

LAX Mercury

LOP DOCUMENT TITLE:	<i>Emergency Response Plan – LAX Mercury B216</i>		
NUMBER / VERSION	<i>V 1.0</i>		
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WFS POLICY REFERENCE	<i>IQSMS 8.2.1</i>		
PROCESS OWNER	Name	Position/Department	
	Rigo Cabrera	General Manager	
PURPOSE:	<i>Required Local Emergency Response Plan (ERP) to identify response requirements in the event of an emergency.</i>		
SCOPE:	<i>Applicable to Mercury B216</i>		

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Emergency Response Procedures

Purpose

The purpose of the WFS Emergency Response Plan (ERP) is to provide safe and standardized procedures in response to emergency situations, which may be encountered at the WFS **6041 West Imperial Hwy, Los Angeles, CA 90045**. This ERP is to be used by WFS personnel when an emergency arises at the WFS **6041 West Imperial Hwy Los Angeles CA 90045**.

Policy

Emergency response activities will follow the guidelines established within this plan. This plan is to serve as a guideline for response measures to minimize hazards to human health and the environment from the following:

- Fires
- Explosions
- Chemical releases
- Medical emergencies
- Personal / property threats
- Natural disasters
- Stormwater Prevention Plan

Such occurrences may require responses to be carried out immediately in a manner described in this ERP. Procedures for response to emergencies are provided for the following:

- Proper notification of personnel involved directly or indirectly.
- Evacuation and medical treatment of those directly involved.
- Containment and removal of hazardous substances.
- Monitoring to ensure and confirm a return to normal conditions.

Scope

This plan fulfills the requirements of:

- 29 CFR 1910.120
Hazardous Waste Operations and Emergency Response (Hazwoper)
- 29 CFR 1910.38
Employee's emergency plans and fire prevention plans.
- Emergency response portions of:
- 40 CFR 265 Subparts D
"Resource Conservation and Recovery Act (RCRA)
- 40 CFR 112
Spill Prevention Control and Countermeasures (SPCC)

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- 40 CFR 112
Spill Prevention Control and Countermeasures (SPCC)
- 40 CFR 112
- Oil Pollution Act 1990 (OPA).

ERP: Station Management Notification

In the event of an emergency or a situation that could evolve into an emergency, management must be informed immediately. The following individuals shall be notified for events concerning the station:

Name	Title	Office Phone	Cell Phone
Rigo Cabrera	General Manager	310-646 1108 ext 7320	424-383 2799
Carlos Sandoval	Assistant General Manager	310-646 1108 ext 4561	310-422 8426
Mario Rivas	Senior Account Manager	310 646 1108 ext 4562	310-256 1309
Fernando Naranjo	JAL Account MGR	310-646 1108 ext 4508	310-532 0225
Bibi Bashir	DHL Account MGR	310-646 1108 ext 4502	310-422 1923
George Kiss	NZ Account MGR	310-646 1108 ext 4540	310-427 2979
Guillermo Tello	BR Account MGR	310-646 1108 ext 4535	310-320 2375
Manuel Mendez	OPS Manager	310-646 1108	310-460 9453
Hubert Paz	OPS Manager	310-646 1108	310-420 2230
Sergio Davila	DHL Whse Supv	310-646 1108	310-906 6350
Roberto Alday	DHL Whse Supv	310-646 1108	310-488 6894
Jose Ramos	DHL Whse Supv	310-646 1108	310-844 2250
Eduardo Pablan	DHL CS Supv	310-646 1108	424-528 5020
Aimee Shier	DHL CS Supv	310-646 1108	310-227 7821
Ana Luna	JAL CS Supv	310-646 1108	310-912 2267
Elizabeth Hernandez	JAL CS Supv	310-646 1108	310-420 2243
Ruben Bermudez	JAL CS Supv	310-646 1108	310-930 8190
Arvin Valencia	JAL Whse Supv	310-646 1108	310-663 4741
Joseph Garcia	JAL Whse Supv	310-646 1108	310-294 6861
Eric Lotiff	JAL Whse Supv	310-646 1108	310-788 9063
Martha Martinez	NZ CS Supv	310-646 1108	310-913 3520
Carl Spencer	NZ CS Supv	310-646 1108	310-961 0271
Marc Williams	NZ Whse Supv	310-646 1108	310-912 4962
Denise Rangel	BR CS Supv	310-646 1108	310-422 4521
Leticia Hernandez	BR CS Supv	310-646 1108	310-482 0157
Koki Picos	BR CS Supv	310-646 1108	310-722 8198
Avner Garcia	BR CS Supv	310-646 1108	310-678 5286
Surafel Meleket	BR Whse Supv	310-646 1108	310-741 1161
Alain Serpas	BR Whse Supv	310-646 1108	310-704 6825

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Auner Garcia	BR Whse Supv	310-646 1108	310-420 2329
Jesus Loza	BR Whse Supv	310-646 1108	310-466 2797
Michael Ruiz	BR Whse Supv	310-646 1108	310-766 0818
Eduardo Lua	PR Whse Supv	310-646 1108	310-722 6666
Jose Rosa	PR Whse Supv	310-646 1108	310-8729303
Jene Smith	JAL FC CS Supv	310-646 1108	310-484 1874
Phong Quiloan	JAL FC CS Supv	310-646 1108	310-930 6012
Joseph Garibaldi	PR CS Supv	310-646 1108	310-981 4226

ERP: Major Aircraft accident, incident, Security incident or another disastrous occurrence

Any major accidents, incidents or other disastrous occurrences will be managed in accordance with:

1. The Airport ERP (If applicable)
2. The requirements of each Customer Airline

Any medically related case must be reported to the Risk Management Department within (3) hours and entered Pulse system within twelve (12) hours

- Any occupational fatality must be reported to Risk Management and/or the Director of Safety and Environmental immediately.

ERP: Aircraft Damage / Incident

- Immediately contact station management.
- Immediately contact carrier for direction.
- Immediately contact Risk Management Department.

ERP: Dangerous Goods / Hazardous Material Spills

This procedure applies to situations that require implementing the Emergency Response Plan for release of dangerous goods (hazardous materials) or immediate notification of management team of a significant emergency event.

The Director of Safety & Environmental must be notified after contacting airport emergency services and approved emergency response vendor.

See ERP: External Notification contacts.

Approved WFS Emergency Response vendor:

Clean Harbors 800-645-8235 (800.OIL.TANK)

- This phone number must be posted and entered into management's mobile phone contact list.
- Clean Harbors will provide contact posters/stickers upon request.

Handling Releases of Pressure Containers (Gasses and Vapors)

When handling releases of pressurized containers such as Propane, Oxygen and Acetylene use the following guidelines:

- Identify the product using SDS (Safety Data Sheet)
- Exit the area/scene from uphill and upwind
- Notify appropriate emergency response personnel
- Isolate and deny entry until help arrives
- Isolate any possible ignition sources such as engines, static charge of electrical sources.
- Only if safe to do so, contain the release by shutting off valve or moving the container outdoors where vapors can be readily dispersed

Remember:

- Never attempt to handle any scenes alone and/or unless qualified to do so.
- Use SDS to become aware of incompatibles.
- If the spill or leak is on the ramp, consider rain a possible incompatible and danger to the immediate area.
- Contact appropriate authorities in an emergency.

ERP: Employees Notification

Employees may be notified of emergencies by the installed alarm system, or by supervisors. After initial notification, employees will be provided direction by on scene supervisors.

ERP: External Notification

Contact local Emergency Response or Airport Authority Emergency or call 911, this will provide initial notification to Law Enforcement, Fire Department.

Name	Company / Title	Daytime Phone	24-hour Phone
Clean Harbors	National Contract	800-645-8265	800-645-8235 (800.OIL.TANK)
ARCC	LAWA	424 424-7911	

EMERGENCY ENVIRONMENTAL NOTIFICATION

In case of a reportable release to land, a reportable release of a hazardous substance, or sheen of oil spilled on water, the following government agencies may be notified according to procedures as outlined.

Note: Report hazardous material / Dangerous Goods spills to the AVP Safety Security & Environmental before the agencies listed below.

- If the AVP is not available then notify Risk Management.
- If Risk Management is not available then report directly to the applicable agencies.

Greg Brzozowski (Greg.Brzozowski@wfs.aero)

Andrew Hatfield (Andrew.Hatfield@wfs.aero)

Mark Berner (Mark.Berner@wfs.aero)

Government Agency	Location	Office Telephone	Notifications
National Response Center	Washington, DC	(800) 424-8802 (24 hour) (202) 267-2675	Notify within 1 hour of reportable release or to an open waterway.

ERP: Corporate Notification

If any media interest is expected, contact the Legal Department for assistance, **DO NOT** offer any information until speaking with the Legal Department.

Reporting Losses:

In the following cases, the Corporate Risk Management Department will be notified in a within three (3) hours and Pulse Event reported within twelve (12) hours in the event of:

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- Injuries and other Incidents (aircraft, property, third party, etc.)
- Any major accidents, incidents, or other disastrous occurrences at any airport
- Property Damage
- Theft
- Cargo Losses

Emergency Contact List:

The General Manager or Designee will **immediately** notify the following:

Timely and accurate reporting of incidents is critical to ensure an effective response. Do not delay incident notification while gathering information. **Emergency contact list: To be posted on safety/personnel boards.**

NOTIFICATION	COMPANY OR AGENCY	PERSON	PHONE (DAY)	PHONE (24 HR.)
General Manager	World Flight Services	Rigo Cabrera	310- 646 1108	424-383 2799
Manager on Duty	World Flight Services	Carlos Sandoval	310-646 1108	310-422 8426
Manager on Duty	World Flight Services	Mario Rivas	310-646 1108	310-256 1309
Air Carrier/Customer	EVA	Stephan Ye	909-730 3847	909-730 3847
Air Carrier/Customer	JAL	Patrick Cuyong	310-529 0401	310-529 0401
Air Carrier/Customer	PR	Catherine Guido	310-953 6610	310-953 6610
Air Carrier/Customer	NZ	Andy Yuen	650-291 6749	650-291 6749
Air Carrier/Customer	DHL	Brandon Turner	859-443 8052	859-443 8052
Federal	National Response Center	N/A	(800) 424-8802	(202) 267-2675
State	California			
City	Los Angeles			
Airport	LAX Airport			

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WFS Corporate	Director Quality & Training	Kathy Roberts	845-401-1385	845-401-1385
	Director Safety Western Region	Andrew Hatfield	720-767-7831	720-767-7831
Cleanup Contractor	Clean Harbors Emergency Response	Control Center	800-645-8265	800-645-8235 (800.OIL.TANK)

ERP: Emergency Evacuation

Warehouse



6041 W Imperial Hwy



Sensitive Security Information

Emergency Evacuation Procedure – 11001 Aviation Blvd

Upon being notified to evacuate the building, proceed to the nearest exit at the east end of the building and report to the assembly area at the south-east corner of the leasehold.

The employee in charge of each operational area will take role and account for every employee on duty at the time of the evacuation.

The evacuation will remain in effect until such time as the Incident Commander from the Responsible Government Agency gives the all-clear.

