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*	
LOP Oversize Baggage Check-in Handling		*x*
LOP Borrowed GSE		*x*
Customer Emergency Response Plan	*X*	

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.
Cargolux Airlines	N/A	Cargo Operational Manuals are available via Web/ Yonder. **web:** https://cargolux.yondermind.info **Username:** gha-aguad@cargolux.com **Password:** MercuryWFS2023	The Cargo Operation Manual "Yonder" is available on operations and managements office computer. with Only one username and password for the airline.

Local Operating Procedure (LOP)

STN – LAX Cargo 215	*Name – Adriana Aguilar*
Version – 2.0	*Date – 07/01/2024* *Page - 3*

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.
Cargolux Airlines	Cargolux SOP via Yonder	Cargolux SOP via Yonder as well as EPIC system.	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	Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero	Text/call and Email	Pulse Injury report.	Pulse injury report / statements/ pictures, if available.
Aircraft Damage (WFS Notification)	N/A			
Aircraft Damage (Air Carrier Notification for each customer)	N/A			
GSE Damage	Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero	Call/ Text and email	Notify GSE team via Dossier / Pulse	Pulse report Statements, Pictures

Facility Damage	Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero	Call/ Text and email	Notify Facility Coordinator / Pulse	Pulse report Damage report /Statements Pictures
Security Incident (WFS Notification)	Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – (310)918-8408 Mario.palomarez@wfs.aero Bob Mayor –(310) 703-3489 Bob.Mayar@wfs.aero Javier Trujillo – (310) 342-7830 Javier.Trujillo@wfs.aero Noel Mcgee – (323)835-4101 nmagee@wfs.aero Jeri Eck- via Email jeck@wfs.aero	Call/ Text and email	Pulse report / Notify security team	Pulse Report
Security Incident (Air Carrier Notification for each customer)	Rodolfo Hernandez (310) 962-2339 Rodolfo.hernandez@cargolux.com	Call and email	Notify RGM's	<mark>5 whys</mark>
Customer Service Failure	Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero	Call/ Text and email	Notify Cargolux OOP Rodolfo Hernandez- via email Rodolfo.hernandez@cargolux.com	<mark>5 whys</mark>

Environmental Incident	Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero	Call/ Text and email	Pulse Report, Notify Safety team.	Pulse report Statements, Pictures
Third Party Incident	Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero	Call / Text and email	Pulse Report, Notify Safety team.	Pulse report Statements, Pictures
Pandemic/Covid/Medical Incident	Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Jack Holman (310) 905-2813 jack.holman@wfs.aero		Pulse Report, Notify Safety team.	

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	Local News Alerts Local Weather Alerts	Call or Text: Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero	Secure all equipment that can be moved indoors.	Once we receive from LAWA and they alert us it is deemed to resume safely.
Tornado	Local News Alerts Local Weather Alerts	Call or Text: Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero		Once we receive from LAWA and they alert us it is deemed to resume safely.

Hurricane	Local News Alerts Local Weather Alerts	Call or Text: Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero		Once we receive from LAWA and they alert us it is deemed to resume safely.
Snow/Freezing Precipitation	Local News Alerts Local Weather Alerts	Call or Text: Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero		Once we receive from LAWA and they alert us it is deemed to resume safely.
Extreme Cold	Local News Alerts Local Weather Alerts	Call or Text: Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero		Once we receive from LAWA and they alert us it is deemed to resume safely.

