



# Local Operating Procedure (LOP)

<b>LAX Cargo – B217</b>		<b>Rafael Valencia - GM</b>	
<b>Version – 2.0</b>	<b>Date - 07012023</b>	<b>Page - 1</b>	

<b>Local Operating Procedures Packet:</b> 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.		
<b>WFS POLICY REFERENCE</b>	<b>IQSMS 2.4 c</b>	
<b>APPLICABLE LOCAL PROCEDURES {Check the Correct Box}</b>		
<b>LOP Title</b>	<b>Applicable</b>	<b>Non-Applicable</b>
LOP Customer Manuals Access	<b>Applicable for All Locations</b>	
LOP Customer Process Table	<b>Applicable for All Locations</b>	
LOP Local Incident Reporting Procedures	<b>Applicable for All Locations</b>	
LOP Severe Weather Plan	<b>Applicable for All Locations</b>	
LOP ULD Damage Notification	<b>X</b>	
LOP GSE Out of Service Procedures	<b>X</b>	
LOP Customer Recordkeeping	<b>X</b>	
LOP Scale Calibration	<b>X</b>	
LOP Customer Emergency Response Plan	<b>X</b>	
<i>{insert additional LOPs, as required}</i>		
<i>{insert additional LOPs, as required}</i>		





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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.
Cathay Pacific	Cathay Pacific Cargo CHM		
STARLUX	STARLUX CHM		
Atlas Charter (Flexport)	Atlas CHM		
SF Express	SF CHM		

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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	Rafael Valencia 424-528-5044 <a href="mailto:rafael.valencia@wfs.aero">rafael.valencia@wfs.aero</a> Mario Palomarez – Via Email <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a> Bob Mayar -Via Email <a href="mailto:Bob.Mayar@wfs.aero">Bob.Mayar@wfs.aero</a> Javier Trujillo – via email <a href="mailto:Javier.Trujillo@wfs.aero">Javier.Trujillo@wfs.aero</a> Noel Magee – Via Email <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a>	Text/call and email	Pulse injury report	Pulse injury report/ statements / pictures
Aircraft Damage (WFS Notification)	Rafael Valencia 424-528-5044 <a href="mailto:rafael.valencia@wfs.aero">rafael.valencia@wfs.aero</a> Mario Palomarez – Via Email <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a> Bob Mayar -Via Email <a href="mailto:Bob.Mayar@wfs.aero">Bob.Mayar@wfs.aero</a> Javier Trujillo – via email <a href="mailto:Javier.Trujillo@wfs.aero">Javier.Trujillo@wfs.aero</a> Noel Magee – Via Email <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a>	Text/call and email	Pulse incident report	Pulse incident report/ statements / pictures
Aircraft Damage (Air Carrier Notification for each customer)	Cathay Pacific:  Jhayce Perez 424-207-3903 <a href="mailto:jhayce_perez@cathaypacific.com">jhayce_perez@cathaypacific.com</a>  STARLUX:  Joyce Wu 832-451-9588 <a href="mailto:joyceiywu@starlux.airlines.com">joyceiywu@starlux.airlines.com</a>	Text/call and email	Pulse incident report	Pulse incident report/ statements / pictures

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	<p>Atlas Charter:</p> <p>Jim Li 914-413–1654 <a href="mailto:Jim.li@atlasair.com">Jim.li@atlasair.com</a></p> <p>SF Express:</p> <p>William Lee 718-737-2888 <a href="mailto:William.lee1@sf-express.com">William.lee1@sf-express.com</a></p>			
GSE Damage	<p>Rafael Valencia 424-528-5044 <a href="mailto:rafael.valencia@wfs.aero">rafael.valencia@wfs.aero</a></p> <p>Mario Palomarez – Via Email <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a></p> <p>Bob Mayar -Via Email <a href="mailto:Bob.Mayar@wfs.aero">Bob.Mayar@wfs.aero</a></p> <p>Javier Trujillo – via email <a href="mailto:Javier.Trujillo@wfs.aero">Javier.Trujillo@wfs.aero</a></p> <p>Noel Magee – Via Email <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a></p>	Call/ Text and email	Pulse report Notify GSE	Pulse report ECR Statements Pictures
Facility Damage	<p>Rafael Valencia 424-528-5044 <a href="mailto:rafael.valencia@wfs.aero">rafael.valencia@wfs.aero</a></p> <p>Mario Palomarez – Via Email <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a></p> <p>Bob Mayar -Via Email <a href="mailto:Bob.Mayar@wfs.aero">Bob.Mayar@wfs.aero</a></p> <p>Javier Trujillo – via email <a href="mailto:Javier.Trujillo@wfs.aero">Javier.Trujillo@wfs.aero</a></p> <p>Noel Magee – Via Email <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a></p>	Call/ Text and email	Pulse report	Pulse report Damage report Statements Pictures

