

MEARS IN MOTION



**As the busiest airport in Florida and the ninth busiest in the country, Orlando International Airport (MCO) is a global gateway to the most visited destination in the U.S. Now MCO is meeting the demands of record-setting passenger growth with the largest construction project in airport history:
The South Terminal Complex (STC).**

Construction crews are working 7 days a week on the new Terminal C, which is the cornerstone of the \$4.2 billion, multi-year MCO Capital Improvement Program, scheduled to be complete in the fall of 2022. Phase I of the project will add 19 gates to accommodate a total of 27 additional aircraft, including narrow body, jumbo and super-jumbo jets. The new Terminal C gate numbers are expected to be 230-249.

The three-level STC will accommodate travel for more than 10 million additional passengers and connect to the existing terminal facility. The first LEED®v4 airport campus in the world, the new complex is designed with The Orlando Experience® in mind. Passengers will be drawn from one element to the next, in a more spacious and convenient environment that focuses on customer care throughout.

Continued on Page 2...

INNOVATIVE STC FEATURES:

- 100% automated screening lanes at TSA checkpoint
- 100% facial recognition for international arrivals and departures
- A new method for arriving international passengers to get their “Bags First” and expedite processing for Customs and Border Protection
- State-of-the-art Radio Frequency Identification Technology (RFID) Tote Baggage Handling System implemented throughout for efficient luggage tracking
- The first fully integrated, multi-modal airport terminal in the U.S. for rail-air-ground transportation

IN ADDITION, the terminal offers a top-level customer arrival experience that immediately connects passengers to the culture of Central Florida, including:

- Large-scale interactive digital media as part of an imaginative visual experience
- Indoor and outdoor green spaces promoting sustainability
- Numerous amenities: shops, restaurants and club/lounge facilities



The Boulevard, capped by a Grand Skylight, will connect ticketing, security, concessions, gates and baggage claim.



Arriving international passengers will be directed to a skybridge on the upper level of the concourse, which will take them to a new Federal Inspection Service facility.



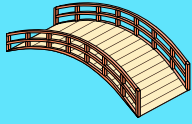
GRATITUDE '22

JULY AWARDS

Congrats to these outstanding team members
for their recent accomplishments!

Bridge Builder

Butch S., Safety



Next-Gen Mentors

Ebony B., Mears Connect

Rachel B., Sales



Extra Mile Awards

Gustavo R., Call Center/Dispatch

Jacquelyn P., Call Center

William B., Mears Connect Call Center

Nancy K., Accounting

John W., Human Resources



Pillar Awards

Debbie V., Special Accounts

Jeff S., Maintenance

Lourdes S. C., Mears Connect

Miracle T., Mears Connect

Happy Customer Awards

Bryan K., SV Operations

Choiyoun M., MC Operations

Darrell G., MC Operations

Giovanni S., MC Operations

Jacqueline M., MC Operations

Jermmy R., MC Operations

Kermit R., MC Operations

Marlon S., MC Operations

Melvin H., MC Operations

Rachel B., Sales

Scott C., MC Operations

Shakia G., MC Operations

Steven B., MC Operations

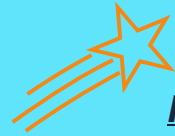
Theresa A., MC Operations

Valerie J., Call Center

Vaughn G., MC Operations

Victor C., MC Operations

William B., Mears Connect Call Center

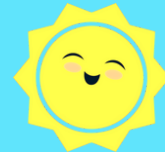


Rising Stars

Earle F., Call Center/Dispatch

Gamal M., Accounting

Shanice M., Call Center/ Dispatch



Sunshine Award

Jeff S., Maintenance

Team Player Awards

Gustavo R., Call Center/Dispatch

Robert T., Call Center

Yvette B., Accounting

Yvonne G., Call Center



Service Shout-Out

Motor Coach Operator Darrell G. received this compliment from a happy customer:

"Two months we've been home from Disney and my daughter and I still talk about Darrell G. and what an amazing driver/employee/person he is! You can tell when somebody loves their job, and he radiated that positive energy to everyone on his bus. Definitely made our trip to and from Disney Springs more enjoyable! Thanks, Darrell!"



Senior Claim Representative Pete S. has this to say about
**Maintenance Technician
Jeff S.:**

"Jeff is truly a hard-working individual, an awesome co-worker, and without a doubt a great asset to the Mears organization."



Jeff S. receives his Lift Truck Operator Certificate from Safety Manager Jorge D.