



Local Operating Procedure (LOP)

LAX Cargo – AF/KL		Charles Moody - GM
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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	<i>IQSMS 2.4 c</i>	
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	
<i>{insert additional LOPs, as required}</i>		
<i>{insert additional LOPs, as required}</i>		
<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 maintaining.	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.
LX		https://docsurf.app.lufthansa.com/ User: lh PW: welcome	
AF/KL		https://afkl.sharepoint.com/sites/AFKLCargo-RDM/CFO/Forms/CFO_EN.aspx User: AFKLExport PW: (Account password)	
AA		Cargointranet.aa.com Password: employee passwords.	
Aloha	Printed out copy in Binder so employee access if need be. Charles Moody has access.		
UPS		Online Copy, Can get access from UPS regional Manager Linda Larrison.	
WFS	All Management has access.	WFS intranet	



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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.
AF/KL	Customer policies		
LX	Customer policies		
AA	Customer policies		
Aloha	Customer policies		
UPS	Customer policies		
Kalitta Mail	Customer policies		

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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	Charles Moody/ Charles.Moody@wfs.aero 3109207319 Rene Medina/ Rene.Medina@wfs.aero/562-387-6384 Angela Harvey/ 909-254-1868 /aharvey@wfs.aero Noel Magee/3238354101/nmagee@wfs.aero Jim Ferrel/9548165017/jim.ferrel@wfs.aero	Text/call and Email	Pulse Injury report. Schedule test on first advantage.	Pulse injury report / statements/ pictures . Held out of service form/ clinic paperwork.
Aircraft Damage (WFS Notification)	Charles Moody/ Charles.Moody@wfs.aero 3109207319 Rene Medina/ Rene.Medina@wfs.aero/562-387-6384 Angela Harvey/ 909-254-1868 /aharvey@wfs.aero Noel Mcgee/3238354101/nmagee@wfs.aero Jim Ferrel/9548165017/jim.ferrel@wfs.aero	Call/ Text and email	Pulse report Notify Ramp Management and customer.	Pulse report Statements Pictures
Aircraft Damage (Air Carrier Notification for each customer)	Notify Required customer.	Call/ Text and email		5 Whys Statements Pictures
GSE Damage	Charles Moody/ Charles.Moody@wfs.aero 3109207319 Rene Medina/ Rene.Medina@wfs.aero/562-387-6384 AFKLMGMT@wfs.aero or LAXpostalmgmt@wfs.aero LAXGSEMX@wfs.aero Jose Recinos/3106074930/jrecinos@wfs.aero	Call/ Text and email	Pulse report Notify GSE	-Pulse report -Put in the app -Dossier -Statements -Pictures

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Facility Damage	Olbernal@airfrance.fr 571-354-5661 Charles Moody/ Charles.Moody@wfs.aero 3109207319 Rene Medina/ Rene.Medina@wfs.aero /562-387-6384 Angela Harvey/ 909-254-1868 /aharvey@wfs.aero	Call/ Text and email	Pulse report Notify Airline if required.	Pulse report Damage report Statements Pictures
Security Incident (WFS Notification)	Charles Moody/ Charles.Moody@wfs.aero 3109207319	Call/ Text and email	Pulse report Notify safety team	Pulse report Statements
Security Incident (Air Carrier Notification for each customer)	Notify Required customer.	Call/ Text and email	Pulse report.	5 whys Statements
Customer Service Failure	Charles Moody/ Charles.Moody@wfs.aero 3109207319 Angela Harvey/ 909-254-1868 /aharvey@wfs.aero Rene Medina/ Rene.Medina@wfs.aero /562-387-6384	Call/ Text and email	Notify Required customer.	5 whys
Environmental Incident	Charles Moody/ Charles.Moody@wfs.aero 3109207319 Angela Harvey/ 909-254-1868 /aharvey@wfs.aero Rene Medina/ Rene.Medina@wfs.aero /562-387-6384	Call/ Text and email	Pulse report Notify Safety team	Pulse report Statements Pictures
Third Party Incident	Charles Moody/ Charles.Moody@wfs.aero 3109207319 Angela Harvey/ 909-254-1868 /aharvey@wfs.aero Rene Medina/ Rene.Medina@wfs.aero /562-387-6384	Call/ Text and email	Pulse report	Pulse report Statements Pictures



