



Application for LAX License Agreement

The Board of Airport Commissioners approved the Certified Service Provider License Agreement (CSPLA) and the Non-Exclusive License Agreement (NELA) for Los Angeles International Airport (LAX) to grant the non-exclusive right to access the airport to companies providing services to LAX airlines and/or tenants. Each license agreement identifies minimum requirements and regulated services that are specific to that agreement.

For additional information regarding CSPLA and NELA requirements, you may go to the Airfield Permits Website at: <http://www.lawa.org/aiops.aspx?id=882>. We encourage you to submit your application electronically by selecting the Submit button at the end of the application. However, if you are submitting a printed application, please refer to the following links to access the applications:

CSPLA – <http://www.lawa.org/cspp>

NELA – <http://www.lawa.org/aiops.aspx?id=1570>

Please address the printed applications to:

Airfield Permits
7301 World Way West, Room 100
Los Angeles, CA 90045
Office Hours: 8:00 a.m. to 3:00 p.m., Monday through Friday, excluding
Holidays

We appreciate your interest and look forward to working with you throughout the application process. If you have any questions, please feel free to contact the Airfield Permits Unit at (424) 646-5880 or airfieldpermits@lawa.org.

You may save your application and submit at a future date.

PLEASE COMPLETE, SAVE AND EMAIL A COPY OF THE FOLLOWING DOCUMENTS TO INCLUDE WITH YOUR CSPLA APPLICATION SUBMISSION:

APPLICATION CHECKLIST

Legal/ Corporate Company Name:

Business Name (dba):

-
- Application Checklist
 - Company Profile Page
 - Basic Information Page
 - Service Location Page(s)
 - Work Experience Page(s)
 - Facilities & Space Information Page(s)
 - Employee Break Room Page(s) (if applicable)
 - Airfield Vehicle Parking (if applicable)
 - Letter of Intent(s): For sample, see Attachment A
 - Letter of Verification(s): For sample, see Attachment B
 - Business Tax Registration Certificate or Exemption Letter
 - Corporate Documents (Articles of Incorporation)
 - Agency Violations Form (if applicable): For sample, see Attachment C
 - Equipment Inventory List (if applicable): For sample, see Attachment F
 - Vehicle Inventory List (if applicable): For sample, see Attachment G
 - Fictitious Business Name Statement (if applicable)
 - Alternative Fuel Vehicle List (if applicable): For sample, see Attachment H
 - Company Authorization Letter (if applicable): For sample, see Attachment I
 - Contractor Responsibility Program Questionnaire & Pledge of Compliance: For sample, see Attachment J
 - Security License (if applicable)
 - Verification Page

Print Name and Title of Business Authorized Signatory:

Name

Title

Signature of Authorized Signer

Date

COMPANY PROFILE

BUSINESS INFORMATION

Corporate (or Legal) Name of Company:

Business Name (dba) (optional):

Will your company be operating under your dba? Yes No

Company Number: (optional)

City of L.A. Business Tax Registration Certificate (BTRC) No. #:

Business Structure: Sole Proprietorship Partnership Corporation
 Limited Liability Company (LLC) Limited Partnership Other

Describe other:

CORPORATE CONTACT

Corporate Contact:

Title:

Mailing Address:

City:

State: Zip:

Work Phone: Fax: (optional)

Cell Phone: (optional)

Email:

Website Address: (optional)

COMPANY COMPLIANCE OFFICER

Name:

Title:

Office Mailing Address:

City:

State: Zip:

Work Phone: Fax: (optional)

Cell Phone: (optional)

Email:

24-HOUR EMERGENCY CONTACT INFORMATION

Contact Name:

Title:

Work Phone: Cell Phone: *(optional)*

Email:

Alternate Contact Name:

Title:

Work Phone: Cell Phone: *(optional)*

Email:

BILLING CONTACT

Name:

Title:

Office Mailing Address:

City:

State: Zip:

Work Phone: Fax: *(optional)*

Cell Phone: *(optional)*

Email:

ADDITIONAL COMPANY INFORMATION

Check the box that best describes your company's Ownership and Corporate Name Changes:

1. Is your firm a subsidiary, parent, holding company, or affiliate of another firm? Yes No

If yes, please describe:

2. Have any of the firm's owners, partners, or officers operated a similar business in the past 5 years? Yes No

If yes, please describe:

3. Has the firm changed names or more than 49% ownership in the past five years? Yes No

If yes, please describe:

4. How many years has your firm been in business under its current name?

5. Has your firm received any violations issued by non-LAWA regulating agencies at LAX during the past five years? Yes No

If yes, please complete and submit the **Agency Violations Form** - Attachment C.

BASIC INFORMATION

LAX CONTRACTS

How many contracts do you have to provide the selected service(s) to?

PAST WORK EXPERIENCE

How many companies have you provided the selected service(s) to in the past 3 years?

PERSONNEL AND TRAINING

Does your company currently meet or plan to adhere to the personnel and training requirements identified in Section 3.5 of the CSPP Requirements - Attachment D, prior to providing contracted services at LAX?

Yes No

SERVICE LOCATION

SERVICE(S) AND LOCATION(S) TO BE PERFORMED

Customer providing service(s) to:

If other, please describe:

Location(s): T1 T2 T3 T4 T5 T6 T7 T8
TBIT Cargo Other

Describe other:

List additional facilities/areas on LAWA property, including leased premises, where access is required to conduct business.

* Core Services To Be Provided In This Contract:

<input type="checkbox"/> Ramp Services <input type="checkbox"/> Baggage Handling <input type="checkbox"/> Aircraft Loading/Unloading <input type="checkbox"/> Aircraft Cooling/Heating <input type="checkbox"/> Into-Plane Fueling	<input type="checkbox"/> Passenger Services <input type="checkbox"/> Wheelchair Services <input type="checkbox"/> Baggage Sorting and Management <input type="checkbox"/> Interior Aircraft Cleaning <input type="checkbox"/> Security
--	---

* Limited Services To Be Provided In This Contract:

<input type="checkbox"/> Cargo <input type="checkbox"/> Freight aircraft <input type="checkbox"/> Loading into passenger aircraft	<input type="checkbox"/> Terminal <input type="checkbox"/> Aeronautical Maintenance
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* For a detailed list of service types, please see CSPLA Regulated Services - Attachment E.

Summary of services to be provided on this contract: *(optional)*

AIRFIELD ACCESS

Will motor vehicles, equipment, and/or pedestrian traffic be utilized on restricted or non-public areas of the airport?

Equipment** : Yes No

Vehicles** : Yes No

Pedestrians Only: Yes No N/A (N/A if YES to Equipment and/or Vehicles)

** If yes, you must complete the Equipment (Attachment F) and/or Vehicle (Attachment G) Inventory List Template.

Approved CSPLA applicants with any on-road diesel and/or non-diesel (including gas & alt. fuel) vehicles with an 8,500lbs gross weight rating comprised of their LAX fleet, will be requested to complete the LAX Diesel and Alternative Fuel Vehicle List – Attachment H.

Will your company provide authorization for other companies to use your vehicles and/or equipment?

Yes No

If yes, please complete and submit a Company Authorization Letter - Attachment I.

How many LAX Security Badged employees will be providing services at LAX?

ESTIMATED ANNUAL GROSS REVENUE FOR THIS CONTRACT AT LAX

Estimated Gross Revenue Bands

Year 1: Year 2: (optional) Year 3: (optional) Year 4: (optional) Year 5: (optional) Year 1 Estimated Gross Revenue : **CSPP MONTHLY ADMINISTRATIVE FEE SCHEDULE**

Gross Revenue Band	Estimated Annual Gross Revenue	Monthly Fee due to LAWA
A	\$0 - \$249,999	\$125
B	\$250,000 - \$999,999	\$525
C	\$1,000,000 - \$1,999,999	\$1,250
D	\$2,000,000 - \$3,999,999	\$2,500
E	\$4,000,000 - \$5,999,999	\$4,175
F	\$6,000,000 - \$7,999,999	\$6,000
G	\$8,000,000+	\$6,750

FOR ADDITIONAL SERVICE AND LOCATION PAGES, PLEASE CLICK [HERE](#)

WORK EXPERIENCE

CUSTOMER CONTACT

Name of Company:

Address: *(optional)*

City: *(optional)*

State: *(optional)*

Zip: *(optional)*

Name of Contact Person: *(optional)*

Phone: *(optional)*

Email: *(optional)*

TERM OF CONTRACT

From: mm/yyyy

To: mm/yyyy

Please select all types of services provided:

- | | |
|---|---|
| <input type="checkbox"/> Passenger Services | <input type="checkbox"/> Cargo Services |
| <input type="checkbox"/> Wheelchair Services | <input type="checkbox"/> Freight Handlers |
| <input type="checkbox"/> Baggage Sorting and Management | <input type="checkbox"/> Passenger Aircraft |
| <input type="checkbox"/> Ramp Services | <input type="checkbox"/> Into-Plane Fueling |
| <input type="checkbox"/> Baggage Handling | <input type="checkbox"/> Interior Aircraft Cleaning |
| <input type="checkbox"/> Aircraft Cooling/Heating | <input type="checkbox"/> Security Services |
| <input type="checkbox"/> Aircraft Loading/Unloading | <input type="checkbox"/> Terminal Services |
| <input type="checkbox"/> Aeronautical Maintenance Service | <input type="checkbox"/> Other |

For a detailed list of service types, please see CSPLA Regulated Services - Attachment E.

