



San Francisco International Airport

Quality Standards Program:
Safety and Security

March 1, 2016

I. Overview.

In 1999, the San Francisco Airport Commission first adopted the Quality Standards Program (“QSP” or “**Program**”) and incorporated the Program into the Airport Rules and Regulations. The purpose of the Program is to enhance safety and security at San Francisco International Airport (the “**Airport**”). The Program applies to any firm, including airlines and service providers, which employs personnel involved in performing services which directly impact safety and/or security at the Airport (collectively, “**Covered Employers**”).¹

All Covered Employers must fully comply with the Program’s directives. Airlines contracting directly with service providers must incorporate the general standards of the Program into their service level agreements. The Program in no way limits or alters the obligation of Covered Employers to comply with applicable Airport operating requirements, including those in their respective leases and permits, the Airport Rules and Regulations, any Airport Directives and/or any applicable law or regulation.

The Program is designed to ensure that Covered Employers safely deliver high quality service to the Airport community through the implementation of minimum standards for safety, equipment and vehicle maintenance, and employee hiring, training and compensation and benefits. The Airport’s number one Core Value is *Safety and Security is our First Priority*.

II. General Standards.

The Program focuses on the following six general areas: Safety; Health; Hiring Practices; Training; Equipment Standards; and Compensation and Benefits.

Section	General Standards
• Safety Program	Implementation of a Safety Program with the following components: (a) Safety Policy; (b) Risk Analysis; (c) Safety Promotion; and (d) Safety Performance. The Safety Program must include a non-retaliation policy.
• Health	Covered Employers must meet all applicable federal and state Occupational Safety and Health standards and implement an Injury and Illness Prevention Program (IIPP) that meets the requirements of California regulations. Covered Employers must deliver to the Airport all Cal/OSHA inspection results and/or citations related to operations at the Airport within 5 days of a Covered Employer’s receipt thereof.
• Hiring Practices	High School Diploma, High School Equivalency Certificate or equivalent work experience.

¹ While some food and beverage and retail concessionaires have Airfield Operations Area (“AOA”) access for use of trash compactors, such concessionaires are not included under the definition of “Covered Employers”.

Demonstrated English language competency needed for safe, secure, and effective job performance and Airport operations.

- **Training**

Initial Training Program, Recurrent Training Program and record retention guidelines. Training Programs must include emergency preparedness and evacuation procedures, and, where applicable, documentation of ground service equipment training related to equipment used.

- **Equipment Standards**

A Routine Preventative Maintenance Program. A defined matrix for response time for non-routine maintenance. A daily User Check Log that is readily available and posted in an area easily accessible to employees. All new or replacement vehicles operating on Airport property must be clean, serviceable, and in good working condition with fully functioning safety equipment.

- **Compensation and Benefits**

Minimum hourly wage is at all times \$0.50 an hour above the current San Francisco Minimum Compensation Ordinance (“MCO”) rate. Must comply with San Francisco Health Care Accountability Ordinance (“HCAO”) minimum health coverage standards.

III. Safety Program.

Each Covered Employer must implement and maintain a Safety Program covering its operations at the Airport, which shall include the four components listed below. Each Covered Employer must provide evidence of its Safety Program to the Airport (i) on a scheduled basis as determined by the Airport occurring not less frequently than once every two years, and (ii) at any other time that the Airport should so request. Covered Employers shall refer to Attachment B for additional details regarding the Airport’s safety requirements.

A. Safety Policy – The Safety Program must clearly state the organization’s safety objectives and set forth the policies, procedures, and organizational structures necessary to accomplish the regular practice of safety objectives.

B. Risk Analysis – The Safety Program must set forth procedures for the identification, assessment and mitigation of hazards associated with the services provided by the organization at the Airport. The Safety Program must include a non-retaliation policy for employees who report hazards (*See* Section VI-F below).

C. Safety Promotion – The Safety Program must include training programs, communication systems and other proactive measures designed to promote safety amongst the organization and its employees.

D. Safety Performance – The Safety Program must include methods for the collection, analysis, and assessment of data regarding the organization’s safety performance at the Airport. Safety performance metrics relating to employee safety, operational safety and ground equipment performance shall be logged on a rolling monthly basis on a scorecard in the form attached as Attachment C, which monthly scorecards shall be maintained by the organization for a period of not less than five (5) years. Scorecards will be retained by the Airport in accordance with its Record Retention and Destruction Policy and will be made publicly available upon request.

