



# Local Operating Procedure (LOP)

<b>LAX Cargo – B213</b>		<b>Victoria Cabrejo - GM</b>	
<b>Version – 1.0</b>	<b>Date - 08242023</b>	<b>Page - 1</b>	

**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}		
	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	X	
LOP GSE Out of Service Procedures	X	
LOP Customer Recordkeeping	X	
LOP Scale Calibration	X	
<i>{insert additional LOPs, as required}</i>		
<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.
ANA	SPICA print out available in the OPS and Manager office		
Emirates		<a href="https://emiratesgroup.sharepoint.com/teams/EKSC/Emirates%20GHA/Forms/AllItems.aspx">https://emiratesgroup.sharepoint.com/teams/EKSC/Emirates%20GHA/Forms/AllItems.aspx</a>  Credentials and access are given to users with access to <a href="mailto:eklaxwfs@gmail.com">eklaxwfs@gmail.com</a>  GMAIL Credentials: User: <a href="mailto:eklaxwfs@gmail.com">eklaxwfs@gmail.com</a> Pass – Mercury2!	Accessible on any computer with Internet
LATAM	Manual Operational de Carga	<a href="https://sites.google.com/latamcargo.com/cargo-en/operational-manuals/com">https://sites.google.com/latamcargo.com/cargo-en/operational-manuals/com</a>	Accessible on any computer with Internet
MAS AIR	Manual de Servicios de Carga	 MAS - MSC Rev. 9.pdf	
Hainan	Cargo Transportation Manual of Hainan Airlines Version R6.	<a href="#">Cargo Transportation Manual (R5) .rar</a>	Accessible on any computer with Internet
Fiji	Hard copy kept in Manager's office until online version is available	<a href="https://login.vistair.com/login">https://login.vistair.com/login</a> No credentials now	Accessible on any computer with Internet
Copa		<a href="http://www.copacargo.com">www.copacargo.com</a>	Accessible on any computer with Internet

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		<ul style="list-style-type: none"> <li>User: COPAAIR/FTPCarga</li> <li>Password: F&amp;c5#ga\$vr6t</li> </ul>	
Scandinavian	Staff Cargo Handling Requirements – located in binder kept in SK area, Manager and Supervisor responsible to update one provided by Airline		
Xiamen		Outstation Operations Manual (V6R26) <a href="http://www.xiamenair.com">www.xiamenair.com</a> User – laxmfgrh Pass- laxmfgrh+123abc	Accessible on any computer with Internet
British		<a href="https://login.vistair.com/login">https://login.vistair.com/login</a> Username: BAManuals@LAX Password: Gsp@LAX123	Accessible on any computer with Internet
Iberia and Level		<a href="https://login.vistair.com/login">https://login.vistair.com/login</a> Username: BAManuals@LAX Password: Gsp@LAX123	Accessible on any computer with Internet
Air Lingues		<a href="https://login.vistair.com/login">https://login.vistair.com/login</a> Username: BAManuals@LAX Password: Gsp@LAX123	Accessible on any computer with Internet
Finnair	Located in AY/IAG area – Manager and supervisors responsible for updating once received from Airline		
French Bee		<a href="https://www.myfrenchbee.fr/">https://www.myfrenchbee.fr/</a> Login: cgo.lax Password: MAClaxFrenchbee1727@	
Condor		WFS CHM	
Kalitta		<a href="https://kalitta.comply365.net/">https://kalitta.comply365.net/</a>  user name: VLAXWFS  Password: chucorico18	Accessible on any computer with Internet

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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.
ANA	NH SLA	NH SLA and Epic SOP	Yes
Emirates	Emirates SPO - CMHM	EK SOP and Epic SOP	Yes
LATAM	Manual Operacional de Carga	LA SOP and Epic SOP	Yes
MAS Air	Manual de Servicios de Carga	M7 SOP and Epic SOP	Yes
Hainan	Cargo Transportation Manual of Hainan Airlines Version R6.	HU SLA and Epic SOP	Yes
Fiji	VISTAIR	FJ SOP and Epic SOP	Yes
Copa	www.copacargo.com	CM SLA and Epic SOP	Yes
Scandinavian	MERCURY SOP/WFS SOP	Mercury SOP and Epic SOP	Yes
Xiamen	www.xiamenair.com	MF SOP and Epic SOP	Yes
British	VISTAIR	IAG SOP and Epic SOP	Yes
Iberia	VISTAIR	IAG SOP and Epic SOP	Yes
Air Lingues	VISTAIR	IAG SOP and Epic SOP	Yes



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Finnair	AY SLA	AY SLA and Epic SOP	Yes
French Bee	BF CHM		YES
Condor	DE CHM		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	Victoria Cabrejo (310) 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>	Text/call and Email	Pulse Injury report	Pulse injury report / statements / pictures
Aircraft Damage (WFS Notification)	N/A			
Aircraft Damage (Air Carrier Notification for each customer)	N/A			
GSE Damage	Victoria Cabrejo (310) 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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 GSE	Pulse report ECR Statements Pictures



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Facility Damage	<p>Victoria Cabrejo (310) 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a></p> <p>Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero</p> <p>Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a></p> <p>Javier Trujillo 310-493-1031 <a href="mailto:Javier.trujillo@wfs.aero">Javier.trujillo@wfs.aero</a></p> <p>Noel Magee 323-835-4101 <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a></p>	Call/ Text and email	Pulse report	Pulse report Damage report Statements Pictures
Security Incident (WFS Notification)	<p>Victoria Cabrejo (310) 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a></p> <p>Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero</p> <p>Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a></p> <p>Javier Trujillo 310-493-1031 <a href="mailto:Javier.trujillo@wfs.aero">Javier.trujillo@wfs.aero</a></p> <p>Noel Magee 323-835-4101 <a href="mailto:nmagee@wfs.aero">nmagee@wfs.aero</a></p>	Call/ Text and email	Pulse report Notify security team	Pulse report Statements
Security Incident (Air Carrier Notification for each customer)	<p><b>LA</b> / Daniel Sas 213 840-9793 <a href="mailto:Daniel.sas@latam.com">Daniel.sas@latam.com</a></p> <p><b>M7</b> / Gabriel Saavedra +52 55 9145 0918 <a href="mailto:Gabriel.saavedra@masair.com">Gabriel.saavedra@masair.com</a></p> <p>Ricky Kim 310 658-4620 <a href="mailto:Ricky.kim@masair.com">Ricky.kim@masair.com</a></p> <p><b>HU</b> / Xueh Guo AKA Keith 424 380-8833 <a href="mailto:Xueh.guo@hnair.com">Xueh.guo@hnair.com</a></p> <p><b>BA</b> / Alexander Giron 206 235-0404</p>	Call/ Text and email	Notify RGM	5 whys Statements

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	<p><a href="mailto:Alex.giron@ba.com">Alex.giron@ba.com</a></p> <p><b>EI / Alexander Giron</b> 206 235-0404 <a href="mailto:Alex.giron@ba.com">Alex.giron@ba.com</a></p> <p><b>IB / Alexander Giron</b> 206 235-0404 <a href="mailto:Alex.giron@ba.com">Alex.giron@ba.com</a></p> <p><b>AY / Asikainen Antti</b> +358 40 594 4860 <a href="mailto:Antti.Asikainen@finnair.com">Antti.Asikainen@finnair.com</a></p> <p><b>FJ / Vivalda Valencia</b> 310 908-7363 <a href="mailto:Vivalda.valencia@fijairways">Vivalda.valencia@fijairways</a></p> <p><b>CM / Jenny Contreras</b> 310 626-4669 <a href="mailto:jcontrerasg@copaair.com">jcontrerasg@copaair.com</a></p> <p><b>SK / Mike Sabatino</b> 708 641-3953 <a href="mailto:Mike.sabatino@sasair.com">Mike.sabatino@sasair.com</a></p> <p><b>MF / Adam Guo</b> 909 485-3116 <a href="mailto:Guojiaming@xiamenair.com">Guojiaming@xiamenair.com</a></p> <p><b>K4 / DeAnna Savage Gil</b> 734 934-5927 <a href="mailto:DSavageGil@kalittaair.com">DSavageGil@kalittaair.com</a></p> <p><b>NH / Jason Roxas</b> <a href="tel:310-594-1622">310-594-1622</a> <a href="mailto:j.roxas@fly-ana.com">j.roxas@fly-ana.com</a></p> <p><b>EK / Michael Jensen</b> 310 487-0145 <a href="mailto:mjensen@emirates.com">mjensen@emirates.com</a></p> <p><b>BF / Jeffrey Tsai</b></p>			
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	<p><a href="tel:310-645-2575">310-645-2575</a> <a href="mailto:jtsai@ecsgroup.aero">jtsai@ecsgroup.aero</a></p> <p><b>DE / Jeffrey Tsai</b> 310-645-2575 <a href="mailto:jtsai@ecsgroup.aero">jtsai@ecsgroup.aero</a></p>			
Customer Service Failure	<p>Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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></p>	Call/ Text and email	Notify Amazon RGM	5 whys
Environmental Incident	<p>Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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></p>	Call/ Text and email	Pulse report Notify Safety team	Pulse report Statements Pictures
Third Party Incident	<p>Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a></p>	Call/ Text and email	Pulse report	

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	Mario Palomarez 310-363 1073 <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a> Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>			Pulse report Statements Pictures
Pandemic/Covid/Medical Incident	Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Gonzalo Zacarias 310 722-5741 <a href="mailto:Gonzalo.zacarias.wfs.aero">Gonzalo.zacarias.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	Local News Alerts Local Weather Alerts	Call and Text: Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>	Equipment Checks to be completed using Powered Equipment Daily Safety Check.	Once it is deemed safe to return or when ordered by the Airport
Tornado	Local News Alerts Local Weather Alerts	Call and Text: Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>	Equipment Checks to be completed using Powered Equipment Daily Safety Check.	Once it is deemed safe to return or when ordered by the Airport
Hurricane	Local News Alerts Local Weather Alerts	Call and Text: Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489	Equipment Checks to be completed using Powered Equipment Daily Safety Check.	Once it is deemed safe to return or when ordered by the Airport

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		<a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>		
Snow/Freezing Precipitation	Local News Alerts Local Weather Alerts	Call and Text: Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a> Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>	Equipment Checks to be completed using Powered Equipment Daily Safety Check.	Once it is deemed safe to return or when ordered by the Airport
Extreme Cold	Local News Alerts Local Weather Alerts	Call and Text: Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a> Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>	Equipment Checks to be completed using Powered Equipment Daily Safety Check.	Once it is deemed safe to return or when ordered by the Airport
Extreme Heat	Local News Alerts Local Weather Alerts	Call and Text: Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 <a href="mailto:Mario.palomarez@wfs.aero">Mario.palomarez@wfs.aero</a> Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>	Equipment Checks to be completed using Powered Equipment Daily Safety Check.	Once it is deemed safe to return or when ordered by the Airport

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High Winds	Local News Alerts Local Weather Alerts	Call and Text: Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>	Equipment Checks to be completed using Powered Equipment Daily Safety Check.	Once it is deemed safe to return or when ordered by the Airport
Low Visibility	Local News Alerts Local Weather Alerts	Call and Text: Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>	Equipment Checks to be completed using Powered Equipment Daily Safety Check.	Once it is deemed safe to return or when ordered by the Airport
Earthquake	Local News Alerts Local Weather Alerts	Call and Text: Victoria Cabrejo 310 678-6325 <a href="mailto:Victoria.cabrejo@wfs.aero">Victoria.cabrejo@wfs.aero</a> Mario Palomarez 310-363 1073 Mario.palomarez@wfs.aero Bob Mayar 310-703-3489 <a href="mailto:Bob.mayar@wfs.aero">Bob.mayar@wfs.aero</a> Javier Trujillo 310-493-1031 <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>	Equipment Checks to be completed using Powered Equipment Daily Safety Check.	Once it is deemed safe to return or when ordered by the Airport

