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*	
Aircraft Operation Under Wings	*x*	
{insert additional LOPs, as required}		
{insert additional LOPs, as required}		

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/user id/password (if common access).	If manuals are accessible only via a specific computer, please identify the location and who has access.
BR	USB		GM Office
SK		https://login.vistair.com **Airline:** sas **Username:** sas17 **Password:** welcome	
NH	Hard copy / USB		GM Office
EK		Outlook laxekgsp@outlook.com C458sms*	
NZ	USB		GM Office
CZ	Does not share		
MF		https://agent.xiamenair.com/#/home laxmfgrh laxmfgrh+123abc	
LY		https://elal1.sharepoint.com/sites/SuppliersExternalProcedures/SitePages/Home.aspx User Name: SUP-LAX449@elal.co.il Wfsemployee02	
AY	USB	USER ID: YHAPLAX@finnair.com Password: Gh74O0Ct1x	GM Office
G4		https://cmtjmocdpk1yf-c7iqg788kpbapdatqc.swap.allegiantair.com/FLIGHT_OPS/GOM/GOM.pdf Username:S10136 Password: Wfsusa123!	
Y4	USB		GM Office

		Link: https://docunet-online.vistair.com/ Reynaldo Quiroz Usuario: R.QUIROZ Contraseña: tNa+3hNv Daniel Sumaran Usuario: D.SUMARAN Contraseña: b.Q2wekX	
VB			
AF/KLM	USB		GM Office

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.
BR			X
SK			X
NH			X
EK			X
NZ			X
CZ			X
MF			X
LY			X
AY			X
G4			X
Y4			X
VB			X
AF/KLM			X

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	Nickolas Chilcote 213-561-0621 Nick.chilcote@wfs.aero Giovanni Ayala 310-339-6363 gayala@wfs.aero Jason Yanagisako 310-363-5183 Jason.yanagisako@wfs.aero Jack Holman 310-905-2813 Jack.Holman@wfs.aero	Text/call and email	PULSE Injury Report	PULSE report/ Photographs/Statements/ Sedgewick Claim #
Aircraft Damage (WFS Notification)	Nickolas Chilcote 213-561-0621 Nick.chilcote@wfs.aero Giovanni Ayala 310-339-6363 gayala@wfs.aero Jason Yanagisako 310-363-5183 Jason.yanagisako@wfs.aero Jack Holman 310-905-2813 Jack.Holman@wfs.aero Andrew Hatfield 720-767-7831 Andrew.hatfield@wfs.aero Chad Siu 206-391-4991 csiu@wfs.aero	Text/call and email	PULSE Incident Report	PULSE report/ Photographs/Statements

Aircraft Damage (Air Carrier Notification for each customer)	Air New Zealand Richard Mariano 323-428-8135 Richard.Mariano@airnz.com All Nippon Airways Au HonSeng 310-646-1490 h.au@fly-ana.co China Southern Matthew Li 424-533-3215 limincong@csair.us El Al Mordechay Elmaliah 415-715-4570 MordechayE@elal.co.il Emirates Paul Tuite 310-646-9066 EXT 200 paul.tuite@emirates.com Eva Airways Otis Juang 310-729-9266 otishuang@evaair.co Finnair Victor Ejiji 323-336-4609 Victor.Ejiji@finnair.com Scandinavian Grace Cracchiolo 310-417-3613 gcracchiolo@sasair.co Xiamen Gary Zhang 818-919-8207 zhangqiang4@xiamenair.com Zip Air Sofiyan Mamsa 310-646-1167 smamsa@pacificaviation.com	Text/call and email	PULSE Incident Report	PULSE report/ Photographs/Statements

	Condor Brian Zerwas 857-294-7952 Brian.Zerwas@condor.com Air Premia Brian Kim 213-453-8041 brian.kim@airpremia.com Air France Delphine Deleger 415-324-9926 dedeleger@airfranceklm.com KLM Delphine Deleger 415-324-9926 dedeleger@airfranceklm.com Allegiant Jim Kawashima 702-830-5855 James.Kawashima@allegiantair.com Volaris Jack Hanna 310-571-7290 jefeato.lax@volaris.com Viva Aerobus Karla Tamez 52 81 1490 3919 karla.tamez@vivaaerobus.com			
GSE Damage	Nickolas Chilcote 213-561-0621 Nick.chilcote@wfs.aero Giovanni Ayala 310-339-6363 gayala@wfs.aero Jason Yanagisako 310-363-5183 Jason.yanagisako@wfs.aero Jose Recinos 424-750-6284			

