



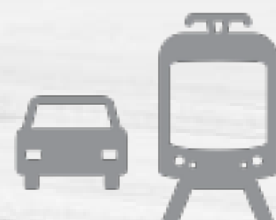
# WRAPm 2023



HMSHOST & HUDSON GROUP

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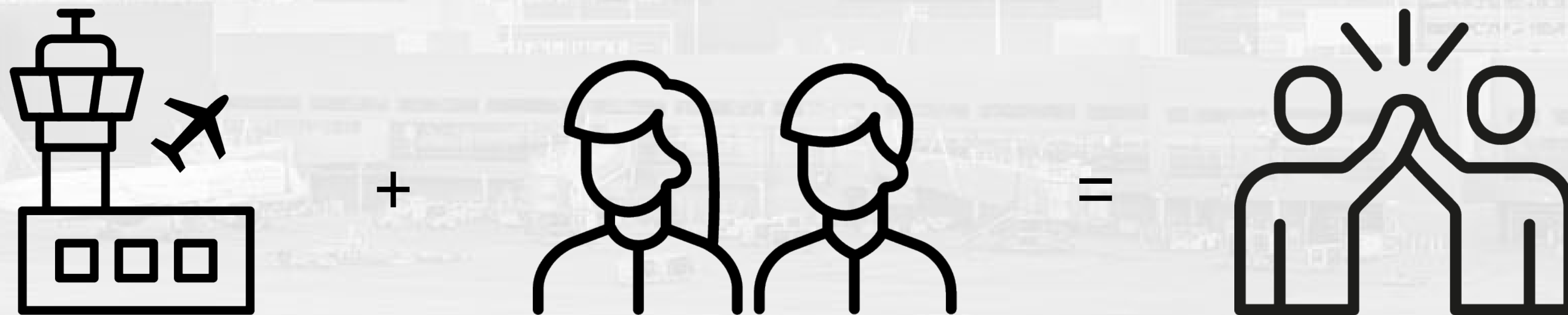
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# Upfront Alignment Around Goals and Intentions

- Support the airlines & traveling public
- Goals & Expectations: Understand what is important to each stakeholder and how goals will be realized most directly





# Efficiency in Pursuit of Goals and Intentions Through Timely / On-Budget Delivery



- Well defined plan development / approval path
- Well documented and complete Tenant Design Criteria along with process for suggesting alternates to TDS approved approaches (i.e. flooring, lighting) with timely responses
- Upfront identification of all Single-Source required providers and the terms which they work under
- Dedicated airport and concession personnel resource for tracking and managing internal process on both sides of the isle



Jimmy John's at Salt Lake City International Airport



# Efficiency in Pursuit of Goals and Intentions Through Timely / On-Budget Delivery



- Guidance and assistance in municipal permitting and approvals (i.e. dedicated airport plan review and inspection teams)
- Established timelines for each review setpoint with intention of honoring timelines
- Linear throughput – a straight line is the shortest distance between two points



Maggiano's Little Italy at Salt Lake City International Airport



# Delivery



- Reduce unnecessary meetings to free bandwidth for the physical delivery on both sides
- Prompt protocol for course of construction problem resolution
- Aviation support of concession delivery needs involving any / all required Single-Source contractors (i.e. roofing, fire suppression, fire alarms, etc.)



Red Rock Brewery at Salt Lake City International Airport



# A Mutual Commitment to Perpetual Process Improvement

- Aviation's open and willing consideration to the ever-changing landscape of the market for materials and processes
- Post delivery Best Practices reviews
- Navigation of prevailing market forces (i.e. supply chain disruptions)
- 11-month warranty inspections involving both teams with intention of witnessing performance of delivered space over time



White Horse Spirits & Kitchen at Salt Lake City International Airport