



Local Operating Procedure (LOP)

LAX – QF Cargo and Amazon		Alfredo Valle - GM
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<p>Local Operating Procedures Packet:</p> <p>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.</p>		
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 Customer Emergency Response Plan	X	
<i>{insert additional LOPs, as required}</i>		
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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.
Amazon	No hard copy, located in contrails	https://contrails.force.com/s/Avalle@wfs.aero/965719Av	
Qantas Airline (QF)	Manual locate in a binder near GM desk or under Qantas shared files		Only available in Qantas computers
Western Global (WGA)	Located in a binder in the office next to the label maker		
EL Al Airlines	El Al manual located at Sandras desk		
AAI Airlines	Manual located in AAI website	Comply365® / LAX_AV / 6074251	



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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.
Amazon Air	Amazon standard work manual		WFS GOM/ CHM/IQSMS
Qantas Airline	Qantas CHM		WFS GOM/ CHM/IQSMS
El AL Airlines	El Al Airline CHM		WFS GOM/ CHM/IQSMS
Western Global	WGA CHM		WFS GOM/ CHM/IQSMS

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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	Alfredo Valle/ 3108470125/avalle@wfs.aero Angela Harvey/ 3103427830/aharvey@wfs.aero Javier Trujillo/ 3104931031/Javiertrujillo@wfs.aero Noel Mcgee/ 3238354101/nmagee@wfs.aero Jim Ferrel/ 9548165017/jim.ferrel@wfs.aero Michael Alumbaugh/ 4803136236/michael.alumbaugh@wfs.aero Martina Baines/ 3038828008/mbaines@wfs.aero	Text/call and Email	Pulse Injury report	Pulse injury report / statements/ pictures
Aircraft Damage (WFS Notification)	Alfredo Valle/ 3018470125/avalle@wfs.aero Angela Harvey/ 3103427830/aharvey@wfs.aero Javier Trujillo/ 3104931031/Javiertrujillo@wfs.aero Noel Mcgee/ 3238354101/nmagee@wfs.aero Jim Ferrel/ 9548165017/jim.ferrel@wfs.aero Michael Alumbaugh/ 4803136236/michael.alumbaugh@wfs.aero Martina Baines/ 3038828008/mbaines@wfs.aero	Call/ Text and email	Pulse report Notify Lawa Notify Amazon	Pulse report Statements Pictures
Aircraft Damage (Air Carrier Notification for each customer)	Malcolm Pope/ 4054216639/popemalc@amazon.com	Call/ Text and email	Notify RGM and SRGM	5 Whys Statements Pictures
GSE Damage	Alfredo Valle/ 310847/0125/avalle@wfs.aero Angela Harvey/ 3103427830/aharvey@wfs.aero LAXGSEM@wfs.aero Jose Recinos/ 3106074930/jrecinos@wfs.aero	Call/ Text and email	Pulse report Notify GSE	Pulse report ECR Statements Pictures
Facility Damage	Easton Murrille/ 3104918280/easton.murrille@qantas.com.au Miguel Garzon/ 3105620936/mgarzon@qantas.com.au Alfredo Valle/ 310847/0125/avalle@wfs.aero Angela Harvey/ 3103427830/aharvey@wfs.aero	Call/ Text and email	Pulse report Notify QF	Pulse report Damage report Statements Pictures



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Security Incident (WFS Notification)	Alfredo Valle/310847/0125/avalle@wfs.aero Angela Harvey/ 3103427830/aharvey@wfs.aero	Call/ Text and email	Pulse report Notify safety team	Pulse report Statements
Security Incident (Air Carrier Notification for each customer)	Malcolm Pope/4054216639/ popemalc@amazon.com	Call/ Text and email	Notify RGM	5 whys Statements
Customer Service Failure	Alfredo Valle/310847/0125/avalle@wfs.aero Angela Harvey/ 3103427830/aharvey@wfs.aero	Call/ Text and email	Notify Amazon RGM	5 whys
Environmental Incident	Alfredo Valle/310847/0125/avalle@wfs.aero Angela Harvey/ 3103427830/aharvey@wfs.aero	Call/ Text and email	Pulse report Notify Safety team	Pulse report Statements Pictures
Third Party Incident	Alfredo Valle/310847/0125/avalle@wfs.aero Angela Harvey/ 3103427830/aharvey@wfs.aero	Call/ Text and email	Pulse report	Pulse report Statements Pictures
Pandemic/COVID/Medical Incident	Alfredo Valle/310847/0125/avalle@wfs.aero Angela Harvey/ 3103427830/aharvey@wfs.aero	Call/ Text and email	Pulse report	Pulse report Statements Pictures

