

3. General

This section establishes conditions relating to the use of Airport facilities, including the limitations and restrictions on commercial activities and the personal conduct and behavior applicable to all persons.

3.1. Accidents/Incidents/Property Damage

- 3.1.1.** Any accident involving injury or death to any person shall be reported immediately to the Airport Police at (424) 646-7911 or 911.
- 3.1.2.** No person or company shall destroy, damage, or deface any Airport property, nor intentionally abandon any company or personal property.
- 3.1.3.** Any person or company responsible for accidents causing damage, disturbance, or injury shall be reported immediately to the Airport Police at (424) 646-7911.
- 3.1.4.** Any accident involving an aircraft and/or a vehicle shall be reported immediately to the Airport Response Coordination Center (ARCC) at (424) 646-5292.
- 3.1.5.** Upon demand by Los Angeles World Airports (LAWA), the company of the employee responsible for the damage shall reimburse the Airport for the full amount of the property repair or replacement.
- 3.1.6.** Any person or company causing or failing to report and/or reimburse the Airport for injury, destruction, damage, or disturbance of Airport property, may be refused the use of any facility until and unless said report and/or reimbursement has been made.
- 3.1.7.** All persons involved in an accident and all witnesses shall remain at the scene of the accident unless otherwise authorized by a LAWA representative.
- 3.1.8.** Any employee who is determined to have caused an accident and/or property damage is subject to citation.

3.2. Advertisements

- 3.2.1.** No person shall post, distribute, or display signs, or circulars (printed or written matter) of an advertising nature at the Airport without written approval of the General Manager or designee.

3.3. Airport Signage and Wayfinding

All posted and surface painted signs (Airside, Landside, Terminals, Ramps) shall be followed and obeyed.

- 3.3.1.** No tenant signage or terminal wayfinding signs shall be installed on the Airport without prior approval from LAWA. All signage and wayfinding shall conform to the requirements of the LAX Signage Standards and LAX Wayfinding Standards which can be found on the following link: [Signage Standards | Los Angeles World Airports](#)

3.4. Animals

- 3.4.1.** No unleashed animals allowed inside the terminals - LAMC Section 171.02.

- 3.4.2.** No animals allowed inside the terminals except leashed licensed service animals or one that is ready for shipment or travel.
- 3.4.3.** All other animals shall remain outside the terminal buildings and shall be leashed or restrained.
- 3.4.4.** Service animals accompanying authorized personnel are permitted to proceed through Security Access Posts to access the AOA. The owner shall be responsible for the service and maintain control at all times.

3.5. Code of Conduct

- 3.5.1.** Intoxicants and Drugs
 - a. Any person, including those who operate a motor vehicle or automotive equipment on LAWA property shall not consume or be under the influence of any intoxicating beverages or controlled substance; nor shall any person possess any alcoholic beverage or controlled substance while in the course of their work assignment.
 - b. Consumption (i.e. smoking), possession, use, display, transfer, distribution, sale, transportation, advertisement, marketing, or growth of any controlled substance, including marijuana, or the possession of paraphernalia on LAWA property is prohibited.
- 3.5.2.** Vandalism and graffiti are strictly prohibited
- 3.5.3.** No person shall block access to electrical/mechanical rooms and panels unless authorized.
- 3.5.4.** All employees shall be responsible for the cleanliness of their areas, the removal of all unserviceable equipment, and proper disposal of all trash and debris.
- 3.5.5.** No person shall place any solids in or pour any liquid other than water down floor drains, manholes, storm water drains, or sewer connections.
- 3.5.6.** Bicycles, skateboards, hoverboards, rollerblades/skates, scooters, rideable luggage, and/or other personal transportation devices, excluding those necessary for medical purposes, are prohibited from operating on any Airport inbound or outbound roadway, terminal roadways, sidewalks, or within terminal buildings except as explicitly permitted by the General Manager. All bicyclists must comply with applicable California Vehicle Code

Bicycles must be parked in designated Airport bicycle racks in compliance with posted signage. Bicycles and/or locks left unattended for more than 30 days may be subject to confiscation. Dockless bicycles, scooters, or other personal transportation devices must be left within five feet of Airport bicycle racks or other designated locations and may not obstruct pedestrian or vehicle circulation. Dockless transportation devices left unattended, more than five feet from a bicycle rack, or obstructing pedestrian or vehicle circulation, shall be subject to immediate confiscation. Entities supplying dockless transportation devices to the public may not use Airport property as a designated pick-up or drop-off location without the express

written permission of the Director. The Airport is not responsible for the loss, theft, or damage of any personal transportation device on Airport property.

- 3.5.7.** Rule 3.3(C)(2) does not apply to the use of bicycles, Segways, or other transportation devices used by on-duty law enforcement personnel.
- 3.5.8.** No scavenging allowed - LAMC Section 66.28.
- 3.5.9.** All company equipment/material shall be housed on their respective company leasehold; any violators will be subject to confiscation.
- 3.5.10.** All persons shall comply with the lawful orders of Airport Operations and/or Airport Police.
- 3.5.11.** No person shall be on the AOA, in the baggage makeup area and/or operate a vehicle/equipment while wearing headsets/earbuds that cover, rest on, or are inserted into both ears. Approved hearing protection and hearing assistive devices are exempt.
- 3.5.12.** No supervisory level employee shall knowingly authorize, approve or direct a subordinate employee to violate any of the LAX Rules & Regulations.
- 3.5.13.** When there is a City, County, or State mandate in effect requiring face coverings in public areas due to a health crisis, all LAX badge holders must wear a face covering and while on airport property when there is, or can be, contact with other employees or the public.

3.6. Commercial Activity

- 3.6.1.** No person while on Airport property shall sell, peddle, trade merchandise/property, request donations, or perform services (including surveys) of any kind without the express written consent of the General Manager or designee.

3.7. Construction Requirements

- 3.7.1.** All tenant construction shall receive prior written consent from the General Manager or designee and conform to the requirements as contained in the tenant's City of Los Angeles Lease Agreement, Section 2 - Improvements and Alterations.
- 3.7.2.** All LAWA and Tenant building, construction, and improvement projects must comply with [LAWA's Sustainable Design and Construction Policy – APPENDIX 01](#). Projects that are not eligible for LEED certification, must abide by LAWA's Sustainable Design and Construction Requirements and coordinate with the LAWA Sustainability Team via sustainability@lawa.org

NOTE: For further information, see the following website for Tenant Projects:
<https://www.lawa.org/en/lawa-tenants-411/construction-approval-process>

3.8. Crane Operations

- 3.8.1.** An aeronautical study (Federal Aviation Administration (FAA) Form 7460-1, Notice of Proposed Construction) shall be conducted whenever temporary obstructions will be

raised/erected at or near the Airport. The operator must comply with all conditions outlined in the aeronautical study determination letter.

NOTE: For further information, go to the Obstruction Evaluation / Airport Airspace Analysis (OE/AAA) website: <http://oeaaa.faa.gov>

- 3.8.2.** The operator shall contact the ARCC at (424) 646-5292 prior to and after completion of temporary obstruction (crane etc.) operations.

3.9. Employment

- 3.9.1.** Airlines and contractors are responsible for ensuring that applicants and employees can work safely in the airport environment. When making these decisions, airlines and contractors are responsible for adherence to the Americans with Disabilities Act (ADA), Air Carrier Access Act (ACAA), Section 504 of the U. S. Rehabilitation Act, and such other rules and regulations that may be in place regarding the selection of individuals for employment at LAWA airports.

3.10. Filming and Photographing

- 3.10.1.** Production companies, airport tenants, students, and all others shall contact the LAX Film Office at (424) 646-6843 or LAXFilmOffice@lawa.org and be issued a permit in advance of any film, video, or photographic projects at the Airport. All permits are approved by the LAX Film Office through Film LA.
- 3.10.2.** Filming activities shall be authorized in approved locations as stated in the permit.
- 3.10.3.** Filming shall not be allowed on any lessee's premises or facilities unless permission is granted by the lessee.
- 3.10.4.** Filming may be denied and the permit revoked for failure to follow the permit's terms and conditions.

3.11. Foreign Object Debris (FOD)

- 3.11.1.** All ramps and leaseholds shall be kept free of FOD at all times.
- 3.11.2.** FOD on VSR and Movement Areas
- All FOD on service roads shall be reported to the ARCC (424) 646-5292 or picked up if safe to do so.
 - All FOD on taxiways and runways shall be immediately reported to the ARCC (424) 646-5292.
- 3.11.3.** Plastic sheeting to cover cargo, pallets or containers shall only be used on the Air Operations Area (AOA) when properly secured to prevent FOD.
- 3.11.4.** Plastic sheeting shall not be disposed of in any public waste receptacles located in the ramp area.
- 3.11.5.** All debris, refuse, and FOD after aircraft servicing shall be disposed of properly immediately.

- 3.11.6.** All non-motorized Ground Service Equipment (GSE) and motor vehicles operating on the AOA shall be free of any trash or debris that may potentially become FOD.

3.12. Special Event Requests

Airlines and other Airport tenants may be permitted to deviate from normal operations as defined herein or by agreement in writing with LAWA, to conduct activities or special events on the airport. Requests will be considered, provided the deviation/event does not negatively impact airport operations or the safety and security of persons at the Airport.

All special events shall have a corresponding approved special event request.

Any special event(s) not approved by the General Manager or designee is/are subject to cancellation.

No airline or other Airport tenant will be permitted to deviate from normal operations for more than seven days each calendar year.

Requests to deviate from normal operations shall be made by completing the Special Event Request/Authorization form provided by Airport Operations available at <https://www.lawa.org/en/lawa-tenants-411/special-event-request-authorization> and submitted to the office of the Director of Operations at LAXEventRequest@lawa.org no less than 30 days prior to the scheduled deviation/event.

The deviation/event shall not exceed a continuous 24-hour period.

All special events shall ensure that trash, recycling, and composting bins (if food is served) are present to allow for proper waste disposal.

All special events are subject to [LAWA's Single-Use Plastic Water Bottle Ban](#) - **Appendix 02.**

3.12.1. Labor Demonstrations

Demonstrations shall not interfere with the flow of passengers and/or interrupt the performance of tenants and employees.

Due to security regulations, no labor demonstrations shall be allowed within restricted areas or the AOA.

NOTE: For any questions regarding demonstrations at the Airport, contact Los Angeles Police Department's (LAPD) Labor Relations Unit (213)486-0630 or LAWA Airport Police (424)646-5292.

3.12.2. Other Special Events

Exhibits and Displays - Exhibits and displays related to the event may be permitted at pre-approved locations during the event. Adequate time for set up and dismantling will be allowed; however, extending displays beyond the event may be considered up to a maximum of 24 hours only.

Signage or Banners - Temporary signage or banners related to the event may be permitted at pre-approved locations during the event. Attach the designs and dimensions for the signs and banners on a separate page and submit them with the form. These must be submitted to and approved by LAWA before they may be installed. Adequate time for set up and dismantling will be allowed; however, signs and banners must be removed at the conclusion of the event.

Ad Hoc Parking - Ad hoc parking at the curb in the Central Terminal Areas is generally prohibited. However, the Requestor may coordinate with Airport Operations and/or Airport Police during planning meetings to facilitate this at set times and locations if necessary.

Clean Up - Requestors and their agencies are responsible for cleaning and restoring the event location and facility to its original set up. Failure to clean, remove trash, and restore the location and/or facility back to its original set up will result in a clean-up service charge imposed by LAWA.

3.13. Loitering

- 3.13.1.** Loitering shall not be permitted on airport property unless conducting official airport business.

3.14. Lost and Found Articles

- 3.14.1.** Any person finding lost articles at the Airport shall deposit them with the Airport Police Division. If found on the airfield, the lost articles shall be placed at Security Vehicle Access Post # 2.
- 3.14.2.** The LAWA Lost and Found Office, located at 5600 W. Century Blvd, Los Angeles, CA, is open from 8 a.m. to 3 p.m., Monday to Friday, excluding holidays and weekends. The Airport Police Lost and Found Unit aims to reunite the public with items left in public areas such as baggage claim, gate areas, and parking lots, but does not handle items left in TSA areas or on aircraft. To inquire about a lost item, submit a claim online, available 24/7, at no cost. Owner verification is required by law (Civil Code § 2080.2) to ensure proper return of items. Articles unclaimed by the owner after the authorized period (91 days) will be turned over to the finder thereof, unless found by LAWA employees.
- 3.14.3.** The TSA handles items left at security checkpoints. Items left behind at TSA security checkpoints are held by TSA for a minimum of 30 days or until the item is reunited with the original owner. Unclaimed electronics will have their memory removed and destroyed to protect personal data after the 30-day holding period. Passengers may pick up their item or authorize someone else in writing to do so. Items can be shipped back to the owner at the owner's expense. <https://www.tsa.gov/contact/lost-and-found>