	jrecinos@wfs.aero			
Facility Damage	Nickolas Chilcote 213-561-0621 Nick.chilcote@wfs.aero Giovanni Ayala 310-339-6363 gayala@wfs.aero Jason Yanagisako 310-363-5183 Jason.yanagisako@wfs.aero Jack Holman 310-905-2813 Jack.Holman@wfs.aero Andrew Hatfield 720-767-7831 Andrew.hatfield@wfs.aero Chad Siu 206-391-4991 csiu@wfs.aero	Text/call and email	PULSE Incident Report	PULSE Report/Photographs/Statements
Security Incident (WFS Notification)	Nickolas Chilcote 213-561-0621 Nick.chilcote@wfs.aero Giovanni Ayala 310-339-6363 gayala@wfs.aero Jason Yanagisako 310-363-5183 Jason.yanagisako@wfs.aero Jack Holman 310-905-2813 Jack.Holman@wfs.aero Andrew Hatfield 720-767-7831 Andrew.hatfield@wfs.aero Chad Siu 206-391-4991 csiu@wfs.aero	Text/call and email	PULSE Incident Report	PULSE Report/Statements

| Security Incident (Air Carrier Notification for each customer) | Air New Zealand
Richard Mariano
323-428-8135
Richard.Mariano@airnz.com

All Nippon Airways
Au HonSeng
310-646-1490
h.au@fly-ana.co

China Southern
Matthew Li
424-533-3215
limincong@csair.us

El Al
Mordechay Elmaliah
415-715-4570
MordechayE@elal.co.il

Emirates
Paul Tuite
310-646-9066 EXT 200
paul.tuite@emirates.com

Eva Airways
Otis Juang
310-729-9266
otishuang@evaair.co

Finnair
Victor Ejiji
323-336-4609
Victor.Ejiji@finnair.com

Scandinavian
Grace Cracchiolo
310-417-3613
gcracchiolo@sasair.co

Xiamen
Gary Zhang
818-919-8207
zhangqiang4@xiamenair.com

Zip Air
Sofiyan Mamsa
310-646-1167
smamsa@pacificaviation.com | Text/call and email | PULSE Incident Report | PULSE Report/Statements |

| | Condor
Brian Zerwas
857-294-7952
Brian.Zerwas@condor.com

Air Premia
Brian Kim
213-453-8041
brian.kim@airpremia.com

Air France
Delphine Deleger
415-324-9926
dedeleger@airfranceklm.com

KLM
Delphine Deleger
415-324-9926
dedeleger@airfranceklm.com

Allegiant
Jim Kawashima
702-830-5855
James.Kawashima@allegiantair.com

Volaris
Jack Hanna
310-571-7290
jefeato.lax@volaris.com

Viva Aerobus
Karla Tamez
52 81 1490 3919
karla.tamez@vivaaerobus.com | | | |
| Customer Service Failure | Nickolas Chilcote
213-561-0621
Nick.chilcote@wfs.aero

Giovanni Ayala
310-339-6363
gayala@wfs.aero

Jason Yanagisako
310-363-5183
Jason.yanagisako@wfs.aero | Text/call and email | PULSE Incident Report | PULSE Report/Statements |

Environmental Incident	Nickolas Chilcote 213-561-0621 Nick.chilcote@wfs.aero Giovanni Ayala 310-339-6363 gayala@wfs.aero Jason Yanagisako 310-363-5183 Jason.yanagisako@wfs.aero Jack Holman 310-905-2813 Jack.Holman@wfs.aero	Text/call and email	PULSE Incident Report	PULSE Report
Third Party Incident	Nickolas Chilcote 213-561-0621 Nick.chilcote@wfs.aero Giovanni Ayala 310-339-6363 gayala@wfs.aero Jason Yanagisako 310-363-5183 Jason.yanagisako@wfs.aero Jack Holman 310-905-2813 Jack.Holman@wfs.aero	Text/call and email	PULSE Incident Report	PULSE Report/Statements
Pandemic/Covid/Medical Incident	Nickolas Chilcote 213-561-0621 Nick.chilcote@wfs.aero Giovanni Ayala 310-339-6363 gayala@wfs.aero Jason Yanagisako 310-363-5183 Jason.yanagisako@wfs.aero Jack Holman 310-905-2813 Jack.Holman@wfs.aero	Text/call and email	PULSE Incident Report	PULSE Report/Test result/Doctors Note

