



CERTIFICATE OF COMPLIANCE - TRAINING STANDARDS PROGRAM

The City of San Jose Municipal Code Section 25.11, Airport Living Wage and Labor Standards, provides that the Norman Y. Mineta San Jose International Airport ("Airport") shall implement a Training Standards Program. The Airport has adopted the Training Standards Program to enhance security, safety and customer service at the Airport.

The undersigned Airport Business submits this certificate in acknowledgment that it is in compliance with all requirements of the Training Standards Program including:

- 1) All Covered Employees as defined in Municipal Code Section 25.11, have completed the minimum required training modules based on their security badge, their work role, work location, and contact with passengers. Required Training modules include:
 - (a) SJC General Training Modules
 - (b) Airport Security Badge Training
 - (c) Role Specific Training Modules (or have received exemptions for the Customer Service and Assisting Persons with Disabilities Training.)
- 2) Airport Business is maintaining Training Records to provide evidence their employees, contractors and vendors are in compliance with the training requirements. The training records include the employee's name, job function, date the employee began working at the Airport, date employee is no longer at the Airport, and the date of each required training class. Records are available to the City of San Jose for purposes of auditing for compliance.

Company Name		Signature of Authorized Representative
Address		Type or Print Name & Title
Area Code/Phone	Date	Email Address

Statement of Program Value

As a result of the Training Standards Program, has your company experienced any measureable improvements in the following?

- **Productivity** Y / N
- **Safety** Y / N

- **Customer Service** Y / N
- **Employee Turnover** Y / N

Please provide a brief explanation regarding your answers: