



Local Operating Procedure (LOP)

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Local Operating Procedures Packet:

The following are required local procedure documentation, to be developed according to local specifics and implemented in the station. LOPs must be available to all employees in addition to all other company publications. Local procedures should be reviewed annually, or upon a relevant change of process, customer, references, etc. Station management is responsible for the maintenance of this document, and all LOPs.

| WFS POLICY REFERENCE | IQSMS 2.4 c | |
|---|-------------------------------------|-----------------------|
| APPLICABLE LOCAL PROCEDURES | {Check the Correct Box} | |
| LOP Title | Applicable | Non-Applicable |
| LOP Customer Manuals Access | Applicable for All Locations | |
| LOP Customer Process Table | Applicable for All Locations | |
| LOP Local Incident Reporting Procedures | Applicable for All Locations | |
| LOP Severe Weather Plan | Applicable for All Locations | |
| LOP ULD Damage Notification | X | |
| LOP GSE Out of Service Procedures | X | |
| LOP Customer Recordkeeping | X | |
| LOP Scale Calibration | | X |
| LOP Positioning Pushback | X | |
| LOP Safety Cone Staging at Nose of A/C | X | |
| LOP Crew Air Stairs | X | |

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LOP - CUSTOMER MANUALS ACCESS

| Please identify the air carrier/customer by name and note the required manuals to conduct operations as well as how they are accessed. | | | |
|--|---|---|--|
| Air Carrier / Customer | Manuals are Hard Copy Only | Manuals are Accessible via Web | Manuals are Located on a Specific Computer |
| | If manuals are hardcopy, please note their location and who is responsible for maintenance. | If manuals are accessible only via the web, please identify the URL/userid/password (if common access). | If manuals are accessible only via a specific computer, please identify the location and who has access. |
| Lufthansa | | GOM sent via Email from Local LH Rep / Carrier Access | |
| Asiana Airlines | | CSOP sent via Email from Local OZ Rep / Carrier Access | |
| Korean Airlines | | ALM GSM sent via Email from Local KE Rep / Carrier Access | |
| China Airlines | | (1)Log in to EIP by intranet: EIP > 六大家族 (Units) > 營業(Sales/Marketing) : 貨運處 (Cargo Div.) > 常用手冊 (Manual) > Ground Operations Manual (GOM) (2)Internet : https://ciaep.china-airlines.com/public.php?service=files&t=R51Nv1OMYNXCRYqWjJfb_DMzYUo1veRQT_M26RM_RviZA7tzc3XorBA-h6CI71cHY | |
| AH (Aloha Cargo) | | https://naservices.sharepoint.com/sites/NAC_External_Training/SitePages/Home.aspx | |
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LOP - CUSTOMER PROCESS TABLE

| Air Carrier / Customer | Ground Handling OR Cargo OR Express | | |
|------------------------|--|--|--|
| | All operations are conducted in accordance with the air carrier policies. (Identify the operating reference) | Operations are conducted with a combination of customer and WFS policies and processes. (Identify what policy governs the process) | All operations are conducted in accordance with the WFS GOM/CHM/IQSMS. |
| Asiana Airlines (OZ) | X | | |
| Korean Airlines (KE) | X | | |
| Lufthansa (LH) | X | | |
| China Airlines (CI) | X | | |
| Aloha Cargo (AH) | X | | |

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LOP - LOCAL INCIDENT REPORTING PROCEDURES

| It is a requirement to document a local plan that identifies who is notified/contacted and when notification is required for incidents and accidents. | | | | |
|---|--|------------------------------------|---------------------------------------|---|
| | Who Must be Notified (Name/Phone/Email) | Type of Notification Required | Follow Up Activity is Required? | Required Documentation? |
| Employee Injury | Roger Parayno 206-351-6795 rparayno@wfs.aero Mira Pavic 847-738-8110 mira.pavic@wfs.aero Ryan Carey 918-533-1719 ryan.carey@wfs.aero Duane Paul 253-337-5258 duane.paul@wfs.aero | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |
| Aircraft Damage (WFS Notification) | Roger Parayno 206-351-6795 rparayno@wfs.aero Mira Pavic 847-738-8110 mira.pavic@wfs.aero Ryan Carey 918-533-1719 ryan.carey@wfs.aero Duane Paul 253-337-5258 duane.paul@wfs.aero | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |
| Aircraft Damage (Air Carrier Notification for each customer) | Roger Parayno 206-351-6795 rparayno@wfs.aero Sam Hsu 206-265-2080 samhse@china-airlines.com Ryan Galusha 206-227-0047 ryan.galusha@dlh.de Jinbum Choi 206-241-1142 jbchoi@koreanair.com Sehoon Kim 206-552-1189 aaseassf@flyasiana.com Manny Cardenas 310-908-4849 mcardenas@alohaaircargo.com | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |
| GSE Damage | Roger Parayno 206-351-6795 rparayno@wfs.aero Mira Pavic 847-738-8110 mira.pavic@wfs.aero Ryan Carey 918-533-1719 ryan.carey@wfs.aero Patrick Offut 206-327-2702 patrick.offut@wfs.aero | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |

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|--|---|------------------------------------|-----|---|
| Facility Damage | Roger John Parayno 206-351-6795 / rparayno@wfs.aero Mira Pavic 847-738-5110 / mira.pavic@wfs.aero Ryan Carey 918-533-1719 / ryan.carey@wfs.aero | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |
| Security Incident (WFS Notification) | Roger Parayno 206-351-6795 rparayno@wfs.aero John Nolan 319-949-39075 jc.nolan@wfs.aero Mira Pavic 847-738-5110 mira.pavic@wfs.aero Ryan Carey 918-533-1719 ryan.carey@wfs.aero | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |
| Security Incident (Air Carrier Notification for each customer) | Roger Parayno 206-351-6795 rparayno@wfs.aero Mira Pavic 847-738-5110 mira.pavic@wfs.aero Ryan Carey 918-533-1719 ryan.carey@wfs.aero Sam Hsu 206-265-2080 samhse@china-airlines.com Ryan Galusha 206-227-0047 ryan.galusha@dlh.de Jinbum Choi 206-241-1142 jbchoi@koreanair.com Sehoon Kim 206-552-1189 aaseassf@flyasiana.com Manny Cardenas 310-908-4849 mcardenas@alohaaircargo.com | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |
| Customer Service Failure | Roger Parayno 206-351-6795 rparayno@wfs.aero Mira Pavic 847-738-5110 mira.pavic@wfs.aero Ryan Carey 918-533-1719 ryan.carey@wfs.aero | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |
| Environmental Incident | Roger Parayno 206-351-6795 rparayno@wfs.aero Mira Pavic 847-738-5110 mira.pavic@wfs.aero Ryan Carey 918-533-1719 ryan.carey@wfs.aero | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |
| Third Party Incident | Roger Parayno 206-351-6795 rparayno@wfs.aero Mira Pavic 847-738-5110 mira.pavic@wfs.aero Ryan Carey 918-533-1719 ryan.carey@wfs.aero | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |



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|---------------------------------|--|------------------------------|-----|---|
| Pandemic/Covid/Medical Incident | Roger Parayno 206-351-6795 rparayno@wfs.aero Mira Pavic 847-738-5110 mira.pavic@wfs.aero Ryan Carey 918-533-1719 ryan.carey@wfs.aero | Phone / Email / Text Message | Yes | Statement / Pictures / Corrective Action / PULSE Report |
|---------------------------------|--|------------------------------|-----|---|

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LOP - SEVERE WEATHER PLAN

| It is a requirement to document the local severe weather processes for use by all employees. | | | | |
|--|-------------------------------|--|--|-----------------------------------|
| | Source of Weather Information | Type of Notification Required and to Whom | Required Actions with GSE? | When is Alert/Activity over? |
| Thunderstorm and Lightning | POS | Everbridge Text Messaging and Email to Management Disseminate to Team | Stop Operations and Seek Shelter within 5 Nautical Miles | When Advised by POS Everbridge |
| Heavy Rain | POS | Everbridge Text Messaging and Email to Management Disseminate to Team | Slower/Reduced Operating Speeds | When Advised by POS Everbridge |
| Snow/Freezing Precipitation | POS | Everbridge Text Messaging and Email to Management Disseminate to Team | Chains on Equipment, Slower/Reduced Operating Speeds / Deice Windshields | When Advised by POS Everbridge |
| Extreme Cold | POS | Everbridge Text Messaging and Email to Management Disseminate to Team | Warm up equipment, Obtain Additional Fuel / Deice Windshields | When Advised by POS Everbridge |
| Extreme Heat | POS | Everbridge Text Messaging and Email to Management Disseminate to Team | Beware of Overheating / Monitor Radiator Fluid | When Advised by POS Everbridge |
| High Winds | POS | Everbridge Text Messaging and Email to Management Disseminate to Team | Secure all equipment Chock, Brakes Set, Stanchions deployed | When Advised by POS Everbridge |
| Low Visibility | POS | Everbridge Text Messaging and Email to Management Disseminate to Team | Proceed with Caution Movement Stops when SMGS activated | When Advised by Everbridge |

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LOP - ULD DAMAGE NOTIFICATION

| <p>It is a requirement to document the local procedure and required contacts to report ULD damage to the air carrier. This LOP must identify the location where damaged ULD's are taken to prevent their use, until repaired.</p> | | | | |
|---|---|----------------------|--|--|
| Customer or Air Carrier | Contact Phone and email | Type of Notification | Where are the damaged ULD's be taken? | What is the follow up action required? |
| OZ Asiana Airlines | Sean Kim 503-548-3437 Seankim83@flyasiana.com | E-mail | Stored at Cargo to await further instruction | Carrier will advise when to send ULD to origin for repair. |
| KH Aloha Air Cargo | Raine Kupahu rkupahu@alohaaircargo.com Ngo, Fong Nyin.fong@wfs.aero | E-mail | Stored at cargo to await further instr | Carrier will advise when to send to origin for repair. |
| CI China Airlines | Sam Hsu 206-265-2080 samhse@china-airlines.com | Verbal | Swissport Staging Area | Oral Planeside |
| LH Lufthansa | Ryan Galusha 206-227-0047 ryan.galusha@dlh.de | Verbal | Hanjin Staging Area | Oral Planeside |
| KE Korean Airlines | Jinbum Choi 206-241-1142 jbchoi@koreanair.com | Verbal | Hanjin Staging Area | Oral Planeside |

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LOP - GSE OUT OF SERVICE PROCEDURES

It is a requirement for the ramp/warehouse to create local procedures for reporting, locking and tagging out of service ground support equipment. The process must ensure that unserviceable equipment does not return to service until the deficiency is corrected.

Describe the following when GSE becomes unserviceable:

- What are the steps taken and who to notify of equipment that is not serviceable?
 - How is GSE rendered immobile (Locked Out)?
 - Where are the tags and who is responsible for tagging the equipment out of service?
 - Who can return the GSE to service?
-
- During the daily equipment check, if any GSE is found not serviceable, a red tag is applied to GSE notifying all staff it has been placed out of service. An ECR (Equipment Service Report) is sent via email to GSE Maintenance Department: SEAMX@wfs.aero
 - GSE is rendered immobile by placing a Red Tag on steering wheel of GSE.
 - Red Tags can be found in our Supply room, Supervisors/MOD's are responsible for tagging equipment.
 - GSE: SEAMX crew will remove the Red Tag once GSE is back in service.

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LOP - CUSTOMER RECORDKEEPING

It is a requirement for the warehouse, ramp or passenger service to create a local procedure for record keeping which defines what records are kept, for what carrier and 1) where they are kept, 2) who has access, 3) the retention/destruction schedule, 4) how they are kept safe/secure

| Customer or Air Carrier | Records Kept | Location of Records | Access/Safe/Secure | Retention/Destruction |
|-------------------------|----------------|---------------------|--------------------|-----------------------|
| OZ Asiana Airlines | Flight Release | Ops Filing Cabinet | Access | 00 Days |
| KH Aloha Air | Flight Release | Ops Filing Cabinet | Access | 90 Days |
| CI China Airlines | LIR | Ops Filing Cabinet | Access | 90 Days |
| KE Korean Airlines | LIR | KE Office | Access | 90 Days |
| LH Lufthansa | LIR | LH Office | Access | 90 Days |



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LOP - SCALE CALIBRATION - Not Applicable

It is a requirement for the cargo, express or ticket counter locations (if scales are maintained by WFS) to identify, by scale, the calibration requirements, who the authorized vendor is and where to report issues. Also note if scales are checked daily and the local steps. If scales are owned by the air carrier or airport operator, please identify that in the Remarks.

| Scale Number or Identification | Location | Calibration Requirements / Checks /Timeframe / Remarks |
|--------------------------------|----------|--|
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Who is the scale repair/calibration vendor and their contact information?

