



Local Operating Procedure (LOP)

LAX – Cargo B216		Rigo Cabrera - GM
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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>		
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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.
EVA Airways	BR SLA/SGHA Contract Hard copy	Using MAC LOP	N/A
Air New Zealand	NZ SLA/SGHA Contract Hard Copy	Using MAC LOP	N/A
Japan Airlines	JL SLA/SGHA Contract Hard copy	Using MAC LOP	N/A
Philippine Airlines	PR SLA/SGHA Contract Hard copy	Using MAC LOP	N/A
DHL	DHL Contract Hard Copy	Using MAC LOP and SOP	N/A



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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 Airways	HARD copy on hand of Cargo OPS manual /EVA	Only for EVA staff	N/A
Air New Zealand	Hard Copy on hand of Cargo Ops manual at NZ office	Only for NZ staff	N/A
Japan Airlines	Available in all JAL PC	Hard copy at JAL office	N/A
Philippine Airlines	Hard copy on hand with PR Manager's office	Only PR staff	N/A
DHL	Hard copy on hand with DHL	Only DHL staff	N/A

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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	Rigoberto Cabrera 424-383-2799 Rigoberto.cabrera@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayar -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Magee – Via Email nmagee@wfs.aero	Text/call and Email	Pulse Injury report	Pulse injury report / statements/ pictures
Aircraft Damage (WFS Notification)	N/A	Call/ Text and email	Pulse report Notify Lawa Notify Airline	Pulse report Statements Pictures
Aircraft Damage (Air Carrier Notification for each customer)	N/A	Call/ Text and email	Notify RGM and SRGM	5 Whys Statements Pictures
GSE Damage	Rigoberto Cabrera 424-383-2799 Rigoberto.cabrera@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email	Call/ Text and email	Pulse report Notify GSE	Pulse report ECR Statements Pictures

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	Javier.Trujillo@wfs.aero Noel Magee – Via Email nmagee@wfs.aero			
Facility Damage	Rigoberto Cabrera 424-383-2799 Rigoberto.cabrera@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayar -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Magee – Via Email nmagee@wfs.aero	Call/ Text and email	Pulse report	Pulse report Damage report Statements Pictures
Security Incident (WFS Notification)	Rigoberto Cabrera 424-383-2799 Rigoberto.cabrera@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayar -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Magee – Via Email nmagee@wfs.aero Jeri Eck – via email jeck@wfs.aero	Call/ Text and email	Pulse report Notify security team	Pulse report Statements
Security Incident (Air Carrier Notification for each customer)	EVA / Stephen Yeh 909-730 3847 Stephen.yeh@evaair.com JAL / Patrick Cuyon 310- 529 0401 Cuyon.ms8w@jal.com PR / Catherine Guido 310-953 6610 Catherine_guido@pal.com.ph NZ / Andy Yuen 650-291 6749 Andy.yuen@airnz.com DHL / Brandon Turner	Call/ Text and email	Notify RGM	5 whys Statements

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	859 443 8052 Brandon.turner@dhl.com			
Customer Service Failure	Rigoberto Cabrera 424-383-2799 Rigoberto.cabrera@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayar -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Magee – Via Email nmagee@wfs.aero	Call/ Text and email	Notify RGM	5 whys
Environmental Incident	Rigoberto Cabrera 424-383-2799 Rigoberto.cabrera@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayar -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Magee – Via Email nmagee@wfs.aero	Call/ Text and email	Pulse report Notify Safety Team	Pulse report Statements Pictures
Third Party Incident	Rigoberto Cabrera 424-383-2799 Rigoberto.cabrera@wfs.aero Mario Palomarez – Via Email Mario.palomarez@wfs.aero Bob Mayor -Via Email Bob.Mayar@wfs.aero Javier Trujillo – via email Javier.Trujillo@wfs.aero Noel Magee – Via Email nmagee@wfs.aero	Call/ Text and email	Pulse report	Pulse report Statements Pictures



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Pandemic/Covid/Medical Incident	Rigoberto Cabrera 424-383 2799 Rigoberto.cabrera@wfs.aero Gonzalo Zacarias 310-722 5741 Gonzalo.zacarias@wfs.aero	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 GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA
Tornado	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA
Hurricane	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA
Snow/Freezing Precipitation	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA
Extreme Cold	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA
Extreme Heat	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA
High Winds	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA



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Low Visibility	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA
Earthquake	U.S. National Weather Service (NOAA)	Phone call, text or email to GM.	Secure all equipment that cannot be moved indoors	When notification received by NOAA

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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 - John Wang John.wang@evaair.com	E-Mail	Return to TPE	Unserviceable units are tagged using (Damage tag) provided by BR
AIR NEW ZEALAND -Rudy Catbagan 310-463 7968 Rudu.catbagan@airnz.com	E-Mail	Picked up by UNILOAD Unserviceable	Units are tagged using Orange NZ tags Provided by NZ
Japan Airlines – Carlos Sanchez sanchez.qdyk@jal.com	E-Mail	Return to Return to Narita on first available space origin station	Unserviceable units are tagged using (Damage tag) provided by JAL
Philippines Airlines - Catherine Guido	E-Mail	Return to origin station (Manila)	Unserviceable units are tagged using (Damage tag) provided by PR
DHL - Yulma Castro Cell:424-2236312 Work: 3105689560	E-mail	Red-tagged and returned To LAXGTW return to origin station	Unserviceable units are tagged using (Damage tag) provided by DHL

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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 separate 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 (GSE General Manager) and Sergio.Avilez@wfs.aero (GSE Assistant Support Manager) describing the observation.
- Red Tags are available in the Supervisor on Duty (SOD) office.
- 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

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
Flight Folders	SDO office	Access	5 Years
TSA/30-Day Files	SDO office	Access	30 days
Quarterly Scale Calibration	Mercury GSE Mgr	available upon request	3 years
Daily Scale calibration	MTC office	Access	30 Days
Equipment Check Report	MTC office	Access available upon request	30 days
Forklift Inspection Checklist	Mercury GSE Manger	Access available upon request	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
S/N 7D750964001823	10 FT SCALE # 11 BR BACK DOOR	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.
S/N 7D750964001671	20 FT SCALE # 8 BR FRONT DOOR	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.
S/N 7D750961001057	20 FT SCALE # 6 BR EXPORT BUILDUP AREA	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.
S/N 7D750966400962	10FT SCALE #7 SMALL SCALE JAL FRONT DOOR	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.
S/N 7D75096100812	10FT SCALE #9 JAL FRONT SIDE DOOR	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.
S/N 7D750964000826	10 FT SCALE #1 JAL BACK SIDE // NEXT TO PAC OFFICE	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.
S/N 7D75096400241	10 FT SCALE #2 NZ SIDE	Variance Checks done Daily/Flynn Scales Calibrates. Calibration is done Quarterly.



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		Records are maintained with GSE Manager (Jose Recinos and Sergio Avilez), and available upon request.
S/N 1995100127	10 FT SCALE # 4 DHL AREA	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.
Who is the scale repair/calibration vendor and their contact information? Flynn Scales – Contacted by the GSE department		



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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.
JL Japan Airlines	JAL / Arizono Tsuyoshi 310- 529 0401 arizono.jf8w@jal.com		
BR EVA AIRWAYS	EVA / Stephen Yeh 909-730 3847 Stephen.yeh@evaair.com		
NZ AIR NEW ZEALAND	NZ / Andy Yuen 650-291 6749 Andy.yuen@airnz.com		
PR PHILIPPINE AIRLINES	PR / Catherine Guido 310-953 6610 Catherine_guido@pal.com.ph		