

**SAN DIEGO COUNTY
REGIONAL
AIRPORT AUTHORITY**

**EMPLOYEE
HANDBOOK**

Airport Authority Team Member,

Welcome to the Airport Authority! You have joined a group of talented and dedicated employees whose hard work and commitment to excellence can be seen throughout the organization and at the San Diego International Airport.

The Airport Authority is an exciting, fast paced organization with a passion for excellence. Our goal is to maintain and enhance the level and quality of service enjoyed by the traveling public and the community of San Diego today. It will take our collective best efforts to maintain the high standards we have set for ourselves as the Airport Authority continues to grow and mature.

Flexibility, a good sense of humor, and commitment to our goals will be critical for success. Our employees are our most valuable resource. We ask that you commit to listen to our customers, actively participate in efforts to improve our services, and give us your best effort.

Welcome again to the team, my door is always open.

Sincerely,
Thella F. Bowens
President/ Chief Executive Officer

INTRODUCTION

This handbook is prepared as a reference guide for all employees; it is intended to provide an introduction and quick reference to the Standards and Guidelines of the San Diego County Regional Airport Authority (Authority).

The Standards and Guidelines generally establish administrative policies that are applicable to all employees. However, Section I sets forth Standards and Guidelines applicable only to Classified Service employees. Section J sets forth Standards and Guidelines applicable only to At-Will employees. All other sections apply to both Classified Service and At-Will employees. Some Authority employees are also covered by the provisions of a collective bargaining agreement; and for these employees, the provisions of the current Memorandum of Agreement apply. To be certain how the Standards and Guidelines apply to you please contact a representative of Human Resources.

The handbook uses the term "manager" to refer to all individuals with direct management or supervisory responsibilities for Authority staff, without regard to the management level in the Authority.

This handbook is organized so you may quickly locate needed information. Standards and Guidelines are arranged by subject and can be found on the Authority's intranet. Each Standard and Guidelines includes a General Standard applicable to that subject. The General Standard typically is supported by a Specific Standard which may include definitions, guidelines, and/or procedures to facilitate appropriate, consistent, and equitable administration.

Questions on the interpretation of a Standard or its application should be directed to a member of the Human Resources Department. As updates are promulgated the handbook is maintained as "current" and is accessible on the Authority's Intranet. The Authority reserves the right to add, modify, or delete the handbook and Standards and Guidelines from time to time in its sole discretion with or without prior notice.

This handbook is designed to introduce you to the Authority and provide you with information about some of our employment guidelines. It contains brief introductions to the areas covered by the Standards & Guidelines. Below each introductory paragraph you will find links to the relevant sections of the Standards & Guidelines. We hope that it will be a useful reference for you throughout your employment at the Authority.

ABOUT THE AIRPORT AUTHORITY

BRIEF HISTORY

San Diego International Airport (SAN), opened August 16, 1928, is situated on 614 acres near Pacific Highway. Today it includes 45 gates, 41 in Terminals 1 and 2 and four in the Commuter Terminal. The East Terminal (Terminal 1) opened March 5, 1967. The West Terminal (Terminal 2) opened July 11, 1979 and was expanded in 1998 to add approximately 300,000 square feet and eight new gates. The Commuter Terminal (CT), opened July 14, 1996, is a self-contained full-service facility with four gates used by six commuter airlines to handle 50,000 passengers a month.

In 2001, SAN served more than 15.2 million passengers, handled more than 100,000 tons of air cargo and mail, and accommodated about 223,000 takeoff and landing operations. It is the busiest single runway commercial airport in the United States. Approximately 6,000 employees work for the airport administration, airlines, support facilities, federal agencies, cargo operations and concessions at the airport. The airport generates \$4.5 billion annually to the regional economy and supports (directly and indirectly) 77,000 jobs in the region.

AUTHORITY VISION:

“WORLD CLASS PERFORMANCE”

MISSION STATEMENT:

“We will plan for and provide air transportation services to the region with safe, effective facilities that exceed customer expectations. We are committed to operating San Diego’s air transportation gateways in a manner that promotes the region’s prosperity and protects its quality of life.”

VALUES OF THE ORGANIZATION

The Airport Authority has established values reflective of the interests and needs of the community and the level of service expected by the traveling public.

- ❖ We recognize the needs of our customers come first
- ❖ We pursue excellence in all our business processes
- ❖ We conduct our affairs with honesty and integrity
- ❖ We provide a safe, secure, quality-oriented, highly efficient environment
- ❖ We foster an informed, productive, diverse, enthusiastic work force
- ❖ We believe that continuous learning and personal involvement are job responsibilities
- ❖ We believe that everyone counts and we count on everyone

EMPLOYMENT STANDARDS & GUIDELINES

EMPLOYMENT

The Authority is an Equal Employment Opportunity employer, welcomes workplace diversity and does not unlawfully discriminate. For more information on Authority Employment practices follow these links to the Standards & Guidelines below:

SECTION A: EMPLOYMENT

	Standard Number
Equal Employment Opportunity and Diversity	A-01
Accommodation of Disabled Applicants and Employees	A-02
Categories of Employment	A-03
Personnel Actions	A-04
Post-Job Offer/Pre-Employment Evaluations	A-05
New Hire Orientation	A-06
Service and Anniversary Dates	A-07
Rehire Following Resignation	A-08
Outside Employment	A-09
Personnel Records	A-10
Employment Verification/References	A-11
Employment of Relatives and Individuals with Personal Relationships	A-12