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Security Incident (WFS Notification)	<p>Rafael Valencia 424-528-5044 <a href="mailto:rafael.valencia@wfs.aero">rafael.valencia@wfs.aero</a></p> <p>Mario Palomarez – Via Email <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a></p> <p>Bob Mayar -Via Email <a href="mailto:Bob.Mayar@wfs.aero">Bob.Mayar@wfs.aero</a></p> <p>Javier Trujillo – via email <a href="mailto:Javier.Trujillo@wfs.aero">Javier.Trujillo@wfs.aero</a></p> <p>Noel Magee – Via Email <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a></p>	Call/ Text and email	Pulse report Notify security team	Pulse report Statements
Security Incident (Air Carrier Notification for each customer)	<p>Cathay Pacific Jhayce Perez 424-207-3903 <a href="mailto:jhayceperez@cathaypacific.com">jhayceperez@cathaypacific.com</a></p> <p>STARLUX Joyce Wu (832) 451 9588 <a href="mailto:Joycejywu@starlux-airlines.ocm">Joycejywu@starlux-airlines.ocm</a></p> <p>ATLAS Charter Jim Li 914-413-1654 <a href="mailto:Jim.li@atlasair.com">Jim.li@atlasair.com</a></p> <p>SF Express William Lee (718) 737-2888 <a href="mailto:William.lee1@sf-express.com">William.lee1@sf-express.com</a></p>	Call/text and email	Notify GM	5 whys statements
Customer Service Failure	<p>Rafael Valencia 424-528-5044 <a href="mailto:rafael.valencia@wfs.aero">rafael.valencia@wfs.aero</a></p> <p>Mario Palomarez – Via Email <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a></p> <p>Bob Mayar -Via Email <a href="mailto:Bob.Mayar@wfs.aero">Bob.Mayar@wfs.aero</a></p>	Call/text and email	Notify GM	5 whys Statement

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	Javier Trujillo – via email <a href="mailto:Javier.Trujillo@wfs.aero">Javier.Trujillo@wfs.aero</a> Noel Magee – Via Email <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a>			
Environmental Incident	Rafael Valencia 424-528-5044 <a href="mailto:rafael.valencia@wfs.aero">rafael.valencia@wfs.aero</a> Mario Palomarez – Via Email <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a> Bob Mayar -Via Email <a href="mailto:Bob.Mayar@wfs.aero">Bob.Mayar@wfs.aero</a> Javier Trujillo – via email <a href="mailto:Javier.Trujillo@wfs.aero">Javier.Trujillo@wfs.aero</a> Noel Magee – Via Email <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a>	Call/text and email	Pulse report / notify safety team	Pulse report / statements / pictures
Third Party Incident	Rafael Valencia 424-528-5044 <a href="mailto:rafael.valencia@wfs.aero">rafael.valencia@wfs.aero</a> Mario Palomarez – Via Email <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a> Bob Mayar -Via Email <a href="mailto:Bob.Mayar@wfs.aero">Bob.Mayar@wfs.aero</a> Javier Trujillo – via email <a href="mailto:Javier.Trujillo@wfs.aero">Javier.Trujillo@wfs.aero</a> Noel Magee – Via Email <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a>	Call/ Text and email	Pulse report	Pulse/MIR report Statements Pictures/ Third Party Contact to be included in reports.
Pandemic/Covid/Medical Incident	Rafael Valencia 424-528-5044, <a href="mailto:Rafael.valencia@wfs.aero">Rafael.valencia@wfs.aero</a> Gonzalo Zacarias 310-722-5741, <a href="mailto:Gonzalo.zacarias@wfs.aero">Gonzalo.zacarias@wfs.aero</a>	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	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA
Tornado	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	
Hurricane	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	
Snow/Freezing Precipitation	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	
Extreme Cold	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	
Extreme Heat	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	
High Winds	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	
Low Visibility	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	
Earthquake	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	



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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?
<p>Cathay Pacific:</p> <p>Jhayce Perez 424-207-3903 <a href="mailto:jhayce_perez@cathaypacific.com">jhayce_perez@cathaypacific.com</a></p>	Email	Unilode repair shop, Hawthorne, CA	Unserviceable units are tagged using Damaged tag provided by Cathay Pacific / Unilode
<p>STARLUX:</p> <p>Joyce Wu 832-451-9588 <a href="mailto:joycejwu@starlux.airlines.com">joycejwu@starlux.airlines.com</a></p>	Email	Need to advise Joyce Wu. She proceeds accordingly.	Unserviceable units are tagged using Damage Tag provided by Starlux.
<p>Atlas Charter:</p> <p>Jim Li 914-413-1654 <a href="mailto:Jim.li@atlasair.com">Jim.li@atlasair.com</a></p>	Email	Need to advise Jim Li. He proceeds accordingly.	Unserviceable units are tagged using Damage Tag provided by Atlas.
<p>SF Express:</p> <p>William Lee 718 737-2888 <a href="mailto:William.lee1@sf-express.com">William.lee1@sf-express.com</a></p>	Email	Returned to origin station, Shenzhen	Unserviceable units are tagged with damage tags provided by SF.