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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?
<p><b>LA</b> / Daniel Sas 213 840-9793 <a href="mailto:Daniel.sas@latam.com">Daniel.sas@latam.com</a></p> <p><b>M7</b> / Gabriel Saavedra +52 55 9145 0918 <a href="mailto:Gabriel.saavedra@masair.com">Gabriel.saavedra@masair.com</a></p> <p>Ricky Kim 310 658-4620 <a href="mailto:Ricky.kim@masair.com">Ricky.kim@masair.com</a></p> <p><b>HU</b> / Xueh Guo AKA Keith 424 380-8833 <a href="mailto:Xueh.guo@hnair.com">Xueh.guo@hnair.com</a></p> <p><b>BA</b> / Alexander Giron 206 235-0404 <a href="mailto:Alex.giron@ba.com">Alex.giron@ba.com</a></p> <p><b>EI</b> / Alexander Giron 206 235-0404 <a href="mailto:Alex.giron@ba.com">Alex.giron@ba.com</a></p> <p><b>IB</b> / Alexander Giron 206 235-0404 <a href="mailto:Alex.giron@ba.com">Alex.giron@ba.com</a></p> <p><b>AY</b> / Asikainen Antti +358 40 594 4860 <a href="mailto:Antti.Asikainen@finnair.com">Antti.Asikainen@finnair.com</a></p> <p><b>FJ</b> / Vivalda Valencia 310 908-7363 <a href="mailto:Vivalda.valencia@fijiirways">Vivalda.valencia@fijiirways</a></p>	E-Mail	As per Carrier instructions	Red Tag any and all damaged units until carrier advises on a course of action

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<p><b>CM</b> / Jenny Contreras 310 626-4669 <a href="mailto:jcontrerasg@copaair.com">jcontrerasg@copaair.com</a></p> <p><b>SK</b> / Mike Sabatino 708 641-3953 <a href="mailto:Mike.sabatino@sasair.com">Mike.sabatino@sasair.com</a></p> <p><b>MF</b> / Adam Guo 909 485-3116 <a href="mailto:Guojiaming@xiamenair.com">Guojiaming@xiamenair.com</a></p> <p><b>K4</b> / DeAnna Savage Gil 734 934-5927 <a href="mailto:DSavageGil@kalittaair.com">DSavageGil@kalittaair.com</a></p> <p><b>NH</b> / Jason Roxas <a href="tel:310-594-1622">310-594-1622</a> <a href="mailto:j.roxas@fly-ana.com">j.roxas@fly-ana.com</a></p> <p><b>EK</b> / Michael Jensen 310 487-0145 <a href="mailto:mjensen@emirates.com">mjensen@emirates.com</a></p> <p><b>BF</b> / Jeffrey Tsai <a href="tel:310-645-2575">310-645-2575</a> <a href="mailto:jtsai@ecsgroup.aero">jtsai@ecsgroup.aero</a></p> <p><b>DE</b> / Jeffrey Tsai <a href="tel:310-645-2575">310-645-2575</a> <a href="mailto:jtsai@ecsgroup.aero">jtsai@ecsgroup.aero</a></p>			
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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 damaged equipment notifying all staff damage equipment has been placed out of service. Damaged equipment is separated from daily operation, to help ensure GSE is accessible to our Maintenance Team.
- Email Communication must immediately follow to our **GSE Managers**: [jrecinos@wfs.aero](mailto:jrecinos@wfs.aero) (GSE General Manager) and [sergio.avilez@wfs.aero](mailto:sergio.avilez@wfs.aero) (GSE Assistant Support Manager) describing the observation.
- Red Tags are available in the Supervisor on Duty (SOD) office, however, a damaged equipment may be staged at the GSE shop located here at 213 with a note and follow up email to Jose Recinos or Sergio Avilez.
- Lead/Supervisor or Manager GSE Equipment was reported to is responsible to red tag equipment Immediately.
- Only Under GSE approval may equipment be returned back to service.



