



# Local Operating Procedure (LOP)

<i>LAX Cargo Warehouse - VS</i>		<i>Ingrid Alas - GM</i>	
<i>Version – 2.2</i>		<i>Date – 11/15/2024</i>	<i>Page - 1</i>

**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	<i>IQSMS 2.4 c</i>	
APPLICABLE LOCAL PROCEDURES {Check the Correct Box}		
LOP Title	Applicable	Non-Applicable
LOP Customer Manuals Access	<b>Applicable for All Locations</b>	
LOP Customer Process Table	<b>Applicable for All Locations</b>	
LOP Local Incident Reporting Procedures	<b>Applicable for All Locations</b>	
LOP Severe Weather Plan	<b>Applicable for All Locations</b>	
LOP ULD Damage Notification	<b>X</b>	
LOP GSE Out of Service Procedures	<b>X</b>	
LOP Customer Recordkeeping	<b>X</b>	
LOP Scale Calibration	<b>X</b>	
LOP Customer Emergency Response Plan	<b>X</b>	
<i>{insert additional LOPs, as required}</i>		
<i>{insert additional LOPs, as required}</i>		

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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.
Asiana Airlines	Handling Operations manual. Hard copy available in OZ export office. MOD Ernesto Fierro is responsible to maintain manuals.		PDF copy available in 3 workstations in OZ export office and available for all agents.
Virgin Atlantic	Cargo Operations Manual Hard copy available in VS office. MOD- Luvia Arellano is responsible to maintain manuals.		PDF copy available in all workstations accessible to all agents.
China Cargo & China Eastern	Cargo Transport Manual Dangerous Goods Manual MOD Eduardo Valenzuela is responsible to maintain the manuals	<a href="http://ceair.com">中国东方航空-运行手册管理系统 (ceair.com)</a>  User Name: ckagent  Password: Password2020	PDF copy available in all workstation and available for all agents.
LOT Polish	Cargo Transport Manual. Dangerous Goods Manual. MOD Eduardo Valenzuela is responsible to maintain Manuals.		PDF copy available in all workstation and available for all agents.
Saudia Cargo	Ground Operations Cargo Handling Manual MOD Eduardo Valenzuela is responsible to maintain Manuals.		PDF copy available in all workstation and available for all agents.



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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.
Virgin Atlantic	VS Cargo Manual COM	VS Cargo Manual COM	YES
Asiana Airlines	OZ Cargo Manual CSOP	CSOP	YES
China Cargo	CK Cargo Manual	CK COM & WFS Policy	YES
LOT Polish	LO Handling Manual	WFS Policy	YES
Saudia Cargo	SV Ground Operational Cargo Handling Manual	SV GOCHM	YES

