Tenant Improvement Guide

The San Francisco International Airport

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Introduction

The 2018 Tenant Improvement Guide (TIG) serves as a basic reference for Airport tenants and their consultants and contractors to plan, design, demolish, construct and install improvements within Airport property, including all rentable land and building space at the San Francisco International Airport ("Airport" or SFO). Careful evaluation and adherence to the procedures, standards and regulations outlined in this document will greatly aid in expediting the processing and approval of each Airport tenant improvement project.

Senior Airport Staff

A. **The Airport Commission** consists of five members appointed by the Mayor of San Francisco to four-year terms. Originally part of the San Francisco Public Utilities Commission, the Airport Commission was established by City Charter in 1970. In accordance with the Charter, the Airport Commission is primarily a policy-making body, establishing the policies by which the Airport operates. The Commission is prohibited by Charter from involving itself in the day-to-day operation of the Airport. That function is vested in the Airport Director.

B. **The Airport Director** is the Chief Executive Officer of the Airport and acts directly for the Airport Commission or through properly authorized Airport Commission employees.

C. **The Chief Administration & Policy Officer** reports directly to the Airport Director and has authority over People, Performance & Development including Safety, Health & Wellness; Environmental Policy & Sustainability; and Social Responsibility & Community Sustainability.

D. **The Chief Business & Finance Officer** reports directly to the Airport Director and has authority over Accounting, Aviation and Parking Management, Finance, Hotel Development & Special Projects; Revenue Development & Management; and SFO Medical Clinic.

E. **The Chief Development Officer** reports directly to the Airport Director and has authority over Planning & Environmental Affairs; Architectural Service; Engineering & Construction Services; Infrastructure Information Management; and Project Management.

F. **The Chief External Affairs Officer** reports directly to the Airport Director, and has Authority over Communications; Government Affairs; International Trade and Commerce; Marketing; Protocol/Economic Liaison; Reprographics; and International Marketing & Aviation Development.

G. **The Chief Information Officer** reports to the Chief Operating Officer and has authority for the Airport's information technology and telecommunications (ITT) services. These include the operation of Airport ITT Architecture, Infrastructure, Operations, Service Desk, Project Delivery and Cyber Security.

H. **The Chief Operating Officer** reports directly to the Airport Director and has authority over Strategic Programs; Special Projects; Safety & Security Services; Airport Services; Guest Services; Airport Services; Airport Facilities, including Building Inspection and Code Enforcement (BICE), Information Technology & Communications, and the Airport Museum. The COO is also the primary contact of the San Francisco Police Department - Airport Bureau, and the San Francisco Fire Department - Airport Division.

I. **The Building Official** possesses all the duties and authority as described in Division II, Part 1 of the California Building Standards Code and within the Airport Building Regulations (ABR), Appendix F to the Airport Commission Rules and Regulations.

Key Airport Branches/Sections

A summary follows of the Airport branches/sections that may be involved in the review of the development, implementation, and operation of the various types of tenant improvements. This list is not exhaustive but identifies the key branches/sections, in alphabetical order.

A. **Airfield Operations**: Safety and Security Services - Airfield Operations is committed to establishing and fulfilling the standards imposed by the Federal Aviation Administration (FAA) to ensure the safe, secure, and efficient operation of the airfield. Duties include ensuring the Airport complies with FAA regulations Part 139, 1542, 77, and other applicable sections, remains responsive to the safety and security airfield needs of all the Airport users, immediately responds to and assists with all airfield emergencies, establishes and maintains an effective customer service relationship with tenants/air carriers operating on the Air Operations Area, and enforces the Airport Commission Rules and Regulations.

