

110 SKYCAPS

110.01 Standards.

Basic standards are necessary to guide people in their activities and relationships with each other on a day-to-day basis. The purpose of these standards is not to restrict the rights of anyone but to define them, protect the rights of all, and insure cooperation. While the following standards do not cover every possible situation, they do represent the standards expected to be observed by all skycaps operating at the Airport. Following these standards and procedures will assist everyone in meeting the high level of professionalism that the Airport and the airline industry demand.

Violations of these Rules by any employee, agent or representative of a skycap company may result in termination of a concessionaire's agreement to operate a skycap concession service at the Airport.

110.02 Professionalism.

Professionalism is projected by a friendly, helpful, and courteous attitude to the traveling public by a neat, clean appearance, and by businesslike efficient and knowledgeable job performance. The first impression that the airline customer receives is at curbside or baggage claim.

Normally, skycaps from one company will be working side by side with skycaps from other companies. All skycaps will work to create and maintain a spirit of cooperation to facilitate efficiency and to maximize the quality of service to the traveling public. Passengers flying on another airline shall be directed to that airline's skycap.

110.03 Concessionaire Agreement.

- .03-1 A skycap company must have a contract with a Signatory airline operating at the Airport to be eligible to operate at the Airport.
- .03-2 All skycap companies are required to enter into a concessionaire agreement with the Airport upon contracting with a Signatory airline. All persons providing skycap services must be an employee or owner of a company holding an airline contract for skycap services.

110.04 Conduct.

- .04-1 Businesslike conduct shall be maintained at all times in the discharge of duties, in handling the traveling public, and when in the general public.
- .04-2 Skycaps shall be friendly, courteous, and honest in their contact with the traveling public.

- .04-3 Personal actions should reflect favorably on both the Airport and the Airline.
- .04-4 Working while under the influence of intoxicants, narcotic, or other stimulants while on duty or on Airport property is prohibited.
- .04-5 Possession or consumption of any intoxicant, narcotic, or other stimulants while on duty or on Airport property is prohibited.
- .04-6 Horseplay, fighting, or scuffling on Airport premises at any time is prohibited.
- .04-7 Malicious harassment of fellow employees, other employees, or the traveling public is prohibited.
- .04-8 Skycaps are prohibited from selling a public parking facilities ticket to a passenger or obtaining a ticket for the purpose of selling or switching is for a lesser value ticket, thus defrauding the City of parking revenues.
- .04-9 Dishonesty of any kind, such as theft of Airport property, property belonging to other Airport tenants, or the traveling public, is prohibited.
- .04-10 Playing cards, games of chance, or engaging in illegal gambling at any time is prohibited.
- .04.11 Skycaps will remain awake and alert at all times during the shift.
- .04-12 Skycaps will not carry on unnecessary conversations, including soliciting for any service, product, or recommendation.
- .04-13 Skycaps will not smoke, drink, or eat in public view except in designated areas for such activities.
- .04-14 Skycaps will not use threatening, abusive, or insulting language or behave in a disrespectful manner to anyone, including Airport employees.
- .04-15 Skycaps will not perform services other than baggage handling for anyone other than customers of the airlines they are contracted with, including other service providers, at curbside and in baggage claim areas.
- .04-16 A skycap supervisor may request or approve additional skycap services for their airline contracted areas to provide the traveling public with immediate service if required in bank times. Skycaps may not enter and loiter in any areas other than the airline area contracted, unless requested.
- .04-17 Skycaps may not contract services other than baggage handling for airlines except with approval by the Director of Aviation.

- .04-18 Skycaps may transport baggage for the traveling public, regardless of the airline they are traveling on from the Parking Structures, and the authorized ground transportation loading areas to the airline ticket counters.
- .04-19 Skycaps may transport baggage for the traveling public, regardless of the airline they are traveling on, from the ground transportation counters to the Parking Structures and authorized ground transportation loading areas, notwithstanding the provisions of Section 110.04.15 herein above.
- .04-20 Skycaps will respond to inquiries about Ground Transportation services by directing customers to the Ground Transportation Information Counter. Customers looking for loading zones will be directed to Airport signage and directories at the terminal doors and in the loading zones.
- .04-21 Skycaps will not accept incentives from Ground Transportation service providers or refer or recommend one service over another as these activities are deemed soliciting for services in violation of Airport regulations. Violations will be enforced by Section 30 Conduct of Persons Using the Airport.