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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	Ingrid Alas/5623241850/ <a href="mailto:Ingrid.Alas@wfs.aero">Ingrid.Alas@wfs.aero</a> Joselin Moreno/ <a href="mailto:3236832918/Joselin.moreno@wfs.aero">3236832918/Joselin.moreno@wfs.aero</a> Angela Harvey /9092541868/ <a href="mailto:aharvey@wfs.aero">aharvey@wfs.aero</a>	Text/call and Email	Pulse Injury report	Pulse injury report / statements/ pictures
Aircraft Damage (WFS Notification)	Ingrid Alas/5623241850/ <a href="mailto:Ingrid.Alas@wfs.aero">Ingrid.Alas@wfs.aero</a> JoselinMoreno/ <a href="mailto:3236832918/Joselin.moreno@wfs.aero">3236832918/Joselin.moreno@wfs.aero</a> Angela Harvey /9092541868/ <a href="mailto:aharvey@wfs.aero">aharvey@wfs.aero</a> Javier Trujillo /310 4931031 / <a href="mailto:Javier.trujillo@wfs.aero">Javier.trujillo@wfs.aero</a> Noel Magee / 323 835-4101 / <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a>	Call/ Text and email	Pulse report Notify Lawa Notify Airline	Pulse report Statements Pictures
Aircraft Damage (Air Carrier Notification for each customer)	VS- Gabriela Villalpando 310 4021656 <a href="mailto:Gabriela.Villalpando@flyvirgin.com">Gabriela.Villalpando@flyvirgin.com</a> OZ - Woosung Cho 310 7493444 <a href="mailto:aalaxkkf@flyasiana.com">aalaxkkf@flyasiana.com</a> CK & MU Ruan wenjin 310 649-6688 <a href="mailto:ruanwj@ceair.com">ruanwj@ceair.com</a> SV - Davinson Prieto 281-779900 <a href="mailto:dprieto@saudiacargo.com">dprieto@saudiacargo.com</a> LO- Tomasz Orzechowski/820-2038408/ <a href="mailto:T.orzechowski@lot.pl">T.orzechowski@lot.pl</a>	Call/ Text and email	Notify RGM and SRGM	5 Whys Statements Pictures
GSE Damage	Ingrid Alas/5623241850/ <a href="mailto:Ingrid.Alas@wfs.aero">Ingrid.Alas@wfs.aero</a> Joselin Moreno/ <a href="mailto:3236832918/Joselin.moreno@wfs.aero">3236832918/Joselin.moreno@wfs.aero</a> MaintenanceDept./3478091045/ <a href="mailto:LAXGSEM@wfs.aero">LAXGSEM@wfs.aero</a> Jose Recinos/3106074930/ <a href="mailto:Jrecinos@wfs.aero">Jrecinos@wfs.aero</a>	Call/ Text and email	Pulse report Notify GSE	Pulse report Statements Pictures. Dossier
Facility Damage	Ingrid Alas/5623241850/ <a href="mailto:Ingrid.Alas@wfs.aero">Ingrid.Alas@wfs.aero</a> Joselin Moreno/ <a href="mailto:3236832918/Joselin.moreno@wfs.aero">3236832918/Joselin.moreno@wfs.aero</a> Angela Harvey /9092541868/ <a href="mailto:aharvey@wfs.aero">aharvey@wfs.aero</a> GabrielaVillalpando/3104021656/ <a href="mailto:Gabriela.Villalpando@flyvirgin.com">Gabriela.Villalpando@flyvirgin.com</a> Woosung Cho/3107493444/ <a href="mailto:aalaxkkf@flyasiana.com">aalaxkkf@flyasiana.com</a>	Call/ Text and email	Pulse report	Pulse report Damage report Statements Pictures

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Security Incident (WFS Notification)	Ingrid Alas/5623241850/ <a href="mailto:Ingrid.Alas@wfs.aero">Ingrid.Alas@wfs.aero</a> Joselin Moreno/3236832918/ <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> Angela Harvey /9092541868/ <a href="mailto:aharvey@wfs.aero">aharvey@wfs.aero</a> Jeri Eck/6199775695/ <a href="mailto:Jeck@wfs.aero">Jeck@wfs.aero</a> Frank Tucker/4159968265/ <a href="mailto:Frank.Tucker@wfs.aero">Frank.Tucker@wfs.aero</a>	Call/ Text and email	Pulse report Notify security team	Pulse report Statements
Security Incident (Air Carrier Notification for each customer)	S- Gabriela Villalpando 310 4021656 <a href="mailto:Gabriela.Villalpando@flyvirgin.com">Gabriela.Villalpando@flyvirgin.com</a> OZ - Woosung Cho 310 7493444 <a href="mailto:aalaxkkf@flyasiana.com">aalaxkkf@flyasiana.com</a> CK & MU Ruan wenjin 310 649-6688 <a href="mailto:ruanwj@ceair.com">ruanwj@ceair.com</a> Davinson Prieto 281-779900 <a href="mailto:dprieto@saudiacargo.com">dprieto@saudiacargo.com</a> Tomasz Orzechowski/820-2038408/ <a href="mailto:T.orzechowski@lot.pl">T.orzechowski@lot.pl</a>	Call/ Text and email	Pulse report Notify security team	5 whys Statements
Customer Service Failure	Ingrid Alas/5623241850/ <a href="mailto:Ingrid.Alas@wfs.aero">Ingrid.Alas@wfs.aero</a> Joselin Moreno/3236832918/ <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> Angela Harvey /9092541868/ <a href="mailto:aharvey@wfs.aero">aharvey@wfs.aero</a> Javier Trujillo /310 4931031 <a href="mailto:/Javier.trujillo@wfs.aero">/Javier.trujillo@wfs.aero</a> Noel Magee / 323 835-4101 / <a href="mailto:/nmagee@wfs.aero">/nmagee@wfs.aero</a> VS- Gabriela Villalpando 310 4021656 <a href="mailto:Gabriela.Villalpando@flyvirgin.com">Gabriela.Villalpando@flyvirgin.com</a> OZ - Woosung Cho 310 7493444 <a href="mailto:aalaxkkf@flyasiana.com">aalaxkkf@flyasiana.com</a> CK & MU Ruan wenjin 310 649-6688 <a href="mailto:ruanwj@ceair.com">ruanwj@ceair.com</a> Davinson Prieto 281-779900 <a href="mailto:dprieto@saudiacargo.com">dprieto@saudiacargo.com</a> Tomasz Orzechowski/820-2038408/ <a href="mailto:T.orzechowski@lot.pl">T.orzechowski@lot.pl</a>	Call/ Text and email	Notify RGM	5 whys
Environmental Incident	Ingrid Alas/5623241850/ <a href="mailto:Ingrid.Alas@wfs.aero">Ingrid.Alas@wfs.aero</a> Joselin Moreno/3236832918/ <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> Angela Harvey /9092541868/ <a href="mailto:aharvey@wfs.aero">aharvey@wfs.aero</a>	Call/ Text and email	Pulse report Notify Safety team	Pulse report Statements Pictures



