



RESOLUTION NO. 27158

WHEREAS, on recommendation of Management, there was presented for approval, Amendments to the Certified Service Provider Program to update the program requirements and increase the monthly fees, and blanket authority covering issuance of new Certified Service Provider License Agreements from July 1, 2021 thru June 30, 2026; and

WHEREAS, the Certified Service Provider Program (CSPP) requirements, attached hereto and made part hereof, are amended with the following updates to further strengthen airport safety and security standards at Los Angeles International Airport (LAX):

LAX
Van Nuys
City of Los Angeles
Eric Garcetti
Mayor
Board of Airport
Commissioners
Sean O. Burton
President
Valeria C. Velasco
Vice President
Gabriel L. Eshaghian
Beatrice C. Hsu
Nicholas P. Roxborough
Cynthia A. Telles
Jim Webb
Justin Erbacci
Chief Executive Officer

- a) Enhance list of CSPP major violations to include LAX Security and Airfield Enforcement (SAFE) Category E violations
- b) Require Certified (CSP) employees to complete the annual Emergency Preparedness Training within 90 days of starting the first training module, or as soon as practicable
- c) Require CSP adherence to all Ground Service Equipment (GSE) emissions reduction policy reporting requirements at LAX
- d) Modify the requirement that all CSPs must secure adequate space at LAX to provide a CSPP-regulated service(s)
- e) Require CSP ground handlers to participate in the Tom Bradley International Terminal GSE Pooling Program upon that program's development and implementation
- f) Require CSP ground handlers providing ramp services at LAX to include International Air Transport Association's Safety Audit of Ground Operations (ISAGO) Certification as a corrective action if they reach a CSPP Notice of Investigation Level Three performance status
- g) Continue the policy for CSPs with annual gross revenue ≤\$10 million, allowing ≥ 3% annual increase to monthly fees
- h) Add two higher paying tiers to the CSPP Monthly Fee Schedule for CSPs grossing \$10 million or more in annual revenue at LAX, 3% annual increase thereafter; and

WHEREAS, general policy procedure making is exempt from California Environmental Quality Act (CEQA) requirements pursuant to Article II, Section 2.n. of the Los Angeles City CEQA Guidelines; and

NOW, THEREFORE, BE IT RESOLVED that the Board of Airport Commissioners adopted the Staff Report; determined that this action is exempt from the California Environmental Quality Act (CEQA) pursuant to Article II, Section 2.n. of the Los Angeles City CEQA Guidelines; approved the Amendments to the Certified Service Provider Program to update the program requirements and increase the monthly fees, authorized blanket issuance of new Certified Service Provider License Agreements from July 1, 2021 thru June 30, 2026; and further authorized the Chief Executive Officer, or designee, to execute said Certified Service Provider License Agreements after approval as to form by the City Attorney.

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I hereby certify that this Resolution No. 27158 is true and correct, as adopted by the Board of Airport Commissioners at its Special Meeting held on Thursday, December 10, 2020.

Grace Miguel – Secretary
BOARD OF AIRPORT COMMISSIONERS



**CERTIFIED SERVICE PROVIDER PROGRAM (CSPP)
REQUIREMENTS**

INTRODUCTION

Los Angeles World Airports' ("LAWA") Certified Service Provider Program ("CSPP" or "Program") establishes minimum requirements for companies that provide certain services to airlines, airline consortiums, or other aviation customers at Los Angeles International Airport (LAX). The purpose of the Program is to establish:

- eligibility criteria
- minimum qualifications
- service classifications
- standards and conditions
- emergency preparedness training for LAX employees
- procedures for monitoring and enforcing program compliance
- processes for decertification of service providers not complying with the Program

This document provides requirements and standards governing the CSPP established by LAWA and approved by the Board of Airport Commissioners (BOAC).

Any service provider seeking to provide a CSPP regulated service must meet all eligibility criteria. To participate in the 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 impose penalties up to and including termination of a service provider's CSPLA.

For additional information, templates and forms related to the CSPP and CSPLA application, please visit the CSPP website at: www.lawa.org/cspp

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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

Consolidated Core Service - Passenger		Applicable Qualifications		
Service Categories	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 • Interline Baggage Transfer 	Yes	Yes	Yes
<u>Wheelchair Services</u>	<ul style="list-style-type: none"> • Provide personnel, equip., to assist passengers with reduced mobility • Secure baggage in bag claim area 	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.