NOTE: For further information, go to the Lost and Found website:
<https://www.flylax.com/lost-n-found>

3.15. Reflective Clothing

- 3.15.1.** All employers, tenants, permittees, and contractors must provide all respective employees who have access to the AOA or baggage makeup areas with retro-reflective clothing.
- 3.15.2.** All persons on the AOA or in baggage makeup areas must wear retro-reflective clothing.

NOTE: All retro-reflective clothing must meet Class 2 or 3 Type R retro-reflectivity per the Standard for High-Visibility Safety Apparel (ANSI/ISEA 107-2015). Personnel in transit between a vehicle and an adjacent building, flight crewmembers in transit between the terminal building and an aircraft or flight crewmembers within the footprint of their aircraft are exempt from section 3.15.2 (however all personnel are encouraged to wear retro-reflective clothing anytime on the AOA).

3.16. Passenger Baggage Carts

- 3.16.1.** Passenger baggage carts (Smarte Carte) are for passenger use only. No badged or uniformed employee shall utilize a passenger baggage cart anywhere in the Airport unless when assisting passengers, present or not present.
- 3.16.2.** No badged or uniformed employee may transport company materials using passenger baggage carts.
- 3.16.3.** No passenger baggage carts allowed on escalators or moving walkways.

3.17. Security and Airport Safety Enforcement (SAFE) Program

- 3.17.1.** The Security & Airport Safety Enforcement (SAFE) program **Appendix 03 - [SAFE Program](#)** is an awareness and enforcement program designed to promote the safety and security of the airport through the enforcement of LAX Rules and Regulations, LAX Airport Security Program and applicable Code of Federal Regulations, State of California regulations and City of Los Angeles regulations. The SAFE program does not limit or otherwise replace any other laws, rules or regulations.

3.18. Shutdown Requests (Area/Utility)

- 3.18.1.** All contractors, prior to commencing work, shall have a corresponding approved Area Shutdown Request (ASR)/Utility Shutdown Request (USR).
- 3.18.2.** All contractors shall adhere to the specific terms and restrictions of the ASR/USR. Failure to do so is subject to cancellation of the contractor's work by the General Manager or designee.

NOTE: ASR/USRs are approved individually and may deviate from standard protocols (Equipment sharing, staging, etc.). Related questions may be submitted to SCC@lawa.org

3.19. Smoking

The provisions of this subsection shall be interpreted and applied pursuant in the same manner as provided in LAMC Section 41.50. Accordingly, the use of electronic smoking devices is prohibited anywhere smoking of tobacco is prohibited.

- 3.19.1.** No person shall smoke cigarettes, cigars, pipes, or carry any open flames on the AOA except in the designated smoking areas outlined. All controlled substances, including marijuana are strictly prohibited on LAWA property. **See Appendix 04 - [LAX Designated Smoking Areas](#).**
- 3.19.2.** The use and possession of e-cigarettes and vaping devices is prohibited on the AOA.
- 3.19.3.** Buildings - Smoking is prohibited inside any building at the Airport except in designated rooms, buildings, or other areas in which “Smoking Permitted” or similar signs are prominently displayed. (LAMC Sec. 41.50 and Sec. 171.06). Any projects seeking LEED certification must communicate the no-smoking policy to occupants and have in place provisions for enforcement or no-smoking signage.
- 3.19.4.** Outside Public Area – Smoking is prohibited within at least 20 feet of a main exit, entrance, operable window, or inside of a public building (California Government Code, 7597). Some locations may have more restrictive requirements posted (e.g., projects seeking LEED certification which require 25-foot buffers).