FOR ADDITIONAL WORK EXPERIENCE PAGES, PLEASE CLICK [HERE](#)

Equipment Inventory List Template:
Please see Attachment F.

Equipment and Fuel Types:
Please visit the CSPP website at: <http://www.lawa.org/cspp>.

If you selected "No" for utilizing equipment in restricted or non-public areas of the airport on the Service and Location page, equipment list is not required.

VEHICLE INVENTORY

Vehicle Inventory List Template:
Please see Attachment G.

Vehicle Descriptions and Fuel Types:
Please visit the CSPP website at: <http://www.lawa.org/cspp>.

If you selected "No" for utilizing equipment in restricted or non-public areas of the airport on the Service and Location page, vehicle list is not required.

FACILITIES AND SPACE INFORMATION

Your company **must** currently or plans to provide selected CSPA-regulated service(s) at LAX through a LAWA approved Lease/Sublease, Tariff or Use Terms and Conditions (UTC) Letter Agreement.

Lease Information

Are you leasing space or currently processing a request to lease from Los Angeles World Airports (LAWA)? Yes No

If the answer is yes, please provide the LAWA Lease Agreement No. and expiration date or select "In Process" below:

In Process

LAWA Agreement No.:	From:	To:	Sqft:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

LAWA Agreement No.:	From:	To:	Sqft:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Are you subleasing or currently processing a request to sublease from an airline/tenant? Yes No

If the answer is yes, please provide the effective dates or select "In Process" below:

In Process

Airline/tenant:	Agreement No.:	From:	To:	Sqft:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Airline/tenant:	Agreement No.:	From:	To:	Sqft:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Are you occupying space or currently processing a request to occupy space through a Tariff Letter or Use, Terms and Conditions (UTC) Letter directly through LAWA or through a LAWA-approved sublease? Yes No

If the answer is yes, please provide the effective dates or select "In Process" below:

In Process

Letter Type:	Agreement No.:	From:	To:*	Sqft:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Letter Type:	Agreement No.:	From:	To:*	Sqft:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

* If open-ended, please leave blank.

All LAX license agreement applicants are required to complete, sign, and submit the Contractor Responsibility Program Questionnaire and Pledge of Compliance Forms – Attachment J.

If you have any questions, please contact LAWA Procurement Services at (424) 646-5380 or procurementrequirements@lawa.org.

Off-airport Facilities for LAX-related Services

Are you using facilities for LAX-related services off-airport (LAWA) property? Yes No

Street Address: Sqft:
City: State: Zip:

Street Address: Sqft:
City: State: Zip:

Street Address: Sqft:
City: State: Zip:

Street Address: Sqft:
City: State: Zip:

Street Address: Sqft:
City: State: Zip:

EMPLOYEE BREAK ROOMS

Employee Break Rooms Yes No

Location # 1: Sqft:
Amenities:

Location # 2: Sqft:
Amenities:

Location # 3: Sqft:
Amenities:

Location # 4: Sqft:
Amenities:

Location # 5: Sqft:
Amenities:

AIRFIELD PARKING

Airfield Vehicle Parking Yes No

Location # 1:

Anticipated Security Post Access: P1 P2 P3 P4 P5 P21 N/A

Other Location:

Approximate Number of Vehicles:

Location # 2:

Anticipated Security Post Access: P1 P2 P3 P4 P5 P21 N/A

Other Location:

Approximate Number of Vehicles:

Location # 3:

Anticipated Security Post Access: P1 P2 P3 P4 P5 P21 N/A

Other Location:

Approximate Number of Vehicles:

Location # 4:

Anticipated Security Post Access: P1 P2 P3 P4 P5 P21 N/A

Other Location:

Approximate Number of Vehicles:

Location # 5:

Anticipated Security Post Access: P1 P2 P3 P4 P5 P21 N/A

Other Location:

Approximate Number of Vehicles:

VERIFICATION

The person(s) identified below hereby verifies that they prepared the above and forgoing application and that it is true and correct to the best of their knowledge and belief.

Print Full Name:

Work Title:

Date Submitted:

ATTACHMENT

A

SAMPLE LETTER OF INTENT

[Date]

Comment [a1]: Letter must be on Company Letterhead.
Include: address, city, state, zip,
Contact Phone #,
Fax #,
Email and/or Web Address

LAX Airfield Permits Office
Attn: [Name of Your Airfield Permits Contract Administrator/Analyst]
P.O. Box 92216
Los Angeles, CA 90009-2216

LAX Security Badge Office
Attn: [Name of Your Security Badge Coordinator]
P. O. Box 92216
Los Angeles, CA 90009-2216

Subject: Letter of Intent

[Your Company Name] has been contracted by **[Sponsoring Company, i.e. name of company who awarded you the contract]**. The contract number between **[Your Company Name]** and **[Sponsoring Company Name]** is **[00-0000-00000-00]**. The contract **[began/ is scheduled to begin]** on **[mm/ dd/ yyyy]** and will terminate on **[mm/ dd/ yyyy]** (or, until cancellation by either party upon 30-day written notice).

Comment [CoLA2]: Indicate if contract, sub-contract, at-will agreement, maintenance agreement, or warranty.

Service(s) to be provided – please select all that apply:

Core Services		Limited Services
<input type="checkbox"/> Ramp	<input type="checkbox"/> Security	<input type="checkbox"/> Cargo (Passenger/Freight)
<input type="checkbox"/> Passenger	<input type="checkbox"/> Into-Plane Fueling	<input type="checkbox"/> Terminal
<input type="checkbox"/> Interior Aircraft Cleaning		<input type="checkbox"/> Aeronautical Maintenance

For a detailed list of service types, please refer to *CSPLA Regulated Services* located on the CSPP website at: www.lawa.org/cspp.

The services will be performed at:

- **[List ALL specific location(s) where the job will take place. (i.e. buildings, terminals, electrical/ telecom rooms, perimeter doors, airfield area, etc., including postal addresses where appropriate)]**

Secured space for service provider operations:

- Please select the Agreement Type(s) your company currently or plans to secure sufficient operational space to provide services, storage of your vehicles/equipment (if any), and access to employee training and break rooms at LAX:
 - LAWA approved Lease or Consent to Sublease
 - Tariff Letter
 - Use, Terms, & Conditions (UTC) Agreement

- For questions regarding lease/space agreements, please contact your sponsoring LAX airline/tenant or the LAWA Commercial Development Group at (424) 646-7200 or <http://www.lawa.org/realestate/index.html>

Access on the Airport Operations Area (AOA) [**is/ is not**] required to perform the duties of the contract.

Tools/equipment [**will/ will not**] be used to fulfill contractual obligations, therefore, vehicle access to the airfield [**is/ is not**] required. Vehicles [**are/ are not**] street licensed.

Our designated authorized signer(s) and certified trainer(s) [**is/ are**] [**name of employee(s) and job title(s)**].

Job titles for our employees include [**list job titles (i.e. manager, foreman, technician, laborer, and driver)**]. We are requesting [**number of badges**] of badges.

Estimated Annual Revenue from the contract services provided is [**\$\$\$**].

If you require any additional information, please contact [**name of employee(s) and job titles**] at [**name of employee(s) and job titles**].

Respectfully,

[**Name**]
[**Title**]
[**Phone Number**]

Comment [a3]: Approximation of required badges is not a firm number and is considered flexible by Security Badge Office.

Comment [CoLA4]: Submit information required only if a Permit is required.

Comment [a5]: Signature required.

ATTACHMENT

B

SAMPLE
LETTER OF VERIFICATION

[Date]

Comment [a1]: Letter must be on Company Letterhead. Include: address, city, state, zip, Contact Phone #, Fax #, Email and/or Web Address

LAX Airfield Permits Office
Attn: [Name of Your Airfield Permits Contract Administrator/Analyst]
P.O. Box 92216
Los Angeles, CA 90009-2216

LAX Security Badge Office
Attn: [Name of Your Security Badge Coordinator]
P. O. Box 92216
Los Angeles, CA 90009-2216

Subject: Letter of Verification

[Your Company Name] has contracted with [Name of Company awarded the contract]. The contract number between [Your Company Name] and [Awarded Company Name] is [00-0000-00000-00]. The contract [began/ is scheduled to begin] on [mm/ dd/ yyyy] and will terminate on [mm/ dd/ yyyy] (or, until cancellation by either party upon 30-day written notice).

Comment [CoLA2]: Indicate if contract, sub-contract, at-will agreement, maintenance agreement, or warranty.

Service(s) to be received – please select all that apply:

Core Services		Limited Services
<input type="checkbox"/> Ramp	<input type="checkbox"/> Security	<input type="checkbox"/> Cargo (Passenger/Freight)
<input type="checkbox"/> Passenger	<input type="checkbox"/> Into-Plane Fueling	<input type="checkbox"/> Terminal
<input type="checkbox"/> Interior Aircraft Cleaning		<input type="checkbox"/> Aeronautical Maintenance

For a detailed list of service types, please refer to *CSPLA Regulated Services* located on the CSPP website at: www.lawa.org/cspp.

