

## PRESS RELEASE

### **Airport Restaurant/Retail Operators Emphasize Safety Guidelines to Protect Air Travelers**

*Guidelines based on CDC/health organization recommendations and national restaurant industry guidelines*

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(December 10, 2020) The Airport Restaurant & Retail Association (ARRA) endorses the COVID-19 safety guidelines of the National Restaurant Association and the Centers for Disease Control to ensure effective, comprehensive safety and sanitization precautions and procedures are implemented consistently by ARRA members at airports across North America. As the advocate for airport restaurant and retail operators, including many small, minority- and women-owned businesses that have been markedly impacted by the precipitous drop in travel, ARRA is encouraging its members to adopt these safety guidelines as they adapt to the unpredictable aviation environment and implement practices and procedures to protect air travelers.

The guidelines offer ARRA members and concessions businesses in airports a single source to maintain infection controls and help protect employees and passengers from transmission. These guidelines adhere to data and guidelines offered by the Centers for Disease Control and Prevention (CDC), Food and Drug Administration (FDA) and Occupational Safety and Health Administration (OSHA), and include continuous training and frequent hand washing by employees, wearing masks, social distancing, effective cleaning and sanitization procedures, managing space limitations and queuing in stores and restaurants, touchless technology for ordering and purchases, and other measures.

“Our members are doing everything they can to survive the dramatic loss of passengers caused by COVID-19. ARRA members are joining with airlines and airports on measures to protect against the infection and transmission and to ensure passengers have the safest experience,” said Rob Wigington, ARRA’s Executive Director.”

Airport concessionaires lost more than 90% of their business in the first months of the pandemic, and continue to suffer great losses while air traffic hovers around 65% below normal. ARRA forecasts that airport restaurant and retail concessionaires will lose \$3.4 billion by the end of 2021.

The National Restaurant Association’s guideline document entitled, “Safe Operating Guidance” was updated in November 2020 and builds upon already established best practices regarding health and safety policies and procedures. The Centers for Disease Control provides extensive guidance for Airport Retail and Food Service Workers and Employers in the Workplaces and Businesses section of the website.

“Operating a restaurant or retail store in an airport is dramatically different from operating street side, but it’s vital we have one set of standards given the enormous challenges we face as operators given the steep decline in passengers and the costs associated with implementing new standards,” said Bill Casey, Chief Executive Officer of Phase 2 Hospitality, LLC and an advisor to the ARRA Board of Directors.

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## About Airport Restaurant & Retail Association

The Association's mission is to work collaboratively with aviation-industry trade associations and the airport community on matters of policy decision-making with a collective impact on restaurant/retail members. As members of the airport communities we serve, ARRA members have an expertise and understanding of best practices in the complex aviation restaurant and retail operational environment. Our knowledge can ultimately deliver powerful solutions of benefit to our airport partners. For more information, visit [www.arra-airports.com](http://www.arra-airports.com).