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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 damaged equipment notifying all staff damage equipment has been placed out of service. Damaged equipment is separated from daily operation, to help ensure GSE is accessible to our Maintenance Team.
  - Email Communication must immediately follow to our GSE Managers: [Jrecinos@wfs.aero](mailto:Jrecinos@wfs.aero) (GSE General Manager) and [sergio.avilez@wfs.aero](mailto:sergio.avilez@wfs.aero) (GSE Assistant Support Manager) describing the observation.
  - Red Tags are available in the Supervisor on Duty (SOD) office.
  - Lead/Supervisor or Manager GSE Equipment was reported to is responsible to red tag equipment Immediately.
  - Only Under GSE approval may equipment be returned back to 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

Records Kept	Location of Records	Access/Safe/Secure	Retention/Destruction
Cathay Pacific (Import/Export)	Flight folder	Operations back office / access	5 years
STARLUX (Import/Export)	Flight folder	Operations back office / access	5 years
Atlas Charter (Import/Export)	Flight folder	Operations back office / access	5 years
SF Express (Import/Export)	Flight folder	Operations back office / access	5 years
TSA file	TSA file drawer	Secure	30 days
NOTOC file	NOTOC file drawer	Access	90 days

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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
7D7509670000994	West of the export acceptance desk.	Variance Checks Done Daily/ Flynn Scales Calibrates. Calibration is Quarterly. Records are maintained by GSE Managers (Jose Recinos and Sergio Avilez) available on request.
7D750960000604	West of the export acceptance desk.	Variance Checks Done Daily/ Flynn Scales Calibrates. Calibration is Quarterly. Records are maintained by GSE Managers (Jose Recinos and Sergio Avilez) available on request.
7D750964000158	West of the export acceptance desk.	Variance Checks Done Daily/ Flynn Scales Calibrates. Calibration is Quarterly. Records are maintained by GSE Managers (Jose Recinos and Sergio Avilez) available on request.
7D750964001002	West of the export acceptance desk.	Variance Checks Done Daily/ Flynn Scales Calibrates. Calibration is Quarterly. Records are maintained by GSE Managers (Jose Recinos and Sergio Avilez) available on request.



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7D750964000385	West of the export acceptance desk.	Variance Checks Done Daily/ Flynn Scales Calibrates. Calibration is Quarterly. Records are maintained by GSE Managers (Jose Recinos and Sergio Avilez) available on request.
7D750964000112  7D750964000591	West of the export acceptance desk.	Variance Checks Done Daily/ Flynn Scales Calibrates. Calibration is Quarterly. Records are maintained by GSE Managers (Jose Recinos and Sergio Avilez) available on request.

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

Flynn Scales / 310-370-7248

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## LOP - CUSTOMER EMERGENCY RESPONSE PLANS

Please identify the air carrier/customer by name and note the location and/or access to the air carrier's Emergency Response Plan (ERP). If not physically in WFS possession, or accessible at the request of the air carrier, identify the air carrier representative who must immediately be notified in a situation requiring the implementation of the ERP.			
Air Carrier / Customer	ERP is Hard Copy Only	ERP is Accessible via Web	ERP is Located on a Specific Computer
	If ERP is hardcopy, please note their location and who is responsible for maintenance. Identify if the air carrier has declined to provide and who the contact person will be.	If ERP is accessible only via the web, please identify the URL/userid/password (if common access).	If ERP is accessible only via a specific computer, please identify the location and who has access.
Cathay Cargo	Available at the request of the air carrier. Jhayce Perez, Duty Manager <a href="mailto:jhayce_perez@cathaypacific.com">jhayce_perez@cathaypacific.com</a> Tel. 310-417-0052		
SF Airlines	Available at the request of the air carrier: William Lee, Head of Operations <a href="mailto:william.lee1@sf-express.com">william.lee1@sf-express.com</a> Tel. 650-416-1002 ext. 2		
Flexport/ Atlas Air	Available at the request of the air carrier: Jim Li, Station Manager <a href="mailto:jim.li@atlasair.com">jim.li@atlasair.com</a> Tel. 914-413-1654		
Starlux Airlines	Available at the request of the air carrier: Joyce Wu, Cargo Manager <a href="mailto:joycejwu@starlux-airlines.com">joycejwu@starlux-airlines.com</a> Tel. 424-277-1608 ext. 8501		