The services will be performed at:

- [List ALL specific location(s) where the job will take place. (i.e. buildings, terminals, electrical/ telecom rooms, perimeter doors, airfield area, etc., including postal addresses where appropriate)]

Access on the Airport Operations Area (AOA) [is/ is not] required to perform the duties of the contract.

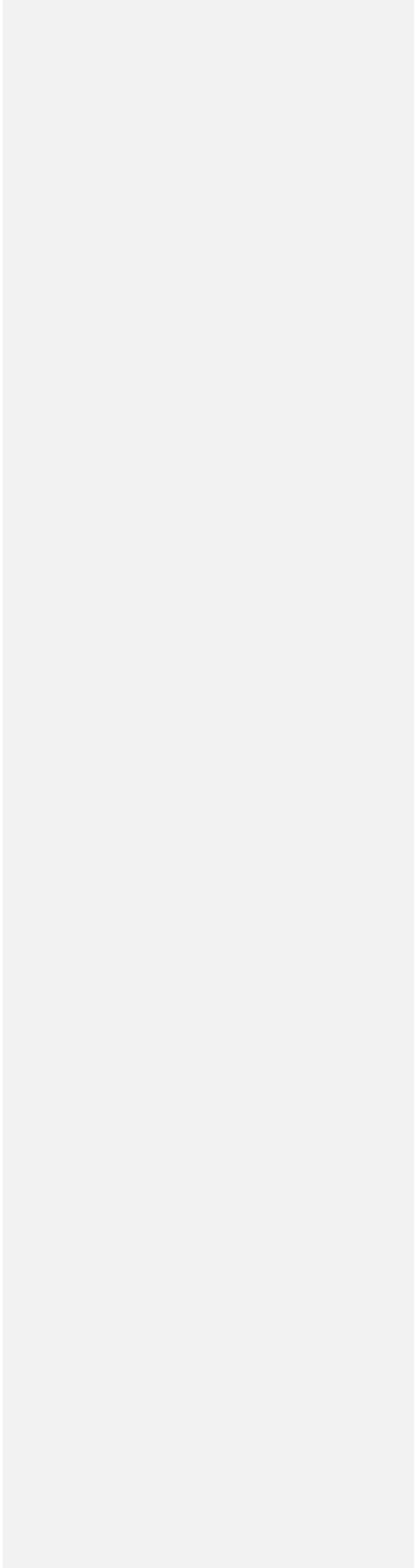
Tools/equipment [will/ will not] be used to fulfill contractual obligations, therefore, vehicle access to the airfield [is/ is not] required.

If you require any additional information, please contact [name of employee(s) and job titles] at [Phone number(s)/ email address(es)].

Respectfully,

Comment [a3]: Signature required.

[Name of Highest Ranking Local Authority]
[Title]
[Phone Number]



ATTACHMENT

C

AGENCY VIOLATIONS FORM

Company Legal Name: _____

DBA (if different from legal name): _____

Address: _____

Company Compliance Officer Name: _____

LAWA requires companies to report any violation(s) issued by regulating agencies at Los Angeles International Airport (LAX), during the past (12) months. These agencies include, but are not limited to the Federal, State, and local agencies listed below. Please provide the information requested below, and complete additional forms as applicable:

<p><u>Please select regulating agency:</u></p> <p><input type="checkbox"/> U.S. Department of Labor <input type="checkbox"/> California Environmental Protection Agency <input type="checkbox"/> California Division of Labor Standards Enforcement <input type="checkbox"/> California Occupational Safety and Health Administration (CAL/OSHA) <input type="checkbox"/> City of Los Angeles (Bureau of Contract Compliance, Fire Department, etc.) <input type="checkbox"/> Other: _____</p> <p>Date of Violation: _____</p> <p>Type of Violation: _____</p> <p>Status of Violation: Open <input type="checkbox"/> Closed <input type="checkbox"/></p> <p>Was the violation corrected? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, please explain: _____ _____ _____</p>
<p><u>Please select regulating agency:</u></p> <p><input type="checkbox"/> U.S. Department of Labor <input type="checkbox"/> California Environmental Protection Agency <input type="checkbox"/> California Division of Labor Standards Enforcement <input type="checkbox"/> California Occupational Safety and Health Administration (CAL/OSHA) <input type="checkbox"/> City of Los Angeles (Bureau of Contract Compliance, Fire Department, etc.) <input type="checkbox"/> Other: _____</p> <p>Date of Violation: _____</p> <p>Type of Violation: _____</p> <p>Status of Violation: Open <input type="checkbox"/> Closed <input type="checkbox"/></p> <p>Was the violation corrected? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, please explain: _____ _____ _____</p>

The person(s) identified below hereby verifies that the information provided above and forthwith is true and correct to the best of their knowledge and belief. LAWA reserves the right to request additional information.

Name

Signature

Title

Date

ATTACHMENT

D

CERTIFIED SERVICE PROVIDER PROGRAM (CSPP) REQUIREMENTS

INTRODUCTION

This document provides requirements and standards governing the Certified Service Provider Program ("CSPP" or "Program") established by the Board of Airport Commissioners by Resolution No. 24860.

Any service provider seeking to provide a CSPP regulated service must meet eligibility criteria. To participate in CSPP, a service provider must submit an application package to Los Angeles World Airports (LAWA). Once LAWA staff determines that a service provider meets or exceeds the CSPP's established minimum qualifications and the service provider completes the enrollment process, LAWA will issue a Certified Service Provider License Agreement (CSPLA) and is thereby designated as a Certified Service Provider (CSP).

CSPs must adhere to the Program Requirements throughout the term of their CSPLA. If a CSP violates any of the provisions of the Program Requirements or fails to comply with any of the terms of their CSPLA, LAWA has the right to require corrective actions and to impose penalties up to and including termination of a service provider's CSPLA.

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SECTION 1. CSPP CLASSIFICATIONS

CSPP-regulated services are divided into Core and Limited Services classifications. Each classification has different qualification requirements.

1.1. Core Services Classifications

Consolidated Core Services

There are two Consolidated Core Services classifications: a) Passenger Services and b) Ramp Services. In order to be certified to provide either of the two Consolidated Core Services, a service provider must meet the minimum experience requirement and demonstrate they have the capacity to perform all of the required services within each classification.

- 1.1.1. Passenger Services
 - 1.1.1.1. Baggage Sorting Management Services
 - 1.1.1.2. Wheelchair Services
- 1.1.2. Ramp Services
 - 1.1.2.1. Ramp Baggage Handling Services
 - 1.1.2.2. Aircraft Cooling and Heating Services
 - 1.1.2.3. Aircraft Loading and Unloading Services

1.1.1. Consolidated Core Service - Passenger*		Applicable Qualifications		
Required Services	Sample Tasks	Experience	Capacity	Space/ Facilities
<u>Baggage Sorting and Management</u>	<ul style="list-style-type: none"> • Monitor/control baggage after TSA performs security search • Monitor carry-on baggage for conformance to security and airport policies • Move bags within terminal tagged by manual or automated bag tag system • Move odd-sized baggage • Report bags/items left in claim area to appropriate airline representative • Positive claim check verification-baggage claim security • Report any baggage or other item left within the claim area to appropriate airline representatives or authority • Secure baggage in bag claim area 	Yes	Yes	Yes
<u>Wheelchair Services</u>	<ul style="list-style-type: none"> • Provide personnel, equip., to assist passengers with reduced mobility 	Yes	Yes	Yes

*A service provider must demonstrate capability in both Baggage Sorting and Management and Wheelchair Services in order to receive a CSPLA to provide Passenger Services.

1.1.2. Consolidated Core Service - Ramp*		Applicable Qualifications		
Required Services	Sample Tasks	Experience	Capacity	Space/ Facilities
Baggage Handling	<ul style="list-style-type: none"> • Monitor and control baggage in preparation for, and after, TSA performs a security search and ensures all bags have passed security screening • Handle baggage in sorting area • Prepare and deliver bags onto aircraft • Establish number and/or weight of baggage • Load or offload bags to or from aircraft • Prioritize and deliver bags to claim area 	Yes	Yes	Yes
Aircraft Cooling/Heating	<ul style="list-style-type: none"> • Arrange for aircraft cooling and heating 	Yes	Yes	Yes
Aircraft Loading and Unloading	<ul style="list-style-type: none"> • Provide/arrange for loading and unloading • Provide chocks and landing gear locks • Safeguard loads during transport and during off-loading and loading of aircraft • Provide tail stands • Arrange for ground power 	Yes	Yes	Yes

*A service provider must demonstrate capability in Baggage Handling, Aircraft Cooling/Heating, and Aircraft Loading and Unloading Services in order to receive a CSPLA to provide Ramp Services.

Stand-alone Core Services

The following three services are stand-alone Core Services. In order to be certified to provide any of these services, a service provider must demonstrate they have the capacity in the service category for which they are applying.