ATTENDANCE & LEAVES OF ABSENCE

Your productive presence is important to the organization and to the public we serve. For more information on Authority Attendance & Leaves of Absence practices follow these links to the Standards & Guidelines:

SECTION B: ATTENDANCE AND LEAVES OF ABSENCE

	Standard Number
Timekeeping	B-01
Observed Holidays	B-02
Paid Time Off	B-03
Bereavement Leave	B-04
Family and Medical Leave	B-05
Pregnancy Disability Leave & Breastfeeding	B-06
Work-Related Injury and Illness Leave	B-07
Jury Duty/Court Appearance	B-08
Military Service and Reserve Leave	B-09
Voting	B-10

School Activities Leave	B-11
Leave without Pay	B-12
Attendance	B-13

EMPLOYEE COMPENSATION & BENEFITS

Authority Benefits and Compensation plans are strategically aligned with the organization’s Mission, Vision and Values statements. SDCRAA strives to be an employer of choice in both the San Diego community as well as within the Airport Management industry. Benefits are a key component of our overall compensation strategy. For more information on Authority Compensation and Benefits practices follow these links to the Standards & Guidelines:

SECTION C: COMPENSATION AND BENEFITS

	Standard Number
Classification Plan	C-01
Base Compensation Program	C-02
Compensation Administration -- General	C-03
Work Schedules and Overtime for Non-Exempt Employees	C-04
Work Hours for Exempt Employees	C-05
Special Types of Pay for Full-Time Non-Exempt Employees	C-06
Payroll	C-07
Performance/Achievement Awards	C-08
Benefits Coverage and Eligibility	C-09
Catastrophic Illness/Injury Leave Donation	C-10
Employee Assistance Program	C-11

WORKPLACE PRACTICES

The Authority is committed to providing a productive, harassment free work environment. For more information on Authority Workplace practices follow these links to the Standards & Guidelines:

SECTION D: WORKPLACE PRACTICES

	Standard Number
Workplace Privacy	D-01
Conflicts of Interest	D-02
Harassment and Other Prohibited Conduct	D-03
Solicitation/Meetings on Authority Property	D-04
Substance Abuse/Drug Free Workplace	D-05
Uniforms, Attire, and Safety Equipment	D-06
Personal Use of Authority Property	D-07
Electronic Communications and Use of Computers/Software	D-08
Use of Authority–Provided Commercial Cell Phones	D-09
Use of Authority-Provided Computer Equipment Off-site	D-10
E-mail Records Management	D-11

Employee Safety	D-12
Security	D-13
Workplace Violence & No Tolerance	D-14
Accommodation for Substance Abuse Rehabilitation	D-15
Mandatory Drug & Alcohol Testing Program	D-16
Resolving Employee Complaints	D-17
Employee Bulletin Board	D-18

PERFORMANCE MANAGEMENT

The Authority follows a process of performance planning, on-going performance coaching and feedback, and an annual formal performance review process. For more information on Authority Performance Management practices follow these links to the Standards & Guidelines:

SECTION E: PERFORMANCE MANAGEMENT

Standard Number

Performance Planning and Evaluation (under development).....	E-01
Employee Standards of Conduct	E-02

TERMINATION

For more information on Authority Termination practices follow these links to the Standards & Guidelines:

SECTION F: TERMINATIONS

Standard Number

Voluntary Terminations	F-01
Retirement	F-02
Exit Interviews	F-03
COBRA	F-04

EDUCATION & TRAINING

The Authority's success and reputation depend upon the expertise of its employees and their ability to apply that expertise effectively, thus providing exceptional operational performance and service. Consequently, the Authority is committed to encouraging professional growth for all employees and creating a work environment that supports continuous learning. For more information on Authority Education and Training practices follow these links to the Standards & Guidelines:

SECTION G: EDUCATION AND TRAINING

Standard Number

Career Development	G-01
Tuition Reimbursement	G-02

SPECIAL PROGRAMS

Recognition Awards

The Authority gives Recognition Awards to employees to express appreciation for exceptional service and contributions. This program rewards employees for outstanding performance at many different levels. For more information on Authority Education and Training practices follow these links to the Standards & Guidelines:

SECTION H: SPECIAL PROGRAMS

	Standard Number
Service Awards	H-01
Employee Recognition Awards	H-02

PROVISIONS OF THE CLASSIFIED SERVICE ONLY

For more information on Authority Classified Service only practices follow these links to the Standards & Guidelines:

SECTION I: PROVISIONS OF THE CLASSIFIED SERVICE ONLY

	Standard Number
Suspension, Demotion, & Termination	I-01

PROVISIONS OF THE AT-WILL EMPLOYEES ONLY

For more information on Authority At-will Employees only practices follow these links to the Standards & Guidelines:

SECTION J: PROVISIONS FOR AT-WILL EMPLOYEES ONLY

	Standard Number
General Provisions	J-01
Recruitment and Selection	J-02
Promotion and Transfer	J-03
Corrective Action	J-04
Involuntary Terminations	J-05
Reduction in Force	J-06

APPENDIX

1. GLOSSARY OF TERMS & DEFINITIONS