



Los Angeles
World Airports

CERTIFIED SERVICE PROVIDER PROGRAM

Access. Quality. Opportunity.

Los Angeles World Airports
Operations & Emergency Management Group
Airport Permit Services Division



New vision.
New standards.
New horizons for business.



Why certify?

IT STREAMLINES THE PROCESS.

By certifying candidates for LAX "Core Services" and "Limited Services" contracts, the CSPP has made the permitting process more efficient.

IT IMPROVES YOUR ODDS.

The CSPP narrows the field of candidates, giving qualified providers greater access to contracting opportunities at LAX and a higher probability of winning them.

IT'S REQUIRED.

The City of Los Angeles now requires that all providers of Core or Limited Services to LAX customers first become certified by the Certified Service Provider Program (CSPP).

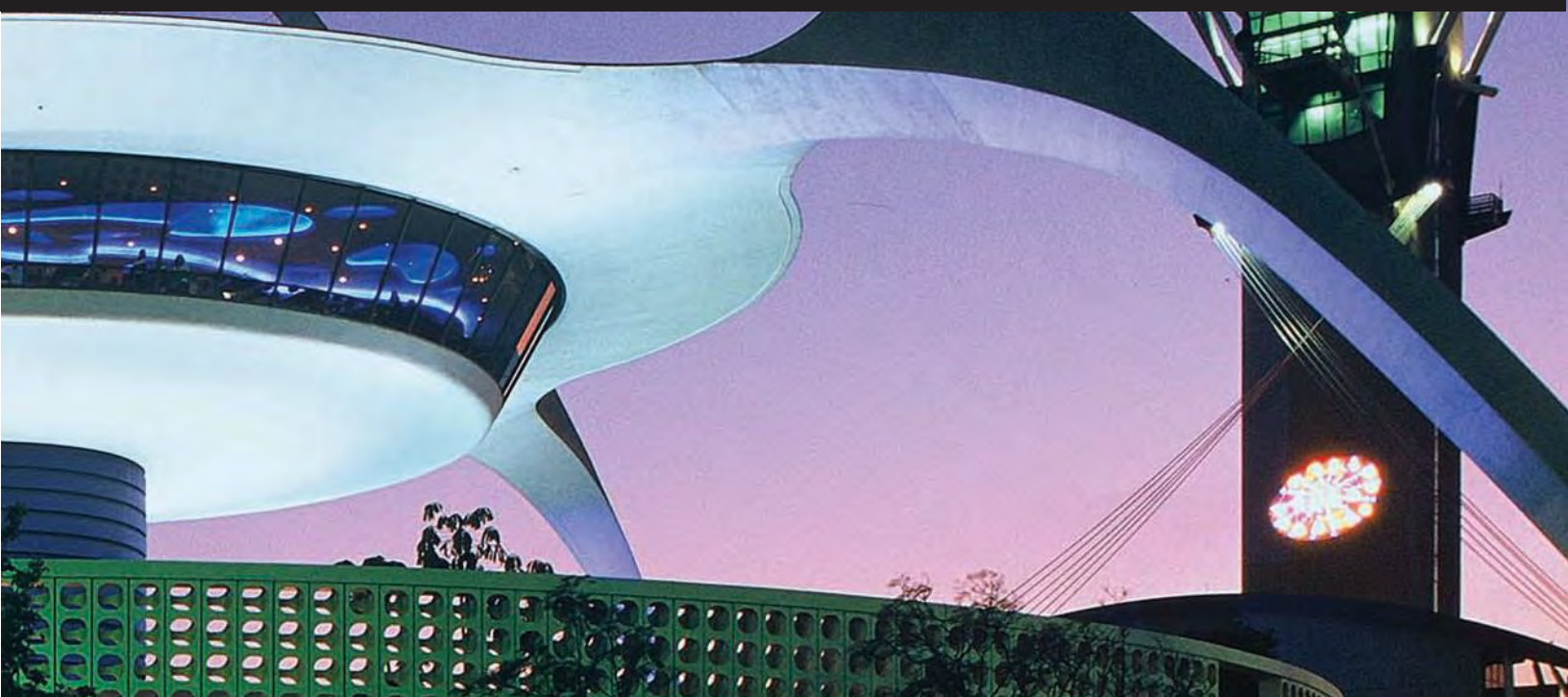
The CSPP establishes and enforces standards of airport security, vehicle/equipment safety, facilities use, training and customer service quality for providers of the following services:

CORE SERVICE CATEGORIES

- Ramp
- Security
- Passenger
- Into-Plane Fueling
- Interior Aircraft Cleaning

LIMITED SERVICE CATEGORIES

- Terminal
- Aeronautical Maintenance
- Cargo Freight/Passenger Aircraft
- Food Services (new)



To become a Certified Service Provider (CSP), a business must:

1. **Enter into an agreement with an LAX airlines, tenant, consortium and/or service provider (LAX customer)** to provide a CSPP-regulated service.
2. **Apply for certification** through the CSPP to provide core services, limited services, or both.
3. **Demonstrate its capacity and experience** to perform all core services and fulfill all contractual obligations in compliance with CSPP standards and guidelines.
4. **Lease, sublease, or occupy space** at LAX through an approved Los Angeles World Airports (LAWA) Lease/sublease agreement, Use Terms and Conditions (UTC) Agreement, Tariff Letter, or LAX Space Memorandum. *(excludes Food Service Providers at LAX)*
5. **Enter into a non-exclusive Certified Service Provider License Agreement (CSPLA)** with LAWA once certification has been approved.

REQUIREMENTS

A CSPLA is required prior to starting work with an LAX customer. The agreement is issued for a period up to five years and grants the CSP and its employees access to the LAX Airport Operations Area and terminals.

FEES: There is an application fee of \$1,000. Applicants who are approved will then be assessed monthly fees based on their annual gross revenue earned at LAX.

REPORTING: Licensees are required to provide regular reports throughout the term of the CSPLA as requested by LAWA. Reports may cover financial status, service activity and other information that will allow LAWA to monitor performance and maintain CSPP standards.

COMPLIANCE: Providers are required to comply with all applicable standards as established by the CSPP and all rules, ordinances and laws of LAWA, city, state and federal governments.

Application Fee	\$1,000
Annual Gross Revenue Earned at LAX	Monthly Fee
\$0 - \$249,000	\$125
\$250,000 - \$999,999.99	\$525
\$1,000,000 - \$1,999,999.99	\$1,250
\$2,000,000 - \$3,999,999.99	\$2,500
\$4,000,000 - \$5,999,999.99	\$4,175
\$6,000,000 - \$7,999,999.99	\$6,000
\$8,000,000 +	\$6,750



GETTING STARTED

To gain CSP status – and the opportunities that come with it – all core and limited service providers at LAX must fully comply with the CSPP and its application process.

1. Notification to LAWA of Vendor Selection.

A service provider interested in applying for a CSPLA must first be introduced to LAWA by a LAX customer.

2. Submission of Application for CSPLA.

To submit a CSPLA application, please visit the CSPP website at: www.lawa.org/CSPP.

3. Demonstration of Airport Service Standards.

Minimum standards include:

- Airport Security
- Vehicle & Equipment Safety
- Experience & Capacity (Core Service Providers)
- Property & Facilities at LAX
- Emergency Response Procedure Awareness
- Personnel & Training Requirements
- Wheelchair Services (if applicable)

**Excludes Food Services providers at LAX.*

4. Leasing/subleasing/occupying space at LAX.*

CSPs must provide services through a LAWA approved:

- Lease or Sublease Agreement,
- Use, Terms & Conditions (UTC) Agreement,
- Tariff Letter, OR
- LAX Space Memorandum

5. Compliance with Administrative Requirements and Minimum Standards.

Termination of the CSPLA and deactivation of all corresponding employee badges may result from any lapse in compliance with:

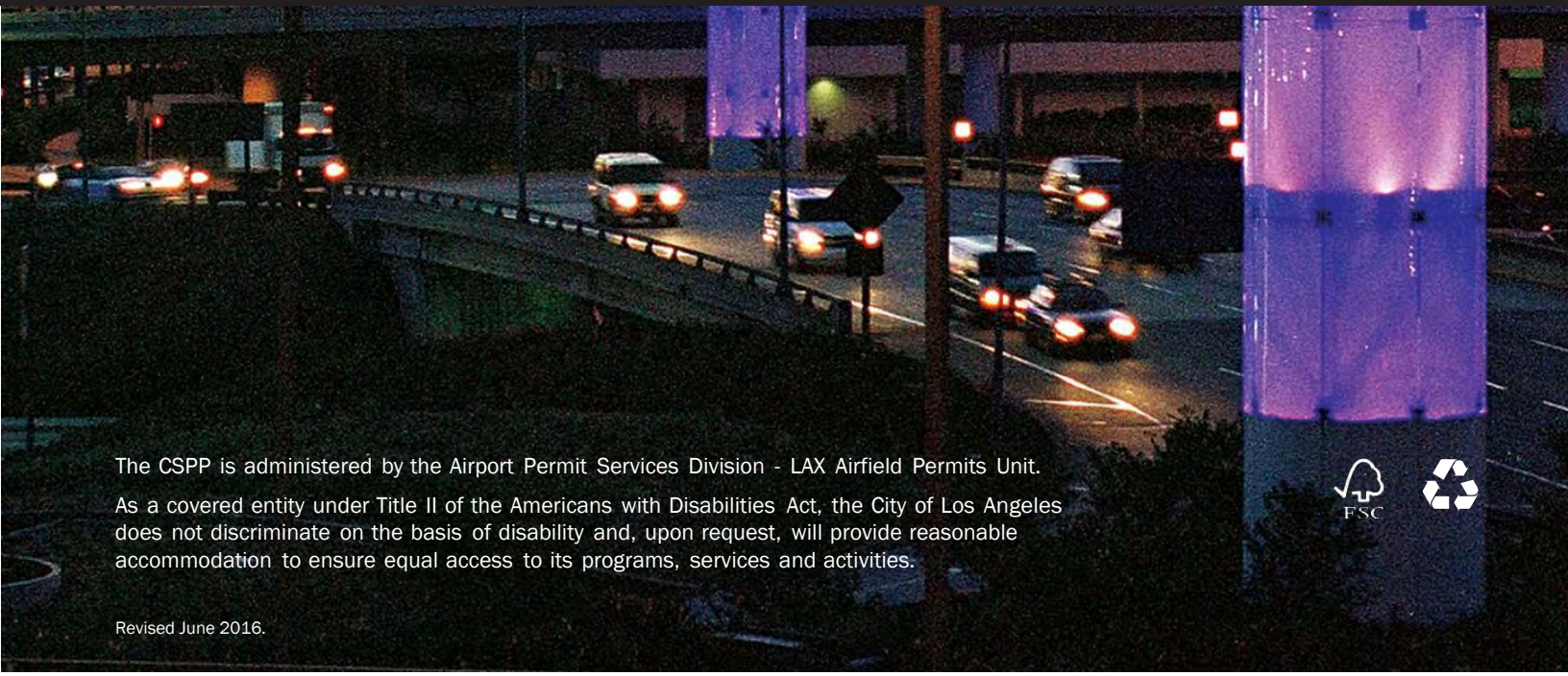
- LAX Rules & Regulations
- Insurance Requirements
- All applicable Fees
- Faithful Performance Guarantee (FPG)
- Contractor Responsibility Program
- Labor Harmony
- Whistle Blower Protection
- Service Contract Worker Retention Ordinance



The CSPP: Some connections you can't afford to miss.

For more information or to apply to become a Certified Service Provider at LAX, please visit:

www.lawa.org/CSPP



The CSPP is administered by the Airport Permit Services Division - LAX Airfield Permits Unit.

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.

Revised June 2016.

