will be provided by DEN.





Common use area BSO sign type and locations will be reviewed on a case by case basis. Conditions and needs vary. Any requests will need to be reviewed by the Design Review Committee.



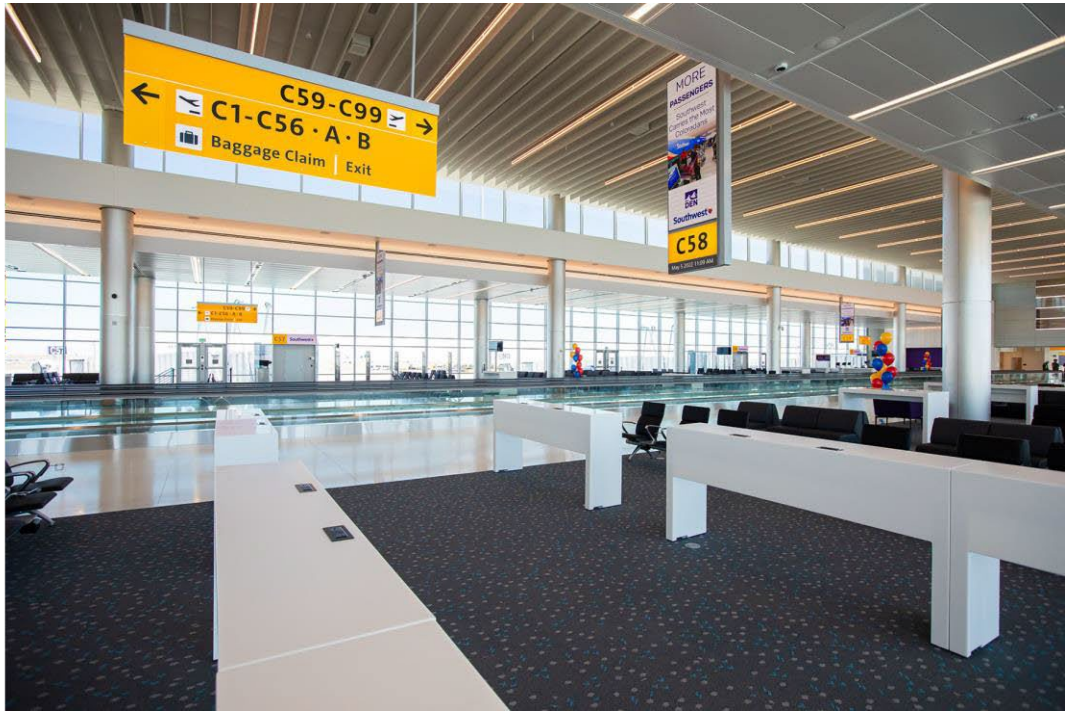
Hanging Sign example



Wall Sign example

WAYFINDING SIGNAGE





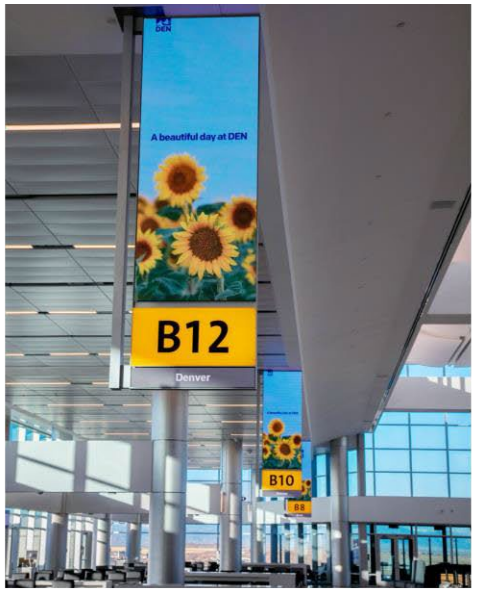
All Wayfinding Signage is the responsibility of DEN. The primary goal of wayfinding signage in the Terminal and Concourses is to assist the departing passenger in reaching their boarding gate, and the arriving passenger in reaching their method of transportation exiting the airport. Tenants are not be allowed to install any wayfinding signage in public locations in the Terminal or the Concourses.

GATE IDENTIFICATION – BLADE SIGNS

Along the length of the Concourse, each boarding gate area is identified with a “blade sign” cantilevered from the structure separating the primary circulation space from the Holdroom area. The blade sign displays the boarding gate number preceded by A, B or C which identifies the Concourse. The gate numbering convention has even-numbered gates located on the south side of each Concourse and odd-numbered gates located on the north side of each Concourse.

Each blade sign is equipped with a digital panel that is used to display the destination served by the next flight leaving from that Boarding Gate. The data feed for this destination information is supplied by the airline.







PREFERENTIAL PASSENGER LOADING BRIDGE SIGNAGE

Passenger Loading Bridge – Interior Signage

Signage within the interior of the Passenger Loading Bridge (PLB) can be unique to the preferential airline with approval from the DEN and with the understanding that the installation and condition of the graphic is the sole responsibility of the airline. Damage caused to the graphic by movement of the PLB will be the responsibility of the airline to repair. Damage caused to the graphic by scheduled or unscheduled maintenance of the PLB will be the responsibility of the airline to repair.

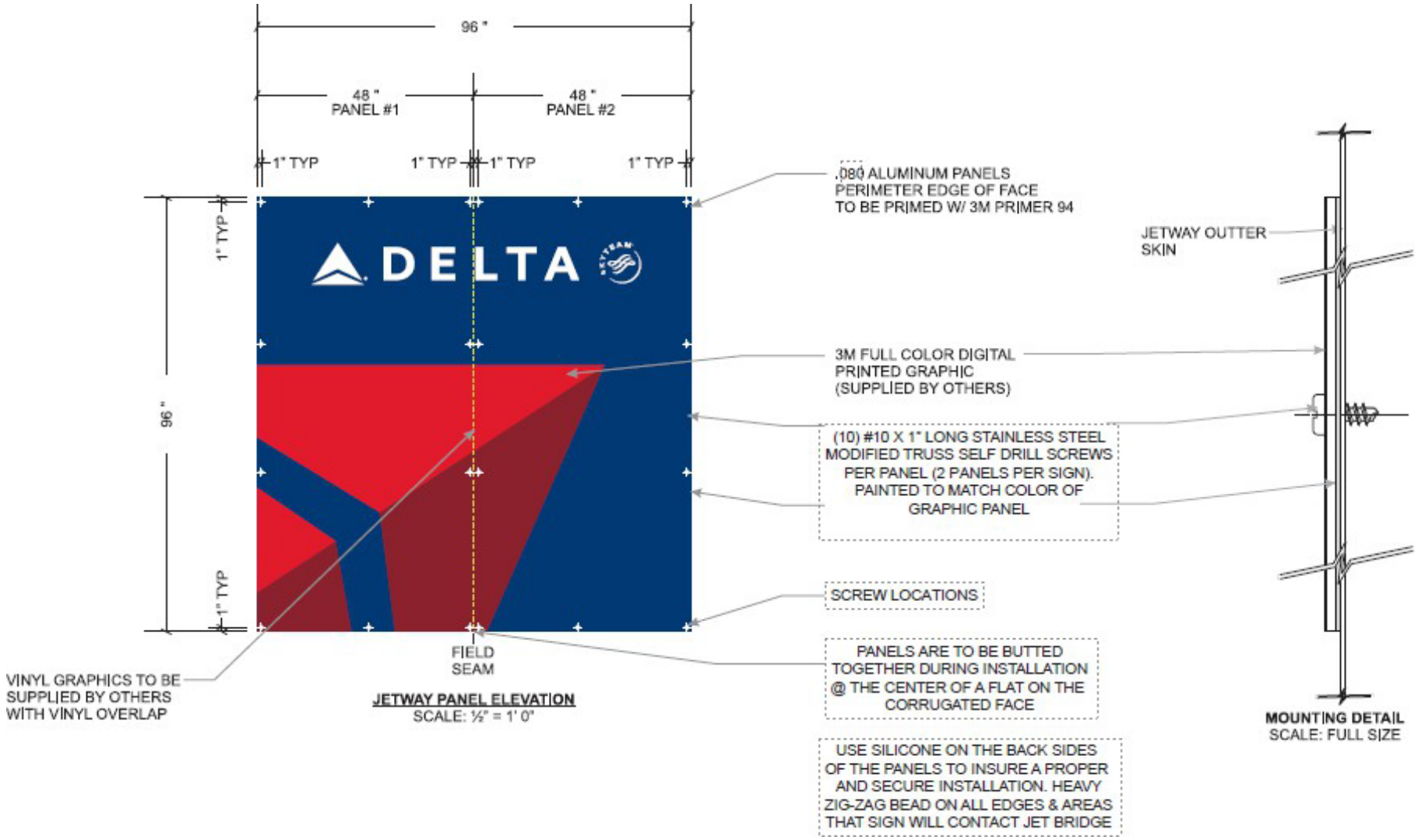


Passenger Loading Bridge – Exterior Signage

Airlines will be permitted to install one airline logo/logotype sign on each side of each of their preferential boarding gates on the Concourses. The exterior sign can only be attached to the portion of the bridge tube furthest from the building, the portion that retracts over the inner tube sections. No airline identification signs will be allowed on the exterior of Passenger Loading Bridges serving common-use gates (i.e., non-preferential boarding gates).

If an airline no longer operates on a gate where an interior or exterior sign has been installed, it is the responsibility of the airline to remove the signage and ensure that no damage has been made to the PLB. It is the responsibility of the airline to repair any damage due to the removal of a sign.

PASSENGER LOADING BRIDGE SIGNAGE



PASSENGER LOADING BRIDGE SIGNAGE



GREAT HALL OPERATIONAL PLAYBOOK



Given the ongoing interim ticketing, Great Hall has published specific regulations. These are not final and are subject to change. If there are any questions, please reach out to the Special Projects team directly.

Last Updated: May 2025

OVERVIEW

Operational Readiness, Activation and Transition (ORAT) manages the risks associated with the transition of a facility from construction to operations. It does so by confirming all operational, construction and regulatory stakeholders are suitably prepared and operationally ready.

To validate this readiness, the right processes must be defined. Working in close collaboration with operational teams, it is critical to establish an agreed set of processes to ensure alignment and ownership prior to operational start up. This document outlines the critical processes that impact the successful operation of key Great Hall spaces. Defined through ongoing engagement with impacted stakeholders, the defined processes and procedures ensures a clear understanding of how and who owns each task.

Categorized into operational themes, each process is summarized including the terminal location(s), procedures, systems, and personnel involved to ensure success. This document supports Stakeholder alignment, understanding and adherence to airport policies.

- Baggage Operations
- Passenger Operations
- Employee Operations
- Cleaning and Care
- Information Technology
- Emergency Response

ROLES AND RESPONSIBILITIES

As new Great Hall spaces, systems, and processes are turned over to tenants and DEN Stakeholders, alignment and agreed ownership is critical. Each stakeholder plays a key role in ORAT process and share a collective responsible for the overall success of the operation of the Great Hall. Key roles and responsibilities by DEN Stakeholder are outlined below.

	ORAT	DEN Terminal Ops	DEN Airline Affairs	DEN Security / Comms Center	DEN Maintenance	DEN Janitorial	Tenants
Defines Operational Policies and Procedures	X	X	X	X			
Approves Operational Policies and Procedures		X	X	X			
Enforce Operational Policies and Procedures		X	X	X			
Train and Familiarize Staff of Operational Policies and Procedures	X				X	X	X
Maintain Operational Policies and Procedures	X	X		X	X	X	X
Provides Feedback		X	X	X	X	X	X
Resolves Operational Issues	X	X	X	X	X	X	

1

Baggage Operations

Discussed	x/xx	Agreed	x/xx

INDUCTION AND HYGIENE OF BAGGAGE

PROCESS EFFECTIVE: APRIL 10, 2025

Proper baggage hygiene when using interim ticketing baggage belts is essential for interim ticketing operations. Please review the following baggage hygiene reminders.

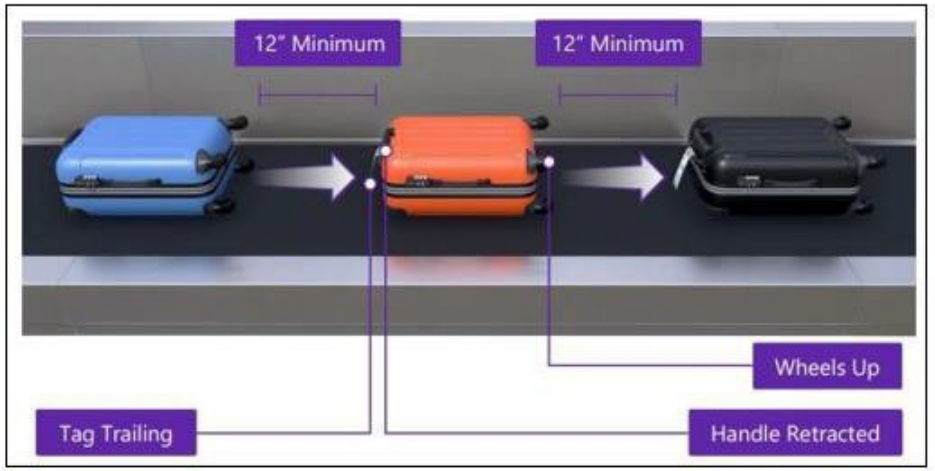
Induction of Checked Baggage

- Accepted standard baggage should be 54” in length, 30” in width, 34” in height, and 72 pounds.
- Any baggage exceeding those dimensions should be treated as oversized baggage.
- Oversized baggage includes strollers, golf bags, skies, guitar cases, etc.
- Non-conveyable baggage includes motorized wheelchairs, parcel boxes, and hold animals.
- All loose straps, old baggage tags, ribbons, and stickers should be removed before inducting.
- All luggage should be placed flat side down, with wheels facing up.
- Bag tags should be visible and trailing baggage when placed on belts.

Baggage Hygiene

- All baggage should be placed flat side down and wheels up.
- All bags or tubs should be placed 12” apart on the baggage belt.
- All soft-sided baggage, (backpacks, duffle/garment bags) should be placed in baggage tubs.
    - Note: Only one item should be placed in each tub.





Discussed	x/xx	Agreed	x/xx

INTERIM TICKETING

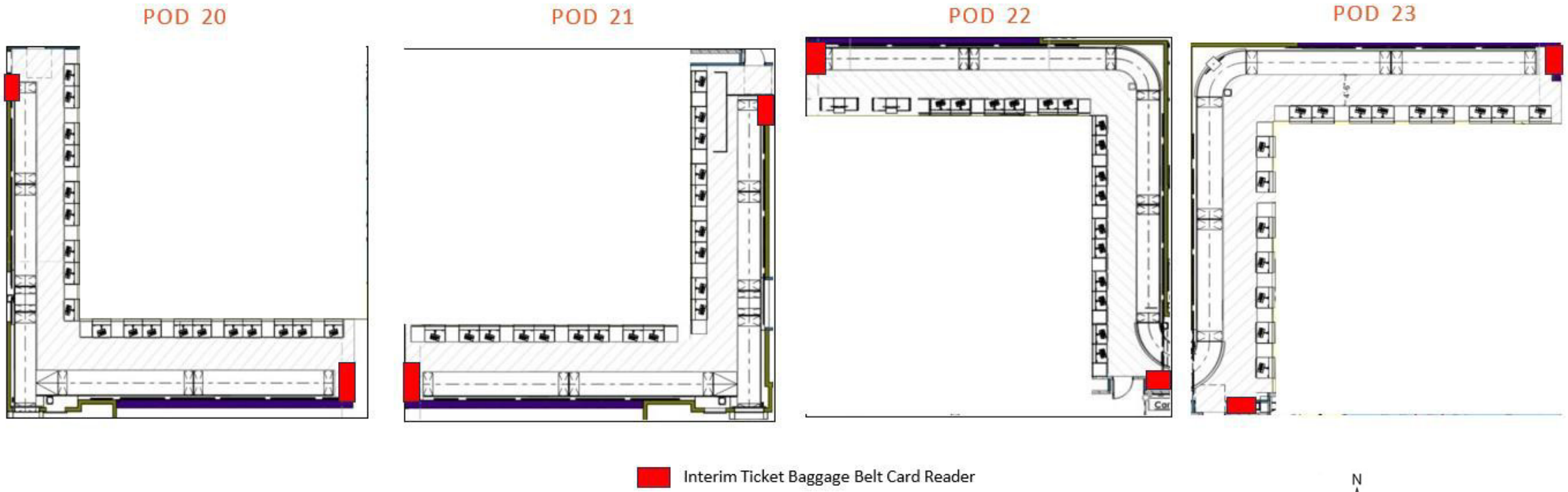
BAGGAGE BELT OPERATIONS

PROCESS EFFECTIVE: APRIL 9, 2025

Understanding the differences in the operation of interim ticketing baggage card readers and bag belts is key for a seamless baggage operation. Please be aware of the following process changes that impact the interim ticketing baggage systems.

Interim Ticket Baggage Belt Card Readers

- Each ticketing POD is equipped <u>two</u> baggage belt card readers.
- Each card reader powers specific sections of the interim ticketing belts allowing sections to operate independently (if needed).
- The locations of baggage belt card readers are outlined by ticketing POD below.

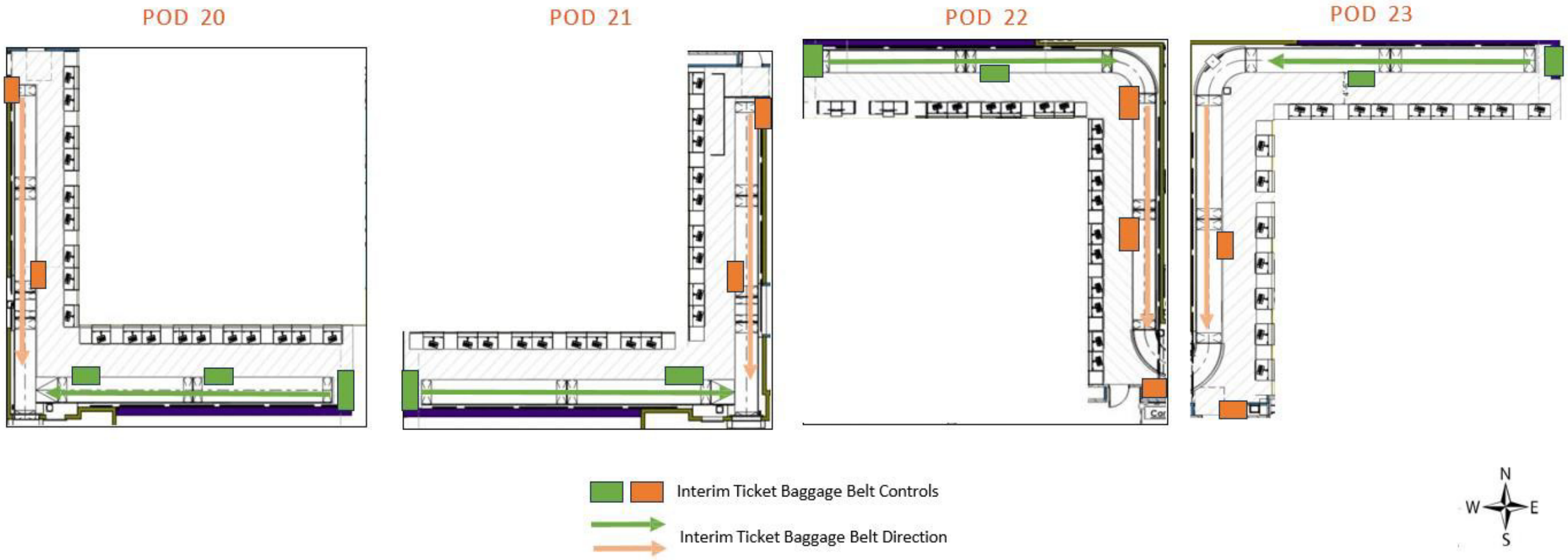


Discussed	x/xx	Agreed	x/xx

BAGGAGE BELT OPERATIONS

PROCESS EFFECTIVE: APRIL 9, 2025

Interim Ticket Baggage Belt Controls - Each interim ticketing POD is equipped with several baggage belt control stations. Each control station operates specific sections of the interim ticketing belts. The locations of baggage belt control stations are outlined by ticketing POD below.



