

Los Angeles World Airports (LAWA) Business and Operations Plan Approval Process

Purpose

The purpose of the Business and Operations Plan is to facilitate implementation of the provisions of agreements with LAWA tenants, concessionaires, operators and contractors (collectively referred to as “contractors” herein).

Approval Process

Contractors are required to submit a Business and Operations Plan to their Business Relationship Manager for review and approval by LAWA in accordance with the directions below.

The initial version of the Business and Operations Plan is due prior to the effective date of the contract, unless otherwise directed by LAWA. Thereafter, contractors may submit proposed revisions to the Business and Operations Plan to LAWA on an annual basis, no later than ninety (90) days prior to the anniversary of the effective date, continuing through the end of the term. In the event that contractor believes pressing circumstances warrant that the Business and Operations Plan should be revised sooner than the end of a given year, then the contractor may submit proposed revisions during such year for LAWA’s consideration.

The initial version of the Business and Operations plan and any and all subsequent proposed revisions are be subject to the approval of LAWA, and are not effective unless and until approved by LAWA. LAWA has the right to require reasonable changes to the Business and Operations Plan at any time, upon not less than thirty (30) days prior written notice.

Content and Format

The contents of the Business and Operations Plan include, but are not limited to, the following:

- Plan for implementing marketing and revenue enhancement initiatives.
- Plan for managing and operating facilities covered by the agreement, including staffing, schedules, etc.
- Standard operating procedures including the procedure’s scope, objectives, main responsibilities, governing policies, tasks and steps to be followed in contractors operation and/or management of LAWA facilities (i.e. revenue control and audit functions, safety and security protocol, etc.).
- Mystery shopper program and other tools to measure quality of service, including performance against prior years.

The Business and Operations Plan must contain a table of contents listing all elements of the plan and identify any additional materials in an appendix. The plan should be printed double-sided and contained in an 8½” x 11” 3-ring binder with tabbed dividers corresponding to the numbers delineating each section in the table of contents.

Contractor must also provide a complete electronic copy of the plan as an Adobe Portable Document Format (PDF) file on a flash drive. Paper and electronic copies of the Business and Operations Plan must be delivered to:

LAWA - Commercial Development Group
Attn: [Business Relationship Manager]
6053 West Century Blvd, 4th Floor
Los Angeles, CA 90045-6430