



San Francisco International Airport

## Quality Standards Program

January 1, 2014

## Overview

The San Francisco Airport Commission has adopted the Quality Standards Program (“QSP” or “Program”) as referenced in the Airport Rules and Regulations. The Program is being implemented to enhance security and safety at San Francisco International Airport. The Program applies to any firm, including airlines and their service providers<sup>1</sup> (collectively, “Covered Employers”) which employ personnel involved in performing services which directly impact safety and/or security.

The Program is part of the Airport’s Rules and Regulations. Covered Employers will still be required to be in compliance with all other applicable Airport operating requirements, including those in their respective leases and permits, Rules and Regulations, and Airport Directives.

## General Standards

The Program will focus on four general areas:

<u>Section</u>	<u>General Standards</u>
o <b>Hiring practices</b>	High School Diploma or equivalent work experience English proficiency
o <b>Training</b>	Initial Training Program, Recurrent Training Program and record retention guidelines
o <b>Equipment standards</b>	Routine maintenance program Response time for non-routine maintenance A User Check Log
o <b>Compensation</b>	Currently, minimum hourly wage is \$13.16 with Benefits.

## Compensation and Benefits

Covered Employers are required to provide a minimum compensation and benefits offering for employees engaged in such services. The implementation of a compensation and benefits package in response to the Program shall not result in the reduction of the overall value of the existing compensation and benefits program.

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<sup>1</sup> The food and beverage concessionaires and retail tenants do not engage in activities that impact safety and security. Some concessionaires have AOA access specifically to get to the trash compactors. The QSP now clarifies that concessionaires are not included under covered employers.

A bona fide Collective Bargaining Agreement (CBA) between covered employers and labor organizations representing covered employees shall take precedence over all or any portion of the QSP compensation and benefits requirements, provided that such waiver is set forth in such agreement in clear and unambiguous terms.

Covered employees employed prior to August 19, 2009, who have opted out of health insurance and, in lieu thereof, have been receiving an additional \$1.25 per hour to the QSP minimum rate, shall not have their compensation reduced by the QSP provided that they submit proof of health care coverage from another source by April 1, 2010, and thereafter on an annual basis.

Except as specifically provided hereinabove with reference to employees employed prior to August 19, 2009, the provisions of the QSP shall otherwise apply in all respects to covered employees.

### **Compensation**

The QSP rate shall increase such that it remains at all times \$0.50 above the current MCO rate. The Airport Director will provide for an annual review of the QSP minimum wage rate.

### **Benefits**

QSP employers are to provide twelve (12) paid days off and ten (10) unpaid days off per year per the MCO.

All covered QSP employers must comply with the City's Health Care Accountability Ordinance ("HCAO") minimum health coverage standards. Health coverage must become effective 30 days after the first day of work for all covered employees.

### **Health Care Accountability Ordinance Waiver**

Under the HCAO, employees may voluntarily waive the health care coverage offered by an employer if the employee signs a voluntary waiver and provides a current copy of insurance certifying that s/he has health care coverage from another source. This proof of insurance coverage must be submitted annually to the employer and be available for inspection by Airport staff or QSP auditor. Employees may revoke this voluntary waiver at any time. Under the QSP, an employer is not required to pay a fee to the City if an employee signs a voluntary waiver or when a CBA takes precedence over the QSP benefit requirements.

### Types of Employees Covered by the Program

The Program is applicable to employees of Covered Employers who:  
(1) require the issuance of an Airport badge with Airfield Operations Area (“AOA”) access and work in and around the AOA in the performance of their duties; or (2) are directly involved in passenger and facility security, including checkpoint screening, passenger check-in, skycap and baggage check-in and handling services, and AOA perimeter control. The Program is applicable to all existing Covered Employers as well as new entrants.

#### **Those Impacting Security**

- ^ Employees in this category include those directly engaged in performing checkpoint security screening, passenger check-in activities, skycap and baggage check-in and handling services, and AOA perimeter control.

Part 1544 of the Transportation Safety Regulations (“TSR”) governs air carriers and their Covered Employers and sets forth basic quality standards for all areas outlined above, except compensation. Airport Staff has developed enhanced quality standards for Covered Employers in this category to ensure the highest level of security at San Francisco International Airport. Standards will be deemed updated to reflect changes in TSR Part 1544 or other changes to TSR which may be pertinent to the application of this program to covered employees.

Standards for Covered Employers in this category are on Attachment A.

