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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 - CUSTOMER MANUALS ACCESS

Please identify the air of they are accessed.	carrier/customer by name and	d note the required manuals to conduct operat	
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.
Polar Airlines		Https://emanuals.atlasair.com/	



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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.	
	Linehauls			
Polar Airlines (Labor)	Buildup Breakdown			



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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 LAXGSEMX@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

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it is a requirement to d	ocument the local severe we	eatner processes for us	e 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	LAWA alerts via text	Management will	GSE must be shut off and	LAWA send
Lightning	and email.	send text and	chocked.	email and
		email alert to all		text advising
		employees.		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 is 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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		T	1	ı
		email alert to all		that the alert
		employees.		is over.
				Management
				will then
				notify the
				team.
Low Visibility	LAWA alerts via text	Management will	GSE must be shut off and	LAWA send
	and email.	send text and	chocked.	email and
		email alert to all		text advising
		employees.		that the alert
				is over.
				Management
				will then
				notify the
				team.
Earthquake	LAWA alerts via text	Management will	GSE must be shut off and	LAWA send
	and email.	send text and	chocked.	email and
		email alert to all		text advising
		employees.		that the alert
				is over.
				Management
				will then
				notify the
				team.



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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.

Contact Phone and email	Type of	Where are the	What is the follow up
	Notification	damaged ULD's	action required?
		be taken?	·
Erik Sitka / 310-877-6074 / erik.sitka@polaraircargo.com Ben Steinberg / 929-218-1646 / bsteinberg@wfs.aero	Email	Onsite	As Requested
Ben stemberg / 323 210 1040 / Batemberge Wis.dero			



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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 - CUSTOMER RECORDKEEPING – NA PO Systems

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

Retention/Destruction

Records



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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
NATION OF THE STATE OF THE STAT		

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