



**AIRPORT DINING & RETAIL
PREVENTIVE MAINTENANCE PROGRAM MANUAL**



**Procedures on Maintenance Services and
Required Inspections for the ADR Tenants
Seattle Tacoma International Airport
2017 edition**

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Procedures for Maintenance Services and Required Inspections for Tenants at Seattle Tacoma International Airport

In an effort to better coordinate the maintenance services to our tenants and to be more efficient in our services to all passengers that visit the Seattle Tacoma International Airport, the ADR Group of the Port of Seattle has implemented the *Preventive Maintenance Program (PMP)* for the tenants at Seattle Tacoma International Airport. These procedures shall be the very essence of doing business in a safe environment that will protect people as well as the Sea-Tac International Airport.

1. ADR Facilities Program Manager Job Description and Primary Duties

In order to provide better services to the tenants the ADR Group of the Port of Seattle has established the **ADR Facilities Program Manager (ADR-FPM)** position. The role of the ADR-FPM is to be the maintenance liaison between the tenants and the POS maintenance, facilities & infrastructure (F&I), building and fire departments. The ADR-FPM also ensures compliance with building codes, fire codes requirements and that all preventive maintenance is completed as required.

ADR-FPM will perform routine inspections of tenant facilities. Examples include, but not limited to:

- Inspecting for deterioration of facilities include stained ceiling tiles, spongy walls, missing cove face, sagging counter tops, changes in appearances of sprinkler heads.
- Electrical problems: identification including the use of duct tape and/or electrical tape and usage of electrical extension cords or storage of items on or around electrical equipment.
- Inspecting for holes and cracks in the floors or walls, missing sealants in nooks and crannies which are prime breeding grounds for pests and rodents.
- Inspecting for grease accumulations on the walls or bottom of the ceiling tile, grease storage, improper maintenance, broken electrical conduits, and bootlegged work above ceiling area or in storage areas.

Other ADR-FPM duties will also cover:

- Inspections of the type 1 hoods which include access to the grease ducts cleanup panels, condition of hood filters, checking for damaged electrical and gas lines, floor strainers, inspection of the sanitary/grease lines.
- Tenants shall not make modifications to their facilities without notifying the ADR-FPM and the Building or Fire Departments. The role of the ADR-FPM is to identify tenant modifications to areas including but not limited to above ceiling, beneath the leased space and behind equipment that have been done without permission of the Building Department or Fire Department
- Facilities closeouts- perform closeouts of vacated concession locations, to verify the spaces are appropriately cleaned and left in safe conditions.
- Coordinate with tenants any special inspections or testing being performed by POS F&I, maintenance or fire department or any of their contractors.

2. Coordination Responsibilities in Case of Maintenance Incidents

A. ADR-FPM

The ADR-FPM shall respond to calls placed by the tenant and shall visit the tenant location to evaluate the incident. The ADR-FPM shall determine who is responsible for resolving the incident.

- If this incident is a Port Maintenance concern, the ADR-FPM shall call the Airport Communication Center Maintenance Line (ACC) @ 206-787-5406 and inform them about this incident.
- If this incident is a tenant concern, then the ADR-FPM will advise the tenant that it is the tenant's responsibility to resolve it.

The ADR-FPM shall determine the severity of the incident and determine if the incident is urgent or non-urgent regarding response time.

Urgent

- If the incident results in a building or fire code violation or if this incident affects other spaces or the base building or can be categorized as a safety concern, the incident will be categorized as urgent. In this case then the tenant shall correct this incident within a time period prescribed by the ADR-FPM.

Non-Urgent

- If the incident is categorized as non-urgent the tenant shall correct this incident within a period of **fifteen (15)** days as outlined in the tenant's.

In either urgent or non-urgent incidents, if the tenant does not respond within the amount of time specified (by the ADR-FPM), the ADR-FPM will have to resolve this incident in such manner that will protect the Port property from further damages. Furthermore the Port of Seattle may perform the work and bill the tenant for the work performed.

In addition the tenant may be assessed liquidated damages and in the amount identified in their lease and concession agreement.

It is the ADR-FPM responsibility to follow, track and ensure that the issues are resolved in the time that was specified. The ADR-FPM will keep the records of all the incidents for the duration of each tenant's lease with the Port.