#### **Those Impacting Safety**

Employees in this category include those directly engaged in activities, which may impact safety within the AOA. These employees include but are not limited to the following:

- ^ Employees providing ramp handling functions including aircraft cleaning, fueling, and baggage/cargo handling;
- ^ Employees operating catering vehicles regularly on the AOA for the purpose of servicing aircraft;
- ^ Other employees issued an Airport badge with AOA access working in and around the AOA in the performance of their duties including maintenance of Aircraft, Ground Service Equipment, Baggage Handling Systems and Passenger Boarding Bridges.

Standards for Covered Employers in this category are on Attachment B.

## Process

### **Certification**

A certification process will include meeting with QSP staff to review the Program. The criteria outlined on Attachments A and/or B will be reviewed with each covered employer by the Airport's Airfield Operations and Aviation Security staff.

### Third Party Vendors

When staff is satisfied that a Covered Employer in this category is in compliance with the Program, an operating permit will be issued. Any airline desiring to contract for these types of services with a third party vendor that has not yet been certified must contact Aviation Management to begin the review process. The operating permit will outline the permitted services as well as the conditions under which business must be conducted at the Airport.

### Airlines and Service Providers

Lessee and permittees are required to comply with the Airport Rules and Regulations, including the Program, pursuant to their respective agreements.

### **Annual Certification and Audit Rights**

Each year, each Covered Employer shall deliver to the Airport Director a statement certifying that it is in compliance with the Program. The Airport reserves the right to review and audit such compliance at any time. Airport staff will conduct all audits to ensure continuing compliance. If at any time a Covered Employer is found to be out of compliance, the Airport will give notice to the Covered Employer and allow a reasonable cure period to address the noted deficiency, unless such deficiency is considered an endangerment, at which point operations must cease until the deficiency is corrected. Such notice to third party Covered Employers will include a copy to all known airlines contracting for the Covered Employer's service at the Airport.

### **Default**

Any non-compliance with the Program will be considered a default under the Covered Employer's agreement with the Airport. If the default is not cured within the time period specified in the Airport's notice, the Airport may exercise all remedies available to it including but not limited to the imposition of fines and the termination of any and all agreements with the Airport.

### **Non-Compliance**

Upon receipt of any notice of non-compliance with the Program, the Covered Employer must promptly take action to cure such non-compliance. If the non-conformance is not cured within the time period specified in the Airport's

notice, the Airport may exercise all remedies available to it including but not limited to the imposition of fines, restitution for employee back wages, interest on all due and unpaid wages (per the State Labor Code) and the termination of any and all agreements with the Airport.

#### **Fines**

If a Covered Employer defaults with respect to any requirement of the Program, the Airport Director may elect to impose a fine equal to \$200.00 per violation, per day. The Airport's right to impose such fines shall be in addition to and not in lieu of any and all other rights available to the Airport. Such fine amount may be increased from time to time at the discretion of the Airport Director.

#### **Employer Retaliation Prohibited**

Covered Employers shall not discharge, reduce in compensation, or otherwise discriminate or retaliate against any covered employee for notifying the Airport about a Covered Employer's noncompliance or anticipated noncompliance with the Program, for opposing any practice proscribed by the Program, for participating in proceedings related to the Program, or for asserting his/her rights under the Program by any lawful means.

Attachment A

AIRPORT QUALITY STANDARDS PROGRAM  
Covered Employers Impacting Aviation Security

**1. General Standards**

- a. Provide a local management (in most cases, the authorized signatory) point of contact, telephone number and email, and immediately notify Aviation Security of any changes.
- b. Provide name, 24-hour telephone and email of Company Security Director/Manager, and immediately notify Aviation Security of any changes.
- c. Telephone notification to Security Access Office of:
  - i. terminated employees
  - ii. lost/stolen badges
  - iii. lost/stolen Airport-issued security keys.
- d. Immediately return terminated employee Airport I.D. badge and (if applicable) Airport-issued security keys to Security Access Office.

**2. Personnel**

- a. Background investigation requirements include:
  - i. All employees must undergo and pass TSA Criminal History Records Checks and Security Threat Assessment prior to issuing an Airport I.D. badge.
  - ii. If company mandated drug testing is performed, provide name and address of the facility and frequency.

**3. Training**

- a. Company personnel must complete Airport training which includes:
  - i. Computer-based Security Identification Display Area training, for AOA-badge applicants, or computer-based Security Awareness Training for Sterile and Terminal badge applicants.
- b. Describe and provide sample materials from employee orientation training program that includes:
  - i. Airport Rules and Regulations
  - ii. SFO "Security Enforcement Program"
  - iii. SFO "Use of Airport ID Media and "ESCORT" Authority Procedures
  - iv. Other relevant Airport Operations Bulletins or Security Directives
  - v. For employees with AOA access, pedestrian safety training highlighting all hazards including moving vehicles, jet bridge movement areas, and the purpose of warning bells and warning lights.