Discussed	x/xx	Agreed	x/xx

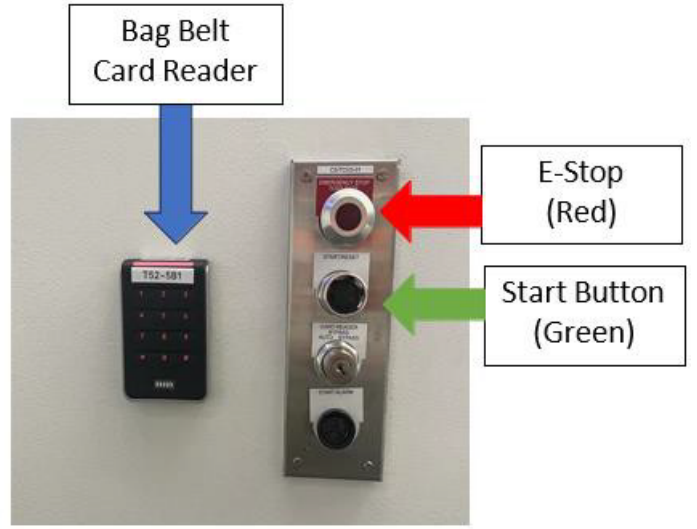
BAGGAGE BELT OPERATIONS

PROCESS EFFECTIVE: APRIL 9, 2025

Operating Interim Ticketing Baggage Belts

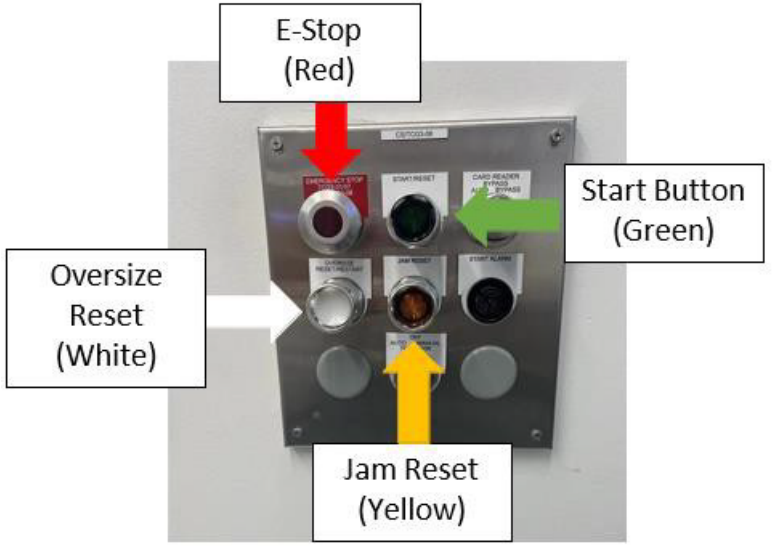
- To start the baggage belt an airline agent will need to:
  1. Swipe DEN SIDA Badge
  2. Press the flashing green (START) button within 20 seconds of the badge swipe
  - If the green (START) button is not pressed within 20 seconds, the agent will need to:
    1. Swipe DEN SIDA Badge out
    2. Swipe DEN SIDA Badge in
    3. Press the flashing green button

- To turn off the baggage belt, the airline agent will need to swipe DEN SIDA badge at the card reader



Interim Ticketing Baggage Belt Timing Out

- Interim ticketing baggage belts will independently turn if no bags are detected for more than 5 minutes. Should this occur, an airline agent will need to:
  1. Swipe DEN SIDA Badge out
  2. Swipe DEN SIDA Badge in
  3. Press the green button to start the belt



Interim Ticketing Baggage Induction Door Timeout Settings – The induction door will close if no baggage is detected for more than 5 minutes. Should this occur, an airline agent will need to:

1. Swipe DEN SIDA Badge out
2. Swipe DEN SIDA Badge in
3. Press the green button to start the belt

Discussed	x/xx	Agreed	x/xx

BAGGAGE BELT OPERATIONS

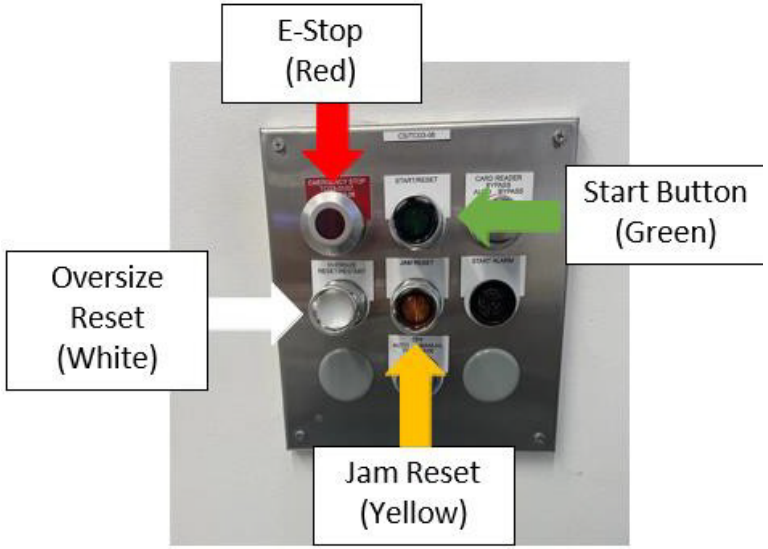
PROCESS EFFECTIVE: APRIL 9, 2025

Interim Ticketing Baggage Belt Alarms

- Interim ticketing baggage belt systems have several alarm types.

  - **Over Size Alarm** – Occurring when a bag is too large to be inducted, an Agent must:
    1. Remove the oversized item
    2. Press the white oversize reset button
    3. Press the green start button to restart the belt.

  - **Jam Alarm** – Occurring when a bag jammed, an Agent must:
    1. Call the BHS team (303) 342-4548. The BHS team will work to remove jam.
    2. Once the jam is cleared, reset the baggage belt by pressing the yellow jam reset button
    3. Press the green start button to restart the belt.



BHS Team Contact: (303) 342-4548

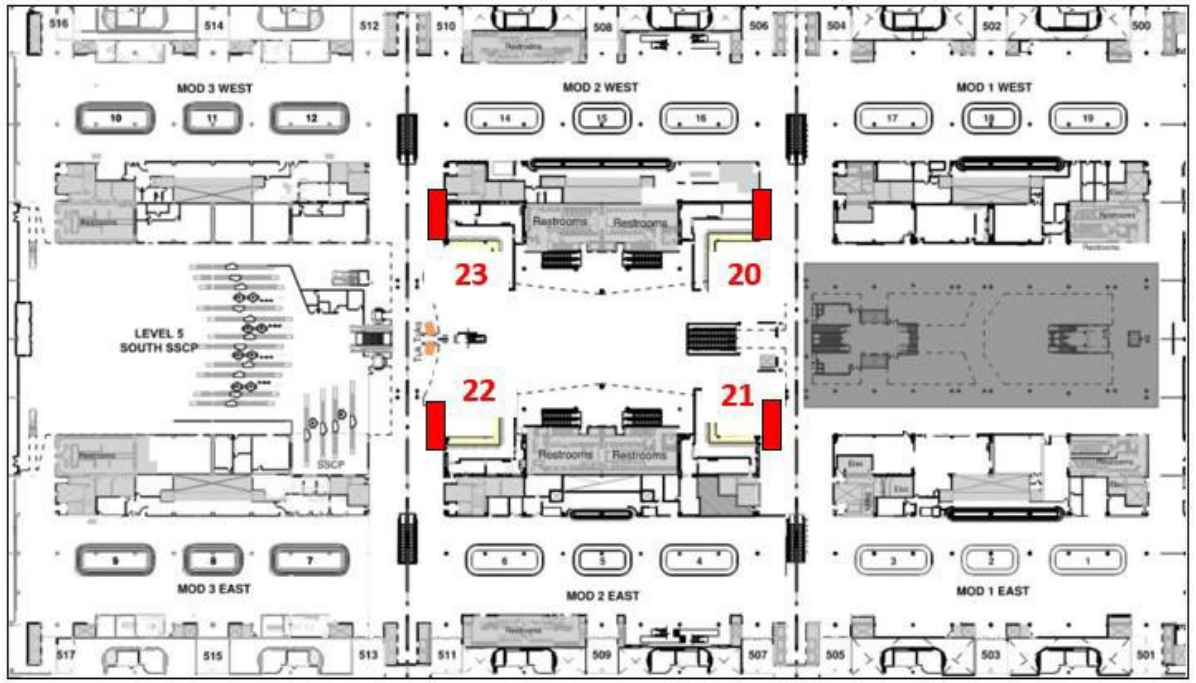
INDUCTION OF OVERSIZED BAGGAGE

PROCESS EFFECTIVE: APRIL 9, 2025

As operations shift to MOD 2 Level 5, the locations and paths of travel for oversized baggage will change. Airlines and vendors inducting oversized baggage must be mindful of new induction points and paths of travel for all oversized baggage.

Interim Ticketing Oversized Baggage – Staging Locations

- Oversized baggage includes strollers, golf bags, skis, guitar cases, etc.
  - Note: *Non-conveyable baggage including motorized wheelchairs and hold animals should follow existing procedures for induction.*
- After checking in at interim ticketing locations, Passengers must self-porter bags to the designated oversized drop-off location.
- Oversized bags should be staged at designated locations and must be supervised at all times.
- All staging locations must be maintained at all times and free of trash and debris.



Interim Ticket Oversized Baggage Staging Locations

INDUCTION OF OVERSIZED BAGGAGE

PROCESS EFFECTIVE: APRIL 9, 2025

Interim Ticketing Oversized Baggage – Induction Points

- Baggage porter vendors or Airline agents will transport oversized and non-conveyable baggage to dedicated curbside induction points.

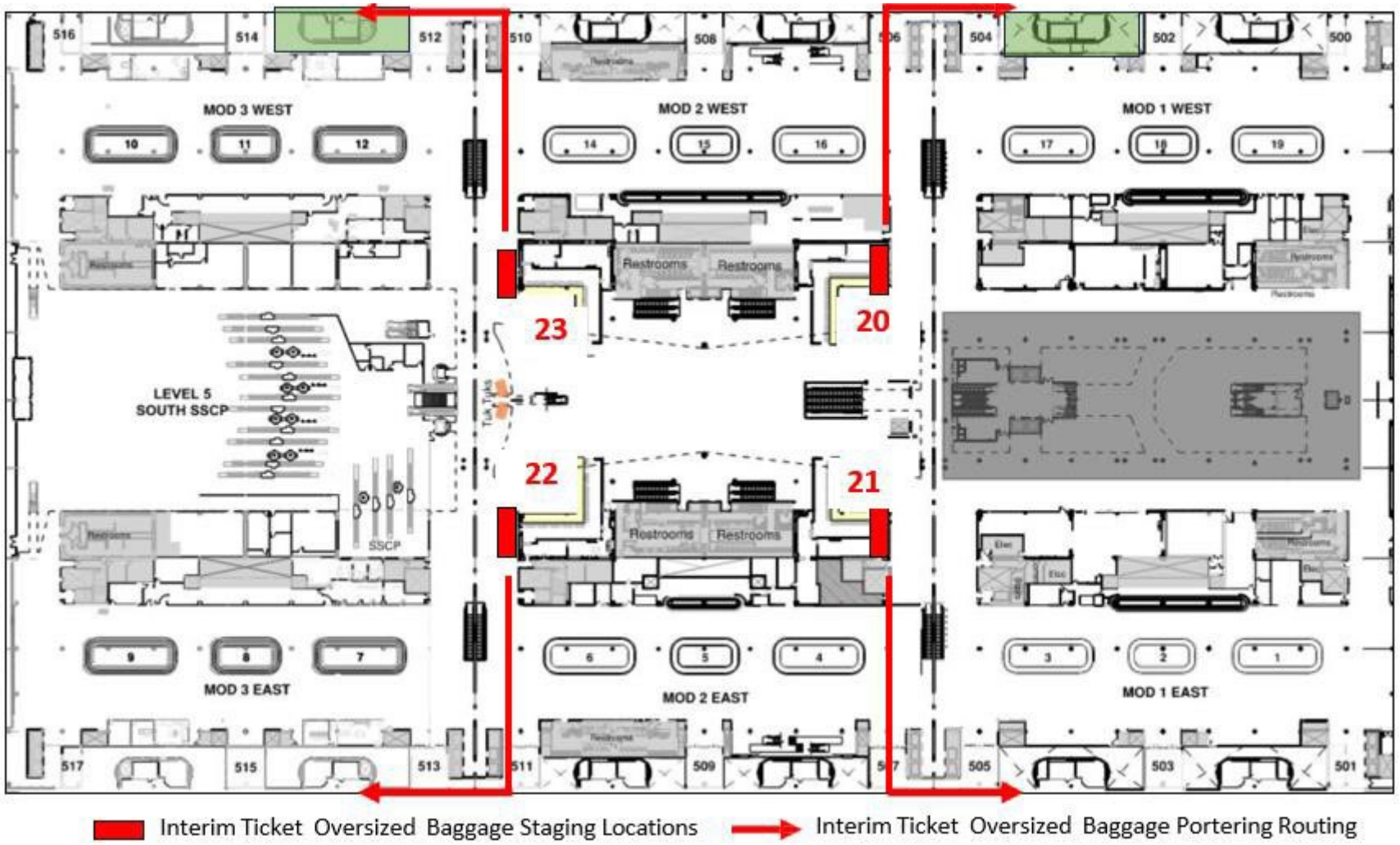
Interim Ticketing Location	Primary Induction (Level 5)	Back Up Induction (Level 5)
POD 20	MOD 1 West – TO - 11	MOD 1 West – TO - 10
POD 21	TBD	TBD
POD 22	TBD	TBD
POD 23	MOD 3 West – TO - 16	MOD 3 West – TO - 17

Interim Ticketing Oversized Baggage – Path of Travel

- Baggage porter vendors or Airline agents must follow the dedicated paths to curbside induction points.
- Baggage porter vendors or Airline agents must be mindful of Passenger traffic, moving carts or baggage with care.
- Approved baggage portering or Airline agent routing is outlined on the next page.

INDUCTION OF OVERSIZED BAGGAGE

PROCESS EFFECTIVE: APRIL 9, 2025



Discussed	x/xx	Agreed	x/xx

BAGGAGE REPACKING STATION OPERATIONS

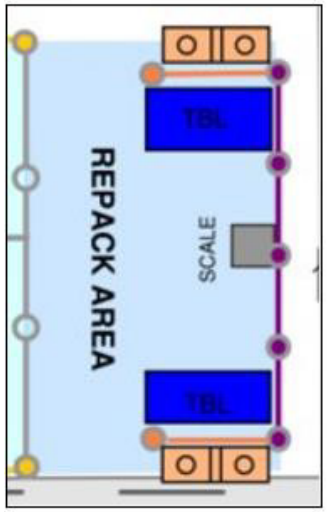
PROCESS EFFECTIVE: APRIL 10, 2025

All interim ticketing PODs are equipped with baggage repacking areas that allow Passengers to repack and weigh their luggage, prior to entering Passengers queuing. Baggage repacking stations are the shared responsibilities between airlines and DEN Janitorial to ensure the area is well maintained.

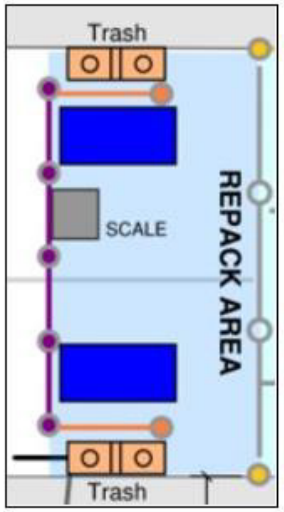
Baggage Repacking Stations – Floorplans

- Repacking areas are equipped with 2 baggage re-packing tables, 1 portable scale, and 4 trashcans.
- Airlines are responsible for resetting assigned areas to approved floorplans throughout daily operations
- DEN Janitorial is responsible for cleaning all surfaces and flooring within the baggage repacking station. All areas should be reset to approved floorplans after cleaning.
- The approved baggage repacking station floorplans by ticketing POD are outlined below.

