Local Operating Procedure (LOP)

SEA – Express Amazon 166B (WH1) & 156A (WH2)	*Tim Logan - 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 - 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.
Air Transport International (ATI)		https://login-us.com/login / Airline: TIN User Name: CGO.Vendor Password: Boeing123	
ABX Air		https://portal.abxair.com/nexus/nxlogin.pgm User ID: ABX Training Password: abxairgt	
Atlas Air		https://emanuals.atlasair.com	
Sun Country Airlines		https://suncountry.comply365.net User Name: GSC Password: Charterops1	

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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.
AMZ / WFS Express		Combined process with AMZ. -WFS GOM Amazon Air #P Escalation Matrix	

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	- Tim Logan / 206-200-7653 / tim.logan@wfs.aero Alex Maulolo / 253-844-0013 / Alex.maulolo@wfs.aero WFS Sedgwick / 1.866.750.8777	WFS Notification Process. PULSE entry	YES	Incident Statement(s), Witness Statement(s) pictures, drug & alcohol results
Aircraft Damage (WFS Notification)	Tim Logan / 206-200-7653 / tim.logan@wfs.aero Alex Maulolo / 253-844-0013 / Alex.maulolo@wfs.aero	WFS Notification Process. PULSE entry	YES	Incident Statement(s), Witness Statement(s) pictures, drug & alcohol results
Aircraft Damage (Air Carrier Notification for each customer)	ATI SOC / 937-366-4628 / 937-366-4629 ABX System Control / 937-366-2141 Sun Country / 877-411-8881 ATLAS System Ops / 914-701-8050	Telephone	YES	Incident Statement(s), Witness Statement(s) pictures
GSE Damage	Tim Logan / 206-200-7653 / tim.logan@wfs.aero Alex Maulolo / 253-844-0013 / Alex.maulolo@wfs.aero Marvin Seman / 206-549-7113 / marvin.seman@wfs.aero	WFS Notification Process. PULSE entry	YES	Incident Statement(s), Witness Statement(s) pictures, drug & alcohol results
Facility Damage	Tim Logan / 206-200-7653 / tim.logan@wfs.aero Alex Maulolo / 253-844-0013 / Alex.maulolo@wfs.aero Marvin Seman / 206-549-7113 / marvin.seman@wfs.aero	WFS Notification Process. PULSE entry	YES	Incident Statement(s), Witness Statement(s) pictures, drug & alcohol results
Security Incident (WFS Notification)	Tim Logan / 206-200-7653 / tim.logan@wfs.aero Alex Maulolo / 253-844-0013 / Alex.maulolo@wfs.aero Marvin Seman / 206-549-7113 / marvin.seman@wfs.aero	WFS Notification Process. PULSE entry	YES	Incident Statement(s), Witness Statement(s) pictures, drug & alcohol results
Security Incident (Air Carrier Notification for each customer)	ATI SOC / 937-366-4628 / 937-366-4629 ABX System Control / 937-366-2141 Sun Country / 877-411-8881 ATLAS System Ops / 914-701-8050	Telephone	YES	Incident Statement(s), Witness Statement(s) pictures

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Customer Service Failure	Tim Logan / 206-200-7653 / tim.logan@wfs.aero Alex Maulolo / 253-844-0013 / Alex.maulolo@wfs.aero	WFS Notification Process. CHIME PULSE entry	YES	5W's Report via email
Environmental Incident	Tim Logan / 206-200-7653 / tim.logan@wfs.aero Alex Maulolo / 253-844-0013 / Alex.maulolo@wfs.aero Marvin Seman / 206-549-7113 / marvin.seman@wfs.aero	WFS Notification Process. PULSE entry	YES	Incident Statement(s), Witness Statement(s) pictures, drug & alcohol results
Third Party Incident	Tim Logan / 206-200-7653 / tim.logan@wfs.aero Alex Maulolo / 253-844-0013 / Alex.maulolo@wfs.aero Marvin Seman / 206-549-7113 / marvin.seman@wfs.aero	WFS Notification Process. PULSE entry	YES	Incident Statement(s), Witness Statement(s) pictures
Pandemic/Covid/Medical Incident	Tim Logan / 206-200-7653 / tim.logan@wfs.aero Alex Maulolo / 253-844-0013 / Alex.maulolo@wfs.aero Marvin Seman / 206-549-7113 / marvin.seman@wfs.aero	WFS Notification Process. PULSE entry	YES	Incident Statement(s), Witness Statement(s) pictures, drug & alcohol results

