



Local Operating Procedure (LOP)

LAX – Cargo Ramp		Medardo Ramirez – General Manager
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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
LOP Customer Emergency Response Plan	X	
<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.
Cathay Pacific		https://hub.cathayair.com/sites/cargo-bp/SitePage/101407/cargo-business-partner	
EVA Air	Hard Copy – Operations Office – GM Responsibility		
Atlas Air		https://emanuals.atlasair.com/	
Kalitta Air	Hard Copy – Operations Office – GM Responsibility	https://kalitta.comply365.net	
Aloha Air		https://naservices.sharepoint.com/sites/NAC/External_Training/SitePages/Home.aspx?e=1%3A1120de0ff1664fb8addba406df02716f	
Emirates		https://emiratesgroup.sharepoint.com/teams/EKSC/Emirates%20GHA/Forms/AllItems.aspx	
Lufthansa	Hard Copy – Operations Office – GM Responsibility		
SF Airlines	Hard Copy – Operations Office – GM Responsibility		
ANA	Hard Copy – Operations Office – Gm Responsibility		
LATAM		https://sites.google.com/latamcargo.com/cargo-es/inicio?authuser=0	



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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.
EVA Air			X
Atlas Air			X
Kalitta Air			X
Aloha Air			X
Emirates			X
Lufthansa			X
SF Airlines			X
ANA			X
LATAM			X

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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	Medardo Ramirez – 3233143385 meramirez@wfs.aero Jack Holman – 3109052813 Jack.Holman@wfs.aero Greg Brzozowski – Greg.Brzozowski@wfs.aero Angela Harvey – aharvey@wfs.aero Javier Trujillo – Javier.trujillo@wfs.aero Noel Magee – nmagee@wfs.aero	Text/call and email	PULSE Injury Report	PULSE report/ Photographs/Statements/ Sedgewick Claim #
Aircraft Damage (WFS Notification)	Medardo Ramirez – 3233143385 meramirez@wfs.aero Jack Holman – 3109052813 Jack.Holman@wfs.aero Greg Brzozowski – Greg.Brzozowski@wfs.aero Angela Harvey – aharvey@wfs.aero Javier Trujillo – Javier.trujillo@wfs.aero Noel Magee – nmagee@wfs.aero	Text/call and email	PULSE Incident Report	PULSE report/ Photographs/Statements
Aircraft Damage (Air Carrier Notification for each customer)	EVA Air Stephen Yeh – (213) 554-1223 stephenyeh@evaair.com	Text/call and email	PULSE Incident Report	PULSE report/ Photographs/Statements

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	<p>Atlas Air Jim Li – (914) 413-1654 Jim.Li@atlasair.com</p> <p>Kalitta Air Christopher Chavez – (734) 846-1911 cchavez@kalittaair.com</p> <p>Aloha Air Manuel Cardenas – (310) 908-4849 mrcardenas@alohaaircargo.com</p> <p>Emirates Joe Amador – (213) 905-8447 joe.amador@emirates.com</p> <p>Lufthansa Osvaldo Martinez – (424) 521-1289 osvaldo.martinez@dlh.de</p> <p>SF Airlines William Lee – 718-737-2888 william.lee1@SF-express.com</p> <p>ANA Jason Roxas – (310) 258-6155 j.roxas@fly-ana.com</p> <p>LATAM Jacobo Espinoza – (323) 772-3855 juanjacob.espinoza@latam.com</p>			
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GSE Damage	<p>Jose Recinos – (424) 750-6284 jrecinos@wfs.aero</p> <p>Medardo Ramirez – (323) 314-3385 meramirez@wfs.aero</p> <p>Angela Harvey – aharvey@wfs.aero</p> <p>Javier Trujillo – Javier.trujillo@wfs.aero</p> <p>Noel Magee – nmagee@wfs.aero</p>	Text/call and email	PULSE Incident Report	PULSE report/ Photographs/Statements
Facility Damage	<p>Medardo Ramirez – 3233143385 meramirez@wfs.aero</p> <p>Jose Fonseca – (707) 981-2154 jfonseca@wfs.aero</p> <p>Adriana Aguilar – (310) 722-3686 Adriana.aguilar@wfs.aero</p> <p>Angela Harvey – aharvey@wfs.aero</p> <p>Javier Trujillo – Javier.trujillo@wfs.aero</p> <p>Noel Magee – nmagee@wfs.aero</p>	Text/call and email	PULSE Incident Report	PULSE report/ Photographs/Statements
Security Incident (WFS Notification)	<p>Medardo Ramirez – 3233143385 meramirez@wfs.aero</p> <p>Jack Holman – 3109052813 Jack.Holman@wfs.aero</p> <p>Jeri Eck – jeck@wfs.aero</p> <p>Greg Brzozowski – Greg.Brzozowski@wfs.aero</p> <p>Angela Harvey – aharvey@wfs.aero</p> <p>Javier Trujillo – Javier.trujillo@wfs.aero</p> <p>Noel Magee – nmagee@wfs.aero</p>	Text/call and email	PULSE Incident Report	PULSE Report/Statements

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Security Incident (Air Carrier Notification for each customer)	<p>EVA Air Stephen Yeh – (213) 554-1223 stephenyeh@evaair.com</p> <p>Atlas Air Jim Li – (914) 413-1654 Jim.Li@atlasair.com</p> <p>Kalitta Air Christopher Chavez – (734) 846-1911 cchavez@kalittaair.com</p> <p>Aloha Air Manuel Cardenas – (310) 908-4849 mrcardenas@alohaaircargo.com</p> <p>Emirates Joe Amador – (213) 905-8447 joe.amador@emirates.com</p> <p>Lufthansa Osvaldo Martinez – (424) 521-1289 osvaldo.martinez@dlh.de</p> <p>SF Airlines William Lee – 718-737-2888 william.lee1@SF-express.com</p> <p>ANA Jason Roxas – (310) 258-6155 j.roxas@fly-ana.com</p> <p>LATAM</p>	Text/call and email	PULSE Incident Report	PULSE Report/Statements