Non-operational Procedures

The DSA has a total of 14 doors as identified on the map above:

On the east side of the facility, leading to public areas:

- 4 pedestrian doors (4 signs)
- 7 roll up doors (5 signs – some between 2 adjacent doors)

On the west side of the facility, leading to the SIDA (no signs required):

- 2 roll up doors

On the north side of the facility, leading to the SIDA (no signs required):

- 1 emergency exit

If the doors listed above and marked on the evacuation map were locked or monitored by constant in-person surveillance, then the DSA can be immediately brought back into service.

If the doors were not locked or monitored by constant in-person surveillance, then the CCSF Response Plan must followed before bringing the DSA back into service.

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WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW", AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTY OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE IS GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.

Background

The need for evacuation can be for many reasons. The keys to a successful evacuation are:

- Supervisor coordination and control, and
- Pre-determined routes and assembly areas.

Management Action

1. After the Senior Manager on scene determines the need for an emergency evacuation exists, the evacuation alarm will be activated (describe sound of your alarm) and announcements and instructions will be issued over the public address system.
2. Management will immediately start actions, taking into consideration the nature and extent of the emergency.

Specific Responsibilities & Assigned Actions

Supervisors

- A. Lead Employees from work areas when evacuation alarm is sounded.
- B. Provide necessary assistance to any Employees with disabilities.
- C. Escort Employees to the designated assembly area.
- D. Account for Employees at the designated assembly area.
- E. Notify Human Resource of any Employees that are not accounted for.
- F. Provide control of Employees at assembly areas.

Local Evacuation Specifics: We will all exit from the main customer service entrance of the building and walk across from the building. We will continue walking towards the right side from the building and meet in front of the delta facility, away from our facility.

Everyone must stay clear of the facility until further instructions are issued.

Either the Lead or most Senior member of staff will be responsible to account for all employees who are scheduled on the shift at the time of the event.

ERP: Severe Weather

Background

Severe weather has a substantially adverse impact on airports and operations. It diminishes the normal margin of safety built into every flight; it disrupts service that passengers and other customers are entitled to expect; it increases operating costs and reduces productivity. The detrimental consequences of severe weather may linger long after the storm itself is gone, thereby delaying recovery to normal operations.

Weather events that can be cataloged as potentially severe include:

- Hurricanes, typhoons, tropical storms, and tornadoes.
- Thunderstorms accompanied by heavy rains, hail, and wind gusts over 30 knots.
- Snowstorms in which the rate of fall exceeds one inch per hour and the total accumulation exceeds three inches.
- Freezing rains and/or freezing drizzle.
- Sustained winds greater than 30 knots.
- Temperature below freezing and 20-degree F lower than the average minimum.

Definitions

Watch and Warnings issued by the U.S. National Weather Service (NOAA) for Storms, Hurricanes, Floods, Tornadoes:

Watch – There is a possibility of severe weather.

Warning – Severe weather is expected.

Action at station level

Appoint a Severe Weather Coordinator (see Safety Program – Severe Weather) to:

- a. Monitor and communicate forecasts and bulletins.
- b. Follow the plan of action.
- c. Coordinate activity before, during and after severe weather.

In the Passenger Terminal - Action by the Station Manager or designated representative:

- d. Coordinate all Passenger Service activities

In the Cargo Terminal - Action by the Station Manager or designated representative:

The Station Manager or designated representative, upon receipt of an alert or advisory of conditions that may cause damage to cargo or equipment or delay the delivery or acceptance of cargo, will take the following action, depending on the nature of the anticipated condition:

- e. For Ground Equipment -
 - Secure all equipment that cannot be moved indoors.
- f. For Cargo
 - Move indoors, if possible; cover if unable to move indoors, and,
 - Secure to prevent damage.
 - Notify the Post Office if mail will be delayed inbound or outbound and follow their instructions.
- g. For Loaded Aircraft
 - Move to appropriate areas coordinated with Maintenance supervisor; Close and secure.
 - Visually check on board once an hour.

