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*	
{insert additional LOPs, as required}		
{insert additional LOPs, as required}		
{insert additional LOPs, as required}		

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.
Aloha Air Cargo (NC)	Located in the Aloha Air Cargo workstation. Black shelf.	https://velociy-mail.com/app/main/nc USERNAME: hvoon Psw: huvo.0311	
American Airlines (AA)	Hard copy available in the AA office.	https://cargointranet.aa.com	
Asiana Airlines (OZ)			Accessible through any compute connected to the CASUSA network. Z:Drive>Asiana>Cargo Standard Operating Procedure> CSOP Rev.24(ENG)
Emirates Airlines (EK)		https://emiratesgroup.sharepoint.com/teams/EKSC/Emirates%20GHA/Forms/AllItems.aspx USERNAME: ekseawfs@gmail.com PSW: Wfsusa2022	
Eva Air (BR)			Accessible on any WFS computer connected to the CASUSA network Z:DRIVE>Eva Air>Cargo Operation Manual COM
Finnair (AY)			Accessible on any WFS computer connected to the CASUSA network. Z:DRIVE>FINNAIR>EXPORTS>CHM
IAG CARGO (BA)		https://login.vistair.com/login Username: BAManuals@*** Password: Gsp@***123	

IAG CARGO (EI)		[Citrix Gateway (aerlingus.com)](#) Username: BAManuals@*** Password: Gsp@***123	
Iceland Air (FI)		https://icelandair.webmanuals.aero Username: CGO_SEA PSW: ICEmanuals	
Polar Air Cargo (PO)			Accessible on any WFS computer connected to the CASUSA network Z:DRIVE>Polar Air>Processes
Qatar Airways (QR)		https://cdms.qatarairways.com.qa/login/ **preferably Chrome** User name: glenda_hayes Psw: sea#QYR$5AG_y	
Turkish Airlines (TK)			Accessible on any WFS registered computer. Z:Drive>Turkish>TK GOM

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.
IAG Cargo	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES
Qatar Airways	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES
Emirates Airlines	Cargo Manual Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES
American Airlines	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES
Hainan Airlines	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES
Polar Air Cargo	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES
Iceland Air	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES

Turkish Airlines	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES
Finnair	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES
Eva Airways	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES
Asiana Airlines	Cargo/Mail Acceptance | Cargo Build-up | Cargo Breakdown | Outbound Manifesting | Inbound AMS	WFS GOH, CHM, and IQSMS	YES

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	Manager On Duty **1st shift** Gregory Philips gregory.phillips@wfs.aero 206-531-5453 **2nd shift** Antonio Celis acelis@wfs.aero 253-219-8434 **3rd shift** Carl Villagomez Carl.villagomez@wfs.aero 206-348-9651	Phone Email	PULSE	
Aircraft Damage (WFS Notification)	General Manager James Salas 805-404-3884 jsalas@wfs.aero	Phone	Pulse	
GSE Damage	Patrick Offut – GSE Manager seamx@casusa.com	email	Pulse	
Facility Damage	MOD & POS 206-787-5229 #1	Phone		
Security Incident (WFS Notification)	Jeri Eck Director of Compliance and Security Jeri.eck@wfs.aero 611-977-5695	Phone	PULSE	
Customer Service Failure	Brianna Velazquez Assistant General Manager 206-852-2764 bvelazquez@wfs.aero	Email	PULSE	
Environmental Incident	General Manager James Salas 805-404-3884		PULSE	

	jsalas@wfs.aero			
Third Party Incident	General Manager James Salas 805-404-3884 jsalas@wfs.aero	PULSE		
Pandemic/Covid/Medical Incident	General Manager James Salas 805-404-3884 jsalas@wfs.aero	PULSE		

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 and email to management	Advisement will change depending on the distance of lightning	When Advised by Everbridge
Heavy Rain	POS	Everbridge text and email to management	Slower operating speeds	When Advised by Everbridge
Snow/Freezing Precipitation	POS	Everbridge text and email to management	Chains on equipment, slower operating speeds	When Advised by Everbridge
Extreme Cold	POS	Everbridge text and email to management	Warm up equipment, obtain additional fuel	When Advised by Everbridge
Extreme Heat	POS	Everbridge text and email to management	Beware of overheating	When Advised by Everbridge
High Winds	POS	Everbridge text and email to management	Secure all equipment	When Advised by Everbridge
Low Visibility	POS	Everbridge text and email to management	Proceed with caution Movement stops when SMGS activated	When Advised by Everbridge

LOP - ULD DAMAGE NOTIFICATION

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.

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?
AA American Airlines	AA@jettainer.com	E-Mail	Stored at Cargo to await further instruction	Send an email to Jettainer
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.
BR Eva Airways	Maggie Yang maggieyang@evaair.com	E-Mail	Stored at Cargo to await further instruction	Carrier will advise when to send ULD to origin for repair.
EK Emirates Airlines	skycargoSEA@emirates.com	E-mail	Stored at Cargo to await further instruction	Carrier will advise when to send ULD to origin for repair.
IAG (BA/EI)	Alex Giron 206-235-0404 Alex.giron@ba.com	E-mail	Stored at Cargo	Carrier will advise when to send ULD to origin for repair.
TK Turkish Airlines	ULDCONTROL@THY.COM	E-mail	Stored at Cargo to await next available flight.	All damaged ULD's are sent out on the next available flight.
AY Finnair	ayuldmanager@air-dispatch.com	E-mail	Stored a Cargo to await next available flight.	Report damaged ULD in AY's internal system.
PO Polar Air Cargo	Susanne Hogan Susanne.hogan@polarair.com	E-mal	Stored at cargo to await further instruction	Carrier will advise when to send ULD to origin for repair.
NC 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.

FI Iceland Air	Jessica Ginger Jessica.ginger@icelandair.com	Email	Stored at cargo to await to send on the next available flight.	Send an email to Jessica Ginger.
QR Qatar Airways	Gandre Jasich 365-876-1775 gandrejasich@us.qatarairways.com qruldhq@qatarairways.com.qa	Email	Stored at cargo to await further instructions	Send email to Gandre

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?

1) Complete ECR and send to SEAMX@WFS.AERO and SEAMGR@WFS.AERO
2) Any Employee noticing defects with GSE MUST RED TAG Equipment.
3) Process:
   a. Red Tag is completed and attached to the steering wheel or ignition switch
      i. Highly Visible for non-motorized equipment (dolly tongue, handle, bagacart tongue)
   b. Contact Duty Manager/Supervisor to check equipment to confirm red-tag status
      i. Provide location and asset number
   c. Duty Manager/Supervisor to ensure Red-Tagged unit is included on daily ECR and provided to GSE Team at seamx@wfs.aero and seamgr@wfs.aero,
   d. If red-tagged equipment is impacting operational performance, a phone call MUST be made to GSE Patrick Offutt at 206-327-2702 or Emilio Manahane at 253-459-2557.
   e. If the GSE is safe to drive, it should be taken and parked in front of the GSE Shop.

      Equipment should only be pulled by other GSE and NEVER PUSHED.
      Equipment MUST only be pulled by means of tow strap or chain found in the back of U0412, VAN361, VAN305.
      Pulling equipment should only be performed by Supervisors, Duty Managers or GSE Staff, unless delegated to Agents.
      IF it is not possible to pull the GSE due to its location, a GSE MX MUST move or supervise the movement of the GSE.
   f. GSE Tags are located in ALL Ramp Vans. Managers & Supervisors are responsible for tagging out the GSE

NOTE: ONLY GSE MX can remove the red tagged GSE and return to service and informing Operations via email or voice mail. GSE's that are cleared to return will be parked on the east side of the shop, right next to the perimeter road and jersey barriers.

When to Red Tag:
- Unsafe to Operate   - Leaking Fluids -   Not Operating Normally
- Flat/Worn Tires   - If it is questionable, red tag it.

** IF a unit needs service but is not a safety hazard (ie cosmetic issue) do not red tag. Add to ECR for record and future reference**

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
AA American Airlines	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	AA MOD/SOD Office	Access	5 Years
BR Eva Airways	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	BR File Cabinet	Access	30 days
QR Qatar Airways	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	QR File Cabinet	Access	90 Days
EK Emirates Airlines	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	EK File Cabinet	Access	30 Days
OZ Asiana Airlines	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	OZ File Cabinet	Access	30 days
HU Hainan Airlines	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	Hainan Cabinet	Access	30 Days
IAG Cargo British/Aer Lingus/Iberia	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC)	IAG File Cabinet	Access	30 Days

	FAA Accepted and Rejected.			
TK Turkish Airlines	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	TK File Cabinet	Access	30 Days
AY Finnair Airlines	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	AY File Cabinet	Access	30 Days
PO Polar Air Cargo	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	PO File Cabinet	Access	30 Days
FI Iceland Air	Flight Folders (Import & Export), TSA 30-day (AWB|MNFST|CCSF|IAC) FAA Accepted and Rejected.	FI File Cabinet	Access	30 Days

LOP - SCALE CALIBRATION

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
1005222911	Inside the office next to TK work station.	Calibration checks done daily.
000041816	Unscreened area 10ft scale.	Calibration checks done daily.
000041810	10ft scale next to screened cargo area.	Calibration checks done daily.
000041812	20ft scale next to aoa access door	Calibration checks done daily.
SBH21101N001	Located outside of MOD window	Calibration checks done daily.
434542	Scale located inside warehouse, by OZ back door.	Calibration checks done daily.

Who is the scale repair/calibration vendor and their contact information?