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	Jacobo Espinoza – (323) 772-3855 juanjacobo.espinoza@latam.com			
Customer Service Failure	Medardo Ramirez – 3233143385 meramirez@wfs.aero Jose Fonseca – (707) 981-2154 jfonseca@wfs.aero Angela Harvey – aharvey@wfs.aero Javier Trujillo – Javier.trujillo@wfs.aero Noel Magee – nmagee@wfs.aero	Text/call and email	PULSE Incident Report	PULSE Report/Statements
Environmental Incident	Medardo Ramirez – 3233143385 meramirez@wfs.aero Jose Fonseca – (707) 981-2154 jfonseca@wfs.aero Angela Harvey – aharvey@wfs.aero Javier Trujillo – Javier.trujillo@wfs.aero Noel Magee – nmagee@wfs.aero			
Third Party Incident	Medardo Ramirez – 3233143385 meramirez@wfs.aero Jose Fonseca – (707) 981-2154 jfonseca@wfs.aero Angela Harvey – aharvey@wfs.aero Javier Trujillo – Javier.trujillo@wfs.aero Noel Magee – nmagee@wfs.aero			



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Pandemic/Covid/Medical Incident	Medardo Ramirez – 3233143385 meramirez@wfs.aero Jack Holman – 3109052813 Jack.Holman@wfs.aero Greg Brzozowski – Greg.Brzozowski@wfs.aero Angela Harvey – aharvey@wfs.aero Javier Trujillo – Javier.trujillo@wfs.aero Noel Magee – nmagee@wfs.aero			
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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	LAWA ALERTS Via email and EVERBRIDGE app notifications	Email and Text to Ramp group email and group chat	Must Shut off	LAWA alert sent for all clear
Tornado	na			
Hurricane	na			
Extreme Heat	na			
High Winds	LAWA ALERTS Via email and EVERBRIDGE app notifications	Email and Text to Ramp group email and group chat	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 Ramp group email and group chat	Slow down and use headlights	LAWA alert sent for all clear
Earthquake	LAWA ALERTS Via email and EVERBRIDGE app notifications	Email and Text to Ramp group email and group chat	Proceed with caution Stop operations if severe	LAWA alert sent for all clear

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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?
EVA Air Stephen Yeh – (213) 554-1223 stephenyeh@evaair.com	Phone/Email	Warehouse - Bldg 216	PULSE Reporting
Alas Air Jim Li – (914) 413-1654 Jim.Li@atlasair.com	Phone/Email	Warehouse - Qantas	PULSE Reporting
Kalitta Air Christopher Chavez – (734) 846-1911 cchavez@kalittaair.com	Phone/Email	Warehouse – AFKL, DHL, Bldg 216, Bldg 213	PULSE Reporting
Aloha Air Manuel Cardenas – (310) 908-4849 mrcardenas@alohaaircargo.com	Phone/Email	Warehouse - AFKL	PULSE Reporting
Emirates Joe Amador – (213) 905-8447 joe.amador@emirates.com	Phone/Email	Warehouse – Bldg 213	PULSE Reporting
Lufthansa Osvaldo Martinez – (424) 521-1289 osvaldo.martinez@dlh.de	Phone/Email	Warehouse - Lufthansa	PULSE Reporting



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	Phone/Email	Warehouse – Bldg 217	PULSE Reporting
ANA Jason Roxas – (310) 258-6155 j.roxas@fly-ana.com	Phone/Email	Warehouse – Bldg 213	PULSE Reporting
LATAM Jacob Espinoza – (323) 772-3855 juanjacobo.espinoza@latam.com	Phone/Email	Warehouse – Bldg 213	PULSE Reporting
Pacific Air Cargo Jessie Villalobos – (310) 912-1372 jv@pacificaircargo.com	Phone/Email	Warehouse – Air China	PULSE Reporting

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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?

1. Daily GSE inspection checks are completed by the Supervisor
2. GSE that is unserviceable is red tagged by the Supervisor or Duty Manager and noted on the Daily Checklist and uploaded in Dossier. MX duty phone is also notified if its requires immediate attention
3. Red tags are carried by the Supervisors and Duty Managers
4. MX completes repairs and removes the tags. Notification is via email is sent by the MX team that GSE is back in service



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LOP - SCALE CALIBRATION - Not Applicable

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

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

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LOP - 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.
Atlas Air/Qantas	Location: Operations Office Atlas: Jim Li (914) 413-1654		
Cathay Pacific	Location: Declined to Provide due to SSI Jhayce Perez (310) 743-6574		
Kalitta Air	Location: Operations Office Christopher Chavez (734) 846-1911		
Lufthansa	Location: Declined to provide due to SSI Kate Yuan (773) 8621593 (310) 483-1062		
Aloha	Location: Operations Office Manuel Ramos (310) 908-4849		
Emirates Cargo	Location: Operations Office Jose Amador (213) 905-8447		
EVA Air	Location: Operations Office Stephen Yeh (310) 981-4230		
Pacific Air Cargo	Location: Utilizes Kalitta Air ERP Jessie Villalobos (310) 912-1372		
SF Airlines	Location: Declined to provide (Chinese ver. Only) William Lee (718) 737-2888		
LATAM	Location: Juan Jacobo Espinoza (323) 772-3855		