



Clear for Takeoff

Oakland International Airport

Concessions

Emergency Repair Procedures - Steps to Follow

If you are an OAK tenant with a **maintenance emergency** requiring immediate attention, please contact:

Airport Operations at (510) 563-3361

MAINTENANCE EMERGENCIES: [What is the definition of a Maintenance Emergency?](#)

- Water leak/plumbing problem originating in a Tenant's Premises and affecting or expected to affect the Common Area or another direct tenant's premises or Port premises
 - Fire, Smoke, Sparks, Noxious Odor
 - Point of Sale (POS) Equipment (e.g., cash register) failure
 - Utilities or equipment outage (electricity, gas, water) impacting Tenant's business operation
 - Emergency Repairs: Within 24-hours of emergency repair work, Tenant must submit the Security Escort Clearance Check ("SECC")
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STEPS TO FOLLOW

1. Notify Airport Operations (510) 563-3361 of your need for emergency repairs.
 - a. State that you will contact Airport Ops again with the **estimated time** that your contractor will arrive at a pre-security location and will also have in its possession a **completed Tool Control Plan** ("TCP"). This is the estimated time that the contractor is ready for the **Tool Inspection and Inventory** to be performed by an Alameda County Sheriff's Office ("ACSO") Deputy.
2. Notify your neighboring tenants that may be affected by your emergency. For example, if you have a plumbing leak, notify tenants adjacent to your site and any 1st floor tenants. You may request that Airport Operations assist you with this notification.
3. Notify your contractor.
 - a. Get contractor's estimated time of arrival
 - b. Complete the **Tool Control Plan** ("TCP") with your contractor either over the phone or upon contractor's arrival at a pre-security location
4. Notify Alameda County Sheriff's Office ("ACSO") Duty Sergeant of your contractor's approximate arrival time at either the M104 roadway security checkpoint to access the Terminal 1 Loading Dock or the M371 roadway security checkpoint to access the Terminal 2 Loading Dock. Request that access is granted if your contractor passes the vehicle inspection.



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5. Contact Airport Operations (510) 563-3361. Provide the estimated time that the contractor will be ready for the **Tool Inspection and Inventory** to be performed by an Alameda County Sheriff's Office ("ACSO") Deputy. This advance notice that you provide may allow ACSO to plan accordingly and thus minimize the amount of time waiting for the Deputy to arrive and inspect.
6. Contractor Arrival - When your contractor arrives at a pre-security location, do one of the following:
 - a. Complete the Tool Control Plan ("TCP") form with your contractor and confirm that it has been completed correctly.
 - b. Confirm that the Tool Control Plan ("TCP") is in contractor's possession and has been completed correctly.
7. Contractor Work Crew Members Info: Obtain the following information for each contractor employee that will access the Sterile Area. Email this info to djohnson@portoakland.com:
 - a. Full Legal Name, including middle name as it appears on their Driver License
 - b. Date of Birth
8. Contact Airport Operations (510) 563-3361. Announce that the contractor is now at a pre-security location accompanied by a security escort and that you are requesting that an Alameda County Sheriff's Office ("ACSO") Deputy is dispatched to perform the **Tool Inspection and Inventory**.
9. Upon successful completion of the Tool Inspection and Inventory, for your own reference, make a note of the full name of the approving ACSO Deputy.
10. Contractor and Security Escort enter the Sterile Area and arrive at the work site.
11. **Before leaving the work site**, contact Airport Operations (510) 563-3361 and request that an Alameda County Sheriff's Office ("ACSO") Deputy is dispatched to perform the **Tool Inspection and Inventory** before contractor and escort leave the work site. Again, for your own reference, make a note of the full name of the approving ACSO Deputy.