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Third Party Incident	Ingrid Alas/5623241850/ <a href="mailto:Ingrid.Alas@wfs.aero">Ingrid.Alas@wfs.aero</a> Joselin Moreno/3236832918/ <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> Angela Harvey /9092541868/ <a href="mailto:aharvey@wfs.aero">aharvey@wfs.aero</a> George Gastelum/562-774-6213 <a href="mailto:ggastelum@gpk9pg.com">ggastelum@gpk9pg.com</a> Matthew Chon / 310-986 4600/ <a href="mailto:matthewchong@calopaeroground.com">matthewchong@calopaeroground.com</a>	Call/ Text and email	Pulse report	Pulse report Statements Pictures
Pandemic/Covid/Medical Incident	Ingrid Alas/5623241850/ <a href="mailto:Ingrid.Alas@wfs.aero">Ingrid.Alas@wfs.aero</a> Joselin Moreno/3236832918/ <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> Angela Harvey /9092541868/ <a href="mailto:aharvey@wfs.aero">aharvey@wfs.aero</a> Jim Ferrel/9548165017/ <a href="mailto:Jim.ferrel@wfs.aero">Jim.ferrel@wfs.aero</a>	Call/ Text and email	Pulse report	Pulse report Statements Pictures

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## 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	U.S. National Weather Service (NOAA)	Phone call, text or email to AGM & GM. <a href="mailto:Ingrid.alas@wfs.aero">Ingrid.alas@wfs.aero</a> 562 324-1850 <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> 323 683-2918	Secure all equipment that cannot be moved indoors	When notification received by LAWA
Tornado	U.S. National Weather Service (NOAA)	Phone call, text or email to AGM & GM. <a href="mailto:Ingrid.alas@wfs.aero">Ingrid.alas@wfs.aero</a> 562 324-1850 <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> 323 683-2918	Secure all equipment that cannot be moved indoors	
Hurricane				
Snow/Freezing Precipitation				
Extreme Cold				
Extreme Heat	U.S. National Weather Service (NOAA)	Phone call, text or email to AGM & GM. <a href="mailto:Ingrid.alas@wfs.aero">Ingrid.alas@wfs.aero</a> 562 324-1850 <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> 323 683-2918		



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High Winds	LAWA	Phone call, text or email to AGM & GM. <a href="mailto:Ingrid.alas@wfs.aero">Ingrid.alas@wfs.aero</a> 562 324-1850 <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> 323 683-2918	Secure all ULDs and GSE equipment	
Low Visibility	LAWA	Phone call, text or email to AGM & GM. <a href="mailto:Ingrid.alas@wfs.aero">Ingrid.alas@wfs.aero</a> 562 324-1850 <a href="mailto:Joselin.moreno@wfs.aero">Joselin.moreno@wfs.aero</a> 323 683-2918		
Earthquake				



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## 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>			
Contact Phone and email	Type of Notification	Where are the damaged ULD's be taken?	What is the follow up action required?
<b>ASIANA AIRLINES - OZ</b> Terry Cho 310 642-0315 <a href="mailto:Terrycho@flyasiana.com">Terrycho@flyasiana.com</a>	E-Mail	Return to origin station ICN	Unserviceable units are tagged using (DAMAGE tag) Provided by OZ to avoid using unit for cargo loading.
<b>VIRGIN ATLANTIC - VS</b> Gabriela Villalpando <a href="mailto:Gabriela.Villalpando@fly.virgin.com">Gabriela.Villalpando@fly.virgin.com</a> 203-750-6478 <a href="mailto:ULD.control@fly.virgin.com">ULD.control@fly.virgin.com</a>	E-Mail	Return to origin station LHR	Unserviceable ULDs are marked with identifier tape (Damage Tape) provided by VS to avoid using for cargo loading.
<b>CHINA CARGO – CK</b> <b>CHINA EASTERN - MU</b> Ruan Wenjin <a href="mailto:ruanwj@ceair.com">ruanwj@ceair.com</a> 310 649-6688 Aben Roque <a href="mailto:Aben-roque@ceair.com">Aben-roque@ceair.com</a> 626 408-4821 <a href="mailto:guzhangyun@ceair.com">guzhangyun@ceair.com</a> Tel: +86-21-20669351 Mobile: +86-13482491311	E- Mail	Return to origin station PVG	Damage ULDs are segregated and stored separately from serviceable units.
<b>LOT POLISH - LO</b> M. Radzik <a href="mailto:m.radzik@lot.com">m.radzik@lot.com</a> <a href="mailto:lotcargood@lot.com">lotcargood@lot.com</a>	E-mail	Return to origin station WAW	Damage ULDs are segregated and stored separately from serviceable units.
<b>SAUDIA CARGO</b>	UNILODE	URL: <a href="https://msgbuilder.unilode.com/public">https://msgbuilder.unilode.com/public</a>  Damage ULD are taken to Unilode shop in LAX to be repaired	Damage ULDs are segregated and stored separately from serviceable units.

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## 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.
  - An ECR (Equipment Service Report) is submitted via Dossier App to GSE Maintenance Department
  - GSE is rendered immobile by placing a Red Tag on steering wheel of GSE.
  - Red Tags can be found in our Management office, our designated agent is responsible for applying Red Tags.
  - GSE: LAXMX crew will remove the Red Tag once GSE is back in service.



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## 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
OZ/CK/MU/VS/LO/SV	Flight Folders	GRM Facility	5 Years
OZ/CK/MU/VS/LO/SV	TSA/30-Day Files	CK/OZ/VS Office	30 days
OZ/CK/MU/VS/LO/SV	Quarterly Scale Calibration	Admin Office	90 Days
OZ/CK/MU/VS/LO/SV	Daily Scale calibration	Supervisor's Office	30 Days
OZ/CK/MU/VS/LO/SV	Equipment Check Report	Supervisor's Office	30 days
OZ/CK/MU/VS/LO/SV	Forklift Inspection Checklist	Supervisor's Office	30 Days
OZ/CK/MU/VS/LO/SV	Internal Meeting Minutes	GM - Office	30 Days



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## 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
7d750964000879	Scale located inside warehouse, in front of VS office.	Calibration checks done daily.
7d750964001053	Scale located inside warehouse, in front of docks 21-25.	Calibration checks done daily.
7d750964000592	Scale located inside warehouse, by x-ray machine.	Calibration checks done daily.
7d750961000466	Small scale located inside warehouse by x-ray machine.	Calibration checks done daily.
431760	Scale located inside warehouse by OZ COMAT.	Calibration checks done daily.
7d75096400406	Scale located inside warehouse, by OZ docks	Calibration checks done daily.
434542	Scale located inside warehouse, by OZ back door.	Calibration checks done daily.
<p>Who is the scale repair/calibration vendor and their contact information?</p> <p>Flynn Scales 714-4694972 &amp; 310 370- 7248</p>		



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## OP - 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.
<b>VS</b> Virgin Atlantic	Gabriela Villalpando <a href="mailto:Gabriela.Villalpando@fly.virgin.com">Gabriela.Villalpando@fly.virgin.com</a> 310-402-1656		
<b>CK</b> China Cargo / <b>MU</b> China Eastern	Aben Roque <a href="mailto:aben-roque@ceair.com">aben-roque@ceair.com</a> 626-408-4821 Luis Lopez <a href="mailto:luis-lopez@ceair.com">luis-lopez@ceair.com</a> 310-801-1641		
<b>LOT</b> Lot Polish Airline	Tomaz Orzechowski <a href="mailto:t.orzechowski@lot.pl">t.orzechowski@lot.pl</a> 820-203-8408		
<b>SV</b> Saudia Cargo	Davinson Prieto <a href="mailto:dprieto@saudiacargo.com">dprieto@saudiacargo.com</a> 281-779-6900		
<b>OZ</b> Asiana Airline	Terry Cho <a href="mailto:terrycho@flyasiana.com">terrycho@flyasiana.com</a> 310-642-0315		