B. **Architectural Services**: Architecture Services designs, constructs, and improves Airport facilities including new buildings, remodeling, and enhancements to the existing structures and interior spaces. Staff provides professional expertise to ensure all proposed projects and their scopes are viable, feasible, and designed and constructed in accordance with all applicable codes, rules and regulations, and with safety, security, efficiency, quality of design, and customer satisfaction as a high priority. The Architecture Branch is responsible for the following:

  1. **Design Review Committee (DRC)**: ensures all designs and improvement projects proposed by Airport staff or tenants meet SFO's quality and aesthetic standards. DRC approval is required for all projects visible to the general public (landside or airside) including new construction, remodeling/renovation of existing structures or spaces, and advertising and signage changes.

  2. **Special Projects/Americans with Disabilities Act (ADA)**: designs and prepares construction documents for architectural projects with specific conditions and design requirements; and provides overall administration of these projects from feasibility study through conceptual design, final design, to construction and contract closeout. Enforcement, through its "ADA Coordinator" ensures Airport Divisions, Project Managers, Construction Managers, and tenants comply with current ADA and other applicable access laws and regulations during planning, design, construction, and development activities. This group evaluates all new and existing Airport facilities and infrastructure, makes corrections and ensures full compliance with ADA requirements.

C. **Aviation and Parking Management (AVM)**: AVM is committed to the effective management of airline, aviation support, and other properties, and the development and maintenance of positive and productive relationships with airlines and aviation support tenants while advancing the goals of the Airport and maximizing revenues.

  1. **Parking Management**: Manages facility planning, coordinated parking structure design and development, and manages the operations of all Airport-controlled parking facilities.

D. **Aviation Security & Regulatory Compliance Office (AVSEC)**: Ensures compliance with Transportation Security Administration (TSA) regulations and the Airport's Security Enforcement Program, and is the primary source for Airport tenant and vendor security-related questions and concerns. AVSEC manages the Security Operations Center (SOC). Badging and permits are issued through SFO's Security Access Office (SAO). For more information, see http://sfoconnect.com/aviation-security-and-regulatory-compliance-office-avsec.

E. **Building Inspection and Code Enforcement (BICE)**: BICE implements the ABR to enforce the California Code of Regulations Title 24 (California Building Standards Code). Through plan checks and inspections, BICE ensures that Airport buildings are built and demolished in conformance with all applicable fire and life safety codes and standards. BICE receives plans and submittals, coordinates technical reviews, and issues building permits.

F. **Bureau of Planning and Environmental Affairs**: Airport Planning is responsible for short- and long-term facility development planning and programming; on- and off-airport land use compatibility planning, including airspace surface reviews; managing the Airport Layout Plan (ALP) and reviewing

development projects prior to initiation of environmental reviews. Environmental Affairs is responsible for environmental planning, evaluating potential environmental impacts and obtaining environmental review approvals, determining environmental permitting requirements, ensuring compliance with all applicable environmental regulations, and protection of the environment in the surrounding communities.

G.   **Duty Management**: The Airport Duty Managers represent the Airport Director and facilitate the continuity of the safe and efficient day-to-day operation of the Airport complex outside of normal business hours. Duty Managers interact with the Airport Director, other senior managers, department supervisors and airport tenants daily; act as authorized news media spokespersons; assist Airport VIPs; coordinate responses to all emergencies; and provide resolution to immediate operational issues. The Airport Duty Management staff brings together a diverse range of professional experience in airport and airline operations.

H.   **Engineering & Construction Services**: Engineering is comprised of the following sections -

  1.   **Civil Engineering**: Designs and constructs pavement projects for runways, taxiways, and concrete aprons and keeps the pavement management program up-to-date. Staff also provide design and construction management services for airfield drainage systems, aircraft lead-in systems, airfield security fencing systems, garage structures, parking lot improvements, the elevated roadway system, perimeter shoreline/dike system, geotechnical and structural engineering assistance, and airfield geometric design.

  2.   **Electrical Engineering**: Designs and constructs electrical and telecommunications systems and infrastructure. Staff designs aviation lighting, primary power distribution, secondary power distribution, telecommunication systems, fire alarm systems, special systems, security systems, clean energy systems, interior and exterior lighting systems, pumping systems for water, sewage, chilled water and hot water.