Extreme Heat	Local News Alerts Local Weather Alerts	Call or Text : Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero Javier.Trujillo@wfs.aero		Once we receive from LAWA and they alert us it is deemed to resume safely.
High Winds	LAWA Local News Alerts Local Weather Alerts	Call or Text: Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero	Secure all ULD's and GSE equipment.	Once we receive from LAWA and they alert us it is deemed to resume safely.
Low Visibility	LAWA Local News Alerts Local Weather Alerts	Call or Text: Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero		Once we receive from LAWA and they alert us it is deemed to resume safely.

| Earthquake | Local News Alerts Local Weather Alerts | Call or Text: Adriana Aguilar (310) 722-368 Adriana.Aguilar@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Mcgee – Via Email nmagee@wfs.aero | | Once we receive from LAWA and they alert us it is deemed to resume safely. |

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 Notification	Where are the damaged ULD's be taken?	What is the follow up action required?
Rodolfo Hernandez / Cargolux Operations Manager Email: Rodolfo.hernandez@cargolux.com (310) 962-2339	E-mail	Arranged for Recovered by UNILOAD.	Unserviceable units are RED Tagged (Damaged) and set aside pending UNILOAD recovery for repair.

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 GSE notifying all staff it has been placed out of service.

(Red Tags are available in SOD office.
Personal responsible to ensure Equipment is Red tagged is staff that reported as well as the Supervisor /Manager That communicated observation to GSE.)

Equipment is separated from the rest, as it is a non-op.

A follow up entry into the Dossier system is made by managers, informing the GSE team of the out of service GSE unit.
Dossier will generate a work order number from submission for tracking.

Only Under GSE approval may equipment be retuned back to service.

*Follow Up Emails may be sent by managers requesting an update if the unit is out of service, referencing the Work order number being inquired.

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
Cargolux	Flight Folders	SDO Office	10 years
Cargolux	TSA/30-Day Files	SDO Office	30 Days
Cargolux	Quarterly Scale Calibration	GSE Manager	90 Days
Cargolux	Daily Scale Variance	SOD Office	30 Days
Cargolux	Equipment Check Report	SDO Office	30 Days
Cargolux	Forklift Inspection Checklist	GSE Manager	30 Days
Cargolux	Internal Meeting Minutes	Shared Via Email	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
2056800175	Small Scale (#1) leveled off the ground. Scale by DOCK # 11 &12	Calibration every 3 months/Variance Checks Done Daily.
1942300127	20 ft Scale (#2) by the Screening Area.	Calibration every 3 months/Variance Checks Done Daily.
7D750964000195	Small Scale (#3) leveled off the ground. Scale by DOCK # 7 &8	Calibration every 3 months/Variance Checks Done Daily.
7D50964001398	In ground ,10 FT Scale (#4) adjacent to the small scale	Calibration every 3 months/Variance Checks Done Daily.
7D50964002163	10 ft BYPASS Scale (#5)	Calibration every 3 months/Variance Checks Done Daily.

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

Flynn Scales
Jeff Flynn
(714)469-4976

LOP - OVERSIZE BAGGAGE CHECK-IN HANDLING

It is a requirement for passenger handling locations (both ticket counter and ramp handling) to identify specific processes to process oversize luggage that cannot transit a baggage handling system. This process must assure that any luggage being process outside of the normal process is screened by the TSA in an acceptable manner.

Describe the following steps which must be taken when any customer luggage cannot transit the baggage handling system which ensures proper screening is completed:

- Where will luggage be picked up that won't fit in the system?
- Where will luggage be taken for TSA screening?
- How will the carrier know that the luggage has been properly screened?
- How do we ensure that unscreened luggage is not loaded onto an aircraft?
- How is the process documented?

N/A

LOP - LOP BORROWED GSE

It is a requirement for stations to identify a local process for borrowing GSE from another ground handling company or air carrier. This LOP is not required for passenger (only) handling locations.

Identify below, the requirements to borrow GSE from another Ground Handler or from an Air Carrier:

GSE Type Borrowed (list below)	Who owns the GSE?	Is there a standing agreement or is it Ad Hoc?	Who is authorized to borrow?	Is the equipment similar to existing WFS GSE?	If not, how are employees trained on the borrowed GSE?
N/A					

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.
Cargolux	Available upon air carrier's request. Location: Supervisors office & General Managers Office Rodolfo Hernandez (Operations Manager) Rodolfo.Hernandez@cargolux.com P: 310 962-2339		