



## Eight airports chose to switch during the COVID-19 pandemic. Here's why they chose **Flagship Aviation**.

One complex transition is challenging. But **transitioning eight custodial services contracts** takes a special kind of facility services partner.



**FlagShip**™  
AVIATION SERVICES

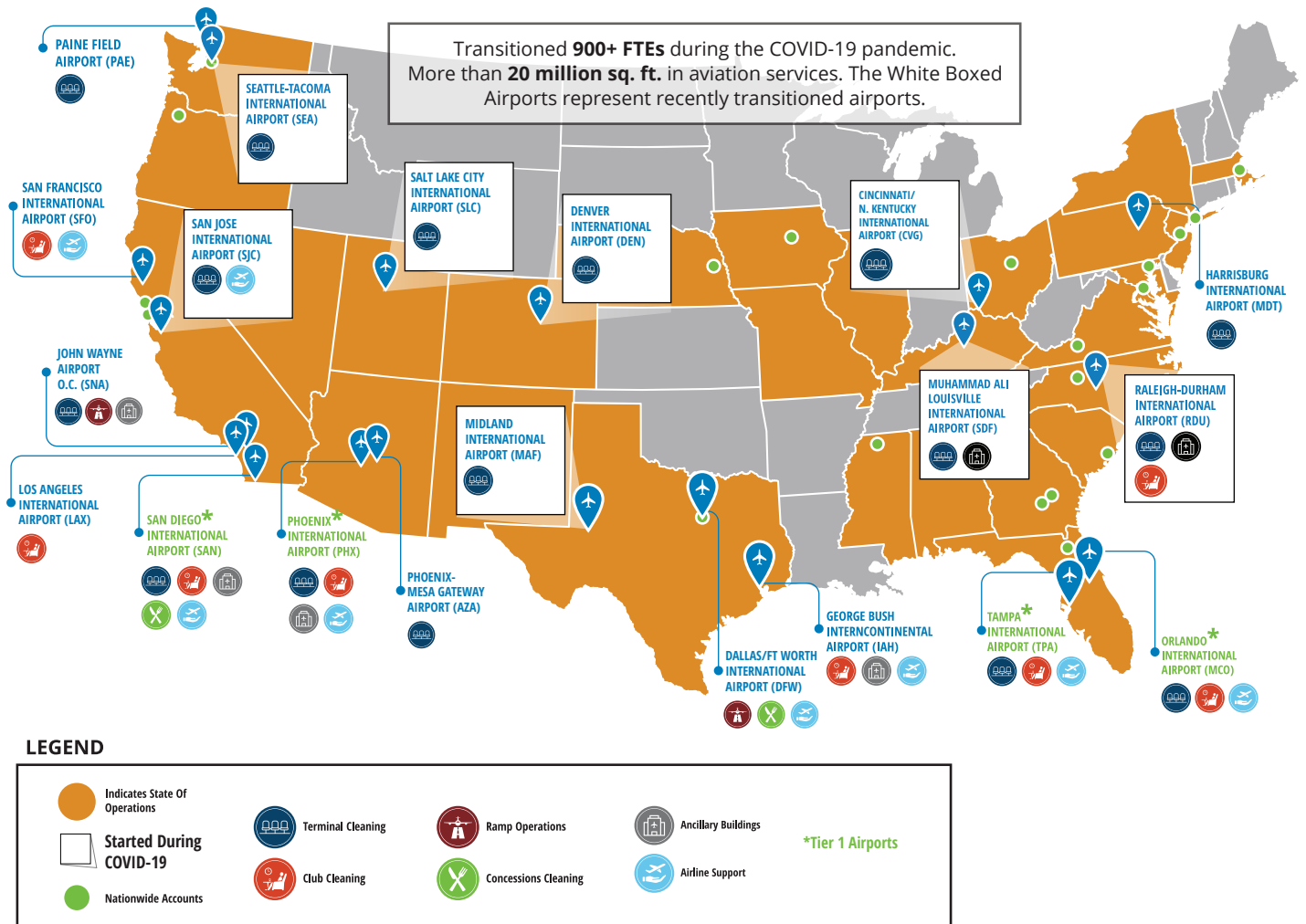
[www.flagshipinc.com](http://www.flagshipinc.com)

**U.S. air travel** has enjoyed continuous growth over the past 15 years. But in 2020, the industry experienced a 60% reduction in passengers almost overnight.

Despite the challenge of maintaining operations with skeleton crews, airports had to adhere to CDC guidelines for the safety of their employees and customers. This became incredibly difficult as access to PPE, disinfectants, and other supplies needed to destroy the virus were constrained.