Consolidated Core Service - Ramp		Applicable Qualifications	
Service Categories	Sample Tasks	E	C Space/ Facilities
		x p r i e n c e	
<u>Baggage Handling</u>	<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 Interline Baggage Transfer 	Y e s	Y Yes
<u>Aircraft Cooling/ Heating</u>	<ul style="list-style-type: none"> Arrange for aircraft cooling and heating 	Y e s	Y Yes
<u>Aircraft Loading/ Unloading</u>	<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 	Y e s	Y Yes
<u>GSE Pooling Management</u>	<ul style="list-style-type: none"> Provide/manage GSE inventory for airfield operations Track/monitor usage of GSE on airfield Manage GSE staged at common-use gates Provide GSE maintenance/storage 	Y e s	Y Yes
<p><i>*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</i></p>			

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 Categories	Sample Tasks	Applicable Qualifications		
		Experience	Capacity	Space/Facilities
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
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
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 & Freight Aircraft Services
- 1.2.4. Food 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 	No	Yes	Yes

	<ul style="list-style-type: none"> • Skycap services • Passenger ticketing • VIP meet-and-assist • Establish number and/or baggage weight • Interline Baggage Transfer 			
Aeronautical Maintenance	<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 • Aircraft service equipment maintenance 	No	Yes	Yes
Cargo – Passenger/Freight Aircraft	<ul style="list-style-type: none"> • Ramp transfer to and from passenger aircraft • Cargo Warehousing • Cargo document handling • Dangerous goods handling • Customs brokerage, • Freight forwarding • Mail handling, sorting and distribution 	No	Yes	Yes
Food Services	<ul style="list-style-type: none"> • Delivery of prepared food and/or beverage to or for aircraft • Preparation of food and/or beverage to or for aircraft • Conduct security and/or inspection services for food and/or beverage to or for aircraft • Provide any service related to/in connection with preparation of food and/or beverage to/for any aircraft 	No	Yes	No

1.3. Exclusions to CSPP

1.3.1. 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:

1.3.1.1. When providing services at the Operations Base to a parent company

1.3.1.2. When providing services at the Operations Base to a subsidiary company

1.3.1.3. When providing services at the Operations Base to an air carrier that has the same parent company as the Exempt Air Carrier

1.3.1.4. When providing services to a LAWA-approved subtenant at the Operations Base

1.3.1.5. When providing services at the Operations Base for flights operated by another air carrier operating exclusive code-share flights for the Exempt Air Carrier

1.3.1.6. 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

1.3.1.7. 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.

1.3.1.8. When providing on-call, non-routine, aircraft maintenance services from its Operations Base or another air carrier's Operations Base to any airline.

1.3.2. LAWA Concessionaires providing food and/or beverage services to airline lounges and/or consortiums at LAX, including companies providing food and/or beverage delivery services landside at LAX, are not required to secure a CSPLA.

1.3.3. 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. Lease space requirement¹

A service provider must secure adequate operational space (measured in square footage) to store, park, or repair vehicle(s) or equipment inventory at LAX through:

¹ Companies with no vehicle/equipment inventory on airport property are exempt from this requirement.

2.1.2.1. A current or pending LAWA approved lease/consent to sublease, Tariff Letter, or Use and Terms Conditions (UTC) Agreement.

2.1.2.2. A Space Authorization Agreement (SAA) signed by the service provider and master leaseholder at LAX.

2.2. Subcontracting Limitations:

A service provider must demonstrate qualification for certification on its own merit and resources and cannot demonstrate such qualification through a subcontract for services within their services categories. However, once certified, a service provider may subcontract with another certified provider.

2.3. Core 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 demonstrate a record evidencing successful general operating experience for at least three (3) of the last five (5) years at a large hub airport in the United States or airports outside of the United States that are of similar size to large hub airports.

2.3.3. A service provider must secure adequate space (measured in square footage) for its operations at LAX. Proof of this criteria must be in the form of a lease, consent to sublease, Tariff Letter, or UTC Agreement directly through LAWA or through a SAA with a master tenant leaseholder at LAX.

2.4. Limited Services – to be certified:

2.4.1. 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.

2.4.2. A service provider must secure adequate space (measured in square footage) for its operations at LAX. Proof of this criteria must be in the form of a lease, consent to sublease, Tariff Letter, or UTC Agreement directly through LAWA or through a SAA with a master tenant leaseholder at LAX. A service provider within the Food Service category is exempt from this requirement.

