

## Attachment C-1: SJC General Training Modules: Required for Everyone

Module	Orientation	Basic Security Awareness *	Service Overview *
TOPIC 1	<u>Introduction</u> : Welcome to SJC and the City of San Jose, Gateway to Silicon Valley, the New Airport	<u>Area Definitions</u> : Describes security areas: Landside, Terminal, and Airside	<u>Importance of Customer Service</u> : Identifies reasons providing excellent customer service is key
TOPIC 2	<u>Airlines, Destinations, Rental Cars</u> : Business activity at SJC	<u>Access Control</u> : Requirements for individuals and vehicles on ramp	<u>Attitude</u> : Details importance of maintaining a positive attitude while serving customers.
TOPIC 3	<u>SJC Facilities</u> : Runways, Terminals, Businesses	<u>Security Agencies</u> : Identifies the key players in airport security including the TSA and local law enforcement	<u>Consistency</u> : Details importance of offering consistent service
TOPIC 4	Working at an Airport: Different than any other organization -- TSA, Passengers, Rush	Security Measures: Basic vigilance measures to ensure security, reporting unattended bags and suspicious individuals	Teamwork: Stresses the importance of teamwork to enhance the customer's perception of work group
TOPIC 5	<u>Customer Service</u> : Representing DJC, importance of good service, characteristics, measurement	<u>Reporting Procedures</u> : Procedures to report security issues to local law enforcement	<u>Problem Solving</u> : Encourages employees to be proactive in problem solving
TOPIC 6	<u>ADA Awareness</u> : Assisting persons with disabilities -- mobility devices, hard of hearing/deaf, speech impediments, blind, developmental disabilities	<u>Recognizing Security Issues</u> : Ensure integrity of access control system, importance of monitoring doors and gates for security breach	
TOPIC 7	<u>Security Awareness</u> : Unique environment, your responsibilities,		
TOPIC 8	<u>Safety</u> : Basic principles, prevention and vigilance		
TOPIC 9	<u>AED's</u> : What they are, where are they, who can use the defibrillators, saves at the Airport		
TOPIC 10	<u>Evacuation Plan</u> : Overview of process and rules, possible emergency situations		
TOPIC 11	SJC Mission, Vision and Values		