

APPENDIX 10

**Policies and Procedures
Denver International Airport**

Shutdown Requests
Division of Airport Infrastructure Management



Policies and Procedures

Denver International Airport

Shutdown Requests

Division of Airport Infrastructure Management

**AS MODIFIED BY DEN FOR USE ON THE
PROJECT #201735867**

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Purpose

The purpose of this document is to record the policies and procedures required to conduct a Shutdown for equipment and properties at Denver International Airport.

Shutdown

Shut down means any material disruption or displacement of normal Core Airport Operations or Concession activities, Building Systems or Utility Systems

Service Owner

The Shutdown Service Owner is, as of February 10, 2014, [Dave LaPorte], SVP Airport Operations. The Service Owner will be accountable for the service, service requirements, and will represent the service to customers. The day to day administration for this service will be facilitated by the DEN designee assigned to the Project.

Process Manager

The Process Manager will be the Maintenance Control Center (MCC) Supervisory group. The Process Manager works with the Service Owner to plan and coordinate activities, prioritize, and make improvements. The Process Owner also monitors and reports on process performance to ensure services run smoothly.

Scope

The scope of this document does not include the reasons for a Shutdown or any of the Work performed during the Shutdown. Instead, this document governs the process of requesting a Shutdown as well as tracking and recording the request.

Policies

Submitting Shutdown Requests

Before submitting a Shutdown Request using the procedure described herein, Developer shall present to the Owner, for Owner's review and comment, the content of the Shutdown Request, including any mitigation strategies proposed by the Developer to limit the impact of the Shutdown on [Core Airport Operations].

- Airfield Shutdowns must be submitted at least 72 hours prior to the Shutdown start date.
- All other Shutdowns must be submitted at least five (5) business days prior to the Shutdown start date.
- All Shutdown Requests submitted after February 9th, 2014, must be submitted using the online form shown on the following page. Maintenance Control uses this as the database of record and therefore all shutdown requests must be processed there.
- The Shutdown cannot proceed unless all approving groups listed in table 1 of this document have approved the request. If any of the groups rejects the request, Developer may not proceed with the Shutdown.

Approving Shutdown Requests

- The Shutdown Requests must be presented to, and approved by, each of the approving groups as listed, by type of Shutdown Request, in table 1 of this document.
- Each approving group must respond to the initial request with approved or rejected within 72 hours of submission. It is the responsibility of each member of the approving groups to ensure their group responds.
- All approving group members must be aware of their out of office schedules. If a temporary stand-in will be required, [Amé Tabor] must be notified of the temporary approver at least 48 business hours prior the original member leaving the office. It is the responsibility of the approving groups to make sure that each temporary approver is capable of approving Shutdowns and fully understands the process.

It is the responsibility of each approval group to ensure this is the most current list. Any changes to this list should be sent to the MCC Supervisors email group. Every approving group should have at least two members to ensure response times are met and backups are in place.



Shutdown Request Form

The Shutdown Request form manages the submission and approval of requests to shut down facilities at Denver International Airport. Once submitted, the approval workflow requests approval from the required Approval Groups, tracks the Request Status, and notifies all parties of the progress.

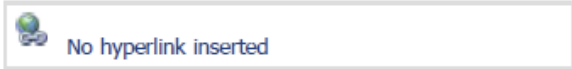

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Shutdown Request Details

Request ID	<input type="text" value="Request ID Pending"/>																								
Request Submitted By	Folken, Diane - DIA (any DEN user has access) Kramb, Mitchell - DIA																								
Status	<input type="text" value="Draft"/>																								
Request Name (Title)	<input type="text"/>																								
Shutdown Request Types (all that apply)	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Select from:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Airfield</td> <td style="width: 33%;">Autowalk</td> <td style="width: 33%;">Electrical</td> </tr> <tr> <td>Elevator</td> <td>Escalator</td> <td>HiTech (Elect. Sys)</td> </tr> <tr> <td>HVAC - cool</td> <td>HVAC - heat</td> <td>HVAC - vent</td> </tr> <tr> <td>Life Safety - FA</td> <td>Life Safety - FP</td> <td>X-Rays</td> </tr> <tr> <td>Plumbing - gas</td> <td>Plumbing - sewer</td> <td>Plumbing - water</td> </tr> <tr> <td>Roadway</td> <td>Security - CCTV</td> <td>Technologies</td> </tr> <tr> <td>Ctrl Sys - Honeywell</td> <td>Temp Ctrl Sys - Johnson</td> <td></td> </tr> <tr> <td>Tenant - Hood Cleaning</td> <td>Tunnel - AGTS</td> <td>Tunnel - BHS</td> </tr> </table> </div>	Airfield	Autowalk	Electrical	Elevator	Escalator	HiTech (Elect. Sys)	HVAC - cool	HVAC - heat	HVAC - vent	Life Safety - FA	Life Safety - FP	X-Rays	Plumbing - gas	Plumbing - sewer	Plumbing - water	Roadway	Security - CCTV	Technologies	Ctrl Sys - Honeywell	Temp Ctrl Sys - Johnson		Tenant - Hood Cleaning	Tunnel - AGTS	Tunnel - BHS
Airfield	Autowalk	Electrical																							
Elevator	Escalator	HiTech (Elect. Sys)																							
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Ctrl Sys - Honeywell	Temp Ctrl Sys - Johnson																								
Tenant - Hood Cleaning	Tunnel - AGTS	Tunnel - BHS																							
DIA Dept. Supervisor / Project Manager	(DEN Employee)																								
DIA Contact Person	(DEN Employee to call with questions)																								
Additional Contact																									
Contact Radio Channel (N/A if no radios)	<input type="text"/>																								
Contact Radio Call Sign	<input type="text"/>																								
Contact Cell Number	<input type="text"/>																								
Requester Name	<input type="text"/>																								
Requester Company	<input type="text"/>																								
Requester Contact	<input type="text"/>																								
Requester Office Number	<input type="text"/>																								
Requester Cell Number	<input type="text"/>																								
Requester Home Number	<input type="text"/>																								

(Continued on next page)



Shutdown Date and Time	<input type="text"/>	<input type="text"/>
Shutdown Completion Date and Time	<input type="text"/>	<input type="text"/>
Shutdown Purpose	<input type="text"/>	
Shutdown Specific Locations	<input type="text"/>	
Shutdown Equipment Affected	<input type="text"/>	
Vendors Affected	<input type="text"/>	
Shutdown Request Files		
Attachments		

Required Approvals

Approval ID	Approval Group	Approval Status
<input type="text"/>	<input type="text"/>	<input type="text"/>

Comments

Add Comments



Emergency Shutdowns

If a Shutdown is determined to be necessary due to an Emergency (defined as either a health/safety issue or the risk of additional damage), a manual approval process is available (below). If the Shutdown proceeds without approval, the Shutdown must still be entered as a request after the fact. The system will not allow entry of a historical date, so the current date and time will be entered with an explanation in the conditions field or comments section as to why a Shutdown was made necessary by an Emergency. To avoid confusion, Shutdown Requests should be submitted as early as possible.

In the event of an emergency, provide the Shutdown Request information via email to DEN contact person so they can send the Shutdown Notification to all appropriate approving groups. Shutdowns must be submitted at least five (5) business days prior to the Shutdown start date and Emergencies should be an exception due to safety and eminent damage.

The screenshot shows an email interface with the following fields:

- To...:** A list of email addresses with checkboxes, including Chhim, Sokhorn - DIA; Lovshin, John - DIA; Brown, Candace - DIA; Lopez, Alisha - DIA; Armstrong, Liza - DIA; Karstetter, James - DIA; Papadimitropoulos, Georgios - DIA; Player, Sylvester - DIA; Povdock, Matthew - DIA; and Siefken, Todd - DIA.
- Cc...:** An empty text input field.
- Bcc...:** An empty text input field.
- Subject:** Manual Approval Request - SharePoint Server Maintenance Shutdown Request - AGTS
- Message Body:** A Manual Approval is requested for the following item. Please Respond with APPROVED in the Message Body for your Approval Group. [SharePoint Server Maintenance Shutdown Request](#)
- Table:**

Approval Group	Status (Approved/ Rejected/...)
AGTS	
Security	
Maintenance Control	

[Example of Manual Approval Request due to Emergency](#)

Changing a Shutdown Request

Shutdown Type, Date, Time or Location cannot be changed. It is possible to edit Contact Names or Numbers and Vendors or Equipment Affected. Should you need to change the Date or Time, the Shutdown request must be cancelled and resubmitted with updated information.



Shutdown Types and the Required Approval Groups

The following table provides a list, by Shutdown type, of the approving groups which shall be included in the Shutdown Request.

		Approving Groups														
		AGTS	Airport Security	Baggage	Engineering	Kone	Maintenance - Facilities	Maintenance - Fire Protection	Maintenance - HiTech1	Maintenance - HiTech2	Maintenance - HVAC	Maintenance - Plumbing	Maintenance Controls	Maintenance - Security Doors	Operations	Technologies
Shutdown Request Types	Autowalk				X						X	X	X			X
	Electrical	X						X			X	X		X	X	X
	Elevator	X			X						X		X	X		X
	Escalator				X						X		X	X		X
	HiTech Electronic Systems	X						X			X			X		X
	HVAC - Cooling								X		X			X	X	X
	HVAC - Heating					X			X		X			X	X	X
	HVAC - Ventilation					X			X		X			X	X	X
	Life Safety - Fire Alarm	X					X	X			X			X	X	X
	Life Safety - Fire Protection	X					X	X		X	X			X	X	X
	Plumbing - Natural Gas										X	X		X	X	X
	Plumbing - Sewer										X	X		X	X	X
	Plumbing - Water										X	X		X	X	X
	Airfield				X						X			X		X
	Roadway - Landside				X						X			X		X
	Security - CCTV		X						X		X			X	X	X
	Technologies	X	X								X			X	X	
	Temp Ctrl Sys - Honeywell									X	X			X	X	X
	Temp Ctrl Sys - Johnson									X	X			X	X	X
	Tunnel - AGTS										X			X		X
Tunnel - Baggage	X	X	X							X			X		X	
X-Rays		X								X			X		X	

Table 1

Compliance/Auditing

Failure to comply with the policies described within this document will result in Shutdown Requests being rejected. Users failing to comply with this Policy may be subject to disciplinary actions. At the direction of Airport Legal Services, audits may be conducted to ensure compliance with this Policy. Additional steps to ensure compliance may also be taken.