- 1.1.3. Interior Aircraft Cleaning Services
- 1.1.4. Security Services
- 1.1.5. Into-Plane Fueling

Service Category	Sample Tasks	Applicable Qualifications		
		Experience	Capacity	Space/ Facilities
1.1.3. Interior Aircraft Cleaning	<ul style="list-style-type: none"> • Clean passenger and crew compartments • Clean cabin windows • Clean cargo compartments • Change, fold, and/or stow blankets, pillows, etc. • Collect and/or distribute supplies for lavatories and cabin • Disinfect and deodorize cabin • Remove food and material leftovers • Provide or arrange for laundering of cabin blankets 	Yes	Yes	Yes
1.1.4. Security	<ul style="list-style-type: none"> • Aircraft security and search • Performs security search of aircraft • Cargo Security • Identification verification • Security screening • Provide or arrange for control of access to aircraft and/or designated and restricted areas • Guards designated areas • Safeguards all loads during transport between aircraft and designated locations during off-loading and loading of aircraft 	Yes	Yes	Yes
1.1.5. Into-plane Fueling	<ul style="list-style-type: none"> • Transferring fuel below ground from a fuel hydrant system through a fuel hydrant vehicle into an airplane. • Transferring fuel from a tanker truck into an airplane. 	Yes	Yes	Yes

1.2. Limited Services Classification

The following four services are Limited Services:

- 1.2.1. Terminal Services
- 1.2.2. Maintenance Services - Aeronautical
- 1.2.3. Cargo – Passenger Aircraft Services
- 1.2.4. Cargo – Freight Aircraft Services

In order to be certified to provide any of the services in this classification, a service provider must demonstrate that they have the capacity in the service category for which they are applying.

Service Category	Sample Tasks	Applicable Qualifications		
		Experience	Capacity	Space/ Facilities
Terminal	<ul style="list-style-type: none"> • Acts as agent for airlines and interacts with their passengers • Hosting services • Passenger check-in • Queue management • Skycap services • Passenger ticketing • VIP meet-and-assist 	No	Yes	Yes
Maintenance -- Aeronautical	<ul style="list-style-type: none"> • Aircraft cargo container repairs/cleaning • Aircraft communication install and maintain • Aircraft engine washing • Aircraft fuel tank repairs • Aircraft maintenance/servicing • Wet or dry wash exterior aircraft • Provide engine blanking covers 	No	Yes	Yes
Cargo – Passenger Aircraft	<ul style="list-style-type: none"> • Ramp transfer to and from passenger aircraft • Dangerous goods handling 	No	Yes	Yes
Cargo – Freight Aircraft	<ul style="list-style-type: none"> • Ramp transfer to and from freight only aircraft • Dangerous goods handling 	No	Yes	Yes

1.3. Exclusions to CSPP

Any air carrier (an "Exempt Air Carrier") operating from a facility at LAX pursuant to (i) a lease with LAWA, (ii) a sublease approved by LAWA, (iii) the Los Angeles International Airport Passenger Terminal Tariff or (iv) an LAX Non-Terminal Facilities Use Terms and Conditions (UTC) Instrument (the Exempt Air Carrier's space pursuant to such instrument "Operations Base") is not required to secure a CSPLA to provide CSPP services in the following circumstances:

- 1.3.1. When providing services at the Operations Base to a parent company
- 1.3.2. When providing services at the Operations Base to a subsidiary company
- 1.3.3. When providing services at the Operations Base to an air carrier that has the same parent company as the Exempt Air Carrier
- 1.3.4. When providing services to a LAWA-approved subtenant at the Operations Base
- 1.3.5. When providing services at the Operations Base for flights operated by another air carrier operating exclusive code-share flights for the Exempt Air Carrier
- 1.3.6. When providing services at the Operations Base for flights jointly operated with another air carrier or whereby the Exempt Air Carrier and the other air carrier have a joint financial interest in such flights
- 1.3.7. For arriving international flights gated at a different terminal than the Operations Base due to the requirements or limitations of United States Customs and Border Protection for any of the circumstances identified in Sections 1.3.1 through 1.3.6 inclusive.
- 1.3.8. When providing on-call, non-routine, aircraft maintenance services from its Operations Base or another air carrier's Operations Base to any airline.

CSPP will apply to Fixed Base Operators (FBO) only if an FBO provides services outside their premises.

SECTION 2. MINIMUM QUALIFICATIONS

2.1. Eligibility Criteria

2.1.1. Agreement requirement.

To be eligible to participate in CSPP a service provider must have:

- 2.1.1.1. A contract with an airline/CSP client, or

2.1.1.2. A conditional agreement with an airline/CSP client where the only condition therein is the securing of a CSPLA from LAWA.

2.1.2. Space or lease requirement

A service provider must demonstrate it has the ability to secure appropriate operational space at LAX through:

2.1.2.1. A Statement of Availability from LAWA's Commercial Development Group, or

2.1.2.2. A conditional letter of commitment to sublease from an existing tenant at LAX, where the only conditions are limited to (a) securing a CSPLA from LAWA and (b) securing LAWA approval of a proposed sublease at LAX.

2.2. Core Services -- to be certified:

2.2.1. Through the Letter of Verification, an airline/CSP client must confirm a service provider's capacity to perform the services they are being contracted to provide.

2.2.2. A service provider must demonstrate a record evidencing successful general operating experience for at least three (3) of the last five (5) years at a large hub airport¹ in the United States or airports outside of the United States that are of similar size to large hub airports.

2.2.3. A service provider must identify adequate property/facilities to carry out their services through a lease, tariff letter, or UTC letter directly through LAWA or through a LAWA-approved sublease.

2.2.4. A service provider must demonstrate capacity by their own merit and resources and cannot demonstrate such capacity through a subcontract for services within their designated Core Services categories to be certified.

2.3. Limited Services -- to be certified:

2.3.1. Through the Letter of Verification, an airline/CSP client must confirm a service provider's capacity to perform the services they are being contracted to provide.

2.3.2. A service provider must identify adequate property/facilities to carry out their services through a lease, tariff letter, or UTC letter directly through LAWA or through a LAWA-approved sublease.

2.4 Use of Subcontracted Services

A CSP may subcontract to another CSP holding a CSPLA. A CSP is not permitted to subcontract any certified services to a service provider that does not also hold a CSPLA.

¹ "Large hub airport" as defined by the Federal Aviation Administration (see http://www.faa.gov/airports/planning_capacity/passenger_allcargo_stats/)

SECTION 3. MINIMUM STANDARDS

Once designated as a CSP, the CSP must adhere to the following Minimum Standards.

3.1. Rules & Regulations

CSPs must comply with safety and security requirements published in the Rules and Regulations Manual for Los Angeles International Airport (LAX).

The Rules and Regulations Manual for LAX is published under authority contained in Sections 632(b) and 633(a) and (b) of the Los Angeles City Charter.

The Federal Aviation Administration (FAA) and the Transportation Security Administration (TSA) have issued Federal Aviation Regulation (FAR) Part 139 and Transportation Security Regulation (TSR) Part 1540 and 1542, which requires Airport management to establish operational and safety procedures and institute certain security measures to meet FAA and TSA requirements for airport certification.

The Rules and Regulations can be found at <http://www.lawa.org/airops.aspx?id=862>

3.2. Airport Safety

CSPs must comply with all applicable requirements and procedures as defined in the LAX Security and Airfield Enforcement Program (SAFE). The SAFE Program is an awareness and enforcement program. Corrective actions and penalties for violations and infractions will be determined by the SAFE program's point system.

The SAFE Program does not limit, supersede, or replace any other laws, rules or regulations. Additional details can be found at http://www.lawa.org/uploadedfiles/police/pdf/SAFEProgram_2008.pdf

3.3. Emergency Response Procedure Awareness

An emergency situation is defined as any event that threatens, or has the potential to threaten the life, health, and/or safety of individuals or property at LAX. Each CSP must designate a person(s) available 24 hours a day as the emergency contact. In addition to the emergency contact information, the CSP is required to familiarize their employees with the emergency response notification process and evacuation plans to support LAWA and all operations at LAX.

If a service provider has leased property or facilities at LAX, they are required to develop and present to LAWA upon demand, an emergency response and evacuation plan and related training to support LAWA and LAX's emergency plan, their contracting airline/CSP client's plans.

Employees must receive familiarization training of their work areas and how to summon emergency assistance.

3.4. Equipment and Motor Vehicles

CSPs are responsible for appropriately storing, parking, maintaining, and monitoring equipment and motor vehicles.



CSPs shall only operate their company-owned equipment and vehicles unless there is a written agreement with another service provider for use of their equipment and/or vehicles. A copy of the agreement and a letter must be submitted to LAWA from the loaning service provider authorizing the right to borrow equipment.

In addition:

3.4.1. All equipment and motor vehicles must be in compliance with the LAX Rules and Regulations and must display the CSP's name and a unique equipment identification number.

3.4.2. A list of all equipment and motor vehicles must be provided to LAWA which includes the vehicle/equipment type and its corresponding identification number. LAWA must be notified of any changes within 30 days.