**4. Equipment Standards**

On an annual basis at the end of the calendar year, provide inventory to Security Access Office of all AOA vehicles requiring ramp pass.

Attachment B

AIRPORT QUALITY STANDARDS PROGRAM  
Covered Employers Impacting Airfield Safety

1. General Standards

- a. Provide a site (on or adjacent to the Airport) for scheduled and unscheduled repairs and maintenance of company equipment.
- b. Secure Airport approval for an area to stage equipment when not in use.
- c. Supply Airport with names, titles and 24-hour phone numbers of management and shift supervisory personnel.

2. Personnel

- a. Company personnel who perform job functions in the covered categories must meet the following criteria:
  - i. High School graduate, GED, or an equivalent combination of education and experience;
  - ii. Be physically fit to perform the duties of the job;
  - iii. Be proficient in English.
- b. Personnel whose job duties require operation of a motor vehicle on the Airfield must also:
  - i. Possess a valid California Drivers License;
  - ii. Successfully complete all Airport Security Access Office requirements (training & tests) to obtain Airport AOA driving privileges;
  - iii. Cannot have a reckless driving or DUI conviction within previous 24 months.
- c. Companies with personnel who operate motor vehicles on the Airfield must also enroll in the California Department of Motor Vehicles "Pull Program" to receive notification should their personnel lose their California Drivers' Privileges.

3. Training

- a. In addition to TSA mandated SIDA training administered by the Airport, covered companies must have an approved new employee training program that includes Airport Rules and Regulations governing:



- i. Security Awareness & Security Identification Display Area (SIDA) requirements
- ii. Vehicle Operations
- iii. Aircraft Operations
- iv. Hazardous Materials handling procedures
- v. Litter, FOD, and debris control.

b. Training program must also include:

- i. Ground service equipment operation
- ii. Safe driving on the AOA (video)
- iii. Interline baggage operations
- iv. Pedestrian safety training highlighting all hazards including moving vehicles, jet bridge movement areas, and the purpose of warning bells and warning lights
- v. Training on provisions of Airport Vehicle Impound Program
- vi. Fueling procedures.

**4. Recurrent Training**

- a. Must conduct recurrent training on a minimum of an annual basis;
- b. Must conduct safety meetings on a minimum of a monthly basis.

**5. Equipment Standards**

- a. Maintenance – must have a GSE (Ground Service Equipment) Preventative Maintenance Program that includes the following:
  - i. Periodic safety inspection schedules for each type of motorized equipment;
  - ii. Procedures for taking mechanically unsound equipment “out of service”; and
  - iii. Daily User Check Program for each type of motorized equipment. This checklist must include provisions for inspection of:
    - Tires
    - Head, tail and brake lights
    - Horn
    - Parking brake
    - Handrails and guards
    - Walk-around fluid leak check.
- b. Maintain all GSE maintenance records for a minimum of 24 months.
- c. Inventory – provide the SFIA Security Access Office an inventory listing of all motorized equipment annually.
- d. Will be subject to the provisions/standards contained in the Airport Vehicle Audit Oversight Program and the Vehicle Impound program.

6. Quality Standards - Handling Service Providers - Management and Oversight

- a. Each vendor shall establish and carry out an internal quality assurance program to include:
  - i. A procedure to monitor performance, including incident reports and personnel feedback, to identify existing problems or potential causes of problems in assigned security duties;
  - ii. A procedure for corrective action to ensure that existing problems that have been identified are corrected;
  - iii. A procedure for preventive action to ensure that potential causes of problems that have been identified are remedied;
  - iv. An internal audit program to audit the vendor's organization for compliance with (1) Federal regulations and security programs and (2) Airport requirements;
  - v. Unless otherwise authorized by the Airport, a director of quality assurance who is independent from operations and training functions and who manages the quality assurance program;
  - vi. Will have a representative in attendance at monthly ramp safety meetings.
- b. Annually, and upon change of assignment or required information, the QSP covered employer shall identify to the Airport the name, address, telephone, fax number, and e-mail address, if applicable, of a regional or corporate employee performing the quality assurance functions identified above.
- c. All permitted use space must be maintained in a clean and safe condition. Ramp areas must be scrubbed as needed, fence lines clear of trash and any outside equipment storage/maintenance areas maintained in a professional manner.