  3.   **Mechanical Engineering**: Designs and constructs heating, ventilation and air conditioning (HVAC), water, sewer, and fire protection systems in the terminals and Airport facilities and underground aircraft fueling on the ramp. Staff is also responsible for implementing the latest energy efficiency measures and management in the project designs. Assigned staff also manages most of projects under the CIP and FM program, and provides design support for in-house and maintenance system repairs and/or project upgrades.

  4.   **Utilities Engineering**: Responsible for the campus utility infrastructure of the Airport. Staff provides design, construction management and operational oversight for various underground utility systems such as potable water, sanitary sewer, industrial waste, and storm drainage and the associated pump stations. The Utilities Engineering staff performs regular inspections on potable water system as required by the Department of Public Health, and manages the Records Library.

I.   **Environmental Policy & Sustainability (EP&S)**: This section within the Administration & Policy Division is responsible for ensuring all projects achieve federal, state, local, and Airport-specific environmental compliance requirements, while delivering the Airport's Strategic Plan "Zero" Goal (zero net energy, zero waste, zero carbon by 2021). This team also tracks campus-wide, building, and tenant-specific key metrics and performance outcomes reported through Airport dashboards and city platforms. EP&S leads the Airport's interdisciplinary Zero Energy & Resilient Outcomes (ZERO) Committee, through which all tenant build-outs and improvements are reviewed and streamlined. The ZERO Committee will recommend business approval if a project has no adverse impact on the environment (separate and apart from any review or evaluation under the California Environmental Quality Act (CEQA)).

J.   **Facilities – Environmental Operations**: The Environmental Operations section within the Facilities Division ensures compliance with waste water, waste, construction and demolition debris,

spill response, and additional operational requirements listed under Rule 8.0 of the Airport Rules and Regulations. Environmental Operations also delivers the Airport's voluntary Green Business program and oversees and implements the requirements of the Airport's Bay Pollution Prevention Program (BPPP), which includes Stormwater Pollution Prevention Plan (SWPPP) compliance.

K. **Information Technology and Telecommunications (ITT)**: ITT is the telecom, network, internet, and wifi hosting provider to the Airport with business partners including airlines, concession tenants and government agencies. ITT is a division of Airport Operations.

L. **Infrastructure Information Management (IIM)**: IIM is responsible for the management of infrastructure information for the Airport through Virtual Design & Construction (VDC) methodologies, which include Building Information Modeling (BIM), as well as Geographic Information System (GIS). With input and guidance from Airport stakeholders, IIM also develops and issues standards and guidelines related to the generation, collection, usage, and turnover of infrastructure data. In addition, IIM is responsible for technology visioning, and implementation for the Division.

   1. **Geographic Information Systems (GIS)**: The GIS Team is responsible for the management of spatial data and mapping of the Airport's horizontal infrastructure such as runways, taxiways, pavements, and underground utilities in addition to the update and production of aerial imagery.

   2. **Building Information Modeling (BIM)**: The Building Integration Team (BIT) is responsible for managing, developing, and implementing processes and standards for data collection, validation, and distribution and maintaining a virtual representation of Airport's vertical infrastructure.

M. **Infrastructure Review Committee (IRC)**: The intent of the Infrastructure Review Committee (IRC) is to ensure tenant improvement project scope and design adheres to Airport policies and procedures. The IRC's emphasis is to safeguard Airport infrastructure assets and ensure the proposed work will have the required Airport business approval. Under the guidance of Airport Senior Staff, the IRC will review all tenant improvement projects for business approval and compliance with Airport Rules and Regulations and Airport standards. This includes all tenant construction connecting to or modifying existing Airport infrastructure. The IRC will recommend business approval if a project has no adverse impact on Airport infrastructure.

N. **Revenue Development & Management (RDM)**: As a section of Business & Finance, RDM manages the use and leasing activities of concessionaires and related businesses on Airport property and is the primary contact with concession tenants. RDM develops, implements, and administers proposals for use, bid packages, leases, permits, and other documents related to the property concession rental.

O. **Security Access Office (SAO)**: issues and manages security background checks, including Criminal History Records Checks and Security Threat Assessments; computer based training; Airport I.D. badges (Security Identification Display Area (SIDA) badges); security keys; and vehicle permits. See http://sfoconnect.com/security-access-office-sao for more information.

P. **Security Operations Center (SOC)**: The Security Operations Center (SOC) is staffed 24 hours a day, 7 days a week and monitors Closed Circuit Television to detect and resolve security vulnerabilities and preform audits of tenant areas for access control compliance, prohibited items and proper badge use and display. The SOC also conducts audits and inspections of airport facilities, security protocols, security violations, and security enforcement actions.

Q. **Standards Committee**: The Standards Committee is comprised of the Chief Development Officer, Chief Information Officer, and Director of Airport Facilities and is responsible for reviewing and approving any proposed updates or exceptions to SFO's Architecture and Engineering (A&E) Standards.

R. **Tenant Coordinator**: RDM's Tenant Coordinator works with tenants to ensure projects are completed on time with minimal impact to Airport operations. The Tenant Coordinator holds weekly meetings with the general contractors and Airport personnel to ensure a safe and efficient process.

S. **Terminal Systems**: The Terminal Systems section is responsible for developing and implementing airport policies and procedures for airline operations, passenger processing, and information systems, and facilities utilization, in the Airport terminal operating environment. The Terminal Systems section oversees the maintenance and operation of SFO owned airline and aircraft related systems including check-in counters, baggage systems (including baggage screening systems), flight information systems, passenger boarding bridges, and accessories. This section is the Airport's primary liaison to the Federal Agencies and airlines operating in the International Terminal and other users of the SFO-owned systems.

Important Documents

Airport Rules and Regulations: All tenants, their contractors, and their badged personnel must at all times comply with the Airport Rules and Regulations, as they may be amended from time to time. The Airport Rules and Regulations may be found at: https://www.flysfo.com/about-sfo/the-organization/rules-and-regulations.

A. **The Airport Building Regulations (ABR)**: The ABR governs the Airport's implementation and enforcement of the California Building Standards Codes (Cal. Reg. Title 24) (Building Codes). On October 17, 2017, by Resolution No. 17-0271, the Airport Commission adopted the ABR and, effective January 1, 2018, incorporated the ABR into the Airport Rules and Regulations as Appendix F. The Building Official, through BICE, enforces the ABR. Click on http://www.flysfo.com/about-sfo/the-organization/rules-and-regulations or more information.

B. **Architecture and Engineering (A&E) Standards**: The A&E Standards are Airport requirements for design and construction work in addition to the requirements provided within the ABR. The Standards Committee administers the A&E Standards and oversees the development, revision, and approval of alternatives/exceptions to the A&E Standards. For more information, see http://sfoconnect.com/about/departments/engineering-construction-services/a-and-e-standards-and-guidance-documents.

C. **SFO Guidance Documents**: The Guidance Documents supplement the A&E Standards with aspirational goals and guidelines for all Airport projects. The Guidance Documents focus on project delivery processes and select design elements of particular importance to the Airport. The Guidance Documents also include Production Standards to ensure construction documents (and use of BIM, GIS, and CAD) are consistently developed and prepared across Airport projects. Guidance Documents include: Building Information Modeling (BIM) Standards; Delivering Exceptional Projects; Principles of R.E.A.C.H.; Production Standards; and Temporary Construction Standards. The Chief Development Officer administers the Guidance Documents.

D. **Tenant Work Letter (TWL)**: A TWL may be provided to concession tenants for specific projects. If there are any conflicts between the TWL and the A & E Standards, the TWL shall take precedence.

Pre-Design

A. **Initiating a Tenant Improvement Project**: To initiate a tenant improvement project, new or existing tenants should contact their property manager with Aviation Management (AVM) or Revenue Development & Management (RDM). The tenant should present the basic concept of what it would like to construct, modify, change, or add to their lease space. The property manager will then review the concept with other SFO Stakeholders as appropriate. If the proposed project meets their approval, the property manager would then give the tenant a qualified concept approval that may be subject to specific limitations or request additional information.

B. **Base Building Information**: Through the designated property manager with AVM or RDM, a tenant can request CAD drawings for their area of work for tenant improvement work as needed and if

available. The tenant will need to submit an Aviation Management Digital Data License Agreement (DDL) application form for the release of any type of SFO electronic media. Upon receipt of a signed DDL form, the property manager will arrange for the turnover of the requested files.

C.   **Field Verification by Tenant**: The tenant **must** field verify the information provided and the existing site conditions. The designated property manager can help facilitate a site walk with the Airport Duty Manager, RDM Tenant Coordinator, and/or other appropriate SFO Stakeholders as required.

D.   **Airport Security and Badging Process**: SFO has established an Airport I.D. badging system administered by the SAO. Every individual employee or agent representing the tenant at the Airport must attain and carry a Secure Identification Display Area (SIDA) badge as required under the Airport Rules and Regulations. The badging process includes completion of a badging application, security background check, computer-based training, and badge issuance upon approval. The process of obtaining a new badge may take several weeks, so tenant design and construction teams requiring time-sensitive site access should plan accordingly. See http://sfoconnect.com/badging-security for further information.

Design

A.   **Proposed Changes to the A&E Standards**: Any tenant requesting an alternative or an exception to the A&E standards must go before the Standards Committee. Detailed instructions on this procedure can be found on http://sfoconnect.com/about/departments/engineering-construction-services/a-and-e-standards-and-guidance-documents within the "Introduction" document.

B.   **Design Review Process**: SFO has established several committees to ensure tenant projects complement the surrounding facilities and do not adversely impact the Airport's infrastructure or aesthetics. All tenant improvement projects must obtain the approval of the Design Review Committee (DRC), the Infrastructure Review Committee (IRC), and the ZERO Committee (RDM tenants only as required by lease). BICE will not issue a building permit without the requisite approvals. Committee Reviews include, but are not limited to:

1.   **Design Review Committee**: The Airport Director established the Design Review Committee (DRC) to aid in the design review of Airport construction projects, including tenant improvement projects. The DRC is charged with reviewing all proposals for construction within public areas to ensure scope and design are compatible with the aesthetic intent of SFO facilities and support a customer experience where passengers and employee feel safe, secure and serene. For more information on the DRC process, refer to http://sfoconnect.com/tenant-design-guidelines.

The DRC's responsibilities include, but are not limited to:
a. New construction
b. Renovation or modification of existing spaces, structures and facilities
c. Installation or modification of equipment/infrastructure in public view
d. Interior and exterior signage (excluding traffic)
e. Advertising

2.   **Infrastructure Review Committee (IRC)**: The intent of the IRC is to ensure that tenant improvement project scope and design adhere to Airport policies and procedures. The IRC's emphasis is to safeguard Airport infrastructure assets and ensure the proposed work has the required Airport business approval.

Under the guidance of Airport Senior Staff, the IRC reviews all tenant improvement projects for business approval and compliance with Airport Rules and Regulations. This includes all tenant construction connecting to or modifying existing Airport infrastructure. The IRC will recommend business approval if a project has no adverse impact on Airport infrastructure.

For more information on the IRC process, refer to http://sfoconnect.com/infrastructure-review-committee.

3. **Zero Energy and Resilient Outcomes Committee (ZERO)**: SFO's ZERO Committee is responsible for ensuring projects align the Airport's 5-Year Strategic Plan and Guiding Principles of Sustainability, with the goal of becoming a zero-net energy (ZNE), zero carbon, zero waste-to-landfill campus, and producing a healthy environment for all passengers and employees served by our campus.

ZERO Committee develops the sustainability and energy policy and requirements for SFO projects and tenant improvement projects. The Committee meets at least once a month to review projects for conformance with SFO's Sustainability and Energy requirements.