3.4.3. All equipment and motor vehicles must also be labeled with a LAWA issued CSPP-decal. Unregistered or unlabeled vehicles and/or equipment will be subject to impound and the vehicle/equipment owner will be responsible for associated fees or charges.

3.4.4. Service providers that transition from the NELA program to the CSPP may continue to operate equipment/vehicles in their existing fleet if they are in good working condition and comply with the LAX Rules and Regulations. A service provider is not required to replace existing, well-maintained equipment and/or motor vehicles.

3.4.5. All new or replacement equipment and motor vehicles that are brought onto LAX must be less than five (5) years old and in good working condition. If a CSP has completely rebuilt and refurbished an older piece of equipment or motor vehicle to add to their fleet inventory at LAX, they must maintain a record of paperwork verifying the repairs and refurbishing work done on the unit and provide it to LAWA upon request.

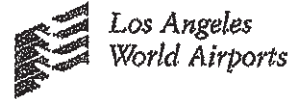
3.4.6. All equipment and motor vehicles that are not in use must be properly staged or stored in CSP's designated areas through a LAWA lease, or with written approval from the airline/CSP client a CSP is serving.

3.4.7. All containers shall be properly labeled with respect to contents and in compliance with the Uniform Fire Code.

3.4.8. All equipment and motor vehicle maintenance files must be retained for LAWA inspection for one (1) year and submitted to LAWA upon request.

3.4.9. Equipment or vehicles must be inspected by properly trained personnel prior to use.

3.4.10. When applicable, CSPs must comply with the Alternative Fuel Vehicle Requirement Program at LAX. Please refer to the Alternative Fuel Vehicle



Requirement Program for more information at the LAX Environmental Services website. http://www.lawa.org/uploadedfiles/lax/pdf/altfuelconversion_9-17-0_final.pdf

3.5. Personnel and Training Requirements

3.5.1. Minimum Staffing

CSPs must provide an adequate number of qualified and, where applicable, licensed employees and supervisors on duty to meet the contracting airline/CSP client's obligations.

3.5.2. Use of Passenger Facilities

CSP personnel must take all breaks in areas designated by the CSP or the CSP's airline/CSP client. Public areas are primarily for use by passengers and/or customers.

3.5.3. Employee Attire and Identification

CSPs employees must be appropriately attired for their position and job duties. If a uniform is required, it shall identify the name of the CSP or client. All personnel shall display LAWA-issued security credentials in a conspicuous manner at all times.

3.5.4. Training

CSPs must establish a written training program to ensure that all employees are thoroughly trained and qualified to perform their job duties. The training program must contain detailed instruction in job duty requirements for each job classification. Employees who use equipment must be trained and certified by the CSP in the operation of every piece of equipment they will use. Training programs will be updated to reflect changes in scope of work, operational procedures, equipment, etc. Training syllabi and records of completion must be provided to LAWA upon requested.

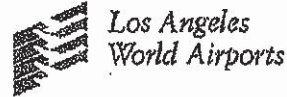
Training must include, at minimum, a review of: LAX Rules and Regulations, safety and security including Rules and Guidelines from the Transportation Security Administration, U.S. Customs and Border Protection (if applicable) and LAWA Airport Police. In addition, as applicable, training should include airport familiarization, emergency notifications, waste disposal, proper handling of Dangerous Goods and Hazardous Materials, and federally-mandated training regarding transporting people with disabilities.

3.5.5. Customer Service

CSPs employees are expected to assist and direct the public when necessary.

3.6. Labor Harmony

CSPs shall covenant that their employees at LAX shall be able to work in harmony with all elements of labor employed at LAX. In order to comply with this labor harmony provision, CSPs will abide by the requirements of all applicable labor laws and regulations, including the City of Los Angeles' Living Wage Ordinance. A finding of non-compliance with applicable labor laws and regulations for any CSP by any agency of



jurisdiction will result in progressive penalties potentially leading to decertification, as described in Section 5.

3.7. Contractor Responsibility Program

Pursuant to Resolution No. 21601 adopted by the Board of Airport Commissioners, effective May 20, 2002, the Contractor Responsibility Program (CRP) is the policy of LAWA to ensure that all LAWA contractors have the necessary quality, fitness and capacity to perform the work set forth in the license agreement. LAWA shall issue CSPPLAs only to service providers it has determined to be Responsible Contractors. The provisions of CRP apply to leases and contracts for construction, for services, and for purchases of goods and products that require Board approval. License agreements are not included in the current CRP. However, providers under the CSPP are required to have a lease or sublease at LAX, and so the CRP would be applicable to them as a term of their lease or sublease.

Service providers applying to CSPP are required to complete and submit the "Contractor Responsibility Program Questionnaire" that provides information LAWA needs in order to determine if the service provider is responsible and has the capability to perform the contract. The information contained in the CRP Questionnaire is subject to public review for a period of not less than 14 days. Service providers applying to CSPP must complete, sign and submit the "Contractor Responsibility Program Pledge of Compliance." Service providers applying to CSPP must respond within the specified time to LAWA's request for information and documentation needed to support a Contractor Responsibility determination.

3.8. Property and Facilities at LAX

CSPs must secure space, as necessary, for their staff (e.g., operational office space, employee locker and break areas); equipment (e.g., staging areas, equipment storage, equipment maintenance facilities) and, if necessary, motor vehicles parking on airport property.

CSPs may lease space directly from LAWA or sublease space from an airline/CSP client, subject to any required approvals. Contact the Commercial Development Group, Terminal Business Management Section at (424) 646-7200 for terminal space availability or the Leasing and Development Section at (424) 646-7200 for airfield space availability.

3.9. Wheelchair Services

In addition to the minimum program requirements above, Consolidated Core Service - Passenger Services providers are required to meet minimum standards in the following areas:

CSPs providing wheelchair services are responsible for any and all applicable provisions and regulations in the Air Carrier Access Act (ACAA).

Each CSP:

- 3.9.1. Must ensure all equipment is maintained in safe, good working condition. All equipment is subject to inspection by LAWA and other regulatory agencies.

Broken or damaged wheelchairs must be immediately removed from service to CSP leased or subleased space and must be out of public view.

3.9.2. Must ensure all wheelchairs are fully refurbished as required by manufacturer specifications, or as needed; and certified for use.

3.9.3. Shall provide communication devices and training for their personnel to ensure prompt responses to service requests.

3.9.4. Must have staff and equipment capable of pushing a passenger weighing up to 350 lbs. up and down a 1:6 slope and have the ability to handle a passenger weighing up to 200 lbs. to or from an aircraft seat and an aisle chair. A CSP may use additional staff members and/or appropriate equipment necessary to meet this requirement.

3.9.5. Must provide the Coordinator for Disadvantaged Services for LAWA, at LAWA ADA OFFICE, 6150 Century Blvd., Room 206, Los Angeles, CA 90045, a monthly wheelchair usage report on the number of wheelchair passengers enplaned and deplaned. The report must include statistics on complaints received and corrective actions taken, if any, during a month. The reports are due to the LAWA Coordinator for Disadvantaged Services by the 15th day of the following month.

3.9.6. All ADA service providers must attend LAWA's ADA Office meetings.

SECTION 4. ADMINISTRATIVE REQUIREMENTS

CSPs must keep in effect, for the term of their CSPLA, all administrative requirements and provisions within their CSPLA. If a CSP violates any of the provisions of the Program or fails to comply with any of the terms of their CSPLA, LAWA may require corrective actions and impose penalties up to and including termination of a company's CSPLA.

4.1. Permits and Licenses

CSPs and their employees and agents must possess and maintain throughout the term of their CSPLA all licenses and permits required to conduct business at LAX.

4.2. Fees

As part of the application process, service providers are required to submit a non-refundable application fee. CSPs are required to pay a monthly administrative fee, in addition to any other applicable fees.

4.3. Faithful Performance Guarantee (FPG)

CSPs are required to maintain a Faithful Performance Guarantee (FPG) equal to three (3) times the monthly fee paid to LAWA. An annual review of the CSP's Gross Revenue will be conducted to verify the FPG amount.

The FPG amount must be submitted in the form of a) an irrevocable Letter of Credit if the FPG amount is over \$5,000 or b) a cashier's check, company check or money order, if the FPG amount is \$5,000 or less. The FPG is due prior to the execution of a CSPLA by LAWA. Failure to provide, and/or maintain a proper FPG may result in corrective action.

4.4. Company Compliance Officer (CCO)

CSPs must designate an employee as the primary point of contact for the administration of the program, to maintain records of the CSP, and to ensure compliance with the Program requirements.

The CCO is responsible for:

- 4.4.1 Maintaining current 24/7 contact information with the CM
- 4.4.2 Notifying LAWA's CSPP Compliance Manager within 15 days of a change in contract status, of:
 - 4.4.2.1 Any new contract with an airline/CSP client, or
 - 4.4.2.2 Termination of contracts with the airline/CSP client
- 4.4.3 Updating equipment and motor vehicle inventory data within 30 days of a change
- 4.4.4 Ensuring compliance with CSPP standards
- 4.4.5 Attending mandatory quarterly meetings with CSPP staff.