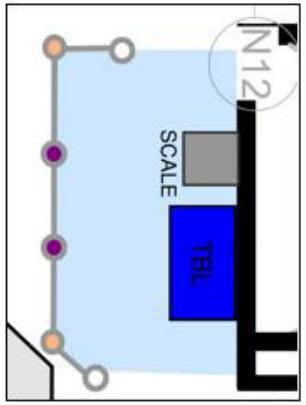
POD 20



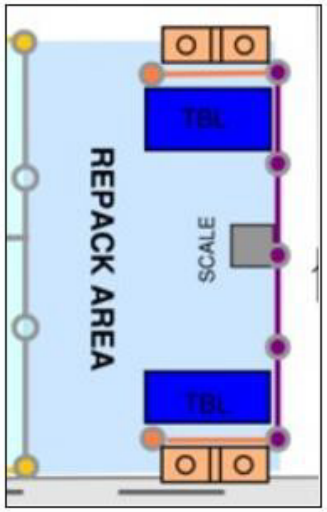
POD 21



POD 22



POD 23

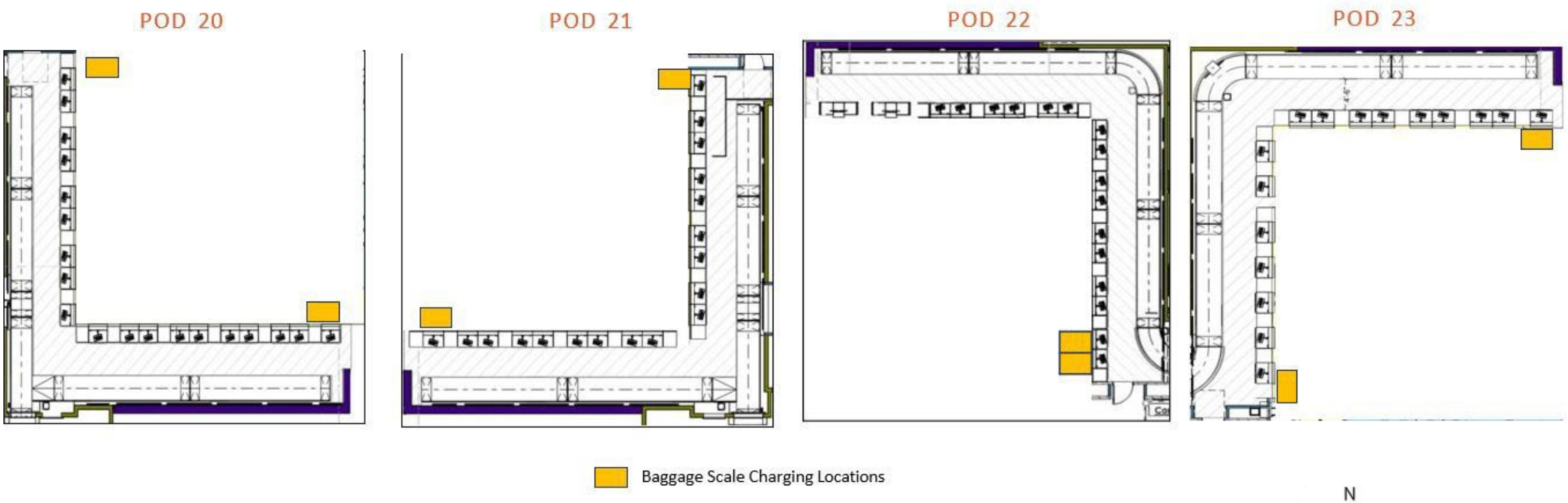


BAGGAGE REPACKING STATION OPERATIONS

PROCESS EFFECTIVE: APRIL 10, 2025

Baggage Repacking Stations – Scales Charging Locations

- All baggage repacking scales must be recharged nightly.
- Airlines are responsible for changing scales overnight.
- Scales should only be charged using designated plugs.
- Scales should be rolled to designated charging locations within each interim ticketing POD, outlined below.



Discussed	N/A	Agreed	x/xx

STAGING AND REPLENISHMENT OF BAGGAGE TUBS

The use of baggage tubs for baggage with loose straps, backpacks, or duffle bags is critical to the maintenance and operation of interim ticketing baggage belts. Failure to use baggage tubs can damage the interim ticketing baggage belts. Please review key components of the management and replenishment of baggage tubs.

Baggage Hygiene

- All soft-sided baggage, (backpacks, duffle/garment bags) should be placed in baggage tubs.
  Note: Only one item should be placed in each tub.
- All baggage tubs should be placed 12” apart on the baggage belt.
- Other tubbed items include soft-sided bags, child seats, bags with straps, etc



Backpack or Smaller

Duffle/Garment Bag

Baggage Tub Staging

- All bag tubs should only be placed in designated staging locations in each ticketing POD.
  - Location 1: End of baggage belt between the belt and access control reader.
  - Location 2: Intersection of interim ticketing ticket counter positions.
- Tubs should never be staked more than 10 tubs high.
- Tubs should never be placed on baggage scales to avoid damaging scales.
- Tubs should never be placed behind ticket counter positions to avoid creating a tipping hazard.
- Tubs should never be placed in front of doors to avoid inhibiting emergency egress.



Location 1



Location 2

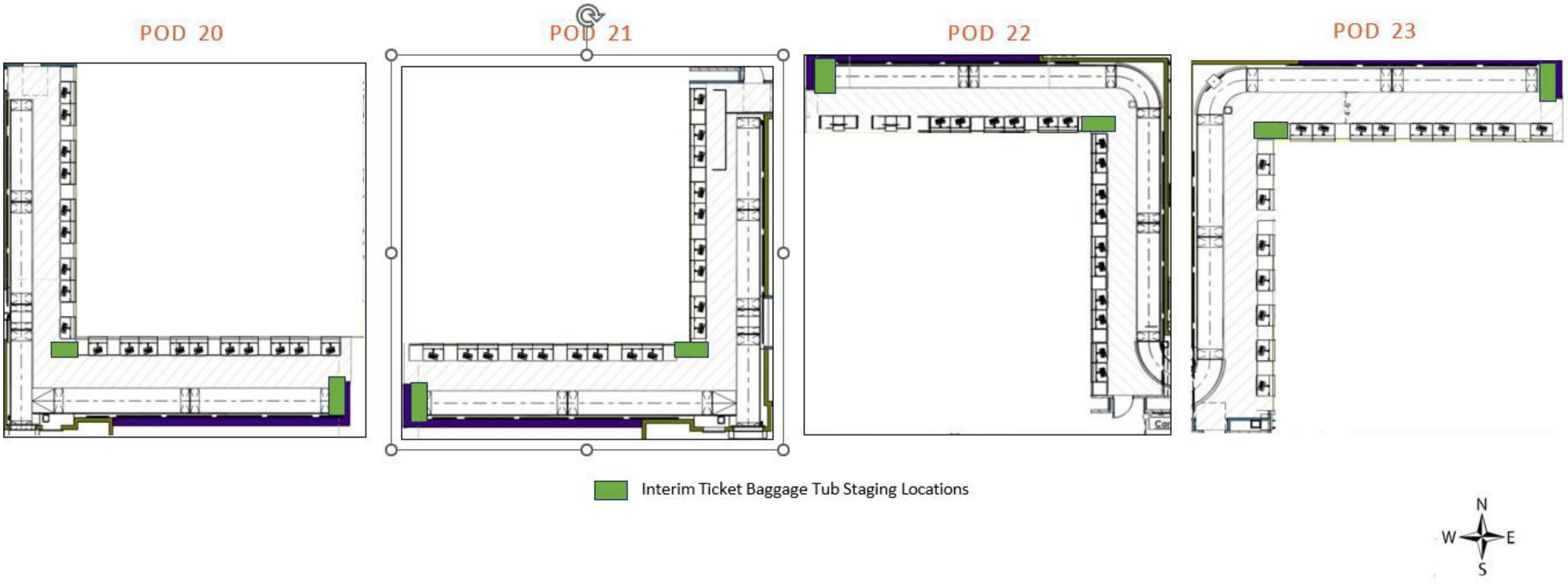
Baggage Tub Replenishment

1. Baggage tubs should be retrieved from Level 3 Baggage Make-Up Units.
2. Baggage tubs should be transported on carts, via freight elevators from Level 3 to Level 5.
3. Baggage tubs should be replenished before airline operations and throughout each shift.

STAGING AND REPLENISHMENT OF BAGGAGE TUBS

PROCESS EFFECTIVE: APRIL 9, 2025

Interim Ticket Baggage Tub Staging Locations – Baggage tubs should only be placed in designated staging locations within each ticketing POD outlined below.



2

Passenger Operations

IROP PASSENGER PROCESS CONTINGENCY PLANS

PROCESS EFFECTIVE: APRIL 9, 2025

Although dynamic situations, preparing for irregular operations within interim ticket areas ensures all stakeholders are informed of key roles and responsibilities. Outlined below are s for airlines and key stakeholders during IROP situations.

- **Passenger Queueing – Line Management or Queue Overflow**
  - Airlines should utilize contingency queuing areas and ensure Airline staff is in place when activated.
  - Contingency queuing should be proactively utilized, and Passengers should be directed to appropriate queues.
  - Should overflow queues reach capacity, Airlines should call the Coms Center and request additional assistance.
  - DEN terminal Ops will be coordinate appropriate response and work with impacted airlines.

- **Passenger Disruptions**
  - To manage uncompliant or disruptive passengers, staff should call DEN Comms Center (303) 342-4211 for emergency assistance.

- **IT Outages – Interim Ticketing Airline IT**
  - Once an IT outage is identified, Airlines should notify DEN Coms Center and DEN Terminal Ops immediately.
  - Airlines should evaluate impacts to Passenger processing and interim ticketing areas and revert to manual operations as needed.
  - Airline should utilize contingency queuing areas to separate impacted Passengers

- **Baggage Belt or Induction Outages**
  - Impacted Airlines should call the DEN BHS Team (303) 342-4548 to report any irregular operations.
  - The DEN BHS team will active necessary contingency plans and communicate accordingly.

- **Excessive On-Hand Baggage**
  - In the event of system wide IROP's creating an excess on-hand baggage situation, Airlines are responsible for storing baggage in secure locations in their BSO's or Level 1 ATO spaces. Baggage should never be stored in Level 5 common-use ATO spaces.
  - Baggage should be always supervised and re-indicted into the BHS system once recovery plans are in place.

Discussed	x/xx	Agreed	x/xx

IROP PASSENGER PROCESS CONTINGENCY PLANS

PROCESS EFFECTIVE: APRIL 9, 2025

- **DEN Terminal Wide Weather Impacts**
  - Airlines and tenants should adhere to all DEN Emergency communications and avoid any impacted areas.
  - Airlines and tenants should activate any emergency response plans as directed by DEN Emergency Response or DEN Terminal Operations.

- **Flight Cancelation(s) – Ticket Counter Processing**
  - Impacted Airlines are encouraged to minimize flight rebooking in interim ticketing areas and suggest online or virtual rebooking solutions.
  - In the event that rebooking efforts are required within interim ticketing, Airlines should utilize contingency queuing areas to separate impacted Passengers.

Discussed	x/xx	Agreed	x/xx

PASSENGER QUEUING LAYOUTS

PROCESS EFFECTIVE: APRIL 9, 2025

Maintaining all passenger and contingency queuing within Interim Ticketing operations provides Passengers and operational teams an organized structure. All Airlines and DEN Stakeholder must adhere to the following s to maintain all interim ticketing queuing solutions.

Maintaining Queuing Areas

- All stanchion layouts must be reset to the approved floorplans daily. Adjustments to stanchion layouts must be approved by DEN terminal ops.
- All queuing flooring areas are maintained by DEN Janitorial. Cleaning typically takes place overnight
- All queuing trash is collected and disposed of by DEN Janitorial daily. Collection and disposal occur throughout the day.
- Verify

Operating Interim Ticketing Passenger Queuing Areas

- Airlines, when operating, must provide at least one staff member to manage passenger queuing operations.
- Airline staff should be positioned in designated locations to maintain Passenger queuing.
- Airline staff, when operating, is responsible for ensuring Passengers are directed to the correct queues and Passengers remain in queues.
- Airline signage must remain in designated locations at the top of all Passenger queue entrances.
- All queuing must be reset to approved floorplans after all airline operations.

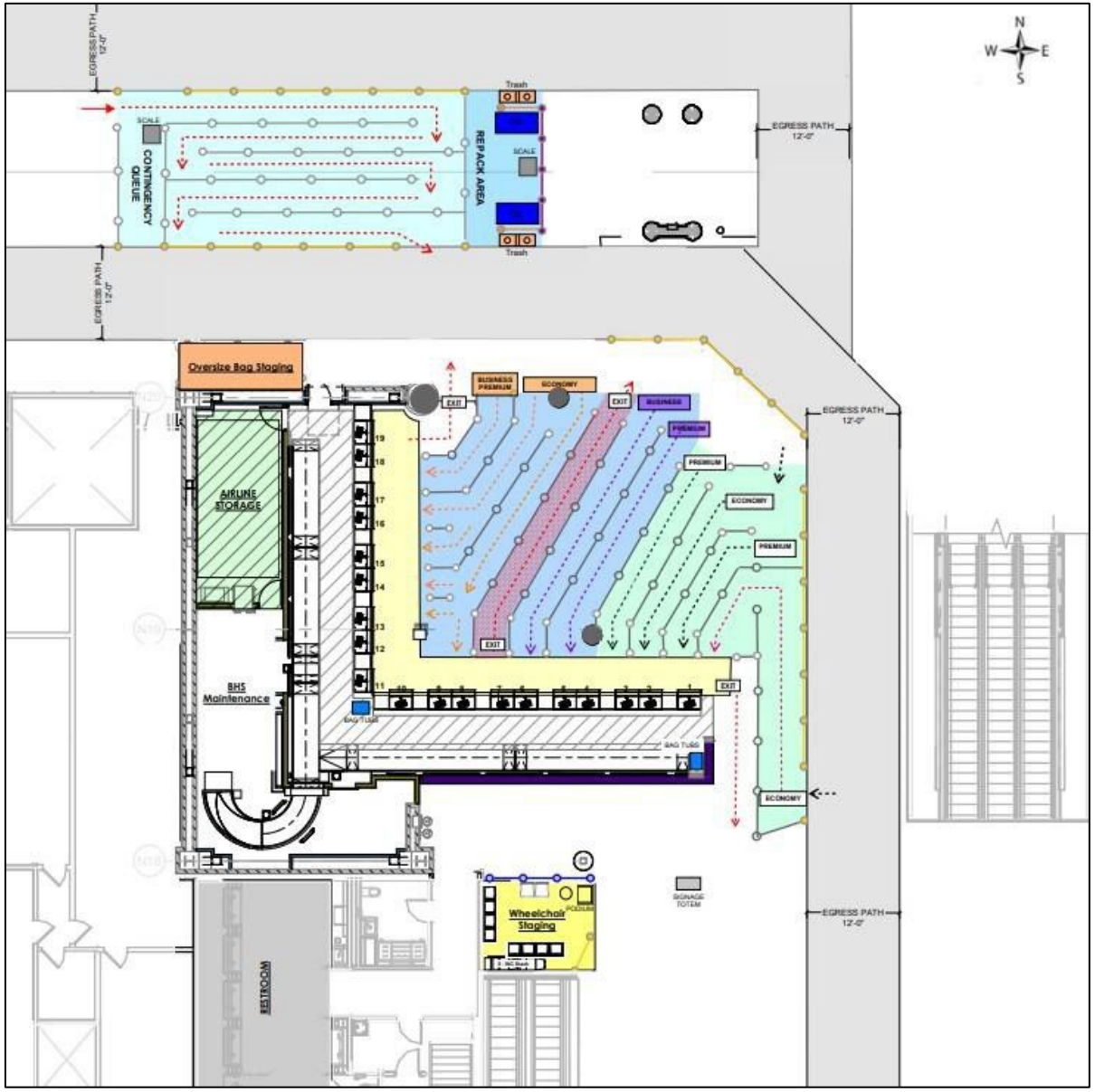
Operating Passenger Contingency Queuing Areas

- When interim ticketing queueing has reached capacity, Airlines must activate contingency queuing areas within 10 minutes.
- Passengers should be directed to contingency queues by Airline staff.
- Airlines must provide at least one staff member to manage contingency queuing operations.
- Airline staff should be positioned in designated locations to manage Passenger flow from contingency to interim ticketing queuing locations.
- Airline staff are responsible for ensuring Passengers are directed to the correct queues and Passengers remain in queues.
- Airline staff can call the DEN Coms Center to request assistance from DEN terminal Ops during IROPs or unmanageable situations.

Discussed	x/xx	Agreed	x/xx

PASSENGER QUEUING LAYOUTS

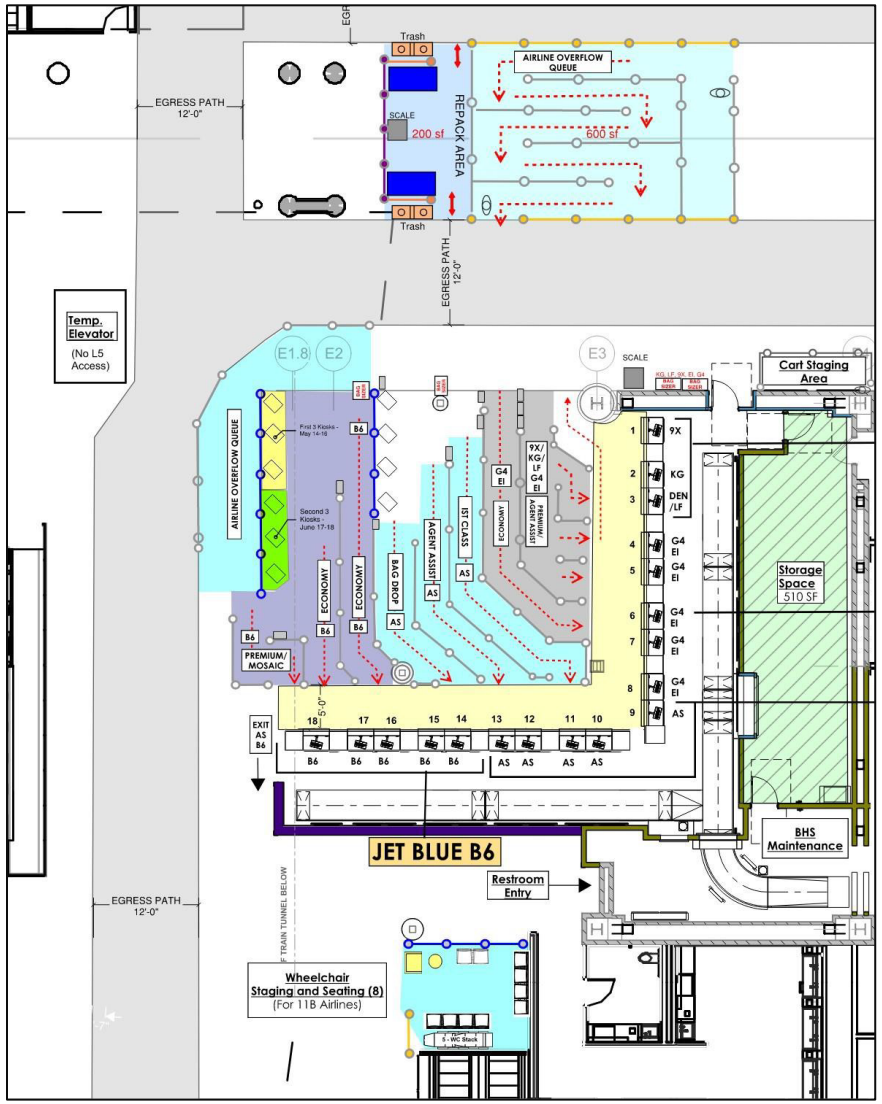
POD 20



Discussed	x/xx	Agreed	x/xx

PASSENGER QUEUING LAYOUTS

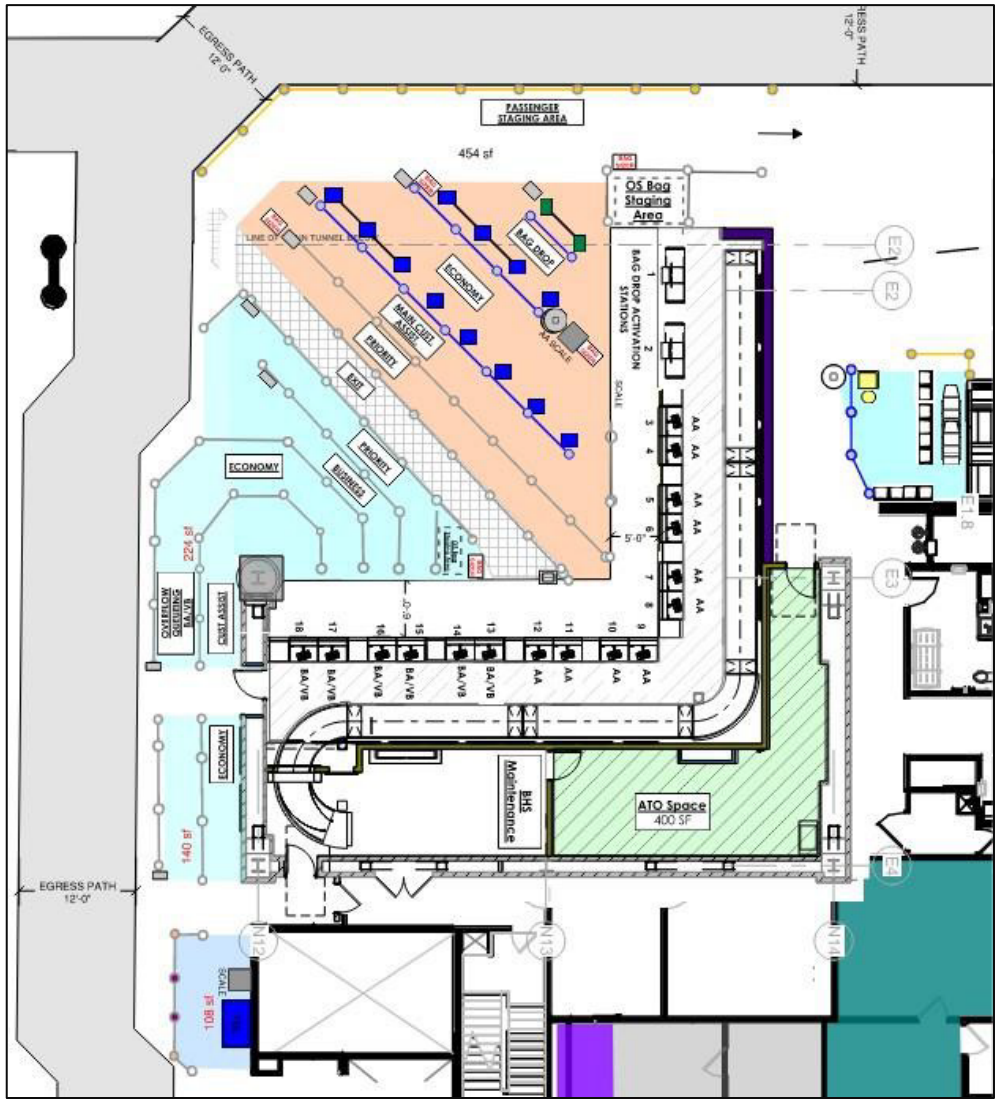
POD 21



Discussed	x/xx	Agreed	x/xx

PASSENGER QUEUING LAYOUTS

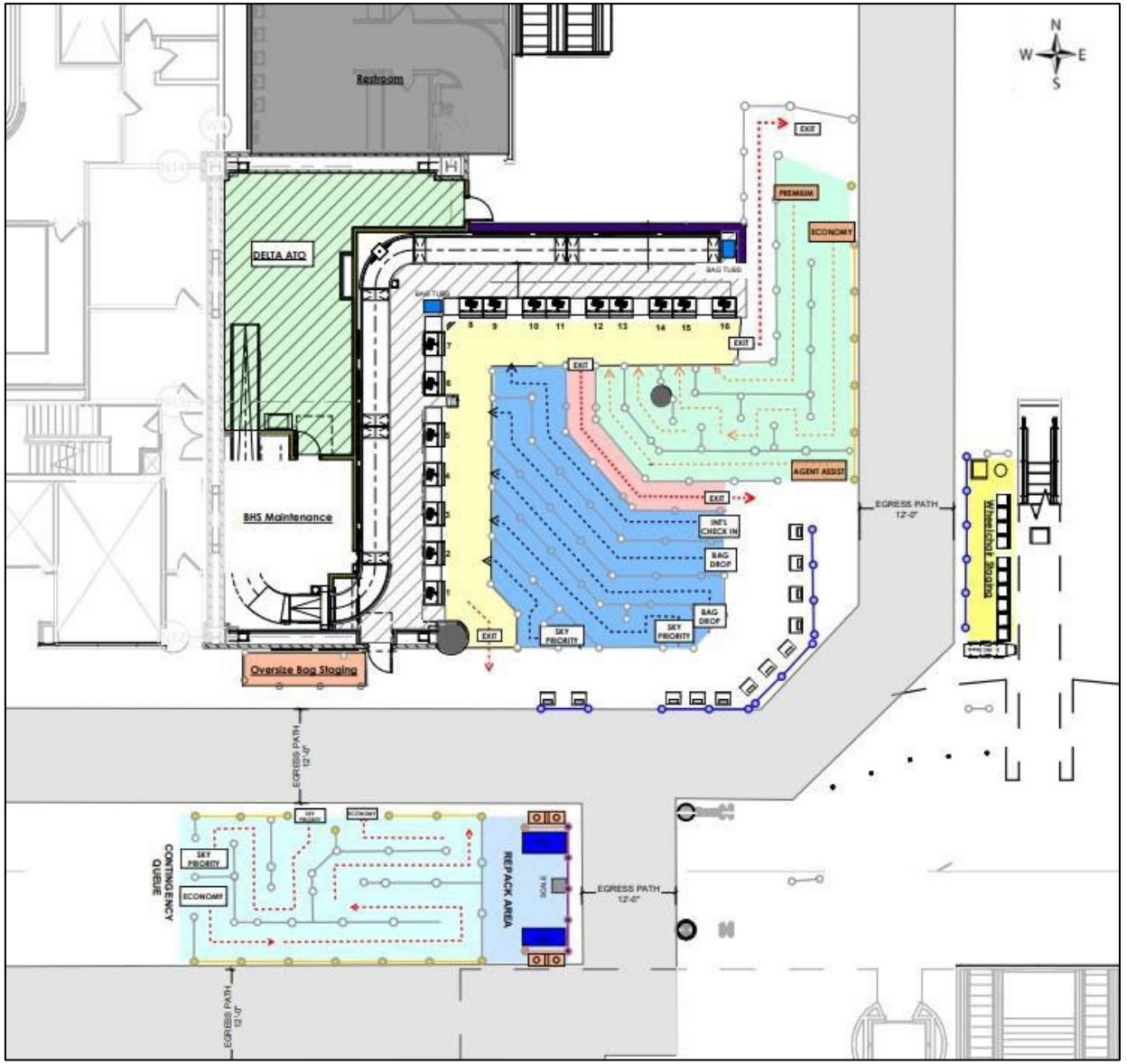
POD 22



Discussed	x/xx	Agreed	x/xx

PASSENGER QUEUING LAYOUTS

POD 23



Discussed	x/xx	Agreed	x/xx

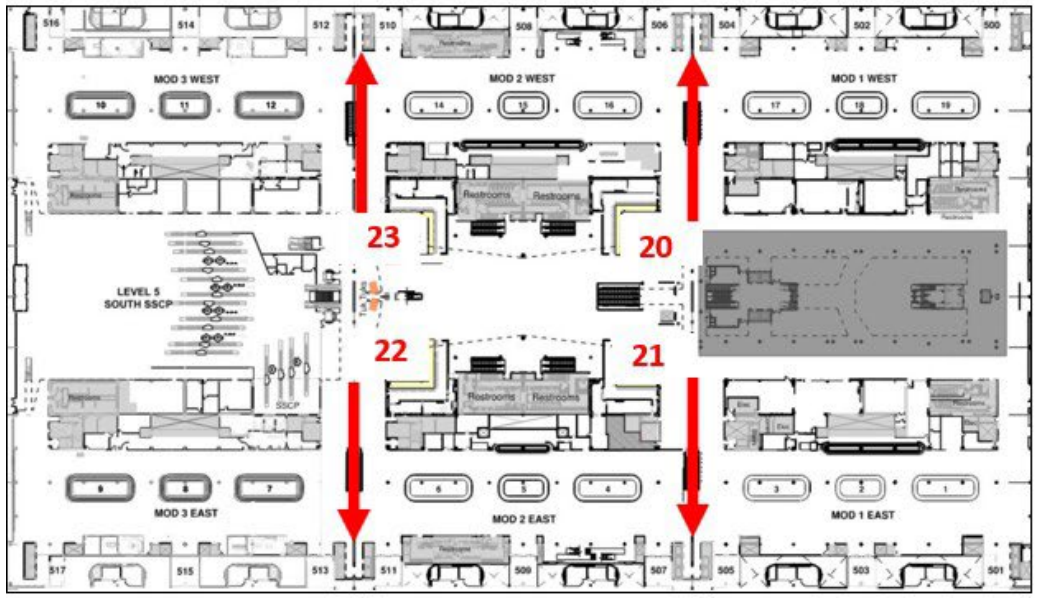
PASSENGER CHECK IN | HOLD ANIMAL

PROCESS EFFECTIVE: APRIL 9, 2025

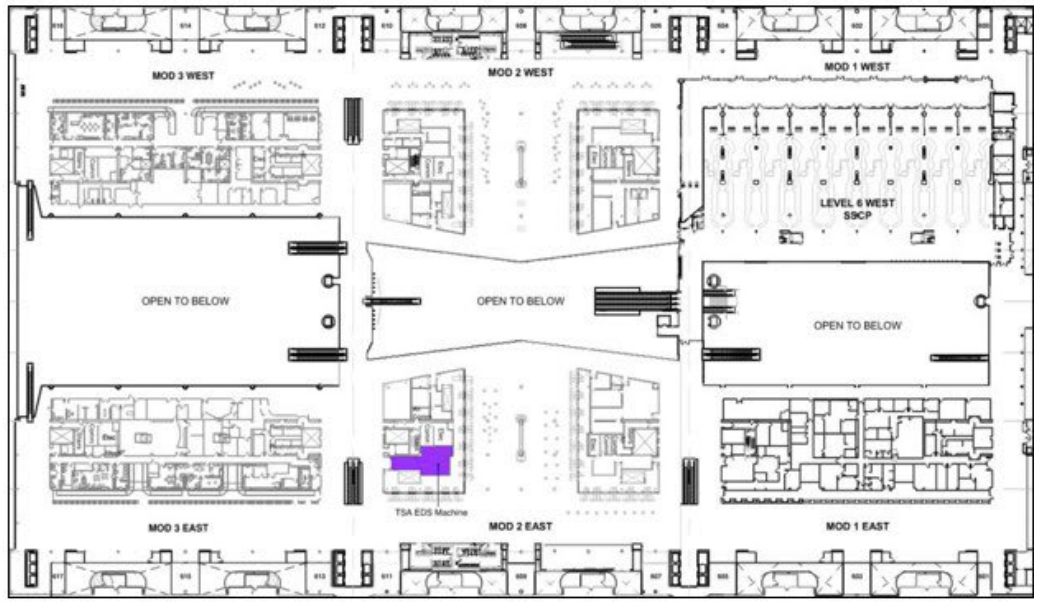
Passengers checking in hold animals at interim ticketing counters must follow these steps:

1. Passenger checks in at the designated Airline ticket counter
2. Passenger is escorted by an Airline agent or vendor from Level 5 to Level 6 TSA Secondary Screening Area "*Pet Shop*" via public elevators
   Note: Freight Elevators should never be used to escort hold animals
3. All Airline policies and TSA regulations must be adhered to at all times
4. Once the hold animal is cleared by TSA, the Airline agent or vendor will transport the hold animal to baggage makeup units.

LEVEL 5



LEVEL 6



Hold Animal Portering Routing

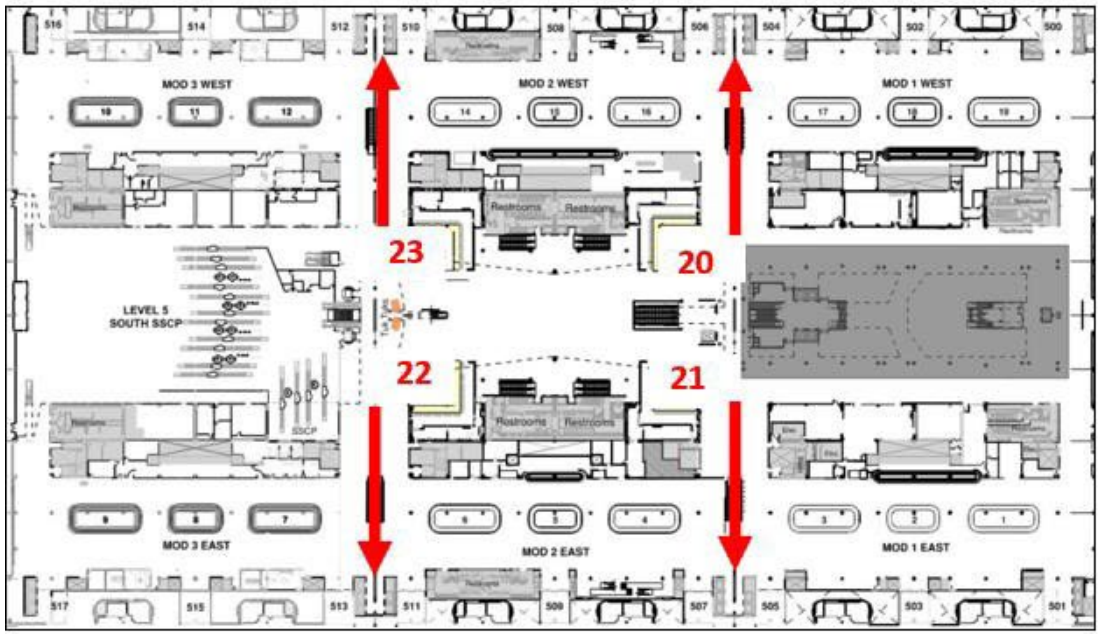
Discussed	x/xx	Agreed	x/xx

PASSENGER CHECK IN | FIREARMS

PROCESS EFFECTIVE: APRIL 9, 2025

Passengers checking in firearms at interim ticketing counters must follow these steps:

1. Passenger checks in at the designated Airline ticket counter
2. Passenger is escorted by an Airline agent or vendor from Level 5 to Level 6 TSA Secondary Screening Area "*Pet Shop*" via public elevators
   Note: Freight Elevators should never be used to escort firearms
3. All Airline policies and TSA regulations must be adhered to at all times
4. Once the firearm is cleared by TSA, the Airline agent or vendor will transport the firearms to baggage induction locations on Level 6.



LEVEL 5



LEVEL 6

Firearm Portering Routing

STAGING AND DISPATCH OF WHEELCHAIRS

PROCESS EFFECTIVE: APRIL 9, 2025

Passengers in need of wheelchair assistance will be supported by airlines and vendors throughout interim ticketing spaces. Coordination will be key in utilizing many of these shared spaces.

Passenger Dispatching

- Wheelchair vendors must staff each staging location during airline ticketing operations.
- Passengers requesting wheelchair assistance must first check in at an interim ticket counter for assistance.
- Passengers will then be directed by airline staff to the designated wheelchair staging locations.
- Passenger dispatching will be prioritized based on flight departure times and concourse locations.
- Waiting Passengers will be offered seating at all times.

Wheelchair Staging Location Set Up

- Each interim ticketing quadrant will be designated a 10 by 10 wheelchair staging location.
- Each staging location includes 10 passenger seats, 1 dispatch podium, 1 sign, and staging locations for 10 Wheelchairs.
    - Staging locations should never exceed 10 wheelchairs.
    - Dispatching podium and signage must remain visible at the entrance to each staging location.
    - Additional wheelchair storage is available in MOD 1 locations.

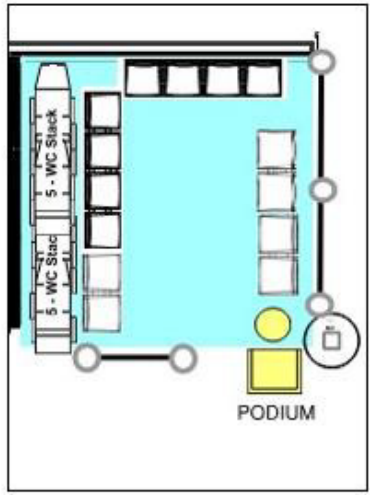
Wheelchair Staging Location Cleaning and Care

- Each Wheelchair vendor is responsible for the maintenance and daily upkeep of staging and storage locations.
- All areas must be free of debris and trash at all times.
- Wheelchair vendor staff are not permitted to congregate within staging locations. Seating is for Passenger use only.
- Wheelchair vendor staff are not permitted or eat or drink in staging locations.
- Personal devices should not be used or plugged into outlets within staging locations.

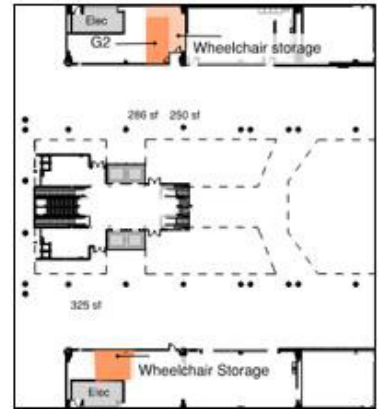
Wheelchair Flow

- All Wheelchair passengers should be pushed South, utilizing the South Security Checkpoint.
- Beginning August 2025, all Passengers should be pushed South, utilizing elevators by doors 511/513 or 510/512.

Wheelchair Staging

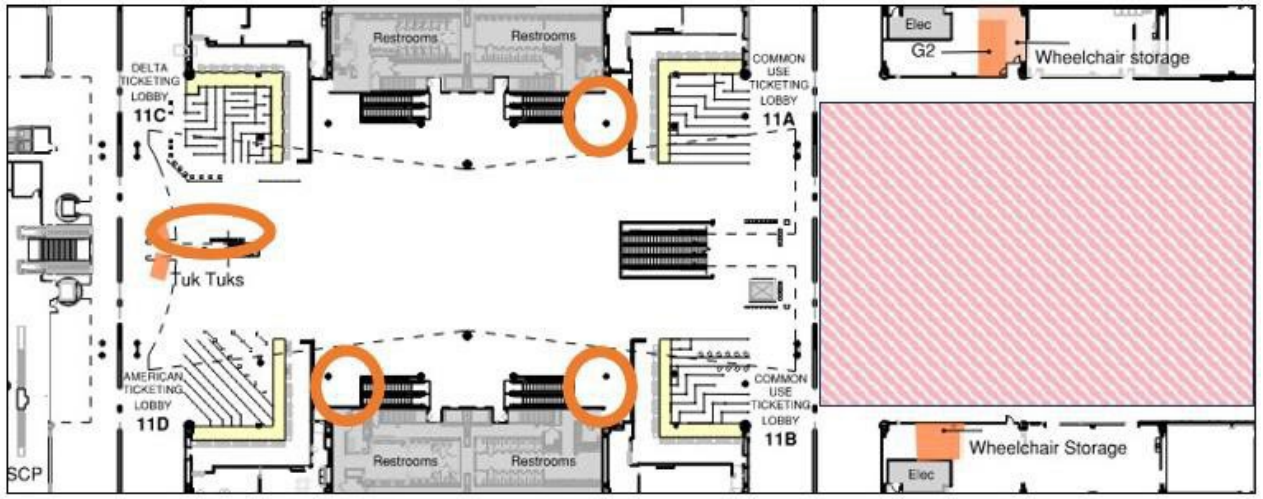


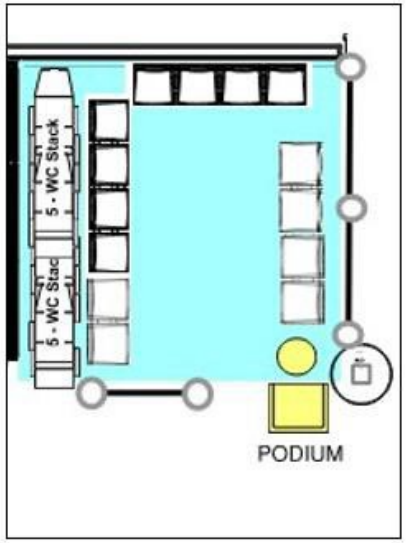
Wheelchair Storage Locations

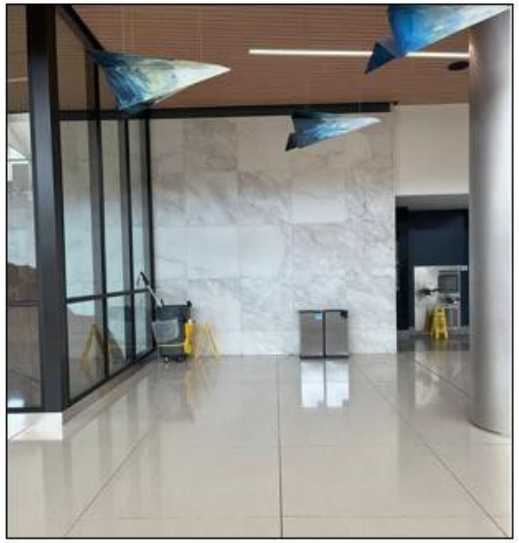


STAGING AND DISPATCH OF WHEELCHAIRS

PROCESS EFFECTIVE: APRIL 9, 2025



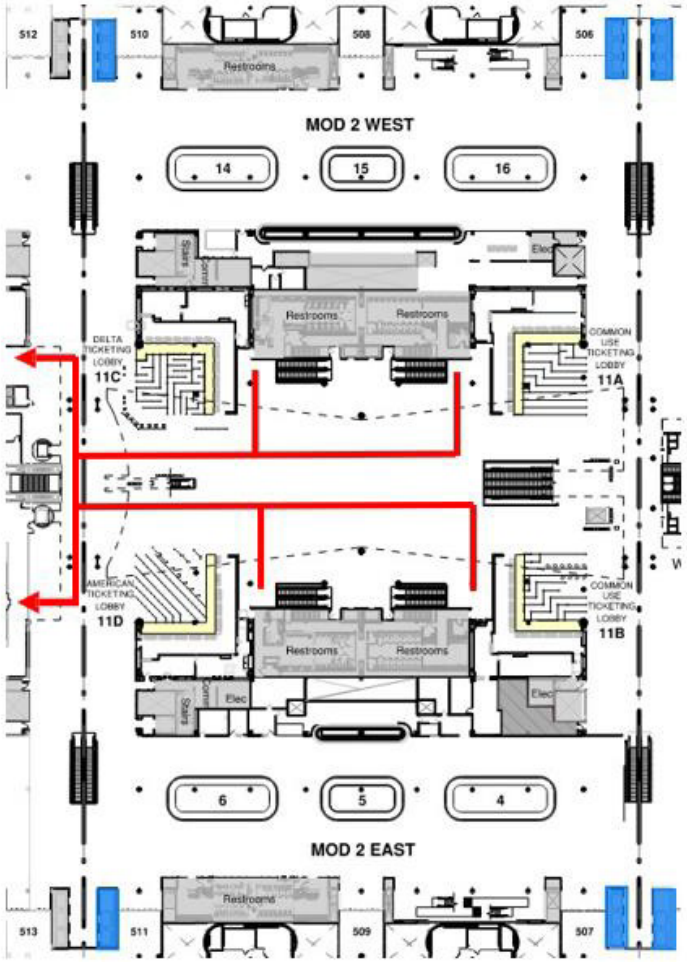




FLOW OF WHEELCHAIRS

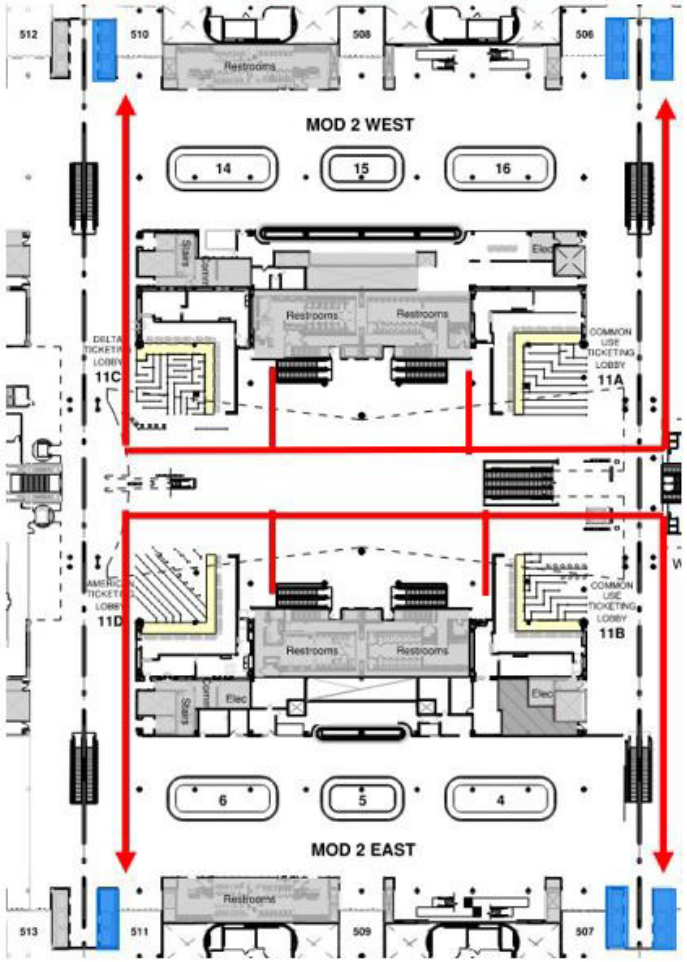
APR 2025 – AUG 2025

ALL WHEELCHAIRS TO SOUTH CHECKPOINT



Beginning SEPT 2025

ALL WHEELCHAIRS TO WEST / WEST ELEVATORS



Wheelchair Routing

Circulation (Elevators)

3

Employee Operations

ATO EMPLOYEE ACCESS AND WAYFINDING - WEST

PROCESS EFFECTIVE: APRIL 10, 2025

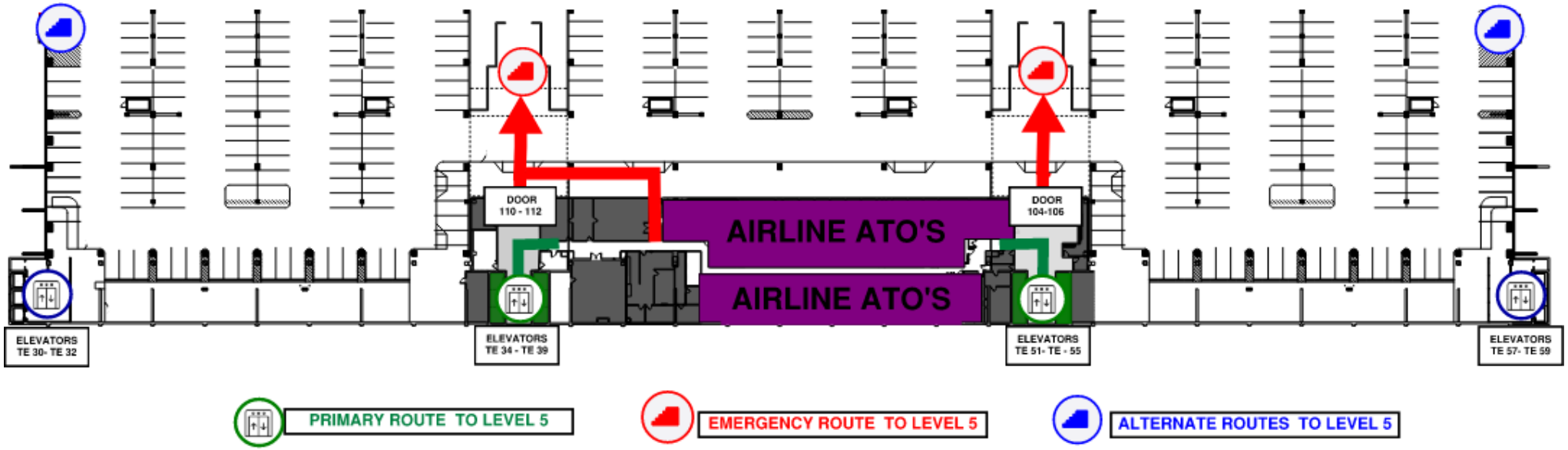
A clear understanding of wayfinding to new Airline Ticket Offices is key for employees navigating from interim ticketing locations. The primary and back up routing is outlined below to navigate between Level 5 and Level 1 ATO spaces.

Primary ATO Routing

- Departing Level 5, employees can utilize evaluators:
  - Primary West ATO Elevators: TE 34 – TE 39 or TE 51 – TE 55
  - Alternative West ATO Elevators: TE 30 – TE 32 or TE 57 – TE 59

Secondary ATO Routing

- In the event of an elevator outage, Employees can utilize the stairs within each parking structure to reach Level 5 interim ticket operations.



Discussed	x/xx	Agreed	x/xx

ATO EMPLOYEE ACCESS AND WAYFINDING - EAST

PROCESS EFFECTIVE: APRIL 10, 2025

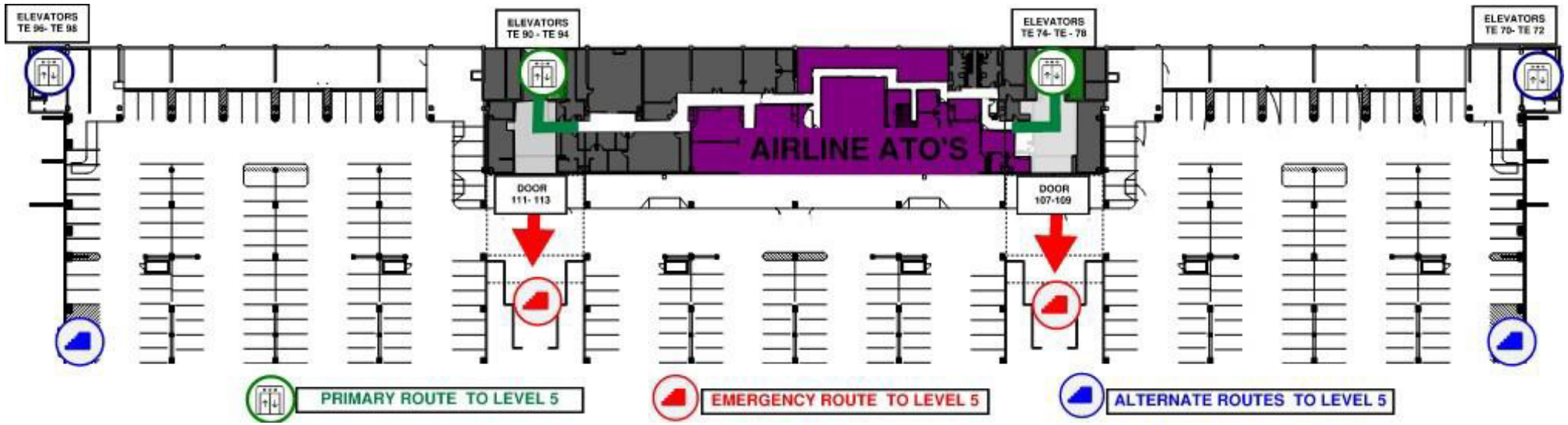
A clear understanding of wayfinding to new Airline Ticket Offices is key for employees navigating from interim ticketing locations. The primary and back up routing is outlined below to navigate between Level 5 and Level 1 ATO spaces.

Primary ATO Routing

- Departing Level 5, employees can utilize evaluators:
  - Primary East ATO Elevators: TE 74 – TE 78 or TE 90 – TE 94
  - Alternative East ATO Elevators: TE 70 – TE 72 or TE 96 – TE 98

Secondary ATO Routing

- In the event of an elevator outage, Employees can utilize the stairs within each parking structure to reach Level 5 interim ticket operations.



5a

Cleaning and Care

Discussed	4/1/2025	Agreed	4/1/2025

CLEANING AND CARE

PROCESS EFFECTIVE: APRIL 10, 2025

Clearly defined roles and responsibilities for the cleaning and care of all interim ticketing areas are critical to maintaining public and employee areas. Responsibilities are separated into three categories.

- Owner – Responsible for all warranty claims and ongoing maintenance of the space.
- Operator – Conducts and oversees daily operations within the space.
- Maintainer – Completes all daily cleaning and care of the space.

Area	DEN Janitorial	Tenant	DEN Terminal Ops	DEN Maintenance
Airline Ticket Office (Common Use*)	Maintainer	Operator		Owner
Airline Ticket Office (Leased Spaces*)		Operator / Maintainer		Owner
Baggage Belts (All PODs)	Maintainer	Operator		Owner
Baggage Repacking Areas (All PODs)		Operator / Maintainer		Owner
Flooring (Passenger Egress Path)	Maintainer		Operator / Owner	
Flooring (Passenger and Contingency Queuing)	Maintainer	Operator		Owner
Oversized Bag Staging Locations		Operator / Maintainer		Owner
Passenger Queuing (Stanchion Layouts)	Maintainer	Operator	Owner	
Restrooms (East and West)	Maintainer		Operator	Owner
Ticket Counter Cleaning (Common Use*)	Maintainer	Operator		Owner
Ticket Counter Cleaning (Leased Spaces*)		Operator / Maintainer		Owner
Trash Collection – Ticket Counters (Common Use*)	Maintainer	Operator		Owner
Trash Collection – Ticket Counters (Leased Spaces*)		Operator / Maintainer		Owner
Trash Collection – Public Areas (All PODs)	Maintainer	Operator		Owner
Wayfinding Signage (Directory and Totems)	Maintainer		Operator	Owner
Wheelchair Staging Locations		Operator / Maintainer		Owner

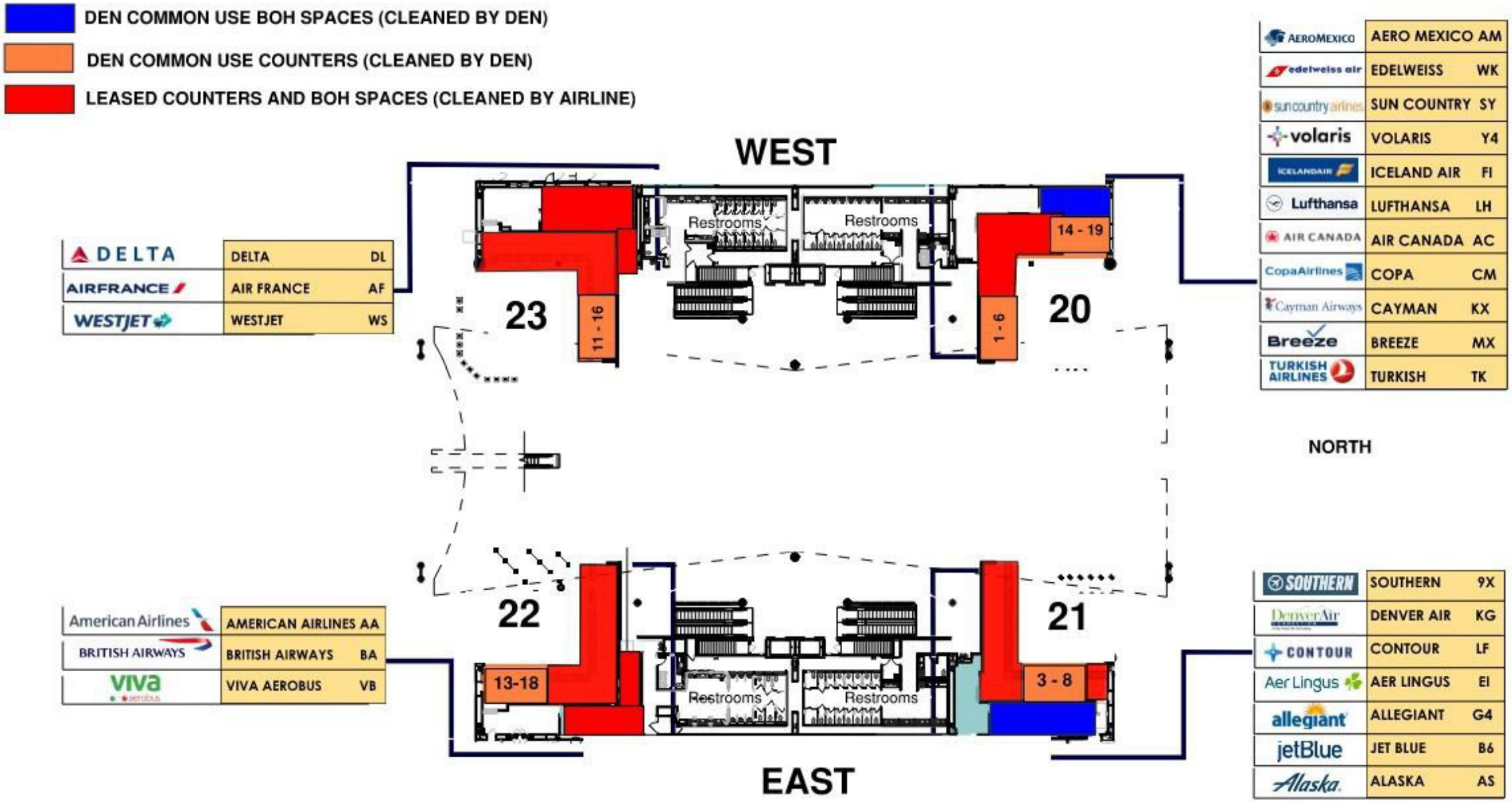
*see terminal map on slide 36 for specific locations

COLLECTING TRASH

PROCESS EFFECTIVE: APRIL 10, 2025

Responsibility for the collection and disposal of trash through interim ticketing areas is dependent on the location and space owner. Each interim ticket space is outlined below for transparency of responsibilities. Please see the terminal map on slide 36 for specific locations.

Area	Owned By	Collected By	Trash Disposal Location
Interim Ticketing POD 20 - Ticket Counters 1-6 and 14-19	DEN	DEN Janitorial	Level 4 AOB Loading Dock
Interim Ticketing POD 20 - Ticket Counters 6-13	Lufthansa	Lufthansa	Level 4 AOB Loading Dock
Interim Ticketing POD 20 - Back of House ATO	DEN	DEN Janitorial	Level 4 AOB Loading Dock
Interim Ticketing POD 21 - Ticket Counters 1	Southern	Southern	Level 4 AOB Loading Dock
Interim Ticketing POD 21 - Ticket Counters 2	Denver Air	Denver Air	Level 4 AOB Loading Dock
Interim Ticketing POD 21 - Ticket Counters 3 - 8	DEN	DEN Janitorial	Level 4 AOB Loading Dock
Interim Ticketing POD 21 - Ticket Counters 9 - 13	Alaska	Alaska	Level 4 AOB Loading Dock
Interim Ticketing POD 21 - Ticket Counters 9 - 13	JetBlue	JetBlue	Level 4 AOB Loading Dock
Interim Ticketing POD 21 - Back of House ATO	DEN	DEN Janitorial	Level 4 AOB Loading Dock
Interim Ticketing POD 22 - Ticket Counters 1 - 12	American	American	Level 4 AOB Loading Dock
Interim Ticketing POD 22 - Ticket Counters 13 – 16	DEN	DEN Janitorial	Level 4 AOB Loading Dock
Interim Ticketing POD 22 - Back of House ATO	American	American	Level 4 AOB Loading Dock
Interim Ticketing POD 23 - Ticket Counters 1-10	Delta	Delta	Level 4 AOB Loading Dock
Interim Ticketing POD 23 - Ticket Counters 11-16	DEN	DEN Janitorial	Level 4 AOB Loading Dock
Interim Ticketing POD 23 - Back of House ATO	Delta	Delta	Level 4 AOB Loading Dock


DEN COMMON USE BOH SPACES (CLEANED BY DEN)
DEN COMMON USE COUNTERS (CLEANED BY DEN)
LEASED COUNTERS AND BOH SPACES (CLEANED BY AIRLINE)
WEST
EAST
NORTH
Restrooms
Restrooms
Restrooms
Restrooms
23
22
20
21
11 - 16
1 - 6
14 - 19
13-18
3 - 8
DELTA DL
AIR FRANCE AF
WESTJET WS
AMERICAN AIRLINES AA
BRITISH AIRWAYS BA
VIVA AEROBUS VB
AERO MEXICO AM
EDELWEISS WK
SUN COUNTRY SY
VOLARIS Y4
ICELAND AIR FI
LUFTHANSA LH
AIR CANADA AC
COPA CM
CAYMAN KX
BREEZE MX
TURKISH TK
SOUTHERN 9X
DENVER AIR KG
CONTOUR LF
AER LINGUS EI
ALLEGIANT G4
JET BLUE B6
ALASKA AS

CLEANING AND CARE

PROCESS EFFECTIVE: APRIL 10, 2025

Each interim ticketing space has been furnished with materials and products that will require daily cleaning and care. Each fixtures and furnishings product and cleaning information has been outlined below for quick reference. More information can be found in each item's specific Owner and Maintainer manual.

Equipment / Item	Spec Number	Product Information	Supplier	Specific Care Instructions
Ticket Counter Countertops	123216	Manufactured Plastic Laminated Clad Casework	Agati	Loose dust on the surface can be removed with a soft, lint-free cloth, lightly moistened and gently rubbed over the surface, and be sure to make sure the surface is completely dry when complete.
Ticket Counter Millwork	064100	PLAM Fox Teakwood PLAM - 2 Pewter Mesh Finish Fine Velvet PLAM -3 White Finish	Formica	1 - Use a clean, damp, nonabrasive cotton cloth and a mild liquid detergent or household cleaner. Clean the soiled area using a rotating motion. 2 - Rinse with clean water, using a clean, non-abrasive cotton cloth. Please take care not to flood the laminate, especially near seams, since water can penetrate and cause the substrate to swell. 3 - Dry the surface with a soft, clean, non-abrasive cotton cloth.
Ticket Counter Scales	347736	Baggage Scales	Division Weigh to Go	Remove dirt and deposits from the outside of the weighing platform using a soft, clean cloth soaked with an appropriate cleaning agent.
Ticket Counter Flooring	100000	Anti Fatigue Mats	Wearwell ErgoDeck	Sweep regularly or de-mop the surface. Mats can be wet-mopped with mild soap or detergent. Use a detergent with a pH between 4-9.
Passenger Queueing Flooring	093033	Stone Tiling	Stone Italiana	Clean the surface with our neutral detergent STONE CLEANER or slightly acidic cleaner STONE TILE CLEANER, at the recommended dilution ratio. Always rinse thoroughly after washing.
Wayfinding Totems and Directory Signage	101400		Schlosser Signs	Loose dust on the surface can be removed with a soft, lint-free cloth, lightly moistened and gently rubbed over the surface. For everyday cleaning, simply wipe with a soft cloth, soap, and water. Schlosser signs recommends using spray glass cleaner for care.

Equipment / Item	Spec Number	Product Information	Supplier	Specific Care Instructions
ATO Countertops	123661	Simulated Stone Countertops	Wilonart	For everyday cleaning, simply wipe your Wilsonart® Quartz countertop with a soft cloth, soap, and water. A mild household cleaner such as Windex®, Green Works® or 409® are acceptable. After cleaning, wipe the surface completely dry to avoid streaks. Spills should be wiped up immediately.
ATO Flooring – Tile	096519	Resilient Tile Flooring	Tarkett	Tarkett Resilient Wall Base is maintained with regular wiping using a wet, clean, soft, white cloth. A mild detergent may be added to the water. Coarse scrubbing media or harsh cleaning chemicals may damage the surface of the wall base.
ATO Flooring – Carpet	096813	Mohawk Group – 966 Low Rise	Gary Leimer, Inc.	Commercial, dual-motor upright, top loading vacuums recommended. Use general soil sport removers for common spots and spills. Do not use quaternary ammonium slats. pH neutral product recommended.
ATO Ceiling Panels	095113	Acoustical Ceiling Pannels	E & K	A commercial vacuum system with 100-inches/H2O vacuum capacity is recommended for removing dust particles. Using a clean damp cloth or soft, smooth sponge with a mild, clear detergent, wipe lightly on the surface to remove any dirt. Dry any excess moisture with a clean, white microfiber cloth. Note: If moisture is not removed, it may stain the surface over time.
ATO Wall Coverings	066400	Plastic Paneling	Marlite	No specific instructions were provided. Please use an appropriate cleaning agent.
ATO Wall Paint	099123	Interior Paint – PT1-A & PT-10	Benjamin Moore	The easiest method is running your vacuum's dust brush attachment along the walls and ceilings. You can also wipe your walls with a tack cloth specially designed to provide a lint-free and dust-free surface The best cleaner for painted walls is vital: mild soap and warm water. We recommend using a soft cloth or sponge to scrub the walls in circular motions. Finish by lightly rinsing the walls with a wet rag to remove any remaining cleaning solution.

5c

Information Technology Operations & Common Use

Discussed	x/xx	Agreed	x/xx

CHANGING DIGITAL SIGNAGE

PROCESS EFFECTIVE: APRIL 10, 2025

Use of the interim ticketing back wall monitors provides critical Passenger wayfinding and Airline identification during operating hours. A clear understanding of where and how to adjust content on individual monitors is important for interim ticketing operations.

Uploading Monitor Content

- To align with security practices all monitor content should be sent to DIA-Technologies-PassengerProcessingSystems@flydenver.com
  - Email Title: **Ticket Counter Media for Installation by PPS Team – Airline Name**
  - Email Body: Provide a descriptive title, airline code, and attached media files.
    - *Example*: "AA - Bag Drop – 03-01-2022" (filename: AA-Counter-bag-drop-image_03_01_2022.jpg)
- The Passenger Processing Systems (PPS) Team will upload content into the system within 5 business days.

Changing Content - Airport Vision Computer Locations

- Airline agents can adjust individual interim ticketing counter monitors to reflect specific airline content.
- Airline agents must locate an Airport Vision computer to make adjustments.
- Airport Vision Computers can be identified by labels stating "MT – SW – APV"
- Airport Vision Computers are located in the following locations:
  - MT – NW – APV - POD 20 Back of House ATO
  - MT – NE – APV - POD 21 Back of House ATO
  - MT – SE – APV - POD 22 Back of House ATO *(Access for AA employees only)*
  - MT – SW – APV - POD 23 Back of House ATO *(Access for DL employees only)*
  - Viva Level 5 ATO *(Access for WFS employees only)*
  - British Airways Level 5 Office *(Access for BA employees only)*

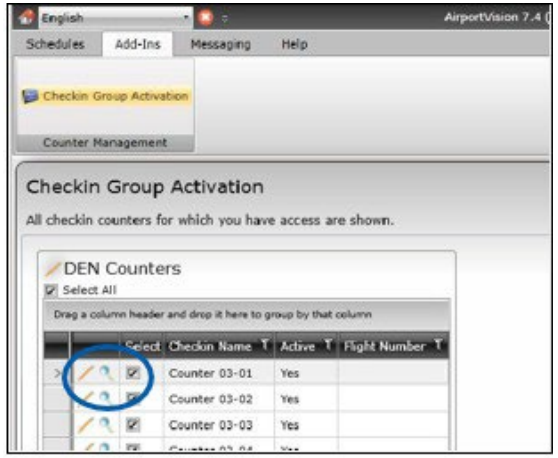
Discussed	x/xx	Agreed	x/xx

CHANGING DIGITAL SIGNAGE

PROCESS EFFECTIVE: APRIL 10, 2025

Changing Content - Airport Vision Computer – Airline agents should follow these steps to change interim ticketing back wall monitors.

1. Locate a designated DEN Content Management Computer.
2. Log in to the Airport Vision website - http://idswcomnet101/airportvision .
   - Enter your airline-specific username and password
3. Open the Counter Management Utility. Navigate to “Add-Ins” . Click “Checkin Group Activation”
   - Locate the desired counter to modify. Verify “Counter Name.”
   - Click on the magnifying glass icon for currently assigned content.
   - Click on the pencil icon to modify content.
4. On the “Edit Checkin Counter” pop up
   - Review the thumbnail preview of selected content
   - Make sure the Counter is “Active”
   - Select desired images or videos to display at this counter.
   - By selecting multiple images, images will display for 15 seconds
   - Ignore flight data, Class of Service, and the other tabs
   - Click “Save” to commit the change
   - Changes will display in 2 minutes
5. Log out of the application





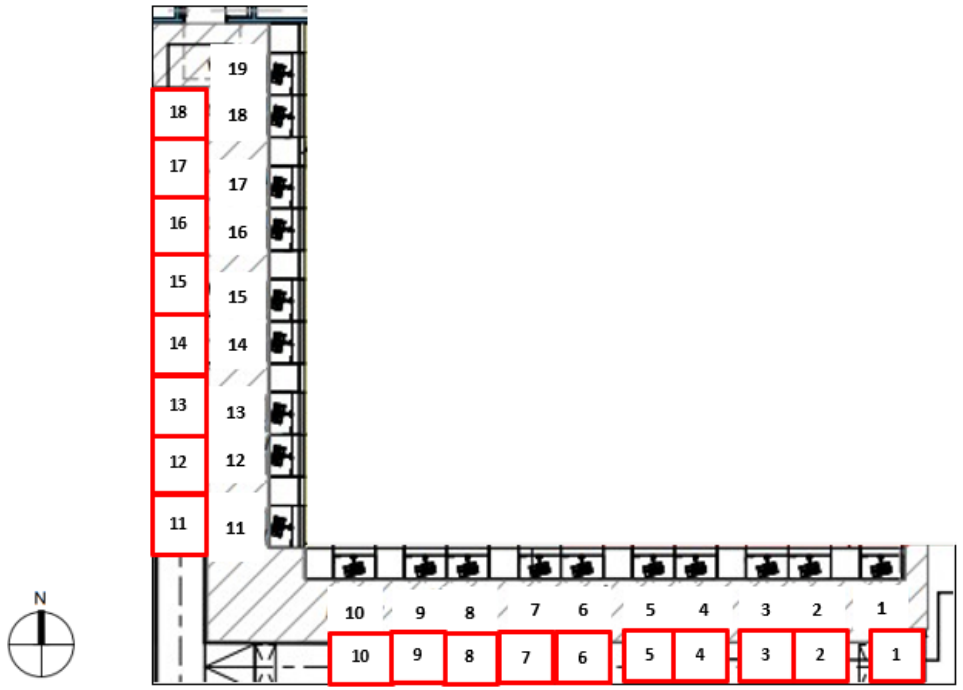
For additional support call the DEN IT Solution Center at 303-342-2012

Discussed	x/xx	Agreed	x/xx

CHANGING DIGITAL SIGNAGE

PROCESS EFFECTIVE: APRIL 10, 2025

Changing Content - Ticket Counter and Back Wall Monitor Positions - When changing monitors, Airline employees should reference the following counter and monitor naming assignments.



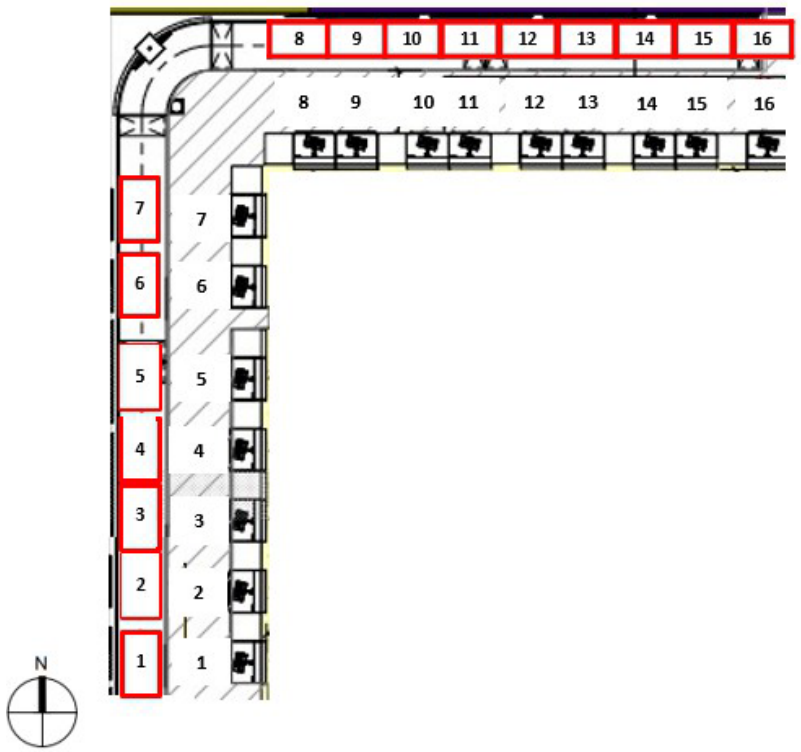
Interim Ticketing POD 20	
Back Wall Monitor	Counter Position
MT – NW – LOBBY – 01	MT – NW – LOBBY – 01
MT – NW – LOBBY – 02	MT – NW – LOBBY – 02
MT – NW – LOBBY – 03	MT – NW – LOBBY – 03
MT – NW – LOBBY – 04	MT – NW – LOBBY – 04
MT – NW – LOBBY – 05	MT – NW – LOBBY – 05
MT – NW – LOBBY – 06	MT – NW – LOBBY – 06
MT – NW – LOBBY – 07	MT – NW – LOBBY – 07
MT – NW – LOBBY – 08	MT – NW – LOBBY – 08
MT – NW – LOBBY – 09	MT – NW – LOBBY – 09
MT – NW – LOBBY – 10	MT – NW – LOBBY – 10
MT – NW – LOBBY – 11	MT – NW – LOBBY – 11
MT – NW – LOBBY – 12	MT – NW – LOBBY – 12
MT – NW – LOBBY – 13	MT – NW – LOBBY – 13
MT – NW – LOBBY – 14	MT – NW – LOBBY – 14
MT – NW – LOBBY – 15	MT – NW – LOBBY – 15
MT – NW – LOBBY – 16	MT – NW – LOBBY – 16
MT – NW – LOBBY – 17	MT – NW – LOBBY – 17
MT – NW – LOBBY – 18	MT – NW – LOBBY – 18
	MT – NW – LOBBY – 19

Discussed	x/xx	Agreed	x/xx

CHANGING DIGITAL SIGNAGE

PROCESS EFFECTIVE: APRIL 10, 2025

Changing Content - Ticket Counter and Back Wall Monitor Positions - When changing monitors, Airline employees should reference the following counter and monitor naming assignments.