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	Port of Seattle (POS) NOAA Seattle State & Local EMA	Telephone, email, text messaging Management team	All ramp operation/outdoor activity stops, personnel follow SOP requirement. GSE secured in place.	Once WFS management determines appropriate action based on information provided by POS, NOAA or EMA alerts, warnings and advisories
Snow/Freezing Precipitation	Port of Seattle NOAA Seattle State & Local EMA	Telephone, email, text messaging Management team	If event requires it, tugs will have snow chains, Loaders, Pushback, GPU and Air Start require additional warm up time	
Extreme Cold	Port of Seattle NOAA Seattle State & Local EMA	Telephone, email, text messaging Management team	If event requires it, tugs will have snow chains, Loaders, Pushback, GPU and Air Start require additional warm up time	
Extreme Heat	Port of Seattle NOAA Seattle State & Local EMA	Telephone, email, text messaging Management team	Powered GSE's should not be topped off to prevent overfilling do to expansion.	
High Winds	Port of Seattle NOAA Seattle State & Local EMA	Telephone, email, text messaging Management team	GSE's such as air stairs, baggage cart, dollys must have additional chocks and locked to prevent movement	
Low Visibility	Port of Seattle NOAA Seattle State & Local EMA	Telephone, email, text messaging Management team	GSE operators MUST ensure all GSE's lighting system (headlights, brake lights, amber lights) are properly functioning	
Earthquake	Port of Seattle NOAA Seattle State & Local EMA	Telephone, email, text messaging Management team	GSE's are secured. If a fuel spill / other hazards accrues, report the incident immediately	

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?
CHIME Email: uld-control@amazon.com **NCC** Phone: 859-757-1599 Ext.# 2 / ULD Control	Email/Chime/NCC	CVG	Report on Contrails

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?

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	Procedural Reference	Author: K. Roberts
WFS Worldwide Flight Services		Dept: Training/Quality
	GSE Red Tag Procedure	Issue Date: 03/01/2021 Retention: UFN

Equipment **must** be RED TAGGED by **any** employee noticing defects with equipment

THE PROCESS:

- Red-Tag is completed and attached to the steering wheel
  - highly visible place for non-motorized equipment (dolly tongue, handle, etc.)
- Contact Duty Manager/Supervisor to check equipment to confirm red-tag status
  - provide location and vehicle number
- Duty Manger/Supervisor to ensure Red-Tagged unit is included on daily ECR and provided to GSE
- If Red Tagged equipment is impacting operational performance, a PHONE CALL must be made to GSE at ###-###-#### (Local GSE Number)
- If the equipment is safe to drive, it should be taken to (insert local designated staging area here)

Equipment should only be **pulled** by other GSE equipment **NEVER PUSHED.**

Equipment must only be pulled by means of rope or chain found in the (insert location of rope/chain here). Pulling of equipment should only be performed by Supervisors, Duty Managers or GSE staff.

If it is not possible to pull the equipment due to its location, a GSE mechanic must move or supervise the movement of the GSE.

SAMPLE Red-Tag

When to Red Tag

- Unsafe to operate
- Leaking fluids
- Not operating normally
- Flat/Worn Tires
- If it is questionable, red tag it!

Attach to unit, where clearly visible

Complete all fields legibly

Log Red-Tag status on ECR

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
BOL	Controller Office	Lockable File Drawer	31 Days/Shredded
ALV, LP, Flight Documents	Load Planner Office	Lockable File Drawer	31 Days/Shredded
GSE Daily Check List	Controller Office	Lockable File Drawer	31 Days/Shredded

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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
Scale # 1	Building 166A 2380 S. 166th St., SeaTac, WA 98158	Daily Check and Quarterly Calibration
Scale # 2	Building 166A 2380 S. 166th St., SeaTac, WA 98158	Daily Check and Quarterly Calibration
Scale # 3	Building 166A 2380 S. 166th St., SeaTac, WA 98158	Daily Check and Quarterly Calibration
Scale # 4	Building 166A 2380 S. 166th St., SeaTac, WA 98158	Daily Check and Quarterly Calibration

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

MERIDIAN SCALE
8702 S. 222nd, Kent, WA 98031
(253) 872-4803