IV. Compensation and Benefits.

Covered Employers are required to provide a minimum compensation and benefits offering to employees engaged in services covered under the QSP. 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.

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 (a) the CBA or side agreement includes a wage rate applicable to covered employees at least equal to the QSP compensation rate as provided below and (b) 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 Covered Employees employed prior to August 19, 2009, the provisions of the QSP shall otherwise apply in all respects to Covered Employees.

A. Compensation. The QSP rate shall increase such that it remains at all times \$0.50 above the current San Francisco Minimum Compensation Ordinance (“MCO”) rate. The Airport Director will provide an annual notice of the updated QSP minimum wage rate. Covered Employers shall post the notice in a breakroom or other area easily accessed by their employees.

B. Benefits. Covered Employers shall provide twelve (12) paid days off and ten (10) unpaid days off per year per the MCO. All Covered Employers must comply with the San Francisco Health Care Accountability Ordinance (“HCAO”) minimum health coverage standards. Health coverage must become effective thirty (30) days after the first day of work for all Covered Employees.

C. 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. Covered Employees may revoke this voluntary waiver at any time. Under the QSP, a Covered Employer is not required to pay a fee to the City if an employee signs such voluntary waiver or when a CBA takes precedence over the QSP benefit requirements.

V. 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 and/or safety, including but not limited to checkpoint screening, passenger check-in, skycap and baggage check-in and handling services, custodial services, and AOA perimeter control (collectively, “**Covered Employees**”) as further specified below. The Program is applicable to all existing Covered Employers as well as new entrants.

A. 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.

The federal Transportation Security Regulations (“**TSR**”), notably 49 CFR Part 1544, set forth basic requirements related to security for certain Covered Employers. The Airport has developed enhanced quality standards for Covered Employers in this category to ensure the highest level of security at SFO. Standards will be deemed updated to reflect changes in the TSR which may be pertinent to the application of the QSP to Covered Employees.

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

B. 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:

1. Employees providing ramp handling functions including aircraft cleaning, fueling, and baggage/cargo handling;
2. Employees located on Airport property and the surrounding areas who are directly involved in the preparation and/or transportation of food and beverage products delivered directly onto aircraft on the AOA;
3. 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, Passenger Boarding Bridges and custodial services.

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

VI. Process.

A. Initial Certification.

A certification process will include meeting with Airport staff to review the Program. The criteria outlined in the QSP, including Attachments A, B and C, will be reviewed with each Covered Employer by the Airport's Airfield Operations and Aviation Security staff.

When staff is satisfied that a Covered Employer is in compliance with the Program, an operating permit will be issued. Any airline desiring to contract for services covered under the Program 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. All lessees and permittees at SFO are required to comply with the Airport Rules and Regulations and other applicable laws pursuant to their respective agreements.

B. Annual Certification and Audit Rights.

Each year, each Covered Employer must attend a QSP Training Session that will be conducted by Airport staff. At least 30 days prior to each QSP Training Session, each Covered Employer must 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. At the Airport's request, Covered Employers must deliver to Airport staff all materials related to safety, training and any other program required by the QSP. If at any time a Covered Employer is found to be out of compliance, the Airport will give written 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. Covered Employers shall post such notices in a breakroom or other area easily accessed by their employees.

C. 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.

D. 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 applicable law) and the termination of any and all agreements with the Airport.

E. 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 \$1,000.00 per violation / employee, 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. Fine notices delivered by the Airport under this Section shall be posted by the employer in a breakroom or other area easily accessible to its employees. Fines imposed under this Section will be shared publicly by the Airport.

F. 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 mandated by the Program, for participating in proceedings related to the Program, or for asserting his/her rights under the Program by any lawful means. The Airport will provide an anonymous QSP hotline for employee complaints and safety concerns and will respond to such complaints or concerns within 72 hours.

G. Severability.

Should a court of competent jurisdiction determine that any provision or any application of any provision of the QSP be invalid or unenforceable, such determination shall not affect the validity or enforceability of any other provision which can be given effect without the invalid or unenforceable provision, and to this end the provisions of this QSP shall be considered severable.