110.05 Gratuities (Tips).

- .05-1 Skycaps will not solicit gratuities (tips) directly or indirectly from a customer, including soliciting gratuities from other service providers (including Ground Transportation operators) as this is a violation of Airport rules.
- .05-2 Skycaps will not make any comment or visible display of dissatisfaction at either the lack of a tip or the amount of a tip.
- .05-3 In the event that an airline customer should ask what an appropriate tip would be, the answer given will be "Whatever you wish to give."

110.06 Standards of Appearance.

- .06-1 Personal appearance shall reflect cleanliness, good grooming, and alertness.
- .06-2 All skycaps will be in an identifiable uniform consisting minimally of a coat, trousers, shirt, tie and cap. The uniform will be maintained in a clean and pressed condition.

110.07 Identification Badges.

Per FAA regulations, on-duty skycaps are required to wear Airport identification badges which will be attached to the outside of the upper-left side of the outermost garment to be plainly visible at all times. Failure to display identification may result in suspension or dismissal.

110.08 Responsibilities.

- .08-1 Insure compliance with federal, state, local, Airport, and airline rules.
- .08-2 Report immediately all violations of rules, safety violations, security breaches, injuries, accidents, unusual occurrences, or irregularities to Airport Operations.
- .08-3 Maintain skycap offices, facilities, and equipment in a neat and clean condition at all times.
- .08-4 Keep work areas free of litter and potential safety hazards.
- .08-5 Avoid actions that could result in damage to airline and Airport equipment or the facility. Deliberate damage to Airport property, including the revenue control equipment, i.e., Smarte Cartes, ticket dispensers, gates, etc., is prohibited.
- .08-6 Know the location of the various airline facilities, restaurants, novelty shops, ground transportation loading zones, cab loading points, Security Office, etc., in order to provide direction to the general public.
- .08-7 Comply with Airport rules and regulations regarding Airport parking. Skycaps, like other Airport employees, are prohibited from parking in the public parking facilities.

110.09 Specific Procedures.

- .09-1 Skycaps are required to wear Airport identification badges at all times while on duty.
- .09-2 Skycaps will route all baggage and persons destined to sterile areas of the Airport through the security checkpoints.
- .09-3 Skycaps will not deliver parcels or baggage to persons that have already been processed through the security checkpoint without the parcel/baggage itself having been screened.
- .09-4 Skycaps will be alert to theft attempts in the baggage claim areas and report suspicious persons to Airport Security.
- .09-5 Report individuals who appear to be loitering or showing no apparent interest in air travel to Airport Security immediately.
- .09-6 Skycaps will not handle baggage that appears to be purposely left unattended and will report apparent abandoned items to Airport Security immediately.

- .09.7 Skycaps may check with commercial service providers assisting clients at the baggage carousels. Such service providers should secure approval from designated airline skycaps before attempting to remove luggage, from inside the carousels.

110.10 Emergencies.

Report emergencies such as fire, cab accidents, injury, or a sick person to Airport Security immediately.

110.11 Safety.

- .11-1 Extreme caution will be exercised when opening and closing vehicle doors to avoid pinching hands, fingers, or clothing.
- .11-2 Luggage will not be set on the ground where people might fall over it.
- .11-3 Skycaps will not take any carts on the escalators or moving walkways.
- .11-4 Baggage carts and wheelchairs will be handled with care.
- .11-5 Skycaps will use only established crosswalks to transport baggage and baggage carts. No luggage will be transported along Airport roadways, blocking traffic.
- .11-6 Skycaps will not congregate so as to block doorways. Such activity may create a hazard to safe traffic flow.