4.5 Monthly Gross Revenue Reporting Requirement

All CSPs are required to submit a Monthly Accounting Report verifying their Gross Revenue and services provided at LAX. LAWA reserves the right to audit the reported Gross Revenue to verify the monthly fee amount and adjust the fee as needed. Gross revenue calculations do not include the value of goods delivered or value of fuel. The Monthly Accounting Report forms can be found at <http://www.lawa.org/cspmain.aspx>.

SECTION 5. COMPLIANCE ENFORCEMENT AND PENALTIES

5.1 CSPP Compliance

CSPs are responsible for complying with a set of common airport standards throughout the term of their CSPLA. CSPs are subject to all laws, statutes, codes, acts, ordinances, charters, orders, judgments, decrees, injunctions, rules, regulations, permits, licenses, authorizations, directions and requirements of all government, departments, commissions, boards, courts, authorities, agencies, officials and officers, including, but not limited to, LAWA, the City of Los Angeles, the State of California, and the Federal government.

5.2 Violations

To establish CSP accountability and to hold CSPs responsible for the actions of their employees while on duty, the CSPP enforcement program will combine (1) each CSP's violations and (2) the aggregate of each CSP's employee violations by tracking accumulated CSP penalty points. Penalty points will be assessed based on the number of violations issued by LAWA staff related to non-compliance of administrative, safety and/or security requirements against the CSP, including Major violations. (LAWA's current enforcement program for violations to the CSPP enforcement program.)

At the beginning of a CSPLA's term and at each annual anniversary thereafter, LAWA will issue a penalty point threshold for violations based on the reported badged employee count of a CSP. The thresholds for Warning Notices, Notices of Non Compliance, and Notices of Investigation are shown in the following table.

Threshold Points for Violations Accumulated In Any Continuous 18 Month Period		
Warning Notice	Notice of Non-Compliance	Notice of Investigation
2% of each CSP's badged employee count	5% of each CSP's badged employee count	10% of each CSP's badged employee count

LAWA may amend the thresholds for the notices shown above at any time through a notice issued by the Executive Director.

Major Violations

In addition, to tracking violations, as outlined above, LAWA will also monitor and track each CSP's Major Violation. A list of Major Violations which have serious consequences on safety and security at LAX are contained in the following table.

Safety	Security
<ul style="list-style-type: none"> Runway Incursion 	<ul style="list-style-type: none"> Arrest and/or conviction of any crime on LAX airport property, regardless of classification
<ul style="list-style-type: none"> Failing to yield to aircraft and emergency motor vehicles displaying flashing red lights 	<ul style="list-style-type: none"> Using Airport-issued security credential for unauthorized or than approved and intended purpose
<ul style="list-style-type: none"> Unsafe use of equipment or vehicles 	<ul style="list-style-type: none"> Defacing or vandalizing airport property, security systems, devices or Airport-issued security credentials
<ul style="list-style-type: none"> Failing to properly secure/store equipment or vehicles resulting in personal injury or damage to airport or tenant property 	<ul style="list-style-type: none"> Gaining unauthorized entry to the AOA through an access door/gate by piggy-backing or tail-gaiting
<ul style="list-style-type: none"> Reckless driving 	<ul style="list-style-type: none"> Interfering with security screening, security procedures and/or personnel

LAWA may amend the list of Major Violations and/or associated thresholds at any time through a notice issued by the Executive Director. The thresholds of Warning Notices, Notices of Non Compliance, and Notices of Investigation for Major Violations are shown in the following table.

Major Violation Penalty Point Accumulation

	Points Accumulated in Any Continuous 18 Month Period		
	Warning Notices	Notices of Non Compliance	Notices of Investigation
Number of Major Violations	1	5	7

5.3 Non Compliance Tracking and Enforcement Actions

Each violation by a CSP will result in penalty points assigned to the CSP. In addition, for each citation issued to a CSP's employee by Airport Police or Airports Operations personnel, one penalty point will be assigned to the SCP employer. LAWA staff will review these records to determine if a pattern of inappropriate behavior, failure to meet minimum standards of performance, or equipment failing inspection is evident in the number, frequency and severity of violations.

If a CSP reaches or surpasses one of the penalty point accumulation thresholds within a continuous twelve month period as indicated in the tables above, LAWA will issue a Notice of Warning, Non Compliance, or Investigation and may require a CSP's attendance at a Non-Compliance meeting. If a CSP does not take appropriate corrective action at LAWA staff will conduct an investigation which may lead to the suspension of a CSP's operations including the deactivation of their LAWA-issued security credentials, or the termination of their CSPLA.

Notices of Violation or Non Compliance

Type	Warning Notice	Notice of Non Compliance	Notice of Investigation
Possible Action	Advises Cap that a point accumulation has been reached and may require a corrective action.	Advises CSP that a corrective action is required	Advises CSP that a corrective action is required and LAWA staff will investigate and may audit the CSP's records.
Possible Result	Resolution or Notice of Non Compliance	Resolution or Notice of Investigation	Resolution or Suspension or Termination of the CSPLA

LAWA's Executive Director may determine if the severity of a violation warrants a more serious action by LAWA.

LAWA will notify a CSP's airline/CSP client if they are required to attend a Non Compliance Meeting with LAWA.

5.3 Cost Recovery

If there damage to property resulting directly or indirectly from the actions of a CSP or their employees, LAWA reserves the right to recover costs to repair or replace the damaged property from the CSP.

APPENDIX – DEFINITIONS

- Air Operating Area (AOA)** – A portion of an airport including aircraft movement areas, aircraft parking areas, loading ramps, and safety areas, for use by aircraft regulated under 49 CFR part 1544 or 1546, and any adjacent areas (such as general aviation areas) that are not separated by required security systems, measure, or procedures.
- Airline/CSP Client** – Term used in these standards to refer to an airline, airline consortium or tenant/occupant with a lease, sublease, tariff, UTC, operating permit or other LAWA approved instrument.
- Americans with Disabilities Act (ADA)** – Federal law that prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. LAWA's ADA Coordinator can be contacted at (424) 646-5005.
- Application Fee** – Fee paid by successful service providers applying for a CSPLA.
- Board of Airport Commissioners (BOAC)** – The seven member commission that, pursuant to Los Angeles City Charter, governs LAWA, controls the airport assets, and is responsible for formulating airport policies and establishing rates and changes.
- Company Compliance Officer (CCO)** - A CSP's primary point of contact for matters related to the CSPP, who will audit the activities and records of the CSP, and will attest that the standards are being met.
- Certified Service Provider** – A service provider that has been selected by and LAX airline/CSP client to provide services in the Core Service and/or Limited Services classifications regulated by CSPP and have received that designation from LAWA following an application and evaluation process.
- Certified Service Provider License Agreement (CSPLA)** – A non-exclusive license agreement issued to a Certified Service Provider that desires to provide and of the Core Services and/or Limited Services regulated by the CSPP and has successfully completed the CSPP application process. The CSPLA authorizes a CSP and their employees to have access to LAX.
- City** – The City of Los Angeles, a municipal corporation under the same name and possessed of all the property and interests it possesses and is regulated by City Charter, and Administrative and Municipal Codes.
- Compliance Manager (CM)** – LAWA's designated staff member who will monitor Certified Service Providers and their participation in the CSPP.
- Core Services Classification** – Classification which includes five service categories: Passenger, Ramp, Interior Aircraft Cleaning, Security, and Into-Plane Fueling services.
- Days** – Unless otherwise specified, "days" shall mean calendar days.
- Equipment** – Any apparatus, cart, rolling stock or other tool used to transport, operate, service or maintain business activities at LAX.
- Faithful Performance Guarantee (FPG)** – Guarantee posted with LAWA to service the faithful performance by a CSP of all the terms, provisions, and covenants contained within their CSPLA. This includes, but is not limited to, the payment of fees and any other specified compensation. The FPG will be separate from other Guarantee(s) required by LAWA.
- Ground Service Equipment (CSE)** – Support equipment, powered or non-powered, found at an airport, usually on the ramp, and used to service aircraft. The functions of this equipment generally involve ground operations, aircraft mobility, and baggage/cargo



