

EXHIBIT H

- Maintenance and Repair Standards –

Per the requirements set forth in Article 15 of the Lease Agreement, the Operators and Operator shall operate and maintain the Consolidated Rental Car Facility and Consolidated Rental Car Facility Site based upon the following Operations and Maintenance Standards and Requirements.

Operations

The Consolidated Rental Car Facility and the Consolidated Rental Car Facility Site is intended to be in operation twenty-four (24) hours per day and seven (7) days a week. The Consolidated Rental Car Facility and Consolidated Rental Car Facility Site will be operated to meet the needs of the employees, customers and visitors as reasonably defined for a rental car concession.

Additional Operational standards and requirements include:

1. The Facility Manager, or approved alternate, and Fuel Facility Manager, or approved alternate, will be available twenty-four (24) hours per day and seven (7) days a week. The Facility Manager and Fuel Facility Manager will maintain up to date contact information with the Port.
2. The Facility Manager shall develop a customer comment process that includes the ability to receive, track, and respond to customer comments in a timely fashion. The customer comment process will be developed with Port staff and will require Port approval prior to its implementation or any significant future modification.
3. The Facility Manager shall be responsible for managing and providing luggage carts free of charge to the rental car customers for use in the Consolidated Rental Car Facility.
4. The Facility Manager shall be responsible for the initial keying and future re-keying of the Consolidated Rental Car Facility except for those areas identified as Reserved Areas (as defined in Exhibit C-5).
5. The Facility Manager and Fuel Facility Manager shall provide to the Operators the training necessary to operate the equipment and systems in the Consolidated Rental Car Facility, specifically the QTA Areas.

6. The Facility Manager shall provide solid waste and recycling services for the Consolidated Rental Car Facility and Consolidated Rental Car Facility Site, including the compacting equipment located adjacent to the Customer Service Building and QTA Areas.
7. The Facility Manager shall operate and manage the employee parking area located on the fifth floor of the Consolidated Rental Car Facility, The Port will require the use of a portion of the employee parking area in support of the Common Busing operation and the maintenance and repair of the Special Building Systems and Special Airport Systems.
8. The Facility Manager shall operate and maintain the access control system located on the fifth floor, the access to the Perimeter Road, and each QTA Areas access to the Perimeter Road. The Port will require the use of the access control system in support of emergency response requirements, the Common Busing operation, and the maintenance and repair of the Special Building Systems and Special Airport Systems.
9. The Facility Manager and Fuel Facility Manager shall develop an emergency plan for the Consolidated Rental Car Facility and Consolidated Rental Car Facility Site. The emergency plan will be submitted to the Port for review and comment thirty (30) days before the Opening Date.
10. The Facility Manager will prepare a monthly utility and operating cost report that identifies the amounts billed to each Operator (both Exclusive Use Area and Common Use Area costs), each Non-Rental Car Concessionaire, and the Common Transportation System and will include the methodology used to calculate these costs. A copy of this report will be sent to the Port each month.
11. The Facility Manager shall act as the delegate and representative to law enforcement on behalf of the Operators in reference to the Consolidated Rental Car Facility and Consolidated Rental Car Facility Site in its entirety as to matters of public safety, including removal of trespassers and calls for police assistance.

Custodial Standards

The Facility Manager shall be responsible for custodial services within the Consolidated Rental Car Facility and Consolidated Rental Car Facility Site. The Facility Manager will prepare a custodial plan that is consistent with current Port custodial standards for the Terminal. The custodial plan will be developed with Port staff and will require Port approval prior to its

implementation. The custodial plan will be included in the Operations Manual and updated annually with the Operations Manual.

Common Way Finding Signage

The Facility Manager shall be responsible for the upkeep and repair of common way finding signage, both pedestrian and vehicle oriented, located within the Consolidated Rental Car Facility and on the Consolidated Rental Car Facility Site, and specifically including the rental car company tenant inserts.

Landscaping

The Facility Manager shall be responsible to Consolidated Rental Car Facility Landscaping. The specific standards will be determined following determination and installation of the landscape improvements. In addition. The Consolidated Rental Car Facility Site landscaping shall be maintained in accordance with public safety requirements as requested by the City of SeaTac and the Washington State Department of Transportation.

The Port reserves the right, at its sole discretion, to modify these Operations and Maintenance Standards and Requirements with thirty (30) days written notice to the Operators.