

2021

COVID-19 PLAYBOOK

Maintaining a safe environment for our guests
and Crewmembers



OUR COMMITMENT

MAINTAINING A SAFE ENVIRONMENT IN THE FACE OF COVID-19

As one of OTG's core values, **safety** has always been top-of-mind when operating in our spaces for the sake of both OTG Crewmember and guest.

Now more than ever, it is critical we are mindful of keeping each other safe while providing our guests the world class airport experience OTG prides itself on.

This playbook is a guide on what OTG is doing as a company to ensure we stay ahead of the situation and maintain a safe experience for the OTG Crewmember and guest.

WE ARE OTG

OTG

WORKING SMART, TRAVELING SAFE

Ensuring Safety & Social Distance



Barrier Installation

Shield guards and other barriers have been installed between guest and Crewmember wherever feasible.



Occupancy Awareness

Closely monitored at all restaurants and markets to ensure compliance with local and state mandates.



Spacing & Layout

Distance between tables, seats barstools are maximized to ensure appropriate physical space between travel parties.



Increased Cleaning & Sanitation

Shield guards and other barriers have been installed between guest and Crewmember wherever feasible.



Contactless Experiences

All restaurants and markets offer contactless ordering + payment methods, keeping guest and Crewmember safely spaced.



Safely Staffed

All locations strategically staffed to ensure safe, appropriate distancing between Crewmembers.



Sanitizing Stations

Hand sanitizing stations have been installed and are frequently refilled throughout restaurants and markets.



Clear Communication

Across all airport locations, local state and federal mandates are all clearly communicated throughout.

MOVING FORWARD TOGETHER

A Safer Travel Experience

As guests and Crewmembers continue to return to our terminals, OTG is fully committed to ensuring a safe experience across all its airport locations.

Understanding that health and safety precautions are constantly evolving in each market we are in, OTG has put in place the teams and resources to ensure it is always one step ahead.

Contact

For questions or concerns, please feel free to contact us at any time.
hello@otgexp.com

We're looking
forward to
having you back!