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LOP – PUSHBACK POSITIONING ONTO AIRCRAFT HARDSTANDS

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|--------------------------|---|
| PURPOSE: | To Ensure Safety of the Aircraft by Establishing Routing Procedures in Positioning Pushback onto Aircraft and Damage Prevention at Cargo Hardstands. This Safety requirement is to prevent GSE and all other vehicles using a tight and congested path to get across the nose of the parked aircraft. Preventing any damages to the aircraft and establishing a clear and safe path to the nose of the aircraft ready for departure |
| SCOPE: | ALL Cargo Ramp Ground Handling Agents Operating/Serviceing All SEA CGO Customer Carriers MUST follow established routing drive lanes for Pushback connection to aircraft at Cargo Hardstands. ONLY Designated / Certified Push Back Drivers, and NO others, with their driver's license in possession, SHALL operate and drive the Push Back. PB Driver MUST pilot the PB from behind the ERA GSE staging area with the driving path, parallel from the nose to the tail of the aircraft. PB driver shall continue to steer straight heading West towards the Vehicle Service Road (VSR). Once PB driver reaches the VSR, PB driver will have to turn either North or South, depending on what J-line parking designation the aircraft was assigned. If, when turning left heading South on the VSR, and aft of the tail of the aircraft, the PB driver MUST continue driving until PB passes the boundary edge of the right wing following the VSR. PB will then proceed turning East onto the drive lane ensuring a significant clearance between the wing and PB. Once PB driver passes the leading edge of the wing, PB driver shall change his course slightly towards the north, passing forward of the nose of the aircraft with enough room to safely maneuver into position with the assistance of a guide person. PB driver will safely maneuver into position and coupling with the towbar that is connected to the nose of the aircraft. Positioning complete. When turning North from the PB staging area, PB driver will continue driving North on the VSR and aft of the tail of the aircraft. PB driver will change heading from North to East following the VSR and clearing the boundary edge of the left wing. PB driver MUST clear passage forward of the nose of the aircraft to safely maneuver PB onto the towbar with the assistance of a guide person. Positioning complete. All Agents are empowered to stop PB driver should the driver deviate from the standard operating procedure. Should the drive lanes be congested with other GSE other than WFS, the MOD or SUP will report to the Carrier of obstacle on the way and cannot proceed until moved. The MOD or SUP will also report to POS ACC of GSE within the ERA. |
| Process - General | <p>The following process must take place in ensuring a safe path for the pushback to position to the nose of the aircraft{identify the steps required to complete this SOP}</p> <ol style="list-style-type: none"> 1) Request information from carrier acft parking assignment 2) Inform Team on pre-ops briefing of acft parking assignment 3) Designate at pre-ops briefing authorized/certified PB driver in possession of Drivers License for the flight 4) Remind at briefing path of PB to ALL Hands 5) West to South routing 6) PB driver to drive straight heading west from behind the ERA GSE staging area following the path parallel to the aircraft from nose to tail towards the VSR. 7) Head south once on the VSR, pass the tail of the aircraft 8) Continue heading south until PB passes the right wing tip following the VSR lane 9) PB following VSR lane turning West towards the nose of the acft |



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| | <ol style="list-style-type: none">10) PB driver allowing enough room to safely maneuver pass the nose of the acft using a marshaller for PB positioning to the towbar11) Positioning complete12) West to North routing13) PB driver to drive straight heading west from behind the ERA GSE staging area following the path parallel to the aircraft from nose to tail towards the VSR.14) Head north once on the VSR pass the tail of the aircraft15) Continue heading north until PB passes the right wing tip following the VSR lane16) PB following VSR lane turning West towards the nose of the aircraft17) PB driver allowing enough room to safety maneuver |
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LOP – A/C SAFETY CONE PLACEMENT, FWD OF L1 DOOR CREW STAIRS