110.12 Electric Carts.

Operators of electric carts shall maintain and operate electric carts in accordance with the operating procedures published in the Airport Rules and Regulations as may be amended from time to time.

110.13 Smarte Cartes.

- .13-1 Smarte Cartes control units have been located throughout the Airport for the traveling public's convenience. Skycaps shall not sabotage the control units in any manner. 'Out of Service' units should be reported to the Smarte Carte representative as soon as practical.
- .13-2 Skycaps shall not retain Smarte Cartes for resale to the public.

110.14 Baggage Handling - Baggage Claim Area.

- .14-1 Skycaps should determine the location of the emergency shut-off switches at baggage claim devices before an emergency arises.
- .14-2 Skycaps shall assist airline representatives in keeping children off the claim devices.
- .14-3 Skycaps should not attempt to remove objects that become entangled in a claiming device without first stopping the device. The baggage contractor shall be contacted to assist in the removal of objects that the skycap is unable to remove.
- .14-4 Skycaps shall straighten baggage on a claiming device as a matter of routine.
- .14-5 Skycaps assisting a customer with baggage destined to one of the ground transportation counters may terminate their service at the ground transportation counter. The ground transportation counter operator may then assist their customer with baggage. The customer may request the skycap remain with the customer and his/her baggage until the customer boards ground transportation or leaves the area by other means.
- .14-6 Skycaps assisting a customer with their baggage into the Parking Structures shall escort the customer's baggage to the customer's vehicle. The customer shall not be asked to bring their vehicle closer to the terminal.
- .14-7 Skycaps assisting a customer with baggage destined to any authorized passenger loading zone shall escort the baggage with the customer to the authorized waiting area in each zone. Skycaps' assistance shall not terminate anywhere short of the loading zones.
- .14-8 Skycaps assisting a customer with baggage requiring taxi service shall coordinate taxi assignment with the Cab Starter only. Skycaps will not arbitrarily choose a cab and begin loading bags. Customer loading of taxicabs is done at designated points only, and only by Cab Starters, on a first-come first-served basis.
- .14-9 Skycaps escorting baggage for large groups utilizing charter buses shall deliver the group's baggage to the loading zone where the buses will load. Charter buses and other commercial ground transportation service providers are prohibited from loading passengers outside of terminal doors at curbside or in special permit zones unless prior arrangements have been made with the Ground Transportation Office. Skycaps shall not deviate from this policy unless directed to do so by a representative of the Airport Ground Transportation Office. Skycaps should coordinate with groups' escorts to be

sure of loading areas to be used. Luggage carts will not be positioned so as to impede the flow of traffic.

110.15 Baggage Handling – Curbside Ticketing Level.

- .15-1 Skycaps working curbside should spread out as much as possible along the curb to expedite customer handling and to help prevent traffic buildup.
- .15-2 Skycaps should try to meet arriving vehicles whenever possible. The skycap should determine which airline the passenger is traveling on and, if the passenger is traveling an airline other than the airline he is under contract with, assist the passenger in locating a skycap with that airline.
- .15-3 When assisting passengers with their luggage, ensure that the luggage is placed a safe distance from the curb before tagging the luggage.
- .15-4 Skycaps will make every effort to keep passenger traffic from queuing up in the street.
- .15-5 Skycaps shall monitor curbside baggage belts to keep children from playing on the belts.

110.16 Equipment.

Two-wheel dollies, four-wheel carts, and other skycap equipment used to transport baggage shall not be stored in common areas when not in use.

110.17 Staffing.

Skycap staffing levels shall be determined by airline contracted requirements.

NOTICE

The Rules and Regulations of the Denver Municipal Airport System are provided on the website of Denver International Airport, www.flydenver.com, as a convenience to the public. Copies may also be obtained from the Department of Aviation's Technical Services Office. The City Clerk is the official custodian of all City rules and regulations under the Revised Municipal Code of the City and County of Denver, sections 2-91 to 2-100. Official, current versions of these rules and regulations may be obtained at the City Clerk's office. For the Clerk's office location and hours, visit the City's website, www.denvergov.org.