



Local Operating Procedure (LOP)

SEA – Ground Handling		Melissa Motley - GM
Version – 2.1	Date – 07/26/2023	Page - 1

<p>Local Operating Procedures Packet:</p> <p>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.</p>		
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 Luggage Screening	X	
LOP Cleaning Cross Contamination	X	
<i>{insert additional LOPs, as required}</i>		



Local Operating Procedure (LOP)

SEA – Ground Handling		Melissa Motley - GM	
Version – 2.1	Date – 07/26/2023	Page - 2	

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.
HA			HA Ops Office/HA Ops
BR			BR Computer/BR Rep
LH		DocSurf.app.lufthansa.com	
Y4			WFS GM Computer/GM
BA		Login.vistaair.com	
NH			ANA Office/ANA Rep
EI		Citrix Gateway (aerlingus.com)	



Local Operating Procedure (LOP)

SEA – Ground Handling		Melissa Motley - GM	
Version – 2.1	Date – 07/26/2023	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.
HA	X		
Y4	X		
LH		X	
NH		X	
BR		X	
BA		X	
EI		X	

Local Operating Procedure (LOP)

SEA – Ground Handling		Melissa Motley - GM	
Version – 2.1	Date – 07/26/2023	Page - 4	

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	Melissa Motley Melissa.motley@wfs.aero John Simmons John.Simmons@wfs.aero	Text/call and Email	Pulse Injury report	Pulse injury report / statements/ pictures
Aircraft Damage (WFS Notification)	Melissa Motley Melissa.motley@wfs.aero John Simmons John.Simmons@wfs.aero	Call/ Text and email	Pulse report	Pulse report Statements Pictures
Aircraft Damage (Air Carrier Notification for each customer)	HA Rosalind.Polu@hawaiianair.com NH v.scroggs@ana.com LH Maria.Haekerman@dlh.com BR maggie.chang@evaair.com Y4 Jefetosea@volaris.com BA Anthony.arms@ba.com EI Naimh.Oshea@aerlingus.com	Call/ Text and email	Notify RGM and SRGM	5 Whys Statements Pictures
GSE Damage	Melissa Motley Melissa.motley@wfs.aero John Simmons John.Simmons@wfs.aero Patrick Offutt Patrick.offutt@wfs.aero	Call/ Text and email	Pulse report Notify GSE	Pulse report ECR Statements Pictures

Local Operating Procedure (LOP)

SEA – Ground Handling		Melissa Motley - GM	
Version – 2.1		Date – 07/26/2023	Page - 5

Facility Damage	<p>Melissa Motley Melissa.motley@wfs.aero</p> <p>John Simmons John.Simmons@wfs.aero</p> <p>POS 787-SAFE</p>	Call/ Text and email	Pulse report Notify POS	Pulse report Damage report Statements Pictures
Security Incident (WFS Notification)	<p>Melissa Motley Melissa.motley@wfs.aero</p> <p>John Simmons John.simmons@wfs.aero</p> <p>Jeri Eck Jeck@wfs.aero</p>	Call/ Text and email	Pulse report Notify safety team	Pulse report Statements
Security Incident (Air Carrier Notification for each customer)	<p>HA Rosalind.Polu@hawaiianair.com</p> <p>NH V.scroggs@ana.com</p> <p>LH Maria.Haeckerman@dlh.com</p> <p>BR maggie.chang@evaair.com</p> <p>Y4 Jefetosea@volaris.com</p> <p>BA Anthony.Arms@ba.com</p> <p>EI Niamh.Oshea@aerlingus.com</p>	Call/ Text and email	Notify RGM	5 whys Statements
Customer Service Failure	<p>Melissa Motley Melissa.motley@wfs.aero</p> <p>John Simmons John.Simmons@wfs.aero</p>	Call/ Text and email	Exception Report	5 whys
Environmental Incident	<p>Melissa Motley Melissa.motley@wfs.aero</p> <p>John Simmons John.Simmons@wfs.aero</p>	Call/ Text and email	Pulse report Notify Safety team	Pulse report Statements Pictures
Third Party Incident	<p>Melissa Motley Melissa.motley@wfs.aero</p> <p>John Simmons John.Simmons@wfs.aero</p>	Call/ Text and email	Pulse report	Pulse report Statements Pictures



Local Operating Procedure (LOP)

<i>SEA – Ground Handling</i>	<i>Melissa Motley - GM</i>	
<i>Version – 2.1</i>	<i>Date – 07/26/2023</i>	<i>Page - 6</i>

Pandemic/Covid/Medical Incident	Melissa Motley Melissa.motley@wfs.aero John Simmons John.Simmons@wfs.aero	Call/ Text and email	Pulse report	Pulse report Statements Pictures
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Local Operating Procedure (LOP)

<i>SEA – Ground Handling</i>		<i>Melissa Motley - GM</i>	
<i>Version – 2.1</i>	<i>Date – 07/26/2023</i>	<i>Page - 7</i>	

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	POS	Everbridge text and email to management	Advisement will change depending on the distance of lightning	When Advised by Everbridge
Heavy Rain	POS	Everbridge text and email to management	Slower operating speeds	When Advised by Everbridge
Snow/Freezing Precipitation	POS	Everbridge text and email to management	Chains on equipment, slower operating speeds	When Advised by Everbridge
Extreme Cold	POS	Everbridge text and email to management	Warm up equipment, obtain additional fuel	When Advised by Everbridge
Extreme Heat	POS	Everbridge text and email to management	Beware of overheating	When Advised by Everbridge
High Winds	POS	Everbridge text and email to management	Secure all equipment	When Advised by Everbridge
Low Visibility	POS	Everbridge text and email to management	Proceed with caution Movement stops when SMGS activated	When Advised by Everbridge



Local Operating Procedure (LOP)

<i>SEA – Ground Handling</i>		<i>Melissa Motley - GM</i>	
<i>Version – 2.1</i>	<i>Date – 07/26/2023</i>	<i>Page - 8</i>	

Thunderstorm and Lightning	POS	Everbridge text and email to management	Advisement will change depending on the distance of lightning	When Advised by Everbridge
Heavy Rain	POS	Everbridge text and email to management	Slower operating speeds	When Advised by Everbridge

Local Operating Procedure (LOP)

<i>SEA – Ground Handling</i>		<i>Melissa Motley - GM</i>	
<i>Version – 2.1</i>	<i>Date – 07/26/2023</i>	<i>Page - 9</i>	

LOP - ULD DAMAGE NOTIFICATION

<p>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.</p>				
Customer or Air Carrier	Contact Phone and email	Type of Notification	Where are the damaged ULD's be taken?	What is the follow up action required?
HA	HA Station Management	Email	Cargo Warehouse	Pulse Report if we caused the damage
ANA	ANA Station Management	Email	Cargo Warehouse	Pulse Report if we caused the damage
EVA	EVA Station Management	Email	Cargo Warehouse	Pulse Report if we caused the damage
LH	LH Station Management	Email	Cargo Warehouse	Pulse Report if we caused the damage
BA	BA Station Management	Email	Cargo Warehouse	Pulse Report if we caused the damage

Local Operating Procedure (LOP)

<i>SEA – Ground Handling</i>	<i>Melissa Motley - GM</i>	
<i>Version – 2.1</i>	<i>Date – 07/26/2023</i>	<i>Page - 10</i>

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?

1. Notify a supervisor
2. Red tag if necessary (red tags in gate bags)
3. Turn red tag tab into maintenance
4. Supervisor reports on ECR
5. In case of an emergency, contact MX immediately
6. Only MX can remove a red tag and return equipment to service



Local Operating Procedure (LOP)

<i>SEA – Ground Handling</i>		<i>Melissa Motley - GM</i>	
<i>Version – 2.1</i>	<i>Date – 07/26/2023</i>	<i>Page - 11</i>	

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

Customer or Air Carrier	Records Kept	Location of Records	Access/Safe/Secure	Retention/Destruction
BA	Flight folder	BA Office	Load planner/ admin / management	30 days
ALL	Scale calibration	On Scale/POS	POS/All staff	30 days
ALL	ECR	Z Drive – Main office	Leadership/ Admin/ management	30days



Local Operating Procedure (LOP)

<i>SEA – Ground Handling</i>	<i>Melissa Motley - GM</i>	
<i>Version – 2.1</i>	<i>Date – 07/26/2023</i>	<i>Page - 12</i>

LOP - SCALE CALIBRATION

<p>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.</p>		
Scale Number or Identification	Location	Calibration Requirements / Checks /Timeframe / Remarks
Common Use	At all common use ticket counters	POS calibrates scales annually and places certification sticker on the scale
<p>Who is the scale repair/calibration vendor and their contact information? Washington State Department of Agriculture Weights and Measures Program 360-902-1857 wtsmeasures@agr.wa.gov</p>		

Local Operating Procedure (LOP)

<i>SEA – Ground Handling</i>		<i>Melissa Motley - GM</i>	
<i>Version – 2.1</i>		<i>Date – 07/26/2023</i>	<i>Page - 13</i>

LOP – OVERSIZE LUGGAGE SCREENING

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?

POS/TSA SOP requires that inbound luggage that won't fit into the system, will be taken to the IAF and CBP will be alerted that it needs to be screened.

- After the luggage is cleared by the CBP, they let the carrier representative know it is clear for delivery. The carrier advises the luggage is clear for delivery and the luggage is taken to the double doors.
- Outbound luggage that will not fit into the system will require a call to the TSA. The TSA will screen the luggage at the counter. Once the luggage is clear, it will be sent to the double doors.
 - The TSA will stamp the bag tag verifying it has been checked.
 - The Carrier does not give clearance to move the baggage to the double doors until they have received the go ahead from the TSA and the item has been stamped. TSA stamp and carrier instruction.

POS/TSA SOP.

Local Operating Procedure (LOP)

<i>SEA – Ground Handling</i>	<i>Melissa Motley - GM</i>	
<i>Version – 2.1</i>	<i>Date – 07/26/2023</i>	<i>Page - 14</i>

LOP – Cleaning Cross Contamination

To prevent any type of cross contamination during the turnaround cleaning process, the following steps are implemented and applicable to all aircraft cleaners and all air carrier customers that WFS performs cleaning functions.

- ONLY disposable cleaning cloths will be used.
- It is recommended that whenever cleaning lavatories or galleys, disposable gloves also be used.
- Whenever cleaning cloths are used in ANY lavatory, they must be disposed of, upon completion of that lavatory. Do Not Re-Use, even for another lavatory.
- Whenever cleaning cloths are used in ANY Galley, they must be disposed of, upon completion of that lavatory. Do Not Re-Use, even for another galley.
- Only dispose of cleaning cloths in regular trash, do not dispose of with regulated garbage.