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|--------------------------|---|
| PURPOSE: | To Ensure No GSE is Driven Forward of the L1 Door Stairs to the Nose Of The Acft. This Safety requirement is to prevent GSE and all other vehicles using this tight and congested path to get across the nose of the parked aircraft. Preventing any damages to the aircraft. |
| SCOPE: | All Cargo Ramp Ground Handling Agents Operating on All SEA CGO Ramp Customer Carriers MUST install 2 sets of cones each, with a barrier pole in between. The 2 connecting cones are to block off any / all GSE from driving, forward of the bottom of the stairs at L1 door to the nose of the acft. This is to include all Security, Catering, Fueling Vehicles and all other Carrier supporting vehicles, to include Ground Handling GSE. |
| Process - General | <p>The following below process to take place at gate:</p> <ol style="list-style-type: none"> 1) Marshall aircraft to blocks 2) Block aircraft into spot 3) Engines shut down 4) Beacon lights out 5) Aircraft chocked 6) L1 door crew stairs set in place with stabilizers down 7) 2 Sets of cones staged, (total of 4) 8) Each set of cones of 2 will have a 1 pole barrier each connected to each other 9) Cones to be staged forward of the bottom of the stairs towards the nose 10) Cones will be staged where no GSE can pass through 11) Place additional set of 2 cones aft of the stairs towards the tail if needed <div style="display: flex; justify-content: space-around; margin-top: 20px;">   </div> |



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LOP – CREW AIR STAIRS

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|---|---|----------------------------|---------|
| LOP DOCUMENT TITLE: | CREW AIR STAIR SAFE AND PROPER POSITIONING AFTER L1 DOOR IS CLOSED | | |
| NUMBER / VERSION | 1 | | |
| REVISION DATE | | EFFECTIVE DATE | 23OCT23 |
| WFS POLICY REFERENCE | | | |
| PROCESS OWNER | Name | Position/Department | |
| | Roger John Parayno | SEA GM Ramp / Operations | |
| PURPOSE: | To establish procedure in ensuring safe and proper stowage of Crew Air Stairs after L1 Door closure | | |
| SCOPE: | ALL SEA Cargo Ramp Agents are to be educated and be able to demonstrate safe and proper stowage of Crew Air Stairs after L1 door is closed. | | |
| DEFINITIONS: | CREW AIR STAIR SAFE AND PROPER POSITIONING AFTER L1 DOOR IS CLOSED | | |
| RELATED DOCUMENTS & RECORDS: | | | |
| TRAINING | ALL Agents to receive proper documented Training on Safe and Proper Crew Air Stair positioning after L1 Door is closed and be able to demonstrate procedure. Observation by Designated Evaluator or Trainer to be signed off as part of initial / recurrent training. | | |
| HEALTH AND SAFETY REQUIREMENTS | This procedure is to prevent Crew Air Stairs from being removed and driven away while aircraft is still on blocks or on the J-Line. Significant ramp congestion at gates with GSE's tightly parked and staged at the edge of ERA's with no significant egress blocking all access to exits and entrance to perimeter road. Ensuring no Agent accidentally drives off and striking the wing. | | |

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| POLICY | |
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Process - General

- 1) L1 Door Closed
- 2) Crew Air Stair rails retracted
- 3) Top of stairs is clear of FOD/Trash
- 4) Chocks removed and stowed
- 5) Stanchions retracted and stowed
- 6) Stairs is clear of any personnel
- 7) Stairs manually pushed out and temporarily parked approx. 30ft away from the aircraft
- 8) Chocks re-set and stanchions extended on stairs
- 9) Set brakes on Crew Air Stairs tongue
- 10) Aircraft Blocks Out and on active Taxiway
- 11) Aircraft J-Line is clear and there are no acfts at gate
- 12) Marshaller to engage Crew Air Stairs' tongue to hitch of Tug
- 13) Confirm that hitch is engaged and down and in the lock position securing the Crew Air Stairs
- 14) Path is clear towards final staging/stowage area
- 15) Tug Driver proceeds with caution towing Crew Air Stairs in place

STAIRS AFTER L1 DOOR CLOSED



STAIRS AFTER L1 DOOR CLOSED

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STAIRS AFTER PUSH



STAIRS AFTER PUSH

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STAIRS AFTER PUSH READY FOR TOWING