- movement, food and lavatory, and loading operations (for both cargo and passenger aircraft).
- Gross Revenue** - Money generated by all of a service provider's operations, before deductions for expenses. The value of goods and fuel delivered are excluded from this calculation.
- LAWA Commercial Development Group (CDG)** - LAWA division responsible for overseeing the agreements and use of all commercial land and buildings at LAX.
- LAX Rules & Regulations** - Document that contains the rules, regulations, procedures, and general information governing operational activities at LAX. The objective of the manual is to promote the safe and efficient use of LAX facilities.
- Letter of Intent** - Letter submitted to LAWA by a service provider applying to CSPP indicating they have a contract or preliminary agreement with an airline/CSP client to provide Core and/or Limited Services and requesting a CSPLA to work at LAX.
- Letter of Verification** - Letter sent by an airline/CSP client to LAWA verifying that a service provider has a contract, verifies the service provider's capacity to accomplish the work and needs a CSPLA to work at LAX or has reached a conditional agreement to enter into a contract once an application has been approved.
- Limited Services Classification** - Classification which includes four service categories: Maintenance - Aeronautical, Cargo - Freight, Cargo - Passenger, and Terminal services.
- Los Angeles World Airports (LAWA)** - City of Los Angeles Department of Airports.
- Motor Vehicle** - Any automobile, automobile truck, tractor, loader, or any other self-propelled vehicle designed for driving on the airport.
- Non-Compliance** - The state of a CSP being out of conformity with the terms and conditions of their CSPLA.
- Non-Exclusive License Agreement (NELA)** - License issued to service providers who are not subject to CSPP.
- Operations Base** - Operations Base - a facility on LAX at which or in which passengers or cargo are processed or aircraft/equipment maintenance is performed and which houses equipment, personnel and/or supplies. Types of Operations Bases for an airline include, but not limited to, passenger terminals, cargo buildings, hangars, other maintenance buildings, offices and dispatch centers.
- Recurrent Training** - Training that takes place to refresh principles received from an initial training program.
- Security Badges** - Badges issued by LAWA Airport Police, Security Credential Section (LAWA Badge Office). The security badge grants individuals, escorted or unescorted access to sterile areas, secured areas, and Security Identification Display Areas (SIDA) at LAX.
- Statement of Availability** - Letter prepared by LAWA's Commercial Development Group (CDG) stating that property is available for lease to a CSP.
- UTC** - LAX Non-Terminal Facilities Use Terms and Conditions (UTC) instrument. The UTC was created to establish the terms and conditions applicable to occupants of facilities (other than terminals) at LAWA. The UTC applies to occupants who do not have a current lease and to occupants whose lease has expired.

ATTACHMENT

E

**LAX CERTIFIED SERVICES
CERTIFIED SERVICE PROVIDER LICENSE AGREEMENT (CSPLA)**

Core Services	Passenger*	Ramp*	
	<p><u>Baggage Sorting and Management:</u></p> <ul style="list-style-type: none"> • Monitor/control baggage after TSA performs security search • Monitor carry-on baggage for conformance to security and airport policies • Move bags within terminal tagged by manual or automated bag tag system • Move odd-sized baggage • Report bags/items left in claim area to appropriate airline representative • Positive claim check verification-baggage claim security • Reports any baggage or other items left within the claim area to appropriate airline representatives or authority • Interline baggage transfer <p><u>Wheelchair Services:</u></p> <ul style="list-style-type: none"> • Provide personnel, equip., to assist passengers with reduced mobility • Secure baggage in bag claim area 		<p><u>Baggage Handling:</u></p> <ul style="list-style-type: none"> • Monitors and controls baggage in preparation for, and after, TSA performs a security search and ensures all bags have passed security screening • Handle baggage in sorting area • Prepare and deliver bags onto aircraft • Establish number and/or weight of baggage • Offload bags from aircraft • Prioritize and deliver bags to claim area • Interline baggage transfer <p><u>Aircraft Cooling/Heating:</u></p> <ul style="list-style-type: none"> • Arrange for aircraft cooling and heating <p><u>Aircraft Loading and Unloading:</u></p> <ul style="list-style-type: none"> • Provide/arrange for loading and unloading • Provide chocks and landing gear locks • Provide engine blanking covers • Safeguard loads during transport and during off-loading and loading of aircraft • Provide tail stands • Arrange for ground power
	*Companies must demonstrate capacity to perform ALL services identified in each service category.		
	Security	Into-Plane Fueling	
	Aircraft security and search, Performs security search of aircraft, Cargo Security, Identification verification, Security screening, Provides or arranges for control of access to aircraft and/or designated and restricted areas, Guards designated areas, Safeguards all loads during transport between aircraft and designated locations during off-loading/loading aircraft, Identification verification	<ul style="list-style-type: none"> • Transferring fuel below ground from a fuel hydrant system through a fuel hydrant vehicle, into an aircraft • Transferring fuel from a tanker truck into an aircraft 	
Interior Aircraft Cleaning			
Clean Passenger and crew compartments Clean cabin windows, Clean cargo compartments Change, fold, and/or stow blankets, pillows, etc. Collect and/or distribute supplies for lavatories and cabin, Disinfect and deodorize cabin, Remove and destroy food and material leftovers, Waste disposal, Provide/arrange for cabin blanket laundering			
Limited Services	Terminal**	Cargo – Passenger Aircraft**	
	Acts as agent for Airlines and interacts with their passengers, Hosting services, Passenger check-in, Queue management, Skycap services, Passenger ticketing, VIP meet & assist, Establish number and/or baggage weight, Interline baggage transfer	Ramp transfer to and from passenger aircraft, Cargo Warehousing, Cargo document handling, Dangerous goods handling, Customs brokerage, Freight forwarding, Mail handling, sorting and distribution	
	Aeronautical Maintenance**	Cargo – Freight Handlers**	
	Aircraft cargo container repairs/cleaning, Aircraft communication install and maintenance, Aircraft engine washing, Aircraft fuel tank repairs, Aircraft maintenance/servicing, Wet or dry wash exterior aircraft	Ramp transfer to and from freight only aircraft, Cargo Warehousing, Cargo document handling, Dangerous goods handling, Customs brokerage, Freight forwarding, Mail handling, sorting and distribution	
**Companies without LAX lease/sublease space will receive a Non-Exclusive License Agreement.			

Please note: All CSPP regulated service categories are descriptive but may not include every possible work description; Companies providing CSPLA Regulated Services are required to lease/sublease or occupy space at LAX.

ATTACHMENT

F

ATTACHMENT

G

VEHICLE INVENTORY LIST

COMPANY NAME:

VEHICLE DESCRIPTION (Make & Model)	COLOR	YEAR	LICENSE NO.	VIN NO.	GROSS WEIGHT	FUEL TYPE

TOTAL # OF VEHICLES: _____

Other:

ATTACHMENT

H

LAX Alternative Fuel Vehicle Requirement Reporting Form
Applies to on-road (licensed) vehicles 8,500 lbs or greater

Diesel & Gasoline Vehicle Fleet
(List Alt-fuel vehicles on reverse side)

Check box, if you do not have any on-road vehicles 8,500 lbs or greater

Company : _____	Date: _____
Completed by: _____	Title: _____
Phone: _____	Email: _____

Manufacturer (Make)	Model	Size (ft.)	Use (Shuttle, Limo, deliveries, etc.)	VIN #	Engine Manu- facturer	Engine Model #	Engine Year	Engine Horse power (HP)	Diesel or Gas? (D/G)	Is the vehicle retrofitted with a CARB certified particulate (PM) trap? (Yes/No)	Describe your plan and year to retrofit the vehicle with a PM trap or replace the vehicle-Attach a new sheet if necessary.

(Please turn over for alternative fuel vehicle reporting form)



**LAX Alternative Fuel Vehicle Requirement Reporting Form
Applies to on-road (licensed) vehicles 8,500 lbs or greater**

**Alternative Fuel Vehicle Fleet
(List diesel & gas vehicles on reverse side)**

Check box, if you do not have any on-road vehicles 8,500 lbs or greater

Company : _____	Date: _____
Completed by: _____	Title: _____
Phone: _____	Email: _____

Manufacturer (Make)	Model	Size (ft.)	Use (Shuttle, limo, deliveries, etc.)	VIN #	Engine Manufacturer	Engine Model #	Engine Year	Engine Horsepower (HP)	Type of Fuel (CNG, LNG, Electric, Propane, or Hydrogen)

(Please turn over for diesel & gas vehicle reporting form)



ATTACHMENT

I

SAMPLE
COMPANY AUTHORIZATION LETTER

[Date]

Comment [a1]: Letter must be on Company Letterhead.
Include: address, city, state, zip,
Contact Phone #,
Fax #,
Email and/or Web Address

LAWA Airfield Operations/Ground Equipment Inspection Program (GEIP)
7333 World Way West
Los Angeles, CA 90045-5828
Attention: Sergio Roscelli

Subject: Company Authorization Letter

[Your Company Name] has authorized **[Name of company authorized to use equipment/ vehicles]** to operate the equipment and/or vehicles identified on your company's attached inventory list.

The authorization period will commence on **[mm/ dd/ yyyy]** and will terminate on **[mm/ dd/ yyy]** (or, until cancellation by either party upon 30-day written notice)..

If you require any additional information, please contact **[name of employee(s) and job titles]** at **[Phone number(s)/ email address(es)]**.

Respectfully,

Comment [a2]: Signature required.

[Name of Company Compliance Officer]
[Title]
[Phone Number]

ATTACHMENT

J

Contractor Responsibility Program

**LOS ANGELES WORLD AIRPORTS
CONTRACTOR RESPONSIBILITY PROGRAM
QUESTIONNAIRE**

On December 4, 2001, the Board of Airport Commissioners adopted Resolution No. 21601, establishing LAWA's Contractor Responsibility Program (CRP). The intent of the program is to ensure that all LAWA contractors have the necessary quality, fitness and capacity to perform the work set forth in the contract. To assist LAWA in making this determination, each bidder/proposer is required to complete and submit with the bid/proposal the attached CRP Questionnaire. If a non-competitive process is used to procure the contract, the proposed contractor is required to complete and submit the CRP Questionnaire to LAWA prior to execution of the contract. Submitted CRP questionnaires will become public records and information contained therein will be available for public review for at least fourteen (14) calendar days, except to the extent that such information is exempt from disclosure pursuant to applicable law.

