

# Quality Standards Program (QSP) Wage and PTO Requirements



SFO

# Quality Standards Program (QSP)

- 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**”).
- 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.



# Quality Standards Program (QSP)

- 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, employee hiring, training and compensation and benefits. The Airport's number one Core Value is *Safety and Security is our First Priority*.
- **The General Standards are:**
  - Safety Program
  - Health
  - Hiring Practices
  - Training
  - Equipment Standards
  - Compensation and Benefits

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- **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 baggage check-in and handling services, custodial services, and AOA perimeter control (collectively, “**Covered Employees**”). The Program is applicable to all existing Covered Employers as well as new entrants.

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## **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.

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## **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.

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- **Compensation:** The QSP rate shall increase (effective July 1<sup>st</sup> of each year) such that it remains at all times \$0.50 above the current San Francisco Minimum Compensation Ordinance (“**MCO**”) rate.

<https://sfgov.org/olse/minimum-compensation-ordinance-mco>

- **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.

<https://sfgov.org/olse/healthy-airport-ordinance-hcao-amendment>

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## **Collective Bargaining Agreements (CBA)**

- 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 and (b) such waiver is set forth in such agreement in clear and unambiguous terms.



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