

MEMORANDUM

Aviation Department

To: All Terminal Operators, Fixed Based Operators, and Airport Partners
From: Huntley A. Lawrence
Date: April 15, 2021
Subject: **Director's Bulletin (# 21-01) - GBAC STAR Facility Accreditation**
Copy To: O. Astacio, C. Callahan, A. Dagnachew, C. Everett, J. Gill, K. Haley, S. McKeon,
E.J. Mullins, A. O'Donnell, K. O'Driscoll, T. Rizzuto, M. Sheridan, D. Stearns, A. Vero

I am pleased to inform you that JFK, EWR, LGA, SWF and TEB, the five airports operated by The Port Authority of New York and New Jersey, have received the Global Biorisk Advisory Council (GBAC) STAR Facility Accreditation effective April 15, 2021. The GBAC STAR Accreditation Program is the gold standard for demonstrating adherence to best practices for cleaning of facilities and employs a rigorous risk-based assessment to tailor cleaning and disinfecting regimens to specific spaces within each facility or conveyance. In addition to helping design effective cleaning and disinfecting procedures and regimens, GBAC also provides best-in-class training for cleaning staff, supervisors, and managers, and it evaluates and advises on health and safety policies, regulatory compliance, and environmental controls. To date, just 35 other airports worldwide have achieved this accreditation.

The following terminals and fixed based operators have achieved the GBAC STAR Facility Accreditation at our airports:

JFK: Terminals 1, 4, 5, 7, 8, Sheltair, General Aviation Building
LGA: Terminals A, B, C, D, Sheltair
EWR: Terminals A, B, C, Signature Flight Support
TEB: Atlantic Aviation, Jet Aviation, Meridian, Signature Flight Support
SWF: Terminal, Atlantic Aviation, Signature Flight Support

This accreditation was achieved through the cooperation and effort of hundreds of employees across our airport system. Over the last six months, we have held over 150 meetings and virtual walkthroughs, have trained more than 270 employees and supervisors in specialized cleaning and disinfecting principles, and have submitted thousands of pages of documents, photos, and videos as part of our applications for each airport.

Throughout the COVID-19 pandemic, we have followed best practices to ensure our response was aligned with world-class standards. Our actions were informed by health care experts as well as research that assessed consumer sentiment. To instill a sense of confidence and trust in our airports, we sought validation by industry experts of the best-in-class protocols we adopted. In November 2020, Airports Council International (ACI) awarded all five of our airports its Airport Health Accreditation (AHA), providing independent, third-party validation of the industry-leading health and safety measures we implemented together. And now, through the American Association of Airport Executives (AAAE), in partnership with

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ISSA, the largest global cleaning industry trade association, we have achieved the Global Biorisk Advisory Council (GBAC) STAR Facility Accreditation, demonstrating the effectiveness of cleaning and disinfecting regimens for public facilities at all our airports.

It is important that we communicate to customers and employees that we are doing everything we can to keep them safe, and they don't have to just take our word for it – we have the accreditations to prove it. Communication of our accreditations will start pre-travel and end as our customers exit our airports. As with the ACI AHA accreditation, the Port Authority is sharing news of the GBAC accreditation via social media, our websites, our agency blog, and to media outlets, and we ask that our partners equally share this important news. We have designed signage for terminals, FBOs, and ground transportation assets that include the ACI AHA and GBAC STAR logos. Signage, communication, and terminal announcement guidelines are forthcoming from the airport General Managers.

While we celebrate our achievement today, our commitment doesn't stop here. As passenger volumes grow, we must maintain our focus on continuous improvement. Based on feedback from GBAC, the Port Authority will implement a Continuous Improvement Program, guided through monthly check-ins with GBAC to stay abreast of any changes in regulatory health and safety guidance. Through this Continuous Improvement Program, we will establish minimum standards for cleaning and disinfecting procedures for infectious disease prevention and standards for training of cleaning staff and supervisors. EJ Mullins, Program Director, Customer Experience, will serve as Continuous Improvement Program Lead, in coordination with the following airport leads: EWR – Sami Albishara, JFK – Michael Driscoll, LGA – Jessica Gummerman, SWF – Arlene Riveroso, TEB – Rick Vander Wende. More details will be issued in future communications from the airport General Managers.

Thank you to you and your staff for your partnership in the achievement of this accreditation, which is crucial to instilling confidence to win back our customers. I look forward to your ongoing cooperation as we build a culture of continuous improvement and maintain the GBAC STAR Facility Accreditation each year moving forward.

Huntley A. Lawrence
Acting Chief Operating Officer
Director, Aviation Department