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. The Authorized Signatory will be the responsible representative and prime point of contact with the Airport’s Security Access Office.
- c. Once assigned, the Authorized Signatory will attend the Airport’s Authorized Signatory Training.
- d. Provide name, 24-hour telephone and email of Company Security Director or Manager, and immediately notify Aviation Security of any changes.
- e. Provide telephone notification to the Security Access Office of:
 - i. terminated employees;
 - ii. lost/stolen badges; and
 - iii. lost/stolen Airport-issued security keys.
- f. Within 24 hours, return terminated employee Airport I.D. badges and (if applicable) Airport-issued security keys to the 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 a computer-based Security Identification Display Area (SIDA) 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

Provide the SFIA Security Access Office an inventory listing of all motorized equipment annually by July 15th.

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.
- d. Within 24 hours, return terminated employee Airport I.D. badge and (if applicable) Airport-issued security keys to Security Access Office.
- e. Provide employees with personal protective equipment required by California Occupational Safety and Health (Cal/OSHA) standards and all other applicable law.

2. Personnel

- a. Company personnel who perform job functions in the covered categories must meet the following criteria:
 - i. High School graduate, High School Equivalency Certificate, or equivalent work experience;
 - ii. Demonstrated English language competency needed for safe, secure, and effective job performance and Airport operations.
- b. Personnel whose job duties require operation of a motor vehicle on the Airfield must also:
 - i. Possess a valid Driver's License issued by the State of California or other state that meets the Airport's requirements;
 - 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 "Pull Program" of California and each additional state issuing a driver's license to a Covered Employees to receive notification should their personnel lose driving 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 programs must also include:
 - i. Safety Program overview;
 - ii. Ground service equipment operation;
 - iii. Safe driving on the AOA (video);
 - iv. Interline baggage operations;
 - v. Pedestrian safety training highlighting all hazards including moving vehicles, jet bridge movement areas, and the purpose of warning bells and warning lights;
 - vi. Training on provisions of Airport Vehicle Impound Program;
 - vii. Fueling / fuel spill procedures;
 - viii. Movement Area Operations training, as applicable to service provided;
 - ix. Airport emergency and evacuation procedures;
 - x. Cal/OSHA Safety and Health Training as applicable.

4. Recurrent Training

- a. Must conduct recurrent training on a minimum of an annual basis;
- b. Must conduct formal 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. Paint refresh and body damage repair program;
 - ii. Equipment must be clean and in sanitary condition;
 - iii. Periodic safety inspection schedules for each type of motorized equipment;
 - iv. Procedures for taking mechanically unsound and/or unsafe equipment “out of service” and returning to service following repair;
 - v. 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

- Seatbelt
- All other safety equipment
- b. Maintain all GSE maintenance records for the lifetime of the vehicle.
- c. Inventory – provide the SFIA Security Access Office an inventory listing of all motorized equipment annually by July 15th.
- d. Will be subject to the provisions/standards contained in the Airport Ground Support Equipment Safety Inspection Program (GSESIP).

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. Must have a representative in attendance at monthly ramp safety meetings.
- b. Annually, and upon change of assignment or required information, each 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.

Attachment C

Airport Quality Standards Program
Safety Scorecard

Instructions: The following are minimum requirements for airlines and service providers. Please note immediate responses or preventive actions that have been taken. Use additional pages as necessary.

Service Provider: _____

Period Covered: _____ to _____

Employee Safety:	Current Month	Year-to-Date
• Injury rate (Per OSHA definition)		
• SFO Citations Received		
• SFO Commendations Received		
Operational Safety:		
• Safety Audits		
• Accidents		
▪ Personnel		
▪ Vehicle		
▪ Facility		
• SFO Citations Received		
Ground Equipment:		
• Daily Average of Motorized Equipment Out of Service		
• Motorized Out of Service Rate*		
• Daily Average of Non-motorized Equipment Out of Service		
• Non-motorized Out of Service Rate*		
• SFO Airport GSESIP inspection score: _____ Date: _____		

Note: Airport reserves the right to request a current or a past scorecard at any time.

**(Calculation: Number Out of Service / Total Number of Equipment)*

Immediate Response or Preventive Actions: