

San Francisco International Airport: Worker Health & Safety Issues



SEIU-USWW

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Background

- AirServ at SFO
- Cutting costs at employee's expense
- OSHA complaint with investigation



Objectives



- Complete 200 surveys
- OSHA witnesses
- Find additional health and safety issues

Methods

- Pre-created qualitative survey
- Confidential - in person or over the phone
- English, Spanish and Cantonese
- All AirServ employees (no managers)
- not all questions applicable to everyone

- Hazards
- Personal Protective Equipment (PPE)
- Water and Bathroom Accessibility
- Training
- Injuries

SFO AirServ Health & Safety Intake Form v2

General Information Only
All Personal Information Will Be Kept Confidential
SFO serves as a major economic engine for the entire region, and companies at the airport provide an indispensable, irreplaceable backbone. Help us make it a better, safer, healthier, more productive workplace. This survey will help us learn more about the important work and life you do at the airport and identify health and safety issues that need to be addressed.

Name:

Phone:

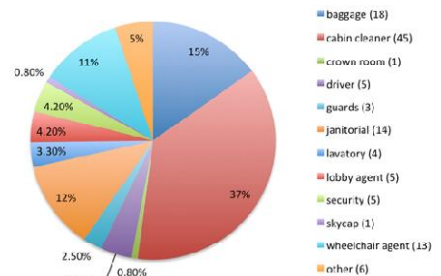
Job Classification *

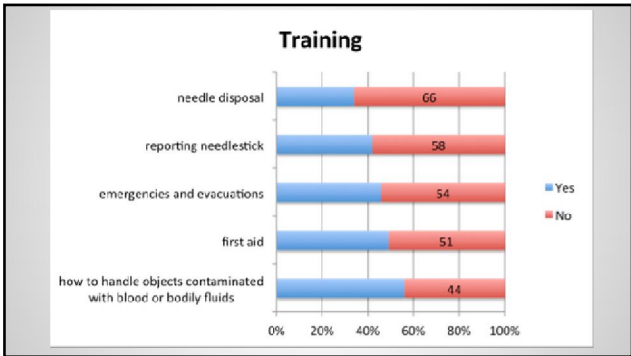
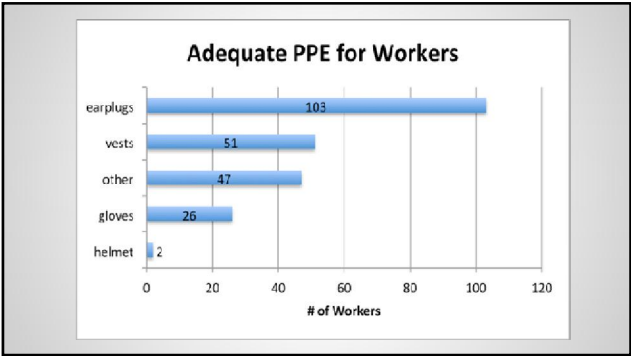
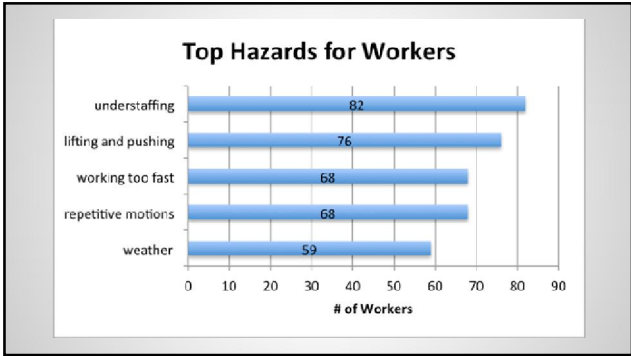
- baggage
- cabin cleaner
- driver
- guard
- janitor
- janitorial
- lobby agent
- security
- skycap
- wheelchair agent
- other

How long have you worked for your company? *

Results (n = 120)

Job Classification





Overall Injuries

- 36 injured on the job
- 11 did not report
- 10 out of 25 reported mentioned receiving Worker's Comp
- One missed three weeks of work

Cabin Cleaners

- 33% injured in past 3 years
- Common injuries:
 - lower back, knee, and hand pain
 - head injuries
 - falls
- Two cabin cleaners with needlesticks

Wheelchair Agents

- 31% injured within past 3 years
- Common injuries:
 - back, wrist, and shoulder strains/sprains

Challenges & Successes

- Challenges
 - contact & scheduling difficulties
 - no badge
- Successes
 - 120 employees
 - variety of AirServ employees
 - janitorial meetings

Recommendations

- Interpersonal communication training for managers
- Adequate new hire and follow up training
- Participation in union
- Engineering tools
- Implementation of safety guidelines & procedures



Reflections

- Union and member frustrations
- Ability to pay workers below city's minimum wage based on expired contracts

Acknowledgements

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