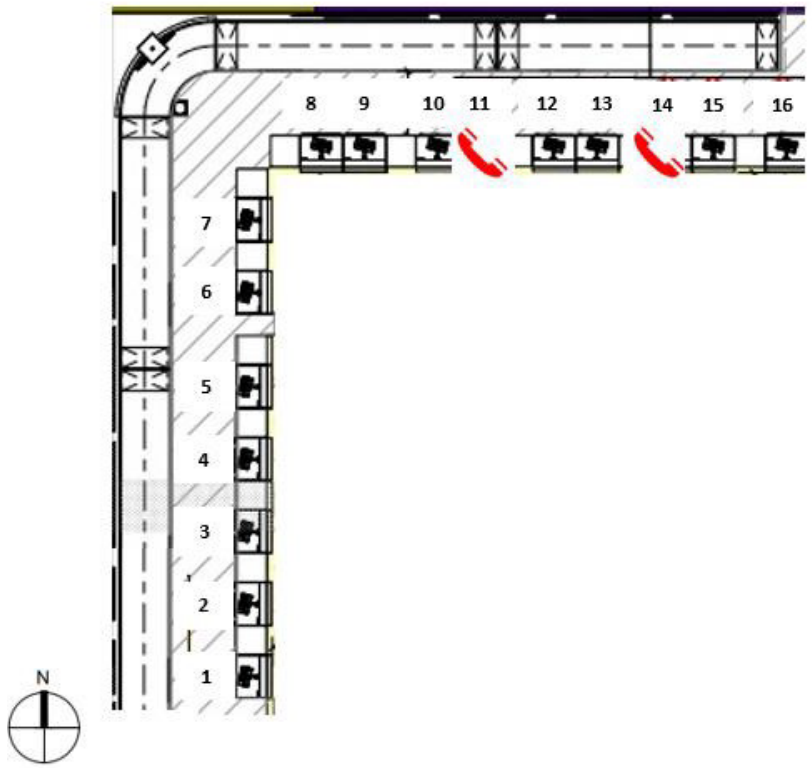
Interim Ticketing POD 23	
Back Wall Monitor	Counter Position
MT – SW – LOBBY – 01	MT – SW – LOBBY – 01
MT – SW – LOBBY – 02	MT – SW – LOBBY – 02
MT – SW – LOBBY – 03	MT – SW – LOBBY – 03
MT – SW – LOBBY – 04	MT – SW – LOBBY – 04
MT – SW – LOBBY – 05	MT – SW – LOBBY – 05
MT – SW – LOBBY – 06	MT – SW – LOBBY – 06
MT – SW – LOBBY – 07	MT – SW – LOBBY – 07
MT – SW – LOBBY – 08	MT – SW – LOBBY – 08
MT – SW – LOBBY – 09	MT – SW – LOBBY – 09
MT – SW – LOBBY – 10	MT – SW – LOBBY – 10
MT – SW – LOBBY – 11	MT – SW – LOBBY – 11 (DENUWCKB50)
MT – SW – LOBBY – 12	MT – SW – LOBBY – 12 (DENUWCKB51)
MT – SW – LOBBY – 13	MT – SW – LOBBY – 13 (DENUWCKB52)
MT – SW – LOBBY – 14	MT – SW – LOBBY – 14 (DENUWCKB53)
MT – SW – LOBBY – 15	MT – SW – LOBBY – 15 (DENUWCKB54)
MT – SW – LOBBY – 16	MT – SW – LOBBY – 16 (DENUWCKB55)

TICKET COUNTER PHONES

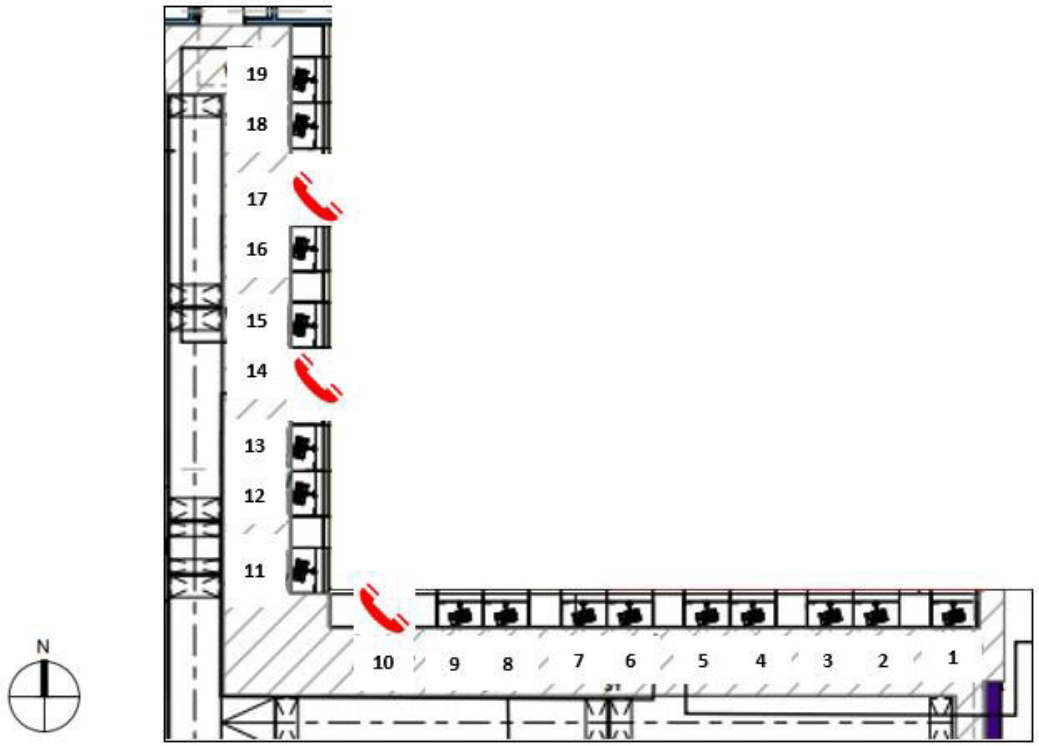
PROCESS EFFECTIVE: APRIL 10, 2025

Each common-use interim ticketing counter will be equipped with DEN phones. Phones will be located as outlined below. Note: Airlines with leased counters have airline-specific proprietary phones. **For Issues with DEN-provided phones please call the DEN Service Desk Center at 303-342-2012**

POD 20



POD 23



DEN provided phones

COMMON USE SYSTEMS & COUNTER ASSIGNMENTS

PROCESS EFFECTIVE: APRIL 10, 2025

DEN Common Use System - Referred to as: CUSE

Common Use Platform: DEN uses the Ultra Platform system for Common Use which is operated by SITA

For issues with any common use computer contact the DEN Service Desk at: 303-342-2012: Option 1

Some issues may need to involve the airline IT team or common use systems specialists. Each common use computer has an assigned node that the airlines must have assigned for use. More information can be obtained by contacting the DEN Airline Affairs team for general common use integration information.

After the relocation of any common use device a full quality check must be completed to ensure that all systems are operational. The DEN ORAT team will assist each airline with their induvial quality check prior to the relocation to the new interim ticketing common use counters. In future relocations to new counters, each airline should ensure that all check are completed for common use functionality.

Common Use Counter Assignments

DEN Counter Assignments: All ticket counter assignments are managed by the DEN Airline Affairs leads. Please contact Airline Affairs for questions or adjustment requests due to flight scheduled or other airline ticketing operations questions. Please also note that any additional common use counter use requests due to new flights need to be approved 60 days prior to schedule additions.

Contact Michael Laughlin: michael.Laughlin@flydenver.com For all ticket counter assignment or adjustment requests for the common use counter positions. For leased counter questions please contact each assigned DEN Airline Affairs Representative.

5d

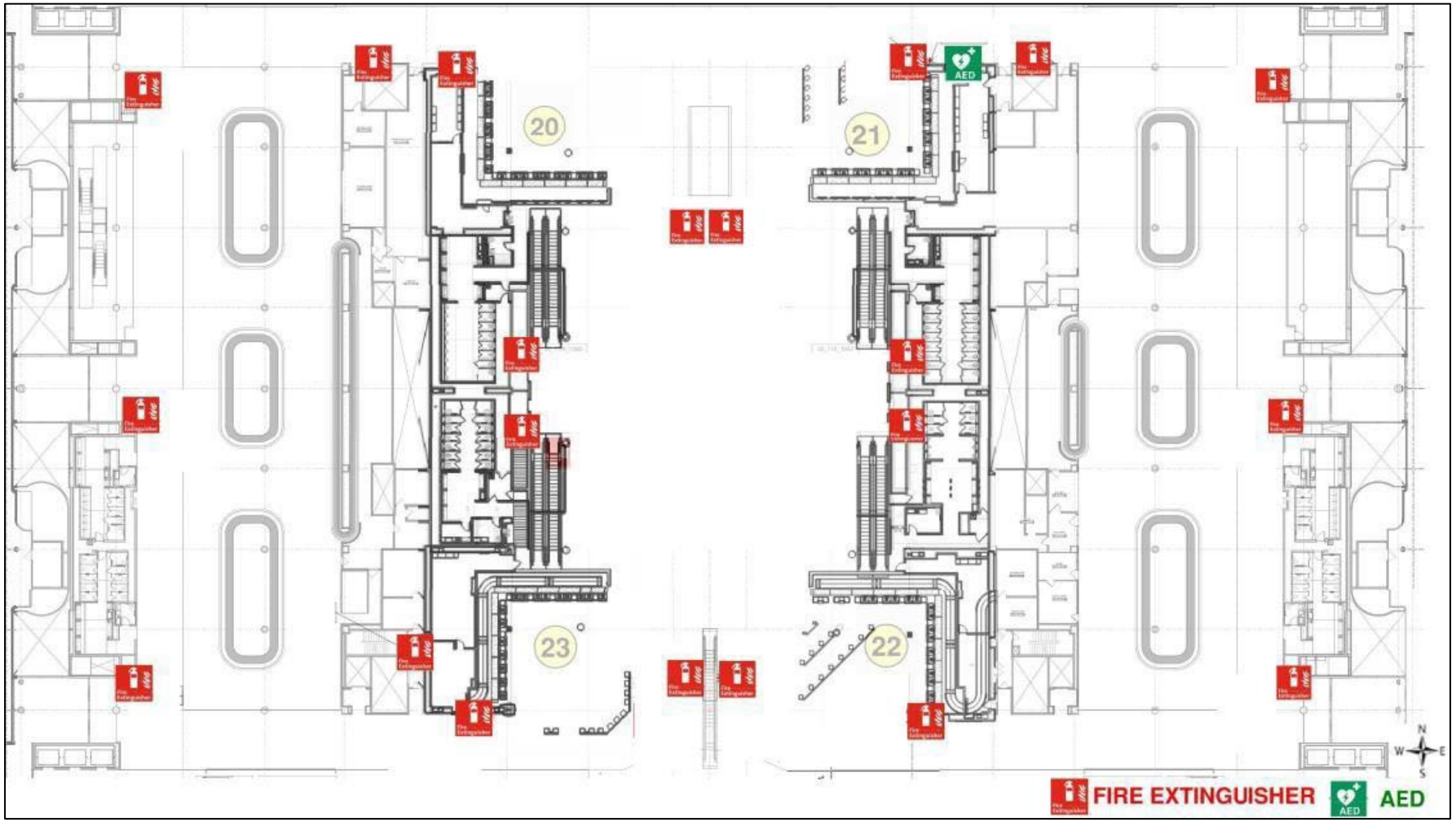
Emergency Response

Discussed	x/xx	Agreed	x/xx

LOCATION OF AED'S AND FIRE EXTINGUISHERS

PROCESS EFFECTIVE: APRIL 09, 2025

Awareness to the locations of AED's and Fire Extinguishers is key in the event of an emergency situation. Please be mindful and note the closest emergency equipment on Level 5.

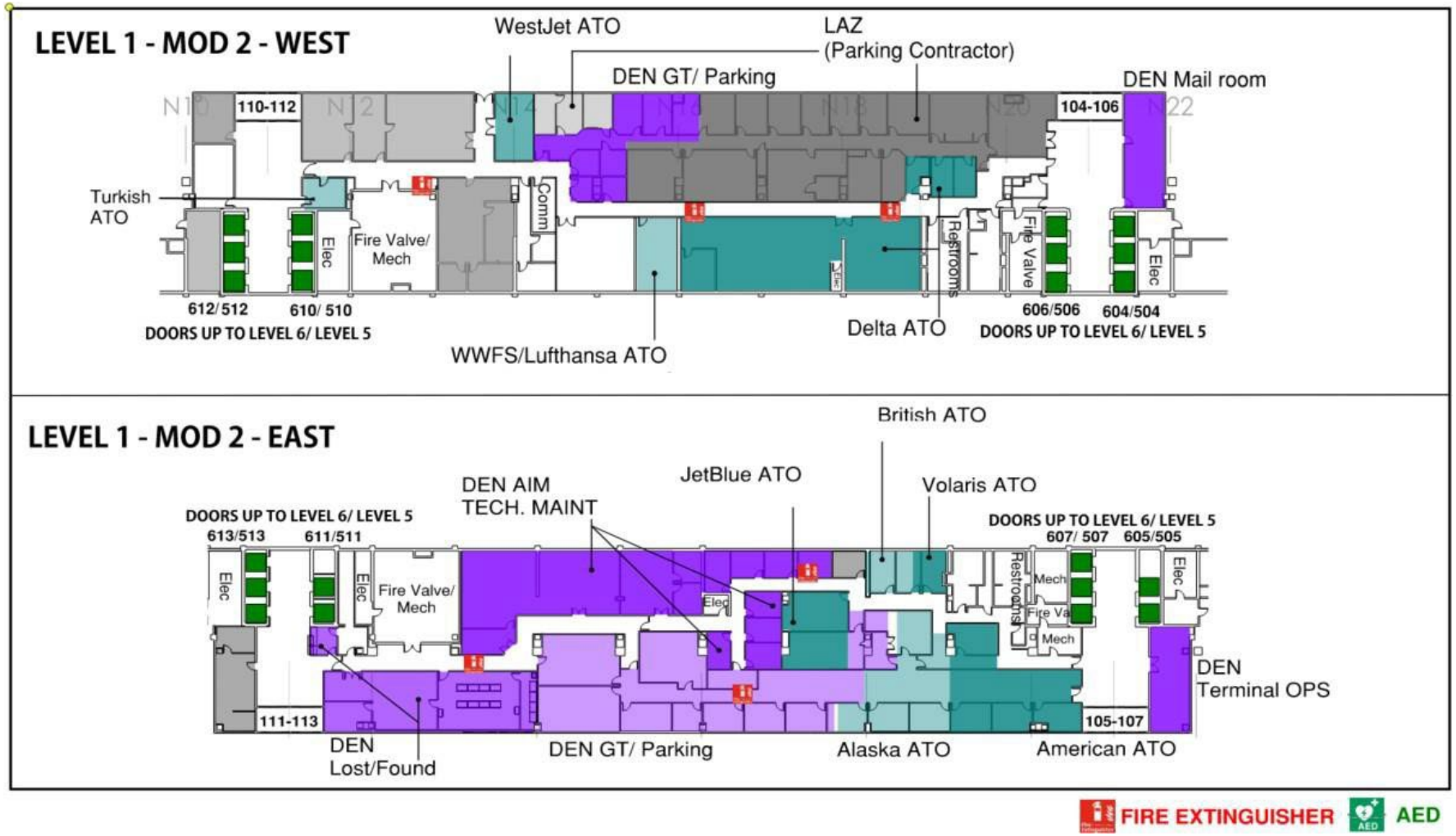


Discussed	x/xx	Agreed	x/xx

LOCATION OF AED'S AND FIRE EXTINGUISHERS

PROCESS EFFECTIVE: APRIL 09, 2025

Awareness to the locations of AED's and Fire Extinguishers is key in the event of an emergency situation. Please be mindful and note the closest emergency equipment on Level 1.





HOLIDAY CELEBRATIONS

HOLIDAY CELEBRATION OVERVIEW

When planning for holidays, it is important to practice true inclusion by making sure that all celebrations and cultures are accurately represented. DEN supports Equity, Diversity, and Inclusion initiatives across the airport and encourages our partners and stakeholders to do the same.

To maintain the aesthetics of the airport environment, if an airline wishes to observe a holiday either through decor or hosting an event, we ask that the airline submit a request to DEN Airline Affairs. The following slides will outline the submission process.

A few things an airline can do to streamline the process:

1. Submit your airlines holiday calendar on an annual or quarterly basis for approval.
2. Submit your airline events calendar on an annual or quarterly basis for approval.
3. Provide as much notice as possible when observing a holiday or planning an event.

Questions can be directed to AirlineAffairsAdmin.SharedMailbox@flydenver.com

HOLIDAY DECORATIONS – PUBLIC AREAS

To maintain the aesthetics of the airport, standards and procedures have been established for the airlines to follow concerning approval of and placement of decorations, in the public areas of the *Terminal and Concourses*.

Airlines may display holiday decorations in *public areas* as described below:

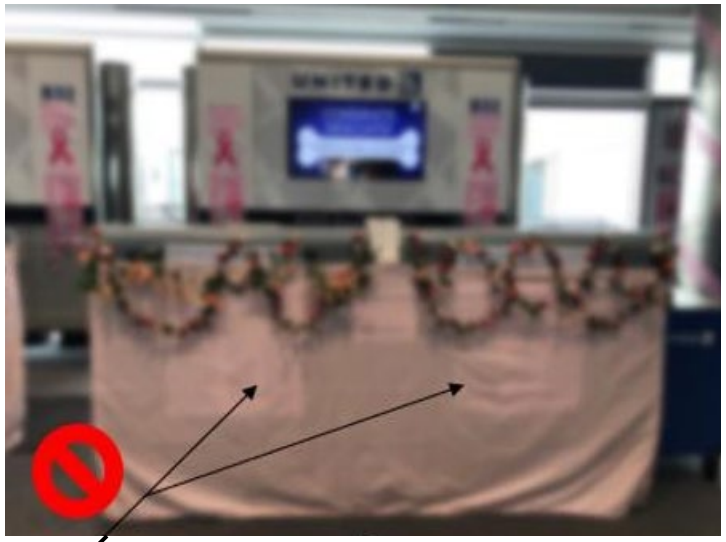
- All decorations must comply 2019 Denver Building and Fire Code found here: 2022 Denver Building and Fire Code (denvergov.org)
- All decorations must comply with Section 807 of the International Fire Code found here: 2021 International Fire Code Section 807
- All holiday decoration must be within airline leased areas.
- Seasonal decorations may not detract from or in any way obscure airport directional and regulatory signs posted throughout the airport.
- Seasonal decorations must be complimentary to the seasonal decorations within the airport.
- No decorations may be attached to the ceiling.
- No decorations may be attached to Digital Signage, Backway Displays, LCD Monitors, or GIDS.
- No decorations may be on Self-Bag Drop (SBDs) units, bag scales, bag belts, or baggage claims.
- No flammable or potential fire risk decorations of any kind (i.e., candles, lighting, fog machines, strobes, etc.).
- Live Christmas trees, wreaths or garland are not allowed.

HOLIDAY DECORATIONS – COUNTER LOCATIONS

Airlines may display holiday decorations on *counter locations* as described below:

- All decorations must follow both the Denver Building and Fire Code and International Fire Code Section 807.
- No decorations may be on top of airline counters blocking regulatory signage (i.e., ticketing counters and gate podiums)
- Seasonal decorations taped to counter may not detract from or in any way obscure airline counter and regulatory signs posted on or near airline counter.
- No illuminated decoration (including lights) may be used anywhere in public counter areas.
- No decorations may sit on the floor in the operational zone behind or in front of public counter areas.
- No decorations may be attached to the ceiling.
- No decorations may be attached to Digital Signage, Backway Displays, LCD Monitors, or GIDS.
- No decorations may be on Self-Bag Drop (SBDs) units, bag scales, bag belts, or baggage claims.
- No flammable or potential fire risk decorations of any kind (i.e., candles, lighting, fog machines, strobes, etc.)
- Live Christmas trees, wreaths or garland are not allowed.

HOLIDAY DECORATIONS – DO'S & DON'TS







Cannot cover up Department of Transportation (DOT) or Federal Regulation signage with drapery. In this example, the airline has covered DOT signage on the gate podiums.







HOLIDAY DECORATIONS – DISPLAY TIME FRAMES

The following lists the current pre-approved holidays and event display time frames::

1. 1-Day Holidays - one week prior to one week after the holiday
2. Halloween, October 25th – November 2nd only
3. Winter Holidays – weekend before Thanksgiving to January 3rd
4. Cultural Monthly Holidays – one month of observance only
5. Cultural 1-Day Holidays – one week prior to one week after the holiday

The airport will conduct periodic inspections to monitor compliance with this operating directive. Any unauthorized items found will be brought to the attention of the airline manager on duty providing the opportunity for immediate removal. Any items that remain after first notice will be removed by the airport and the airline will be notified.

HOLIDAY CELEBRATION REQUEST PROCEDURE

To maintain the aesthetics of the airport environment, if an Airline wishes to observe a holiday, an 'Airline Holiday Celebration' request should be e-mailed (***a minimum of 5-weeks prior***) to the Airline Affairs email inbox. Please abide by the following procedure to submit a 'Airline Holiday Celebration' request:

1. Send an e-mail to the Airline Affairs email inbox AirlineAffairsAdmin.SharedMailbox@flydenver.com

2. Copy Danielle.Summers@flydenver.com & Rachel.Gruber@flydenver.com on initial correspondence.

3. Subject of the email should be: "Airline Holiday Celebration Request – *Requesting Airline Name*"

4. Body of the e-mail, descriptive overview – including:
   - Holiday Name and start and end dates of holiday.
   - Planned decorations and location(s) that they will be placed in.
   - Airline Contact with e-mail and cell number

5. Once received, the request will be reviewed with a determination within (1) week by Airline Affairs. Should additional information be needed or if the request needs a high approval through DEN Design Review Committee (DRC), Airline Affairs will notify the airline requester of next steps.

