

39. **QC Officer:** Quality Control Officer
40. **Ramp:** Area designated for aircraft boarding and fueling operations adjacent to the Terminal and AOA.
41. **Rehrig system:**Types of Sharps Containers
42. **Restroom:** For the purposes of this Contract, Contractor shall consider all items found in the restrooms when restrooms are mentioned. This includes but is not limited to: sinks, faucets, mirrors, toilets, urinals, partitions, walls, floors, ceilings, baby changing tables, and all types of dispensers that one would find in the restrooms.
43. **Sanitary Disposal Cans:** Used to dispose of feminine hygiene products.
44. **Sanitize:** Make sanitary by cleaning or sterilizing.
45. **Scrub:** The act of cleaning a surface by rubbing it with a brush and soap and water.
46. **Scrubbed:** Aggressive or persistent process to remove embedded contaminants, materials and particulates from surfaces.
47. **Seal:** A finishing coat applied to exclude moisture.
48. **Service Animal Relief Area (SARA):** Three relief areas for service animals. Two are located on the outer walkway of the Terminal and one is located on the sterile side.
49. **Service Area:** Services Areas are those areas of the Airport property where Contractor is required to provide Custodial Services under this contract.
50. **Service Desk:** The JWA Maintenance communications center available 4:30 am through 12:00 am which can be contacted at 949-852-4004.
51. **Shine:** The quality or state of shining; brightness; luster, gloss; polish; sheen.
52. **Spot Clean:** Removal of a mark on a substance or body made by foreign matter; a blot; a place discolored.
53. **Stains:** A soiled or discolored appearance.
54. **Stairwells:** For the purposes of this Contract all associated stairwell hardware will be understood when stairwells are mentioned. Stairwell hardware includes handrails, stair treads, stair risers, and the coating that may be applied to them.
55. **Subcontractor** means a company Contractor delegates performance of a portion of the Services to, but does not include independent contractors engaged by Contractor solely in a staff augmentation role.
56. **Tandem Seating:**Seating manufactured by Herman Miller used throughout the Terminal for passenger convenience.
57. **Terminal Administration:** Area that administrates airport operations located in the Terminal.
58. **Water Recovery System:** A system to recover water preventing water from entering gutters and storm drains
59. **Wax/waxed:** Applying a coat of wax and polishing the surface to a high shine.
60. **Work Order:** A Work Order includes information about a Maintenance Task including, but not limited to description, priority, status, assignment and schedule.