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	LAWA Alerts via email and EVERBRIDGE APP notifications	Email and text to group email	Must shut off	LAWA alert sent for all clear
Tornado	na			
Hurricane	na			
Snow/Freezing Precipitation	na			
Extreme Cold	na			
Extreme Heat	na			
High Winds	LAWA Alerts via email and EVERBRIDGE APP notifications	Email and text to group email	Must chock and secure all GSE	LAWA alert sent for all clear
Low Visibility	LAWA Alerts via email and EVERBRIDGE APP notifications	Email and text to group email	Slow down and use of headlights	LAWA alert sent for all clear
Earthquake	LAWA Alerts via email and EVERBRIDGE APP notifications	Email and text to group email	Proceed with caution Stop operations if severe	LAWA alert sent for all clear

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?
Air New Zealand	Call/email	Warehouse – Bldg. 216	PULSE Reporting
All Nippon Airways	Call/email	Warehouse – Bldg. 213	PULSE Reporting
China Southern	Call/email	LH warehouse	PULSE Reporting
El Al	Call/email	Qantas warehouse	PULSE Reporting
Emirates	Call/email	Warehouse – Bldg. 213	PULSE Reporting
Eva Airways	Call/email	Warehouse – Bldg. 216	PULSE Reporting
Finnair	Call/email	Warehouse – Bldg. 213	PULSE Reporting
Scandinavian	Call/email	Warehouse – Bldg. 213	PULSE Reporting
Xiamen	Call/email	Warehouse – Bldg. 213	PULSE Reporting
Zip Air	Call/email	JAL warehouse	PULSE Reporting
Condor	Call/email	Warehouse – Bldg. 213	PULSE Reporting
Air Premia	Call/email	Warehouse – Bldg. 215	PULSE Reporting
Air France	Call/email	AF warehouse	PULSE Reporting
KLM	Call/email	AF warehouse	PULSE Reporting

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?

GSE LOTO

1. All employees are required to check equipment before use and record data.
2. If an equipment is found which a LOTO is required, employee will red tag and notify OCC.
3. OCC will notify GSE via email as well as register in Dossier (for motorized equipment).
4. MX completes repairs and removes the tags. Notification is via email is sent by the MX team that GSE is back in service.

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
Air New Zealand Training Records	Share file	Limited Management Access	1yr
All Nippon Airways Training Records	Share file	Limited Management Access	1yr
China Southern			
El Al			
Emirates Training Records	Share file	Limited Management Access	1yr
Eva Airways Training Records	Share file	Limited Management Access	1yr
Finnair			
Scandinavian			
Xiamen			
Zip Air Training Records	Share file	Limited Management Access	1yr
Condor			
Air Premia			
Air France			
KLM			
Viva Training Records	Share file	Limited Management Access	1yr
Volaris Training Records	Share file	Limited Management Access	1yr
Allegiant Training Records	Share file	Limited Management Access	1yr

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
na		

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

Scale calibration is handled by the airport.
Contact information:
    TBITEC
    (424) 312-1860

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.
BR	Declined to provide Accepts WFS Hard copy located at OCC Otis Juang		
SK	Declined to provide Accepts WFS Hard copy located at OCC Grace Cracchiolo		
NH	Declined to provide Accepts WFS Hard copy located at OCC Au HonSeng		
EK	Declined to provide Accepts WFS Hard copy located at OCC Paul Tuite		
NZ	Declined to provide Accepts WFS Hard copy located at OCC Richard Mariano		
CZ	Declined to provide Accepts WFS Hard copy located at OCC Matthew Li		
MF	Declined to provide Accepts WFS Hard copy located at OCC Gary Zhang		
LY	Declined to provide Accepts WFS Hard copy located at OCC Mordechay Elmaliah		
AY	Declined to provide Accepts WFS Hard copy located at OCC Victor Ejiji		

G4	Declined to provide Accepts WFS Hard copy located at OCC Jim Kawashima		
Y4	Declined to provide Accepts WFS Hard copy located at OCC Jack Hanna		
VB	Declined to provide Accepts WFS Hard copy located at OCC Karla Tamez		
AF/KLM	Declined to provide Accepts WFS Hard copy located at OCC Delphine Deleger		
ZG	Hard Copy Posted at OCC		
YP	Declined to provide Accepts WFS Hard copy located at OCC Brian Kim		