B. POS Response

In cases where the tenants call the Airport Communications Center Maintenance Line, the Port of Seattle maintenance department will respond to those calls and will assess the incident. After assessing the situation the Port Maintenance will inform the ADR-FPM of the nature of the call. The ADR-FPM and the Port Maintenance will then determine who will be responsible for resolving the incident.

- If it is determined that the tenant is responsible to resolve the incident, then the tenant shall contact the tenant's own contractors to resolve the incident.
- If it is determined that the Port is responsible to resolve the incident then the Port will resolve the incident.
- Work performed by the POS may be charged to the tenant as reimbursable.

C. Tenant

In case of an incident the tenant is required to call **first** the ADR-FPM which is his liaison to the Port. If the ADR-FPM can't be reached (weekends or after hours) then the tenant shall call the Airport Communications Center Maintenance Line.

The exception is when there is a life safety or emergency situation when the tenant shall call 911.

In either urgent or non-urgent the tenant shall inform the ADR-FPM when the incident has been resolved. The ADR-FPM will then inspect the incident for completion and determine the compliance with Port maintenance, fire and building codes. It is the tenant responsibility to ensure that the issues are resolved within the time period that was specified by the ADR-FPM.

D. Follow up Procedures

Upon re-inspection, if the ADR-FPM determines that the incident has not been resolved to the satisfaction of the Port requirements, then the ADR-FPM will determine the proper course of action.

The ADR-FPM will then notify the Port's Property Manager appointed to that particular tenant. The Port's Property Manager will then follow the notification procedures outlined in the lease agreement for noncompliance of the Maintenance and Repair by Lessee.

3. Service Order Request

The ADR-FPM will use the Port service request to address tenant issues for the following services:

- To repair and/or replace the tenant's blade signs.
- To repair and/or replace the lock key mechanism on the tenants doors or front grills.
- To repair and/or replace and/or reconfigure the chain link fences for the tenant storage areas.

4. Contacts

- 7:00 AM to 3:00 PM (Monday through Friday)
ADR-FPM - Office: 206-787-4605 or Cell: 206-351-7957
- 3:00 PM to 7:00 AM (Monday through Friday) and all day Saturday & Sunday
ACC Maintenance Line - Phone: 206-787-5406 or 206-787-5229

5. Inspection Requirements and Tenant Responsibilities.

The Port may conduct regular performance inspections aka **Quality Assurance Audits (QAA)** to ensure compliance with all of the standards of operation at any time. The Port shall document and provide the tenant with written results of the QAA where the deficiencies in conditions are noted. All QAA shall, at minimum, focus on, but not be limited to, the following: general upkeep, signage, pricing, maintenance, equipment and cleanliness.

The Port shall provide the tenant with fifteen (15) days to correct all deficiencies noted in the QAA. In the event that the tenant fails to correct the deficiencies in a timely manner, the port may issue a notice of default.

In addition to the routine inspections, with notification to the tenant and coordination by the ADR-FPM, special inspections or testing requested by POS F&I, Maintenance or Fire Department, the tenant will allow access to the space to POS or any of their contractors

The following inspections shall be performed in the monthly, quarterly, bi annually or on annually bases as required or established due to maintenance concerns by the Fire Department and ADR-FPM.

A. Type 1 hood (grease) Systems Requirements

Cleaning of the type 1 hood system shall be performed by an industry certified contractor. Inspections for the type 1 grease systems shall be performed by the ADR-FPM quarterly or as required due to cleaning schedule.

The tenant shall be responsible for the following:

- Daily cleaning of the filters at the type 1 hood, emptying the grease pan collector, both at the hood and at the exhaust fan location.
- To hire an industry certified contractor that will perform the cleaning of the grease system.
- To provide the ADR-FPM with the inspection report specifying the locations, parts of the system where the cleaning has been done and the status of the grease system.
- To provide the ADR-FPM a monthly (or as determined) cleaning schedule of the grease system. This shall be coordinated with the cleaning contractor that was hired by the tenant.

The contractor hired by the tenant to perform cleaning of the type 1 hood grease system shall be responsible for the following:

- Shall clean the entire length of the grease duct (horizontal and vertical runs), the fusible links, the interior sprinkler heads, and the exhaust fan related to the grease system.
- Shall perform bi annually inspections of the Ansul system/ suppression system.
- Shall perform bi annually inspections of the self-cleaning system.
- Shall clean any area outside the tenant space that was affected by the cleaning of the grease duct.