3.20. Soliciting

- 3.20.1.** No person or organization shall solicit and receive funds in any terminal at the Airport without approval from the General Manager (LAMC Sec. 171.07).
- 3.20.2.** Solicitors shall not interfere with the flow of passengers and/or interrupt the performance of tenants and employees.

3.21. Trash, Recycling, and Composting

- 3.21.1.** All LAX terminal tenants and LAWA Operations must uphold the LAX Waste Guidelines in their managed areas. Passenger-facing trash and recycling waste bins must be paired. Food courts must also include passenger-facing compost bins. Bins must be labeled as outlined in the LAX Waste Guidelines (**Appendix 05 - LAX Waste Guidelines**).
- 3.21.2.** No person shall place, discharge, or deposit in any manner paper, trash, rubbish, litter, or other refuse anywhere on the Airport including ramps, stairwells, jet bridges, parking areas, etc., except in proper receptacles and other places designated by LAWA. To prevent leakage or discharge, all trash must be secured when transported. All trash must be disposed of properly; any spillage must be cleaned up immediately in an effective manner.
- 3.21.3.** All wood pallets, cardboard, glass, paper products and plastic waste shall be deposited in proper recycling receptacles.

- 3.21.4. All organic material collected in the terminals shall be deposited in proper organics recycling receptacles.
- 3.21.5. No person shall deposit recyclable items outside the receptacle.
- 3.21.6. No person shall remove any recycled or other material from receptacles with the exception of authorized personnel.
- 3.21.7. All trash cans/bins/dumpsters located on the AOA, when equipped with wheels, shall have an internal (built-in) wheel locking device to prevent inadvertent movement. The device shall be engaged whenever the unit is left unattended. If not so equipped the wheels shall be removed.
- 3.21.8. All trash cans/bins/dumpsters located on the AOA shall have a lid/cover which shall be fixed to the unit and left in the closed position when unattended and in a manner, which prevents FOD.
- 3.21.9. All trash cans on the AOA shall be secured to prevent inadvertent movement.
- 3.21.10. All trash cans/bins/dumpsters on the AOA shall have the proper LAWA labeling on all sides of the receptacle denoting the accepted waste stream.
- 3.21.11. All trash cans/bins/dumpsters shall have a minimum of 3" diameter reflectors or reflective tape on all sides.

3.22. Unmanned Aircraft Systems (UAS, Model Aircraft, or Drones)

- 3.22.1. The use of unmanned aircraft systems (UAS) is subject to several regulations: it requires prior authorization from the LAX air traffic control tower if within 5 miles of airport property, must not interfere with crewed aircraft, and must remain within the operator's visual line of sight using natural vision. Operations are restricted to daylight hours, below 400 feet, and at least 25 feet away from individuals except the operator and helpers. Additionally, Model Aircraft and Civil UAS must comply with federal aeronautics regulations, temporary flight restrictions, and must not be operated recklessly. Violations of these rules are considered misdemeanors, except for Public UAS operated under FAA authorization (LAMC Sec 56.31) and violators may be subject to fines.

3.23. Wildlife Hazard

- 3.23.1. In accordance with FAA Regulation CFR 14 Part 139.337, no person shall feed, provide habitat, or otherwise introduce or encourage the introduction of factors on the Airport that attract or may attract birds and other wildlife.

3.24. Americans with Disabilities Act (ADA)

- 3.24.1. All tenants must notify LAWA's Office of Disability Awareness, Compliance, and Accessibility at ADAOffice-LAWA@lawa.org on a quarterly basis of all ADA-related complaints that they have received, results of their investigation, and the action that was taken.

- 3.24.2.** Wheelchair service providers, regardless of CSPLA status, must submit monthly metrics (wheelchair usage reports or WURs), by the 15th of the following month (e.g., January metrics must be submitted by February 15th, etc.) and in an approved format.
- 3.24.3.** Wheelchair, ground transportation, and other service providers, agencies or entities identified in a complaint submitted to the LAWA ADA Office will respond to requests for information from the LAWA ADA Coordinator related to any investigation or inquiry within seven (7) business days.

NOTE: See section 5.1 for additional ADA regulations