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 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), the Transportation Security Administration (TSA) and, U.S. Customs and Border Protection (if applicable) 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.

LAX Rules and Regulations can be found at: <https://www.lawa.org/en/rules-and-regulations/lax-rules-and-regulations>

3.2. Airport Safety

CSPs must comply with all applicable requirements and procedures as defined in the LAX Security and Airfield Enforcement Program (SAFE) Guidelines. The SAFE Program is an awareness and enforcement program. Corrective actions and penalties for employees who violate Airport standards 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: <https://www.lawa.org/en/lawa-security-badge-office/applicants/safe-program>

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.

3.4. Equipment and Motor Vehicles

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

3.4.2. CSPs shall only operate their company-owned equipment and vehicles unless there is a written agreement with another airline/service provider authorizing the use of their equipment and/or vehicles. A copy of an agreement or Company Authorization Letter signed by both parties must be submitted to LAWA.

3.4.3. 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.

3.4.4. A list of all equipment and motor vehicles must be provided to LAWA which includes the vehicle/equipment type and its corresponding identification number, its serial number (for equipment) and CARB EIN or CARB PERP # (if available). LAWA must be notified of any changes within 30 days.

3.4.5. All equipment and motor vehicles shall have its company name and company equipment number stenciled on two sides of each piece of equipment, and labeled with two LAWA-issued GSE barcode. Unregistered or unlabeled vehicles and/or equipment will be subject to immediate impound or tow, and the vehicle/equipment owner will be responsible for associated fees or charges.

3.4.6. 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.

3.4.7. All equipment and motor vehicles that are not in use must be properly staged or stored in a CSP's designated operational space. A CSP's operational space must be obtained through a lease, sublease, Tariff Letter, UTC Agreement, or SAA with a master leaseholder at LAX, and approved by LAWA. All salvaged, abandoned and/or inoperable equipment and vehicles must be removed from the airfield at LAX. Failure to do so may result in immediate impound or tow, and the vehicle/equipment owner will be responsible for associated fees or charges.

3.4.8. All containers shall be properly labeled with respect to contents and in compliance with the California Uniform Fire Code (CFC), Article 80.

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

3.4.10. Equipment or vehicles must be inspected by thoroughly trained and qualified personnel prior to use, including pre and post—trip inspections.

3.4.11. 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 website at: <https://www.lawa.org/-/media/lawa-web/environment/files/altfuelvehreq.ashx>

Also, refer to the Alternative Fuel Vehicle Reporting website at: <https://online.lawa.org/altfuel/login>

3.4.12. When applicable, CSPs must comply with the Ground Support Equipment Emissions (GSE) Reduction Policy Program at LAX. Please refer to the GSE Emissions Reduction Policy Program for more information at the LAX Environmental website at: https://www.lawa.org/-/media/lawa-web/environment/files/lax_gse_emission_reduction_policy_boac.ashx

3.4.13. When applicable, CSPs must provide an export (csv file) of equipment data from its fleet reported to the California Air Resources Board (CARB) DOORS

database under the Off-Road Diesel Regulation (ORD) and Large Spark-Ignition (LSI) Regulation. If an equipment is registered under the CARB's Portable Equipment Registration Program, CSPs must provide a copy of the permits for those pieces of equipment operating at LAX.

3.5. Personnel and Training Requirements

3.5.1. Minimum Staffing

CSPs must provide an adequate number of thoroughly trained and 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 airport 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, including all applicable airport emergency preparedness, evacuation, and first aid procedures. 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, records of completion, and a list of all employees on a CSPs payroll shall be provided to LAWA on an annual basis and as requested by LAWA.

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. CSPs are required to establish an employee paid release time policy to provide 16 hours of Emergency Preparedness Training (EPT) on an annual basis to ensure employees of airport contractors can appropriately react to a hazard and assist during an emergency. EPT shall be provided to new employees within 120 days of hiring.