Tenants will be provided with the appropriate Sustainability Requirements as referenced in the Tenant Work Letter. Tenants will be required to complete various documents and forms, and for projects larger than 10,000 gross square feet, will be required to obtain LEED Certification from the Green Business Certification, Inc. (GBCI). Tenants will be required to prepare an application/in-take form and present their sustainability solutions and documentation to the ZERO Committee during Schematic Design, Design Development, and Construction document phases, and will be required to submit the appropriate documentation (GS-6 Form) and all appropriate Construction and Demolition Debris Management documentation to the ZERO Committee for processing through the City and County of San Francisco Department of the Environment (SF Environment).

C. **Building Permit Reviews**:

1. **Building Inspection & Code Enforcement (BICE)**: The tenant must obtain a building permit from BICE. BICE ensures that all Airport buildings and structures are constructed in conformance with applicable fire and life safety codes and standards. BICE provides plan review and inspection for all Airport and tenant building construction, enforces all code requirements, monitors construction activity, and ensures code compliance.

For more information on the BICE permit process, refer to http://sfoconnect.com/building-inspection-code-enforcement-bice.

D. **Additional Permits, Reviews, Approvals (as required):**

1. **San Mateo County Health Permit**: Food and beverage tenants shall submit an application to the County of San Mateo for a Health Permit, concurrent with their application for a Building Permit. San Mateo County Health Permit requirements and processes can be found at www.co.sanmateo.ca.us.

2. **ABC Liquor License Permit**: Tenants seeking a transfer, renewal, or new liquor license should go to http://www.abc.ca.gov/. Posting of liquor license notices shall be coordinated with the Tenant Coordinator.

E. **Additional Design Guidelines**:

1. **Tenant Design Guidelines**: These guidelines provide information for SFO partners, airlines, service providers, utilities, tenants, departments and staff who are considering making any physical modifications within the public area of a Terminal. The guidelines offer background, rules and recommendations as reference and preparation for meeting with the DRC. For more information, see http://sfoconnect.com/tenant-design-guidelines.

2. **Additional SFO Stakeholder Reviews**: If additional SFO Stakeholder reviews are necessary or required, the property manager with AVM or RDM will contact the appropriate stakeholders to schedule a meeting.

Pre-Construction

A. **A Pre-Construction Meeting**: Before starting construction, Tenant and its construction team may request a pre-construction meeting. The request should be made through the property manager. This meeting is an opportunity to meet the appropriate parties, review SFO's Construction Safety Guide, exchange critical contact information, and review the proposed schedule and other pertinent information.

Construction

A. **The Airport's Construction Safety Guide**: Tenant is responsible for maintaining a safe work site. The Construction Safety Guide provides general information to the Tenant's construction team on the policies and guidelines for accident prevention, safety, and loss control for SFO's projects and other related construction, repair, or services required by SFO and its tenants. SFO's safety objective is to achieve accident-free construction projects. For more information, refer to **Construction Safety Guide see** https://sfoconnect.com/ae-standards-and-guidance-documents**.**

B. **Construction Coordination Meetings**: These meetings are conducted by the Airport Duty Managers on a weekly basis to help coordinate construction activities among all active projects. Topics include delivery schedules, utility shutdowns, special access needs, and other construction coordination items. Coordinate with the property manager for date and times of required meetings.

C. **RDM Construction Coordination Meetings**: These meetings are conducted by the RDM Tenant Coordinator and may be in lieu of the Airport Duty Manager weekly meeting. Coordinate with the property manager for date and times of required meetings.

Project Closeout

A. **As-Built Documentation**: Once the tenant improvement work is complete, Tenant must submit as-built documents to AVM or RDM. CAD drawings and PDFs are required deliverables that AVM and/or RDM would receive at the end of any tenant improvement project. The submittal should include all applicable disciplines for the area of work that has been impacted.