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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	LAWA alerts via text and email.	Management will send text and email alert to all employees.	GSE must be shut off and chocked.	LAWA send email and text advising that the alert is over. Management will then notify the team.
Tornado	N/A			
Hurricane	N/A			
Snow/Freezing Precipitation	N/A			
Extreme Cold	Weather forecast	Management will send text and email alert to all employees.	N/A	Management will then notify the team.
Extreme Heat	Weather forecast	Management will send text and email alert to all employees.	Try to park GSE in a shaded area.	Management will then notify the team.
High Winds	LAWA alerts via text and email.	Management will send text and	GSE must be shut off and chocked.	LAWA send email and text advising

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		email alert to all employees.		that the alert is over. Management will then notify the team.
Low Visibility	LAWA alerts via text and email.	Management will send text and email alert to all employees.	GSE must be shut off and chocked.	LAWA send email and text advising that the alert is over. Management will then notify the team.
Earthquake	LAWA alerts via text and email.	Management will send text and email alert to all employees.	GSE must be shut off and chocked.	LAWA send email and text advising that the alert is over. Management will then notify the team.

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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>			
Contact Phone and email	Type of Notification	Where are the damaged ULD's be taken?	What is the follow up action required?
Virginia.rosalesdemartinez@gantas.com.au Easton.murrille@gantas.com.au Miguel.garzon@gantas.com.au	Email Qantas	Damage ULD area	Contact Prime flight for repairs
uldcontrol@amazon.com chisella@amazon.com	Email Amazon ULD control and Advise RGM	Damage ULD area on static rack	Wait for further instructions from Amazon ULD control
john.castellanos@westernglobal.aero marc.huizar@westernglobal.aero	Email Marc and John from WGA	Damage ULD area	Wait for further instruction from WGA
Omrid@elal.co.il Orste@elal.co.il	Email El Al management	El Al Damage ULD area	Wait for clearance to send back to Origin

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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?

Unserviceable GSE

- Upon a damaged or Unserviceable GSE is discovered during operation hours, ECR must be completed, and maintenance must be notified.
- Complete ECR adding the asset number and the problem that the equipment may have. Once completing the ECR, notify GSE. All unserviceable equipment must be placed in a location where it will not affect any other operation.

GSE is rendered immobile when it is spilling any fluid, or it will not operate to standard.

- GSE must be staged on an area that will not interfere with any operation. If the GSE is obstructing any operation, GSE shop should be notified immediately in order to have the unit removed as soon as possible.

GSE Tag out tags are located in our admin office. All employees are responsible to tag out any equipment that is unserviceable.

- Upon the employee noticing any equipment that is not serviceable, the employee must immediately notify management and tag out the equipment to ensure no other employee uses that equipment until it has been placed back to service by the GSE personnel.

Only GSE mechanics can determine if any tagged out GSE is serviceable after being taken out of service.

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LOP - CUSTOMER RECORDKEEPING

<p>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</p>			
Records Kept	Location of Records	Access/Safe/Secure	Retention/Destruction
Amazon Line hauls, Flight folder, Scale calibration and ECR	Admin Office	Admin, leads, supervisor and managers	30 days
Qantas Export/Import files	Storage room/ Bypass	Office agents, lead, supervisor and managers	5 years
Qantas 30 days flight folder	Cabinet in office	Office agents, lead, supervisor and managers	30 days
Qantas DG Rejection	Front counter office	Office agents, lead, supervisor and managers	3 months
Qantas Notoc folder	Front counter office	Office agents, leads, supervisor and manager	3 months



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LOP - SCALE CALIBRATION

<p>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.</p>		
Scale Number or Identification	Location	Calibration Requirements / Checks /Timeframe / Remarks
434642	Between Dock 9&10	Calibration done monthly/ Checks done daily
1988800011	Amazon scale in the backyard	Calibration done monthly/ Checks done daily
434641	Scale 52/ ETV	Calibration done monthly/ Checks done daily
434749	Scale 92/ ETV	Calibration done monthly/ Checks done daily
434571	Next to cooler	Calibration done monthly/ Checks done daily
<p>Who is the scale repair/calibration vendor and their contact information?</p> <p>Jeff Ruitensghild 714-469-4972 jeff@flynnscale.org</p>		