Additional notes

- Damages to the base building that occurred during the cleaning of the grease systems will be repaired at the expense of the tenant for whom the cleaning was performed.
- The tenant shall be held responsible for the damages created by the cleaning contractor and shall bear the expenses related to those damages.
- Not implementing the above procedures shall be considered as default on the lease.

B. Type 2 Hood (steam) Systems Requirements

Cleaning of the type 2 hood systems shall be performed by an industry certified contractor. Inspection for the type 2 hood systems hood shall be performed by the ADR-FPM quarterly or as required based due to cleaning schedule.

The tenant shall be responsible for the following:

- To hire an industry certified contractor to that will perform the cleaning of the system.
- To provide the ADR-FPM with the inspection report specifying that the locations and parts where the cleaning has been done and the status of the grease system.
- To provide the ADR-FPM with a quarterly (or as determined) cleaning schedule of the grease system. This should be coordinated with the cleaning contractor.

The contractor hired by the tenant to perform cleaning of the type 2 hood steam system shall be responsible for the following:

- Shall clean the entire length of the duct (horizontal and vertical runs) and the exhaust fan related to the grease system.
- Shall clean any area outside the tenant space that was affected by the cleaning of the grease duct

Additional notes

- Damages to the base building that occurred during the cleaning of the grease systems will be repaired at the expense of the tenant for whom the cleaning was performed.
- The tenant shall be held responsible for the damages created by the cleaning contractor and shall bear the expenses related to those damages.
- Not implementing the above procedures shall be considered as default on the lease.

C. Ansul System Requirements

Inspection of the Ansul system shall be performed by an industry certified contractor hired by the tenant and will be verified by the ADR-FPM during the inspection of the type I hood systems based on pre-determined schedule.

The tenant shall be responsible for the following:

- The concession tenant is required by code to have the system professionally inspected twice (2) a year.
- To hire an industry certified contractor to that will perform the inspection.
- To provide the ADR-FPM with an inspection report that certifies that inspection has been performed and that the system is operational.

Additional notes

- Not implementing the above procedures shall be considered as default on the lease.

D. Type 1 Hood Self Cleaning System Requirements

Inspection of the self-cleaning system shall be performed by an industry certified contractor hired by the tenant and will be verified by the ADR-FPM during the inspection of the type 1 hood systems based on pre-determined schedule.

The tenant shall be responsible for the following:

- The concession tenant is required to have the system professionally inspected twice a year.
- To provide the ADR-FPM with an inspection report that certifies that inspection has been performed and that the system is operational.

The contractor hired by the tenant to perform the inspection of the self-cleaning system shall be responsible for the following:

- Inspect the fire extinguishers once a year.

Additional notes

- Not implementing the above procedures shall be considered as default on the lease.

E. Fire Extinguishers Requirements

Inspection for the fire extinguishers shall be performed by an industry certified contractor hired by the tenant and will be verified by the ADR-FPM during the inspection of the type 1 hood systems for the food and beverages concessions or quarterly for the retail concession tenants.

The tenant shall be responsible for the following:

- To make sure that the fire extinguishers are being inspected on a monthly basis.
- To hire an industry certified contractor to that will perform the annual inspection for both types of fire extinguishers (type "K" and chemical).
- To provide the ADR-FPM with an inspection report that certifies that inspection has been performed and that the fire extinguisher is operational.

The contractor hired by the tenant to perform the inspection of the fire extinguishers shall be responsible for the following:

- Inspect the fire extinguishers once a year.
- Inspect the fire extinguishers (type K) every six (6) months.

Additional notes

- Not implementing the above procedures shall be considered as default on the lease.

F. Exhaust Fans Requirements

Cleaning of exhaust fans will take place during the cleaning of the type 1 & type 2 hoods systems shall be performed by an industry certified contractor. Inspections shall be performed by the ADR-FPM quarterly or as scheduled.

The tenant shall be responsible for the following:

- To have the system professionally inspected twice a year.
- To provide the ADR-FPM with an inspection report that certifies that the inspection has been performed and that the Exhaust Fan is operational.

The contractor hired by the tenant to perform exhaust fan maintenance shall be responsible for the following:

- Verify and change (if necessary) the exhaust fan belts every three (3) months.
- Grease the bearings as required by the manufacturer or industry standards, whichever is more stringent

Additional notes

- Not implementing the above procedures shall be considered as default on the lease.

G. Make up Air Units Requirements

Inspections for the make-up air unit will take place during inspections for the type 1 hood systems as scheduled and will be performed by the ADR-FPM.

The tenant shall be responsible for the following:

- To have the equipment maintained.
- To have the filters for the make-up air unit changed quarterly
- To hire a certified contractor to that will perform the work.
- To provide the ADR-FPM with an inspection report that certifies that the inspection has been performed and that the Make Up Air Unit is operational.

The contractor hired by the tenant to perform the make-up air unit maintenance shall be responsible for the following:

- Change the HVAC filters every three (3) months.

Additional note:

- Not implementing the above procedures shall be considered as default on the lease.

H. Remote Refrigeration Lines Systems Requirements

Inspection of the insulated refrigeration lines shall be performed by an industry certified contractor. Those inspections shall be performed at locations that have remote refrigeration units.

The tenant shall be responsible for the following:

- To hire an industry certified contractor that will perform the inspection of the insulated lines connected to the remote refrigeration units located outside the tenant location.
- To provide the ADR-FPM with the inspection report specifying the locations, parts of the system where the inspection has been done and the status of insulated refrigeration lines.

The contractor hired by the tenant to perform the inspection of the insulated refrigeration lines maintenance shall be responsible for the following:

- To inspect that the insulated refrigeration lines and remote refrigeration units meet the industry standards once a year.

Additional notes

- Not implementing the above procedures shall be considered as default on the lease.

I. Grease Cooking Equipment Requirements

Quarterly inspections of the gas connections shall be performed by an industry certified contractor and will be verified by the ADR-FPM.

The tenant shall be responsible for the following:

- To have the equipment maintained.
- To have the fryers, woks, broilers, char broilers, grills, convection grills and all other grease cooking equipment within the space inspected on a quarterly basis.
- To hire an industry certified contractor to that will perform the work.
- To provide the ADR-FPM with an inspection report that certifies that the work has been performed and that the equipment is operational.

The contractor hired by the tenant to perform grease cooking equipment maintenance shall be responsible for the following:

- Verify that the gas connection is cooking equipment is operational and free of grease every three (3) months

Additional note:

- Not implementing the above procedures shall be considered as default on the lease.

J. Gas Connections Requirements

Quarterly inspections of the gas connections shall be performed by an industry certified contractor and will be verified by the ADR-FPM.

The tenant shall be responsible for the following:

- To have the gas connections lines inspected twice a year.
- To hire an industry certified contractor to that will perform the work.
- To provide the ADR-FPM with an inspection report that certifies that the work has been performed and that the system is operational.

The contractor hired by the tenant to perform gas connection maintenance shall be responsible for the following:

- Verify that the gas connection is leak free every three (3) months.

Additional note:

- Not implementing the above procedures shall be considered as default on the lease.

K. HVAC/ VAV Filters Requirements

Quarterly inspections and replacement of the HVAC filters shall be performed by an industry certified contractor and will be verified by the ADR-FPM.

The tenant shall be responsible for the following:

- To have the filters at the VAV box for the HVAC system changed quarterly
- To hire an industry certified contractor to that will perform the work.
- To provide the ADR-FPM with an inspection report that certifies that the work has been performed and that the system is operational.

The contractor hired by the tenant to perform HVAC filters maintenance shall be responsible for the following:

- Change the HVAC filters every three (3) months.

The Port boiler room shall be responsible for the following:

- In case of damaged VAV (Variable Air Volume) boxes the Port boiler room will perform the repair or the replacement.
- The ADR-FPM will coordinate the repair/replacement process with the tenant.

Additional note:

- Not implementing the above procedures shall be considered as default on the lease.

L. Floor Drains, Sanitary and Grease Waste Lines Requirements

Bi-annual cleaning of the sanitary and grease waste lines shall be performed by an industry certified contractor and will be verified by the ADR-FPM. Quarterly check-up inspections of the floor drain shall be performed by the ADR-FPM.

The tenant shall be responsible for the following:

- To have the floor drains and grease waste lines cleaned once a year.
- To hire an industry certified contractor to that will perform the work.
- To provide the ADR-FPM with a proof of inspection/ invoice that certifies that the work has been performed and that the system is operational.