TEMPORARY SIGNS & BANNERS

All banner locations, method of attachment and messages must be approved prior to installation in writing by DEN with a beginning and end date. Maximum time a banner may be displayed is 45 days. Banners may not be located on or outside of the airline's leased area. Approved banners may be located within an Airline's leased space if it is recessed back 4 feet or more within the Airline's lease line or, a minimum of 25% of the perpendicular distance from the lease line to the back of the airline space. Banners must be vinyl or fabric and meet all City and County of Denver Fire Code requirements. Top of banner to be supported by a rigid plastic or wood rod concealed within banner sleeve.

Airline Banners: Ticket Counters Locations

- Banners at airline ticket counters may only be used to notify passenger of new service, advise passengers of new Airline or the relocation or discontinued Airline operation.
- Airlines may only display "new service" (new destinations) for up to 45 days.
- No promotions, club bonus, campaigns or fares may be displayed.

Airline Banners: Holdrooms Locations

- Only "new service" banners are allowed (same restrictions as noted above).
- No banners may hang from ceiling or other overhead structure.
- Column wraps are not allowed.



AIRLINE EVENTS

AIRLINE EVENTS OVERVIEW

DEN knows our Airline partners are just as passionate about their passengers and employees as we are. Often celebrating with them by holding an event within the airport public spaces. Airlines will submit event requests through the DEN Airline Affairs team who will review the request and make a recommendation of 'approve/deny/needs additional information' to the airline. Through coordination with the airline, Airline Affairs will direct the airline to a host of DEN contacts in which they will work through to execute the event. Should the event require a more thorough examination due to the nature of the event, airlines will be notified by Airline Affairs that it requires Design Review Committee approval. This is to ensure safety and compliance with minimal airport and passenger impact.







AIRLINE EVENT DEFINED WITH EXAMPLES

Definition of an airline event at DEN: Any planned public or social occasion within the public spaces of the airport including but not limited to the terminal, plaza, Concourse A, Concourse B, Concourse C, and apron spaces.

<u>Airline event examples include but are not limited to:</u>

- Ribbon Cuttings
- New Service Announcements
- Inaugural Flights
- Airline Anniversaries
- Gate Events
- Employee Appreciations
- Holiday Parties/Spirit Themed Parties
- Career Fairs
- Community Events
- Aviation Days
- Internships
- School Grouping Tours
- Years of Service
- Retirement Announcements





AIRLINE EVENTS – PUBLIC AREAS

To maintain the aesthetics of the airport, standards and procedures have been established for the airlines to follow concerning approval of and placement of decorations, in the public areas of the *Terminal and Concourses*.

Airlines may display event decorations in *public areas* as described below:

- All decorations must comply 2019 Denver Building and Fire Code found here: 2022 Denver Building and Fire Code (denvergov.org)
- All decorations must comply with Section 807 of the International Fire Code found here: 2021 International Fire Code Section 807
- All decorations must be within airline leased areas.
- Decorations may not detract from or in any way obscure airport directional and regulatory signs posted throughout the airport.
- Decorations must be complimentary to the seasonal decorations within the airport.
- No decorations may be attached to the ceiling.
- No decorations may be attached to Digital Signage, Backway Displays, LCD Monitors, or GIDS.
- No decorations may be on Self-Bag Drop (SBDs) units, bag scales, bag belts, or baggage claims.
- No flammable or potential fire risk decorations of any kind (i.e., candles, lighting, fog machines, strobes, etc.).

AIRLINE EVENTS – COUNTER LOCATIONS

Airlines may display decorations on *counter locations* as described below:

- All decorations must follow both the Denver Building and Fire Code and International Fire Code Section 807.
- No decorations may be on top of airline counters blocking regulatory signage (i.e., ticketing counters and gate podiums)
- Decorations taped to counter may not detract from or in any way obscure airline counter and regulatory signs posted on or near airline counter.
- No illuminated decoration (including lights) may be used anywhere in public counter areas.
- No decorations may sit on the floor in the operational zone behind or in front of public counter areas.
- No decorations may be attached to the ceiling.
- No decorations may be attached to Digital Signage, Backway Displays, LCD Monitors, or GIDS.
- No decorations may be on Self-Bag Drop (SBDs) units, bag scales, bag belts, or baggage claims.
- No flammable or potential fire risk decorations of any kind (i.e., candles, lighting, fog machines, strobes, etc.)

AIRLINE EVENT REQUEST PROCEDURE

To maintain the aesthetics of the airport environment, if an Airline wishes to host an event, an 'Airline Event' request should be e-mailed (***a minimum of 5-weeks prior***) to the Airline Affairs email inbox. Please abide by the following procedure to submit a 'Airline Event' request:

1. Send an e-mail to the Airline Affairs email inbox AirlineAffairsAdmin.SharedMailbox@flydenver.com

2. Copy Danielle.Summers@flydenver.com & Rachel.Gruber@flydenver.com on initial correspondence.

3. Subject of the email should be: "Airline Event Request – Requesting Airline Name"

4. Body of the e-mail, must include:

   - Event Title
   - Event Details: (time, date, location, etc.)
   - Goals
   - Additional Information
   - Audience
   - Attendance Estimate
   - Communication Tactics
   - Theme
   - Decorations
   - Entertainment (audio/visual elements)
   - Equipment
   - Catering
   - Giveaways
   - Airline Contact

5. Once received, the request will be reviewed with a determination within (1) week by Airline Affairs. Should additional information be needed or if the request needs a high approval through DEN Design Review Committee (DRC), Airline Affairs will notify the airline requestor of next steps.



SUPPLEMENTAL AIRPORT INFORMATION

DESIGN REVIEW COMMITTEE

The Design Review Committee (DRC) is a cross-functional group of representatives from multiple airport divisions responsible for providing aesthetic and functional design approval for airport facilities, tenant improvements, and related projects.

The purpose of the DRC review process is to ensure that the proposed projects and designs are consistent with, and enhance, the aesthetic intent and design quality of airport facilities , wayfinding systems, passenger experience and design quality. This document describes the design review process for airport facilities and tenant improvements, and the role of the DRC plays in that process.

The DRC will evaluate each design on different criteria to determine if the design is in line with the DEN design principles and other airport s and standards which are posted on www.flydenver.com. The DRC reserves the right to reject any proposed designs which, in the DRC's opinion, are considered to be in aesthetic conflict with the base-building design.

Design Submittal Process

Applicants must submit a complete design package for review. Submittals should include all materials necessary for evaluation, including but not limited to:

- DRC Submission Application
- Presentation materials (PowerPoint or equivalent)
- Design drawings and renderings
- Queuing configurations, if applicable
- Material and finish selections
- Supporting documentation relevant to the project
- Electronic PDF version of the complete submittal package

All materials must first be submitted to the assigned DEN City Liaison for review prior to final submission to the DRC Coordinator.

DESIGN REVIEW COMMITTEE

City Liaison Review
The DEN City Liaison will verify the submission is complete before final submission to the DRC Coordinator. If items are required that were not submitted by the submittal deadline, the item may not make it onto the agenda for the following week.
***Please work with your respective DEN representative as the DEN Liaison.*

Submittal Package
Submittals shall be electronic except for material boards which are limited to 24” x 36” in size. Submittal components are listed on the following pages

The DRC Submission Application
This application is required to be completed for every submittal every time and given to the City Liaison for delivery to the DRC Coordinator. This form is important to track the history of DRC reviews.

DRC Approval Process
The DRC meets every other Wednesday for an internal meeting from 2:00-3:00pm with 3:00-4:30pm reserved for external tenants to present if needed. When working with your DEN City Liaison, the applicant can be asked to join the 3:00-4:30pm meeting to answer any questions or provide a formal presentation to the DRC.

For the weeks that the formal DRC does not meet, there is time reserved as office hours where applicants can meet to discuss preliminary ideas and receive immediate feedback prior to bringing it to the formal committee for approval and further comments. Sign-ups for office hours must happen through a DEN liaison.

DESIGN REVIEW COMMITTEE - LINKS

Design Review Documents
DEN Design Principles
Design Review Committee Standards and Procedures

Sensitive Security Information (SSI)
The intent of the SSI for DEN Airline Tenants addresses the concerns of how DEN handles and processes the "Sensitive Security Information" (SSI) that we may encounter when executing our design and construction projects.

Protection of Sensitive Security Information

DEN Design Standards Manuals

- Architectural
- Civil Infrastructure
- Communications and Electronic Systems
- Digital Facilities & Infrastructure
- Electrical
- Jet Fuel System
- Life Safety
- Mechanical
- Operational Readiness, Activation, and Transition (ORAT)
- Standards and Criteria
- Structural
- Sustainability
- Tenant

RULES AND REGULATIONS GOVERNING DEN

The rules and regulations for the management, operation, control and use of the Denver Municipal Airport System are provided at https://www.flydenver.com/about/administration/rules_regulations as a convenience to the airlines in Adobe PDF format. Under city ordinance, the Clerk and Recorder is the custodian of official copies of these and all other City of Denver rules and regulations.

Part 00: Foreword
Part 10: Definitions
Part 15: Administrative Citations
Part 20: Security
Part 30: Conduct of Persons Using the Airport
Part 35: Operations Infraction Accountability Program
Part 40: Conduct of Commercial Operators Using the Airport
Part 47: Consumption of Takeout Alcoholic Beverages
Part 50: Leafleting and Solicitations
Part 60: Newspapers
Part 70: Traffic and Public Safety
Part 80: Parking
Part 90: Taxicabs
Part 100: Commercial Transportation Regulations
Part 110: Curbside Operations
Part 120: Rates and Charge
Part 125: Customer Facility Charge - Rental Cars
Part 130: Operating Vehicles in the Secured Area
Part 140: Operation of Aircraft
Part 145: Unmanned Aircraft System (UAS) Operations
Part 150: Aircraft Fueling and Defueling Regulations
Part 160: Operation and Control of Concourse Gates
Part 170: Operation and Control of Air Cargo
Part 180: Environmental Management
Part 190: Aircraft Deicing Regulations
Part 200: Aircraft Deicing System Fees and Charges REPEALED
Part 210: Noise Abatement and Runway Procedures
Part 220: Open Records Act Request
Part 230: Minimum Insurance Requirements and Assumption of Risk
Part 250: Rules Governing Hearings Before the Chief Executive Officer of Denver International Airport

DEN AIRPORT SEE SAY APP



At DEN, safety is our number one priority.

You can help to keep our airport safe by downloading “See Say Airport”, a free mobile app that allows you to directly report safety, security and maintenance concerns to airport authorities 24 hours a day.

The report will then be investigated and allows for airport authorities to communicate back with questions or requests for follow-up information. Reports can also be sent anonymously. Help keep DEN Safe!
See Say Airport is free to download and available in the Apple App Store and Google Play Store by searching for “See Say Airport”.

SMS – FOD MANAGEMENT PROGRAM

The FAA mandates that all airports will have Foreign Object Debris Management.

- FOD refers to loose objects or materials (such as debris, tools, or plastic) that can be displaced by wind or jet exhaust, potentially being drawn into or against aircraft components.

- As part of DEN's Safety Management System (SMS), one of our key safety objectives is the reduction of Foreign Object Debris (FOD) across the airport. FOD can damage aircraft, vehicles, and equipment, create hazards for employees, and impact safe airport operations.

- All stakeholders who operate at DEN are responsible for the control and disposal of FOD.

SAFETY MANAGEMENT SYSTEM

DEN SMS-OVERVIEW

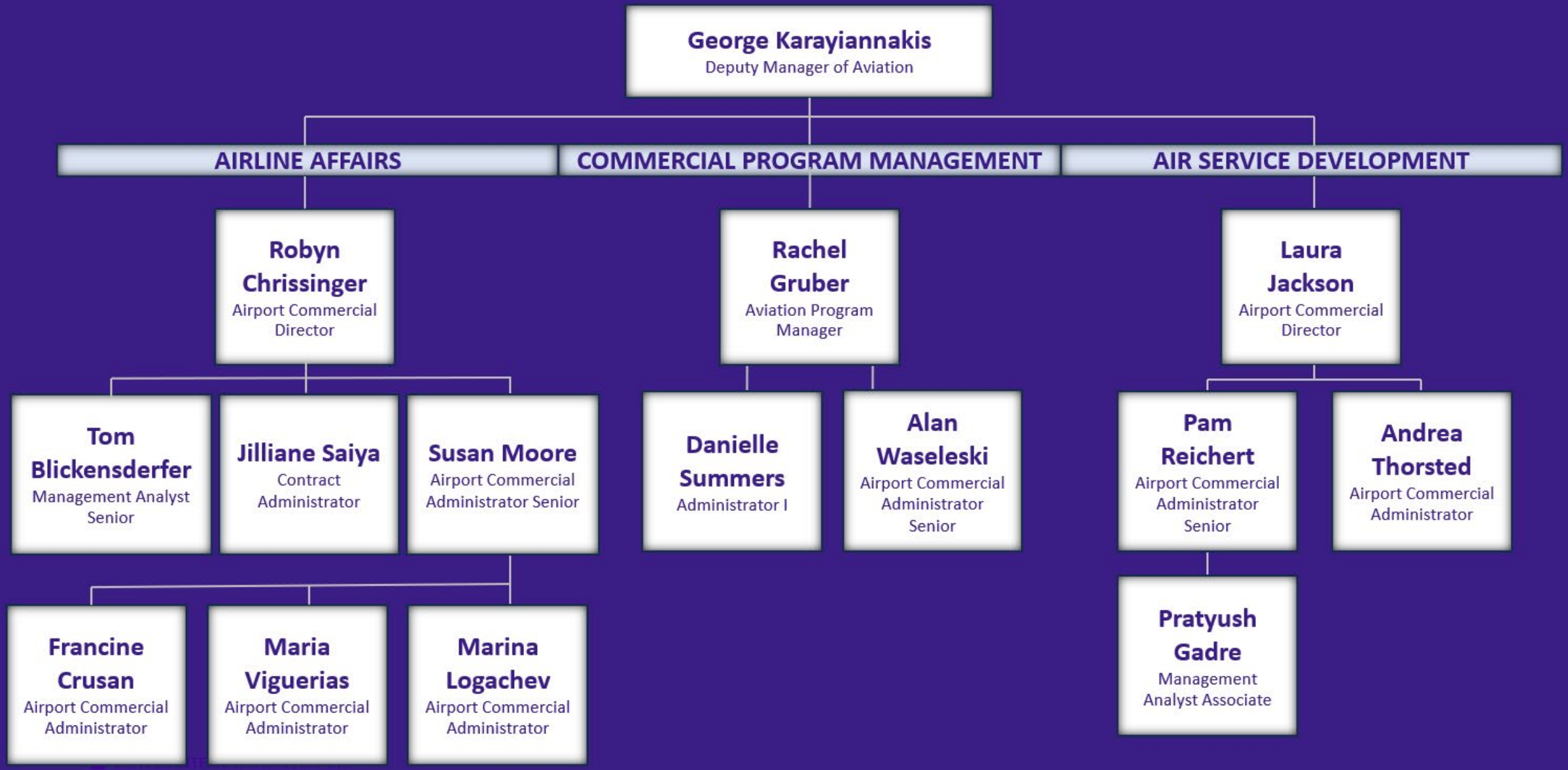
- The primary objective of our SMS is to promote a sustainable system that supports the safety of all users at DEN by preventing incidents and accidents, and managing risk to prevent incidents and accidents, and managing risk with all our resources. The SMS is designed to achieve this enhanced safety performance by meeting or exceeding compliance with FAA regulations and regulatory requirements. At DEN, the vision for our SMS is to empower a cohesive culture for all airport users to sustain an unwavering commitment to the safety of the airport and each other.

- Why is SMS important? DEN's focal point is everyone's safety at the airport – whether you are a badged employee or just passing through. Safety is our top priority, and we believe that using an SMS is critical to making that happen. The SMS helps us identify potential hazards and address them before they become incidents or accidents, creating a proactive and predictive safety culture.

FREQUENTLY REQUESTED DEN CONTACTS

Department/Service	Phone
Access Issues	303-342-4337
Airport Operations	303-342-4200
Airport Safety	303-342-2132
Airport Security	303-342-4300
Badging Issues/Office	303-342-4300
Door Alarm Issues	303-342-4210
Emergency Dispatch	303-342-4211
Lock Shop	303-342-2186
Lost Items	303-342-4062
Maintenance Control	303-342-2800
Parking Issues/Vehicle Assistance	303-342-4645
Ramp Tower	303-342-4237
Vehicle Permits/RFID	303-342-4308
Violations	303-342-2023

AIRLINE & COMMERCIAL AFFAIRS DEPARTMENT



AIRLINE & COMMERCIAL AFFAIRS DEPARTMENT CONTACTS

NAME	TITLE	PHONE	E-MAIL
George Karayiannakis	Deputy Manager of Aviation, Airline and Commercial Affairs	303-342-2418	George.Karayiannakis@flydenver.com
Laura Jackson	Airport Commercial Director, Air Service Development	303-342-2282	Laura.Jackson@flydenver.com
Robyn Chrissinger	Airport Commercial Director, Airline and Commercial Affairs	303-342-2392	Robyn.Chrissinger@flydenver.com
Rachel Gruber	Aviation Program Manager, Airline and Commercial Affairs	303-342-2277	Rachel.Gruber@flydenver.com
Tom Blickensderfer	Management Analyst Senior, Airline and Commercial Affairs	303-342-2402	Tom.Blickensderfer@flydenver.com
Francine Crusan	Airport Commercial Administrator, Airline and Commercial Affairs	303-342-4052	Francine.Crusan@flydenver.com
Pratyush Gadre	Management Analyst Associate, Air Service Development	303-342-2065	Pratyush.Gadre@flydenver.com
Marina Logachev	Airport Commercial Administrator, Airline and Commercial Affairs	720-703-3145	Marina.Logachev@flydenver.com
Susan Moore	Airport Commercial Administrator Senior, Airline and Commercial Affairs	303-342-2517	Susan.Moore@flydenver.com
Pam Reichert	Airport Commercial Administrator Senior, Air Service Development	303-342-2278	Pam.Reichert@flydenver.com
Jilliane Saiya	Contract Administrator, Airline and Commercial Affairs	720-597-5301	Jilliane.Saiya@flydenver.com
Danielle Summers	Administrator I, Airline and Commercial Affairs	720-879-7179	Danielle.Summers@flydenver.com
Andrea Thorsted	Airport Commercial Administrator, Air Service Development	303-342-2361	Andrea.Thorsted@flydenver.com
Maria Viguerias	Airport Commercial Administrator, Airline and Commercial Affairs	303-342-4390	Maria.Viguerias@flydenver.com
Alan Waseleski	Airport Commercial Administrator Senior, Airline and Commercial Affairs	303-204-2276	Alan.Waseleski@flydenver.com