Airport and Ramp Areas

The Station Manager or designated representative will take the following action:

- Lightning Protection.
- Parking Aircraft - High Winds.
- Water System Freeze Protection

ERP: Tornadoes

Background

Tornadoes develop from powerful thunderstorms. They are incredibly violent local storms that extend to the ground with winds that can reach 300 mph. They can uproot trees, destroy buildings, and turn harmless objects into deadly missiles in a matter of seconds. Damage paths can exceed one mile wide and 50 miles long.

Definitions

Tornado Watch - Be ready to take shelter. Tornadoes are likely.

Tornado Warning - Take shelter immediately. A tornado has been sighted in the area.

Shelter Areas

- Buildings with flat, wide-span roofs are not considered safe.

Management Pre-Action

1. During Thunderstorm season ensure a Radio (with battery backup) is functioning properly. During Tornado Watches, assign a specific person to monitor the radio.
2. During high probability periods or during Tornado Watches, consider placing spotters to warn of approaching systems.
3. Pre-alert supervisors concerning the possibility of the need for directing Employees to emergency shelter.
4. During Tornado Watches, place a sign at the main entrance & exit to notify people of the potentially hazardous condition.

Management Immediate Action

1. After the need to take shelter has been established announcements shall be made to take shelter.
2. Immediately initiate sheltering action.
 - Direct all Employees to move from their work areas to along the nearest interior wall.
 - Assume the lowest position possible and protect the head area with arms.
3. After the threat has passed, initiate a head count and return to work or as directed by management.

ERP: Fire / Explosion

Background

Fires can have several causes and sources of fuel. Most deaths in a fire are caused by smoke inhalation. It is important to remember that the normal evacuation path could be towards the fire. In these cases, alternate routes, away from the fire are to be used. At no time will employees attempt to contain a fire that has progressed past the initial small stage. Explosions can have numerous causes. The results of explosions can range from fires to weakened or collapsed structures.

Management Action

1. After it is established that there is a fire or explosion on the premises, the Management will be notified immediately, and the fire alarm sounded.
2. Management will immediately initiate action, taking into consideration changes that might become necessary according to the situation.
3. **Management will establish a command post at Wherever similar and available space exists within the WFS warehouse facilities.**
4. The Maintenance Manager will
 - Assign competent Employees to monitor the sprinkler risers to assure normal operation.
 - If and where possible direct emergency shut down of utilities (power and gas) and other actions as the situation requires.
 - provide liaison with emergency response units
5. Call Airport Authority and county 911, provide initial details of the fire and/or explosion to emergency response units.

ERP: Bomb Threat

Follow the BOMB THREAT CALL REPORT Guide

1. Do not hang up phone.
2. Get all information: location, size, appearance, time the bomb will explode, etc.
3. Alert another staff member to call the phone company to attempt a trace on the call.
(Dial "O" for Operator)
4. Get the caller to talk as long as possible.
5. Notify the Management of the threat.
6. Management shall:
 - Call Police Department & request assistance.
 - Make decision concerning evacuation.

IF EVACUATION HAS BEEN DECIDED, NO ONE SHALL ENTER THE BUILDING UNTIL THE INCIDENT COMMANDER HAS GIVEN AN "ALL CLEAR" TO THE GENERAL MANAGER OR MANAGEMENT ON DUTY IN CHARGE.

ERP: Hazardous Chemical / Dangerous Goods Release - Spill Prevention Control and Countermeasures Plan (See the WFS Environmental Policy & Procedures for details)

In the event of an accidental release of hazardous chemicals / dangerous goods, an evacuation may be required if the release is in a significant amount to cause, or have potential to cause, harm to employees.

After it is determined that there is a hazardous chemical emergency, the Management Team will be notified and make the decision whether to evacuate any areas. All unqualified (not trained in emergency chemical response) employees shall remain clear of any spill or release of any hazardous material. If evacuation procedures have been initiated, ALL EMPLOYEES MUST LEAVE THE facility and proceed to the designated meeting area (see Emergency Evacuation SOP).