B. **Quality Assurance and Electronic Delivery**

CAD Deliverables: Aviation Management - Space Management Team compiles all discipline drawings for tenant projects to an electronic management system that is located in-house. Quality assurance reviews should be made so that the CAD drawings for tenant improvement work submitted to AVM or RDM at the end of construction adhere to SFO CAD Standard. Once a record drawing is received, The Space Management Team will review the deliverables for compliance with the SFO CAD Standard and will check the constructed space for compliance with as-built documents. If there are any major differences in the drawings or there is non-compliance with the SFO CAD Standard, the drawings may be returned to the tenant for corrections. The SFO CAD Standard can be obtained by contacting Infrastructure Information Management at cadstandard@sfysfo.com.

BIM Deliverables: IIM – The Airport's BIM Integration Team will validate the conformance of models against the Airport's Production Standards.

C. **Affidavit of Tenant Improvement Work (RDM only – as required by lease)**: Within ninety (90) days after substantial completion of the Initial Improvements, Tenant must provide to RDM an affidavit, signed under penalty of perjury by both tenant and tenant's general contractor, architect or construction manager, stating the hard construction costs paid by tenant to complete the Initial Improvements, together with copies of paid invoices and lien waivers substantiating the costs stated in the affidavit.

Tenant should refer to their lease for more information and their designated property manager for the appropriate form.

Vacating Premises

In preparation to vacate Airport premises, a tenant shall comply with obligations of the lease, and following general requirements:

A. **Removal**: Depending upon conditions of individual agreements, retain or remove all or part of improvements constructed by the tenant.

B. **Repair and Clean-up**: All damage to premises over and above ordinary wear and tear caused during occupancy or by removal process shall be repaired by the tenant. Premises shall be left broom clean and all collected materials waste shall be managed according to the Airport's Rule 8.0.

C. **Vacating Procedure**: The following procedures shall be followed when a tenant desires to vacate leased or rented premises:

    1. Upon notice from a tenant of a pending "move-out" date, the Airport Business and Finance Division will make arrangements for a joint inspection, including the tenant's representative, of the premises after they have been vacated.

    2. Based upon the condition of the area released and the terms under which the occupancy existed, the Airport will determine whether the tenant has exceeded "fair wear and tear." For this purpose, the inspection team may include representation from the Airport's Maintenance Branch.

    3. Tenant's surrender of keys will be accepted at the time of inspection if the premises are in good order and condition. If not, surrender of keys will be accepted after restoration of premises. Control and custody of keys is the responsibility of the Airport's Operations Division.

    4. Access to vacated premises is restricted to prospective tenants as conducted or authorized by the Airport's Business and Finance Division.

    5. Rents on vacated premises will continue until surrender of keys following restoration, if necessary.

    6. Tenant shall arrange for final meter readings at time of space surrender.

    7. Tenants shall remove from premises and other adjoining locations, all telecommunications and all other low voltage special systems cables that are not integrated with Airport's Special Systems and Communications Systems if use of the system(s) is discontinued.

    8. If tenant used a hood, grease receptacle or grease interceptor in the operation of its business, all items must be professionally cleaned with a receipt for service submitted to the Airport.

Airport Contacts

Aviation Management
650.821.4525

Revenue Development and Management
650.821.4500
SFOConcessions@flysfo.com

Airfield Operations
650.821.3355 – 24 hours

Airport Duty Manager
650.821.5222

Building Inspection and Code Enforcement
650.821.7880

Central Plant (24-hour emergency service)
650.821.5700

Design Review Committee
650.821.7777

Emergency Contact Center
650.876.2323 or 911 from an Airport phone or cell

Employment and Community Partnerships
650.821.5245

Facilities – Environmental Operations
650.821.8380

Information Technology and Telecommunications
650.821.4357 (Help Desk)

Infrastructure Information Management
650.821.2942

Infrastructure Review Committee
650.821.7882
SFOIRC@flysfo.com

Lost and Found
650.821.7014

Marketing
650.821.5031

Parking Management
650.821.4049

Security Access Office
650.821.5204
650.821.5217

SFO Medical Services
650.821.5600