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Pandemic/Covid/Medical Incident	Charles Moody/ Charles.Moody@wfs.aero 3109207319 Angela Harvey/ 909-254-1868 /aharvey@wfs.aero Rene Medina/ Rene.Medina@wfs.aero/562-387-6384	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				
Tornado				
Hurricane				
Snow/Freezing Precipitation				
Extreme Cold				
Extreme Heat				
High Winds				
Low Visibility				
Earthquake				

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LOP - ULD DAMAGE NOTIFICATION

Local Process Prepared By				
<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?
AF/KL	Olbernal@airfrance.fr (571)354-5661	email	Segregated from useable stock. Racked separately	Minor repair – Mark as damaged using damage sticker or tape. Can be moved on a pallet stack or sandwich pallet with cargo. Damage remarked on VC-ULD Air France System
				Major repair - Mark as damaged using damage sticker or tape. Can only be moved as a stack back to CDG or AMS. Damage remark on VC-ULD Air France System
LX	Mary.ensch@swiss.com (310)302-7224	email	Segregated from stock.	Notify Jettainer. Report to local Airline ops Manager.
American	Clarence.Maple@aa.com	email	Segregated and sent to American Airlines warehouse.	Notify AA Manager Clarence.



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Aloha	Mrcardenas@alohaaircargo.com 310-908-4849	email	The ramp transport to Korea and Unilope pick up the next following day.	Damage ULD information are sent to Manuel Cardenas and he provides next steps.
UPS	Ramoncano@ups.com (213)210-7441	email		If containers are damage, we send images to Ramon for record keeping and send to Ontario

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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?

- Once equipment is out of service, staff member will grab red tags from the management office and place out of service Red tags on the equipment after moving the equipment in designated area so it will not be in use.
- After placing red tag on equipment, we then proceed to input in Dossier.
- Once the app Dossier is filled out, we will also send it over to the GSE via email.
- GSE will then inspect the equipment and advise us if equipment will be out of service for a longer period of time due to parts.
- Once GSE fixed equipment, a visual and physical inspection is conducted on the equipment in question.
- IF GSE informed us that the equipment is fixed and when a physical/Visual inspection is completed by our staff, we will place the equipment back in service and monitor the results.

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LOP - CUSTOMER RECORDKEEPING

<i>Local Process Prepared By</i>				
<p><i>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</i></p>				
Customer or Air Carrier	Records Kept	Location of Records	Access/Safe/Secure	Retention/Destruction
AF/KL	Flight Folders	Main Office 90 Days/ second floor file room	Access Control Area Accessible to staff and airline representative	Import 5 Years Export 2 Years
	Cargo Control Forms (AWB IAC CCSF Driver Verification)	Main Office 30 Days/ Second floor file room	Access Control Area Access to staff and airline representative. 30 day retention availability for TSA main office.	2 years
	FAA Files	Main Office	Access Control Area Accessible to staff, airline representative and Government officials (FAA)	365 Days
LX	Flight Folders	Main Office 90 Days/ second	Access Control Area Accessible to staff and airline representative	Indefinite retention of records pending review from Airline

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		floor file room		
	Cargo Control Forms (AWB IAC CCSF Driver Verification)	Main Office 30 Days/ Second floor file room	Access Control Area Access to staff and airline representative. 30 day retention availability for TSA main office.	Indefinite retention of records pending review from Airline
	FAA Files	Main Office	Access Control Area Accessible to staff, airline representative and Government officials (FAA)	365 Days
Kalitta	Containers numbers and flight details.	30 days	Kept in file cabinet for safe keeping at mail office.	
American Airlines.	DRP slips.	30 days.	Kept in file cabinet for safe keeping at mail office.	
Aloha Airlines.	Weight slips.	30 days	Kept in file cabinet for safe keeping at mail office.	



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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
7D750964001642	Cargo export Back door	Quarterly Calibration or as needed Daily Calibration Checks performed
434593	Cargo import Back Door	Quarterly Calibration or as needed Daily Calibration Checks performed
20018000004	10X10 Next to Xray	Quarterly Calibration or as needed Daily Calibration Checks performed
7D750961000500	Bypass scale	Quarterly Calibration or as needed. Daily Calibration Checks performed
7D750964001542	Small 5X5 Scale near X-Ray	Quarterly Calibration or as needed. Daily Calibration Checks performed
2003800075	20-foot mail scale	Quarterly Calibration or as needed. Daily Calibration Checks performed
<p>Who is the scale repair/calibration vendor and their contact information? Flynn scale: Contact information is (833)-921-8472</p>		