- NO ONE MAY ENTER THE RELEASE/SPILL/AFFECTED AREAS UNLESS EMERGENCY SERVICES ISSUES AN “ALL CLEAR”.
- If there are any questions, immediately contact the Director of Safety and Environmental. See **ERP: External Contacts** (list above).

Prevention Control & Countermeasures Plan if any hazardous material is released.

Notification of State Department of Environmental Monitoring and EPA is required if spilled oil material discharges or threatens to discharge into a waterway of the State causing a visible sheen on or a discoloration of the surface water or shorelines, or if a reportable quantity for a hazardous substance is discharged or may unavoidably be discharged to a waterway of the State. See **ERP: External Contacts** and WFS Environmental Policy & Procedures for details.

Handling Releases of Pressure Containers (Gasses and Vapors)

When handling releases of pressurized containers such as Propane, Oxygen and Acetylene use the following guidelines:

- Identify the product using SDS by calling SDS hotline number on 3E Poster
- Exit the area/scene from uphill and upwind
- Notify appropriate emergency response personnel
- Isolate and deny entry until help arrives
- Isolate any possible ignition sources such as engines, static charge of electrical sources.
- Only if safe to do so, contain the release by shutting off valve or moving the container outdoors where vapors can be readily dispersed

Remember:

- Never attempt to handle any scenes alone and/or unless qualified to do so. Use appropriate PPE.
- Use SDS to become aware of incompatibles.
- If the spill or leak is on the ramp, consider rain a possible incompatible and danger to the immediate area.
- Contact appropriate authorities in an emergency.

ERP: Medical Emergencies

1. After a medical emergency has been identified, Management and / or Supervisor must be notified immediately. The Supervisor has the responsibility to assure that the Management has been notified.
2. Determine the level of medical assistance required.
 - If an Ambulance is needed call the airport authority of local emergency services.
3. All Medical Emergency Care Providers will use the proper PPE as outlined in the Blood-borne Pathogens Program and will follow the proper standards of care.
4. All injured or ill Employees requiring emergency medical care for life/death medical emergencies will be transported by local Emergency Medical Services (EMS) to the nearest local Hospital.
 - A Supervisor or Manger must be with the employee during transport to the hospital or follow by car and meet EMS in the emergency area.
 - Risk Management must be contacted within three (3) hours and a Pulse Event created within twelve (12) hours.
5. All non-life/death medical emergencies should be managed by the approved medical provider.
6. All Employees who are involved in an injury or accident shall be screened for drugs and alcohol as prescribed by company policy.
7. Any medically related case must be reported within to the Risk Management Department within (3) hours and entered the Pulse system within (12) hours.
 - Any Occupational Fatality must be reported to Risk Management and/or the AVP of Safety, Security and Environmental immediately.

Additional Components:

1. Add Airport Maps or Diagrams (contact local airport authority or Google maps)
2. Add paper copies of Employee Rosters and Emergency Contact List (in the event of electrical failure)
3. Add local evacuation Diagrams



1.800.645.8265

SOP FOR EMERGENCY RESPONSE WITH CLEAN HARBORS

- In the event an Emergency Response is identified, follow all company protocols and make all necessary internal and external notifications
- Call **1.800.645.8265 (1.800.OIL.TANK)** to reach the Clean Harbors Emergency Operations Center
- Be prepared to give the following information at a minimum
 - Site contact name and phone number
 - Company name and incident location
 - Substance spilled
 - Amount spilled
 - Spill source
 - Has spill been contained/stopped
- The EOC Duty Operator will connect you with coordinator at the closest response center
- An estimated response time to the incident will be provided
- The necessary trained personnel and response resources will be mobilized as soon as possible to the incident location
- Do not take any actions to respond to or remediate a spill that you have not been authorized or trained to do
- Do not hesitate to notify Clean Harbors to be on standby for response before determining that a response will be required



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