

Concessions IROPS Plan

Concessions has developed a plan for any IROP that impacts the time a traveler is inside the terminal and therefore has potential to alter concession unit operations. This could be a weather event that causes delays and cancelations that leaves passengers unexpectedly in the secure area of the terminal. It could also be building related issues that impact flight departures the ability or units to operate as designed within the terminal. Finally, it includes safety concerns that may require either leaving or sheltering in specific areas of the terminals. In all instances, Concessions will seek information as early as possible and provide that information electronically (e-mail) to managers of the impacted terminal(s) and stores. Where necessary, phone calls or text messages will be used for specific managers or locations. As updated information is received, it will be communicated in the same manner as the original message(s).

WEATHER IROP:

Concessionaire Responsibility:

- Prepare in advance for staff to work late or overnight shifts as needed, per Minimum Service Levels or request from Concessions Dept.
- Check FIDs and stay open later if there are delays / cancelations in their area; notify Concessions accordingly
- Request permission to close early
- Provide regular updates to Concessions re: staff impacts or operational impacts. e.g., won't be able to stay normal hours a different night if pulling staff to work longer during the IROP

BUILDING ISSUE IROP:

Concessionaire Responsibility:

- Notify Concessions of each unit impacted by the building issue and the nature of the impact.
- Adjust offerings, if possible, to service customers while the IROP is active. E.g.
 - Serve only cold food if no gas
 - Serve only pre-made if no water
- Request permission to close early and provide details on current situation at the unit
- Provide regular updates to Concessions re: staff impacts or operational impacts. E.g., won't be able to stay normal hours a different night if pulling staff to work longer during the IROP

SAFETY IROP:

Concessionaire Responsibility:

- Notify Concessions Dept of employees impacted by the event
- Manage employee movement throughout the event based on feedback provided by Public Safety and/or Concessions
- Provide regular updates to Concessions re: staff impacts or operational impacts.

The Authority's priority is the safety of all employees and guests. Opening hours will be a matter of discussion only after the initial threat is fully comprehended and employees are able to return to their work area.

For all types of events, the Authority's expectation is that every concession will maintain at least their standard, approved hours of operation until advised otherwise by Concessions management.

Concessions IROPS Plan

¹ Minimum Service Levels for Concession Locations

Level 1 Concessions for IROP Hour Extension by Terminal – assumes gates are in use only in Concourse A and main airlines only in Concourse D

McNamara Terminal

1. Corktown Place– Primary Central retail location with grab-n-go options to remain open 24 hours
2. Plum Market – Central Food location with variety for all customers including bar; prepared and grab-n-go
3. McDonald's – Central food location with lower price points and quick service
4. Leo's Coney Island – Variety of food and beverage options with lower price point and sit down + to go/grab & go service
5. Wahlburgers / 7Greens – quick serve with grab & go offerings, 24-hour self-check-out (7Greens)
6. Piata – full-service sit-down with bar + to go/grab & go service

Evans Terminal

1. Explore Afar – Primary Central retail location with grab-n-go options to remain open 24 hours
2. McDonald's – Central food location with lower price points and quick service
3. National Coney Island - Variety with lower price point and sit down + to go service
4. Atwater OR Jolly Pumpkin – Sit Down with bar

Level 2 Concessions for IROP Hour Extension by Terminal – assumes gates are in use across all concourses, all airlines

McNamara Terminal

5. Chili's – Concourse B food location with bar
6. Wall Street Journal – Concourse B retail location
7. Potbelly Sandwich Shop – Concourse B
8. Born in Detroit / Great Lakes Coffee – full-service sit-down with bar, grab & go service
9. Harvest & Grounds and/or Robert Mondavi
10. Chick-fil-A / Detroit Lunchbox on Sunday – quick serve
11. Longhorn OR Gordon Biersch – full-service sit-down with alcohol for north gates
12. Max & Erma OR Andiamo - full-service sit-down with alcohol for south gates
13. DTW Essentials – news and gift retail with snacks and beverages

Evans Terminal

4. Detroit Market Place or Today Store – news and gift with some grab-n-go
5. Starbucks D26 – Full-service coffee with food and snacks
6. Common Grace – Full-service coffee with food and snacks
7. Chick-fil-A weekdays / Pei Wei on Sunday – quick serve
8. MOD Pizza – fast food and wine and beer

Note: Vending Options are Available 24/7 at Select Locations throughout the Terminals.