The signatory of this questionnaire guarantees the truth and accuracy of all statements and answers to the questions herein. Failure to complete and submit this questionnaire may make the bid/proposal non-responsive and result in non-award of the proposed contract. During the review period if the bidder/proposer or contractor (collectively referred to hereafter as "bidder/proposer") is found non-responsible, he/she is entitled to an Administrative Hearing if a written request is submitted to LAWA within ten (10) working days from the date LAWA issued the non-responsibility notice. Final determination of non-responsibility will result in disqualification of the bid/proposal or forfeiture of the proposed contract.

All Questionnaire responses must be typewritten or printed in ink. Where an explanation is required or where additional space is needed to explain an answer, use the CRP Questionnaire Attachment A. Submit the completed and signed Questionnaire and all attachments to LAWA. Retain a copy of this completed questionnaire for future reference. Contractors shall submit updated information to LAWA within thirty (30) days if changes have occurred that would make any of the responses inaccurate in any way.

A. PROJECT TITLE: _____

B. BIDDER/CONTRACTOR INFORMATION:

_____		_____	
Legal Name		DBA	

Street Address	City	State	Zip

Contact Person, Title	Phone	Fax	

C. TYPE OF SUBMISSION: The CRP Questionnaire being submitted is:

- An initial submission of a CRP Questionnaire. **Please complete all questions and sign Attachment A.**

- An update of a prior CRP Questionnaire dated ____/____/____. **Please complete all questions and sign Attachment A.**

- A copy of the initial CRP Questionnaire dated ____/____/____/. **Please sign below and return this page.**

I certify under penalty of perjury under the laws of the State of California that there has been no change to any of the responses since the firm submitted the last CRP Questionnaire.

_____	_____	_____
Print Name, Title	Signature	Date

A. OWNERSHIP AND NAME CHANGES

1a. In the past five (5) years, has the name of the bidder/proposer (also referred to herein as "your firm") changed?

Yes No

If **Yes**, list on Attachment A all prior legal and D.B.A. names used by the bidder/proposer, the addresses of each of the identified entities, and the dates when each identified entity used those names. Additionally, please explain in detail the specific reason(s) for each name change.

1b. In the past five (5) years, has the owner of the sole proprietorship, or any partner in the partnership, or any officer of the corporation engaged in the same or similar type of business as the current firm?

Yes No

If **Yes**, list on Attachment A the names of those firms.

B. FINANCIAL RESOURCES AND RESPONSIBILITY

2. In the past five (5) years, has your firm ever been the debtor in a bankruptcy proceeding?

Yes No

If **Yes**, explain on Attachment A the specific circumstances and dates surrounding each instance.

3. Is your company now in the process of, or in negotiations toward, or in preparations for being sold?

Yes No

If **Yes**, explain on Attachment A the specific circumstances, including to whom being sold and principal contact information.

4. In the past five (5) years, has your firm's financial position significantly changed?

Yes No

If **Yes**, explain the specific circumstances on Attachment A.

5. In the past five (5) years, has your firm ever been denied bonding?

Yes No

If **Yes**, explain on Attachment A the specific circumstances surrounding each instance and include the name of the bonding company.

6. In the past five (5) years, has any bonding company made any payments to satisfy any claims made against a bond issued on your firm's behalf or a firm where you were the principal?

Yes No

If **Yes**, explain on Attachment A the specific circumstances surrounding each instance.

PERFORMANCE HISTORY

7. In the past five (5) years, has your firm ever defaulted under a contract with a governmental entity or with a private individual or entity?

Yes No

If **Yes**, explain on Attachment A the specific circumstances surrounding each instance.

8. In the past five (5) years, has a governmental or private entity or individual terminated your firm's contract prior to completion of the contract?

Yes **No**

If **Yes**, explain on Attachment A the specific circumstances surrounding each instance, and principal contact information.

9. In the past five (5) years, has your firm ever failed to meet any scheduled deliverables or milestones?

Yes **No**

If **Yes**, explain on Attachment A the circumstances surrounding each instance, and principal contact information.

10. In the past ten (10) years, has the bidder/proposer had any contracts with any private or governmental entity to perform work which is similar, in any way, to the work to be performed on the contract for which you are bidding or proposing?

Yes **No**

If **Yes**, list on a separate attachment, for each contract listed in response to this question: (a) contract number and dates; (b) awarding authority; (c) contact name and phone number; (d) description and success of performance; and (e) total dollar amount. Include audit information if available.

COMPLIANCE

11. In the past five (5) years, has your firm or any of its owners, partners, or officers, been penalized for or been found to have violated any federal, state, or local laws in the performance of a contract, including but not limited to laws regarding health and safety, labor and employment, wage and hours, and licensing laws which affect employees?

Yes **No**

If **Yes**, explain on Attachment A the specific circumstances surrounding each instance, including the entity involved, the specific infraction(s), the dates of such instances, and the outcome and current status.

12. In the past five (5) years, has your firm ever been debarred or determined to be a non-responsible bidder contractor?

Yes **No**

If **Yes**, explain on Attachment A the specific circumstances surrounding each instance, including the entity involved, the specific infraction(s), the dates of such instances, and the current status.

BUSINESS INTEGRITY

13. In the past five (5) years, has your firm been convicted of, or found liable in a civil suit for making a false claim(s) or material misrepresentation(s) to any private or governmental entity?

Yes **No**

If **Yes**, explain on Attachment A the specific circumstances surrounding each instance, including the entity involved, the specific infraction(s), the dates of such instances, and the outcome and current status.

14. In the past five (5) years, has your firm or any of its executives, management personnel, and owners been convicted of a crime, including misdemeanors, or been found liable in a civil suit involving the bidding, awarding, or performance of a government contract; or the crime of theft, fraud, embezzlement, perjury, or bribery?

Yes **No**

If **Yes**, explain on Attachment A the specific circumstances surrounding each instance, including the entity involved, the specific infraction(s), the dates of such instances, and current status.

ATTACHMENT "A"
FOR ANSWERS TO QUESTIONS IN SECTIONS A THROUGH E

Use the space below to provide required additional information or explanation(s). Information submitted on this sheet must be typewritten. Indicate the question for which you are submitting the additional information. Information submitted on this Attachment will be available for public review, except to the extent that such information is exempt from disclosure pursuant to applicable law. **Insert additional Attachment A pages as necessary.**

CERTIFICATION UNDER PENALTY OF PERJURY

I certify under penalty of perjury under the laws of the State of California that I have read and understand the questions contained in this CRP Questionnaire. I further certify that I am responsible for the completeness and accuracy of the answers to each question, and that all information provided in response to this Questionnaire is true to the best of my knowledge and belief.

Print Name, Title

Signature

Date

**LOS ANGELES WORLD AIRPORTS
CONTRACTOR RESPONSIBILITY PROGRAM
PLEDGE OF COMPLIANCE**

The Los Angeles World Airports (LAWA) Contractor Responsibility Program (Board Resolution #21601) provides that, unless specifically exempted, LAWA contractors working under contracts for services, for purchases, for construction, and for leases, that require the Board of Airport Commissioners' approval shall comply with all applicable provisions of the LAWA Contractor Responsibility Program. Bidders and proposers are required to complete and submit this Pledge of Compliance with the bid or proposal or with an amendment of a contract subject to the CRP. In addition, within 10 days of execution of any subcontract, the contractor shall submit to LAWA this Pledge of Compliance from each subcontractor who has been listed as performing work on the contract.

The contractor agrees to comply with the Contractor Responsibility Program and the following provisions:

- (a) To comply with all applicable Federal, state, and local laws in the performance of the contract, including but not limited to, laws regarding health and safety, labor and employment, wage and hours, and licensing laws which affect employees.
- (b) To notify LAWA within thirty (30) calendar days after receiving notification that any government agency has initiated an investigation that may result in a finding that the contractor is not in compliance with paragraph (a).
- (c) To notify LAWA within thirty (30) calendar days of all findings by a government agency or court of competent jurisdiction that the contractor has violated paragraph (a).
- (d) To provide LAWA within thirty (30) calendar days updated responses to the CRP Questionnaire if any change occurs which would change any response contained within the completed CRP Questionnaire. Note: This provision does not apply to amendments of contracts not subject to the CRP and to subcontractors not required to submit a CRP Questionnaire.
- (e) To ensure that subcontractors working on the LAWA contract shall complete and sign a Pledge of Compliance attesting under penalty of perjury to compliance with paragraphs (a) through (c) herein. To submit to LAWA the completed Pledges.
- (f) To notify LAWA within thirty (30) days of becoming aware of an investigation, violation or finding of any applicable federal, state, or local law involving the subcontractors in the performance of a LAWA contract.
- (g) To cooperate fully with LAWA during an investigation and to respond to request(s) for information within ten (10) working days from the date of the Notice to Respond.

Failure to sign and submit this form to LAWA with the bid/proposal may make the bid/proposal non-responsive.

Company Name, Address and Phone Number

Signature of Officer or Authorized Representative

Date

Print Name and Title of Officer or Authorized Representative