Flagship's Aviation teams rapidly scaled to ensure employee and passenger safety by:

- ▶ Exercising a strong vendor network to obtain needed disinfectants and equipment
- ▶ Implementing and further developing virtual recruiting, hiring, and training strategies
- ▶ Empowering frontline heroes to do what was needed to protect public health
- ▶ Working with innovative equipment and technology companies to improve process efficiency, flexibility, and adaptability



## The Challenge

Many airports had to go through the process of selecting a contractor for the next contract term period. The airport could choose to stay with their current vendor or take a chance on someone new – and this was not an easy decision.

Airports needed a contractor that could:

- ▶ Improve the health and safety of their environment and reduce the potential for virus spread
- ▶ Transition, hire, and train staff on processes, equipment, and safety requirements
  - Example: Flagship transitioned and trained 380 full-time equivalent employees at DEN and 280 full-time equivalent employees at SLC.
- ▶ Build teams that can act fast, tackle challenges, and make smart decisions with the airport's top priorities in mind
- ▶ Boost passenger confidence with visible, high-touchpoint disinfection
- ▶ Be their partner through the entire ordeal



## The Solution

**Flagship has successfully launched janitorial contracts at eight airports since April 1, 2020, despite the ongoing challenges of the COVID-19 pandemic.**

Flagship established:

- ▶ Virtual platforms and social media to recruit and hire necessary staff
- ▶ An advanced onsite onboarding and training program – complete with social distancing, masks, sanitizer, and all other necessary PPE
- ▶ A partnership with TRAX Analytics to implement technology that improves visibility into passenger trends, peak times of use, personnel saturation, and total cleaning time.
- ▶ Strong partnerships with minority and disadvantaged business enterprises
- ▶ The Tier 1 Diversity Supplier Spend to expand opportunities for diverse suppliers to participate as Tier 1 Suppliers



## The Benefits

There is a newly heightened focus on cleaning, disinfection, maintenance, and building health.

The best ways to strengthen passenger confidence are:

- ▶ Presenting a clean and well-maintained facility
- ▶ Showcasing professional staff consistently disinfecting high-touchpoint areas
- ▶ Implementing advanced technology
- ▶ Improving communication throughout the airport
- ▶ Being transparent with updates and changes

Flagship Airport Ambassadors have been extremely successful at improving passenger confidence. Ambassadors deliver rigorous high-touchpoint disinfection and adapt quickly to passenger needs.

Flagship also implemented IoT and sensor technology that improves accountability and passenger communications. This results in dependable data that drives process improvement and cost efficiencies, while supporting a higher standard of quality throughout the service delivery ecosystem.

Flagship's comprehensive airport services establish confidence with travelers from the moment they enter the airport – and continue building that confidence as passengers move through the airport facility.

## A Future With Flagship

As vaccinations roll out and more people are comfortable flying, the number of travelers will increase at airports.

With larger crowds, building and supporting passenger confidence will continue to be a top priority.

Flagship's flexible and innovative processes can help airports continue to provide a safe and healthy environment.



## Awards & Recognition

During the pandemic, Flagship provided exemplary service that helped partner airports soar. Flagship-serviced airports received recognition, awards, and certificates based on their strong disinfection measures and for protecting the health of passengers.

Here are a few highlights:

- ▶ In 2021, **Tampa International Airport** was named one of the most hygienic airports in North America by Airports Council International.
- ▶ **Denver International Airport, Orlando International Airport, Piedmont Triad International Airport, and Paine Field** received the 2021 Top 10 Best Airports in USA Today's 10 Best Reader's Choice Awards.
- ▶ **Phoenix Sky Harbor International Airport** was recognized for taking preventative safety measures against the spread of COVID-19 and other germs and viruses.
- ▶ **Mineta San Jose International Airport** was the first California airport to earn global accreditation status for having the highest levels of cleanliness and safety.
- ▶ In addition to Mineta San Jose International Airport, Flagship helped **Harrisburg International Airport, Orlando International Airport, and Phoenix Sky Harbor International Airport** earn the Global Biorisk Advisory Council (GBAC) Star Facility Accreditation.
- ▶ The Flagship staff at **John Wayne Airport** received the 2020 President's Award for their commitment to excellence and focus on safety.
- ▶ Flagship teams transitioned **Salt Lake City International Airport** twice in the first six months of service in order to support the phase one debut of the New SLC Airport, which included a new parking garage, gateway center, central terminal, 25 gates at Concourse A-west, and 21 gates at Concourse B-west.