The contractor hired by the tenant to perform cleaning of the sanitary and grease waste lines maintenance shall be responsible for the following:

- To clean the sanitary and grease waste lines every six (6) months.

Additional note:

- Not implementing the above procedures shall be considered as default on the lease.

M. Backflow Prevention Requirements

Per code at a minimum annual inspections of the backflow prevention system(s) shall be performed by the Port of Seattle boiler room and shall be verified by the ADR-FPM.

The tenant shall be responsible for the following:

- Provide access to backflow prevention system(s).

The Port boiler room shall be responsible for the following:

- To have the backflow preventer assembly tested annually
- To provide the ADR-FPM with the backflow preventer assembly test report acceptable to the Port of Seattle Water Department / invoice that certifies that the work has been performed and that the system is operational.
- The Port boiler room will provide the backflow preventer test reports to the Port of Seattle Water Department

Additional note:

- Currently the Port of Seattle boiler room performs those services.
- Not implementing the above procedures shall be considered as default on the lease.

N. Flushing Beer Lines Requirements

Annual cleaning of the beer lines shall be performed by an industry certified contractor and will be verified by the ADR-FPM.

The tenant shall be responsible for the following:

- To have the beer lines cleaned one a year.
- To hire an industry certified contractor to that will perform the work.
- To provide the ADR-FPM with a proof of inspection/ invoice that certifies that the work has been performed and that the system is operational.

Additional note:

- Not implementing the above procedures shall be considered as default on the lease.

O. Hot Water Tank Inspection Requirements

Per mechanical code and state requirements, the hot water tanks shall be inspected and certified every 2 years. The inspection shall be performed by an L&I certified state inspector and shall be verified by the ADR-FPM.

The tenant shall be responsible for the following:

- To have the hot water tank inspected every other year.
- To hire the L&I state inspector to perform the certification.

- To provide the ADR-FPM with a proof of inspection/ invoice that certifies that the work has been performed and that the system is operational.

Additional note:

- Not implementing the above procedures shall be considered as default on the lease.

P. General Maintenance Requirements

Quarterly inspections shall be performed by the ADR-FPM at each tenant location to verify compliance with fire, building codes and the lease agreement.

ADR-FPM will inspect for deterioration of tenant facilities including:

- Stained ceiling tiles, spongy walls, missing cove face, sagging counter tops, and changes in appearances of sprinkler head which are all related to water leaks.
- Electrical problems have been detected by the use of duct tape and/or electrical tape to perform a temporary fix. Broken electrical conduit and bootlegged work above the ceiling area.
- Use of extension cords and incorrect storage around electrical equipment.
- The area above ceiling has been used to improperly store food and dry goods and the ceiling above the tile was covered in grease due to sealant joint failure in hood systems.
- Holes and cracks in the floors, walls and/or ceilings.

The tenants shall be responsible for the following:

- The general cleanliness of their location and the back of house, assigned storage areas, corridors, common trash and recycling areas
- The use of the extension electric cords is prohibited.
- Any changes of the equipment that the concession tenant intends to make shall be approved by the Port.

Additional note:

- Not implementing the above procedures shall be considered as default on the lease.

Q. Tenant concessions additional required maintenance

- The tenants that have grease cooking equipment are required by the Port to dump waste grease at the end of each day into the grease recycling tank (bulk tank) located at the location designated by the Port. The location(s) were shown to the concession tenants during the initial training session.
- The tenants should not store flammable materials such as cardboard boxes, wood pallets, cooking oil and chemicals, in the back of house, corridors or any other locations outside of their leased space.

6. Alterations

The tenant shall make **no alterations** that involve structural work or changes, that involve work or changes or increased load on the electrical, plumbing, heating, ventilation and air conditioning systems of the premises unless the tenant shall first obtained the Port's written consent.

Any approved alteration shall meet or exceed the POS design standards and codes. Work shall be of high quality, shall conform to the design criteria approved by the Port representative, shall be of fireproof construction according to the standards of the local rating organization, shall be constructed in good and workmanlike manner and shall otherwise be in full and complete with all legal requirements and Port standards. (For more details refer to the lease agreement).

7. Concession tenant turn over

A final inspection will be held by the ADR property manager and the ADR-FPM when the concession tenant will turn over the space back to the Port.