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## LOP - CUSTOMER RECORDKEEPING

<p>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</p>			
Records Kept	Location of Records	Access/Safe/Secure	Retention/Destruction
ANA, Emirates, LATAM, MAS AIR, Hainan, Fiji, Copa, Scandinavian, Xiamen, British, Iberia, Air Lingues, Finnair, French Bee, Condor.	GRM (offsite storage facility for files)	Access	7 years for BA/EI/IB 5 years for all others
ANA, Emirates, LATAM, MAS AIR, Hainan, Fiji, Copa, Scandinavian, Xiamen, British, Iberia, Air Lingues, Finnair, French Bee, Condor.	Operation Cabinets	Access	30 days
ANA, Emirates, LATAM, MAS AIR, Hainan, Fiji, Copa, Scandinavian, Xiamen, British, Iberia, Air Lingues, Finnair, French Bee, Condor.	MAC GSE Manager	Available upon request	3 years
ANA, Emirates, LATAM, MAS AIR, Hainan, Fiji, Copa, Scandinavian, Xiamen, British, Iberia, Air Lingues, Finnair, French Bee, Condor.	MAC GSE Manager	Available upon request	30 Days
ANA, Emirates, LATAM, MAS AIR, Hainan, Fiji, Copa, Scandinavian, Xiamen, British, Iberia, Air Lingues, Finnair, French Bee, Condor.	MAC GSE Manager	Available upon request	30 days
ANA, Emirates, LATAM, MAS AIR, Hainan, Fiji, Copa, Scandinavian, Xiamen, British, Iberia, Air Lingues, Finnair, French Bee, Condor.	MAC GSE Manager	Available upon request	30 Days
ANA, Emirates, LATAM, MAS AIR, Hainan, Fiji, Copa, Scandinavian, Xiamen, British, Iberia, Air Lingues, Finnair, French Bee, Condor.	Shared via email	Access	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
7D750964001373 (Low Profile, 5' x 12') Scale capacity 1,500 x 1 KG.	Southside front wall (Scale #1)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
7D750960000569 (Low Profile, 4' x 12') Scale capacity 4,536 x 1 KG.	Southside front wall (Scale #2)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
7D750961000045 (Floor Scale, 10' x 12') Scale capacity 9,072 x 2 KG.	Export DSA floor scale (Scale #3)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
0.00038172 (Floor Scale, 10' x 12') Scale capacity 9,072x 2 KG.	Export docks in front of X-Ray machines on southside (scale #4)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request
7D750964000344 (Bypass Scale) Scale capacity 2,000 x .5 KG.	ANA Dock #31 (small scale #5)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
1985700061 (Floor Scale, 10'x15') Scale capacity 20,000 x 10 LB	IAG /AY EXPORT SCALE (scale #6)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
7D750964000100	MAS / LAN / HU scale (scale #10)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly.



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(Pancake Scale, 10' x12') Scale capacity 9,072 x 2 KG.		Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
7D750964000343 (Floor Scale, 12' x 15') Scale capacity 13,608 x 2 KG.	EK SCALE / 20 ftr (scale #11)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
7D750964000099 (Platform Scale, 12'x14') Scale capacity 9,072 x 2 KG.	EK FLOOR / located in front of warehouse restroom (scale #12)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
DT220317 (Pancake Scale, 10' x12') Scale capacity 9,802 x 2 KG.	Next to plastic baler machine on ANA side / Northside (scale #13)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
DT220318 (Drive Over Scale, 10'x 12') Scale capacity 10,000 KG x 2 KG.	Northside / ANA Breakdown / Build up area (scale #14)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
7D750961000635 (Floor Scale, 10' x 12') Scale capacity 9,072 x 2 KG.	ANA DOCK scale / Northside (scale #17)	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly. Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
<p>Who is the scale repair/calibration vendor and their contact information?</p> <p>Flynn Scale Service Office (310) 370-7248 or (714) 960-4710</p>		