



Local Operating Procedure (LOP)

LAX - Polar		Ben Steinberg - 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	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}		

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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	Ben Steinberg / 929-218-1646 / bsteinberg@wfs.aero Angela Harvey/ 909-254-1868/aharvey@wfs.aero Javier Trujillo / 310-493-1031 / Javier.trujillo@wfs.aero Noel Magee / 323-835-4101 / nmagee@wfs.aero Jim Farrel / 954-916-5017 / jim.farrel@wfs.aero	Call / Text / Email	Pulse Injury report	Pulse injury report / statements/ pictures
Aircraft Damage (WFS Notification)	NA	Call / Text / Email	Pulse report Notify Lawa Notify Polar Airlines	Pulse report Statements Pictures
Aircraft Damage (Air Carrier Notification for each customer)	Erik Sitka / 310-877-6074 / erik.sitka@polaraircargo.com	Call / Text / Email	Notify RGM and SRGM	5 Whys Statements Pictures
GSE Damage	Ben Steinberg / 929-218-1646 / bsteinberg@wfs.aero LAXGSEM@wfs.aero Jose Recinos / 310-607-4930 / jrecinos@wfs.aero	Call / Text / Email	Pulse report Notify GSE	Pulse report ECR Statements Pictures
Facility Damage	Erik Sitka / 310-877-6074 / erik.sitka@polaraircargo.com Ben Steinberg / 929-218-1646 / bsteinberg@wfs.aero	Call / Text / Email	Pulse report Notify PO	Pulse report Damage repor Statements Pictures
Security Incident (WFS Notification)	Ben Steinberg / 929-218-1646 / bsteinberg@wfs.aero	Call / Text / Email	Pulse report Notify RSSM	Pulse report Statements
Security Incident (Air Carrier)	Erik Sitka / 310-877-6074 / erik.sitka@polaraircargo.com	Call / Text / Email	Notify PO	5 Why Statements



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Notification for each customer)				
Customer Service Failure	Ben Steinberg / 929-218-1646 / bsteinberg@wfs.aero	Call / Text / Email		5 Why
Environmental Incident	Ben Steinberg / 929-218-1646 / bsteinberg@wfs.aero	Call / Text / Email	Notify RSSM	Pulse Report Statements
Third Party Incident	Ben Steinberg / 929-218-1646 / bsteinberg@wfs.aero	Call / Text / Email	Notify RSSM	Pulse Report Statement Pictures
Pandemic/Covid /Medical Incident	Ben Steinberg / 929-218-1646 / bsteinberg@wfs.aero	Call / Text / Email	Notify RSSM	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	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 - GSE OUT OF SERVICE PROCEDURES – Not Applicable PO GSE

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?



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LOP - SCALE CALIBRATION – NA PO Facility

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

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