3.5.6. CSPs are required to ensure all employees complete the LAWA 1-Hour Emergency Management (EM) online training course on an annual basis. CSPs must also maintain a Certificate of Achievement that must be signed by the employee, approved Trainer, and LAX Authority Signer. Please refer to the LAWA EM Training Course at: <https://emdtrainingprogram.lawa.org/login/index.php>

3.5.7. CSPs are required to submit annual support documentation to LAWA verifying that all employees received the 16 hours of EPT, which includes the Certificates of Achievement for completion of the LAWA 1-Hour EM online training course. CSPs are also required to submit a quarterly EPT status report to LAWA to confirm new employee(s) received the 16 hours of EPT within 120 days of hiring date AND that training is completed within 90 days of employee(s) starting the first training module, or whenever practicable, to make ensure employees complete the training within a reasonable amount of time and reduce the time between trainings.

3.5.8. Customer Service

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

3.6. Labor Harmony

CSPs covenant that their employees at LAX shall be able to work in labor harmony in order to protect LAWA's proprietary and economic interests. In order to comply with this provision:

3.6.1 CSPs shall have in place, at all required times, a labor peace agreement ("Labor Peace Agreement") with any organization of any kind, or an agency or employee representation committee or plan, in which employees participate and which exists for the purpose, in whole or in part, of dealing with service providers at LAX concerning grievances, labor disputes, wages, rates of pay, hours of employment, or conditions of work ("Labor Organization"), which requests a Labor Peace Agreement.

3.6.2 The Labor Peace Agreement shall include a binding and enforceable provision(s) prohibiting the Labor Organization and its members from engaging in picketing, work stoppages, boycotts, or any other economic interference for the duration of the Labor Peace Agreement, which must include the entire term of any CSPLA.

3.6.3 All CSPs shall, upon LAWA's request, submit to LAWA a certification, signed by the CSP and any Labor Organizations, indicating the parties have entered into a Labor Peace Agreement.

3.6.4 In the event that a CSP and a Labor Organization are unable to agree to a Labor Peace Agreement within 60 days of the Labor Organization's written request, they shall submit the dispute to a mutually agreed upon mediator to assist the parties in reaching a reasonable Labor Peace Agreement. In the event that the CSP and a Labor Organization are unable to reach a reasonable, Labor Peace Agreement through mediation, the parties shall submit the dispute

to the American Arbitration Association ("AAA") for arbitration conducted in accordance with the AAA rules.

3.6.5 A CSP may continue to operate at LAX during any negotiation, mediation, or arbitration relating to a Labor Peace Agreement conducted pursuant to Section 3.6.

3.6.6 In the event LAWA determines it necessary for public safety or the efficient operation of LAX to post police details or take other actions resulting from a CSP's violation of Section 3.6 or 3.10, LAWA shall have the authority to require CSP to reimburse LAWA for all reasonable costs incurred.

3.6.7 Nothing in Section 3.6 shall be construed as requiring a CSP, through arbitration or otherwise, to change terms and conditions of employment for its employees, recognize a Labor Organization as the bargaining representative for its employees, adopt any particular recognition process, or enter into a collective bargaining agreement with a Labor Organization.

3.7. Contractor Responsibility Program

Pursuant to Resolution No. 21601 adopted by the Board of Airport Commissioners, effective May 20, 2002, and amended by the Executive Director on August 6, 2012, 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 CSPLAs only to service providers it has determined to be Responsible Contractors.

Service providers applying to CSPP are required to complete and submit the "CRP 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 "CRP 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 Worker Retention Ordinance

CSPs are subject to the City of Los Angeles Worker Retention Ordinance (WRO), which requires the retention of the successor contractor's employees for a ninety-day (90-day) transition period, who have been employed for the preceding twelve (12) months or more by the terminated contractor or subcontractor (if any), as provided for in the WRO. City has the authority to terminate the service provider's CSPLA for violating provisions of the WRO.

3.9 Property and Facilities at LAX (if applicable)

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.

3.10 Labor Compliance

CSPs will abide by the requirements of all applicable labor laws and regulations, including the City of Los Angeles' Living Wage Ordinance, Worker Retention Ordinance, and Contractor Responsibility Program. A finding of non-compliance with any applicable labor laws and regulations, including the aforementioned ordinances and programs, for any CSP by any agency of jurisdiction may result in progressive penalties leading up to decertification, as described in Section 5.

3.11 Whistleblower Protection

3.11.1 CSPs shall not take an adverse employment action against any employee for making a complaint, cooperating with an audit or investigation, or participating in any administrative or judicial proceedings relating to a CSP's compliance or lack thereof with the CSPP or any City policy. A finding of whistleblower retaliation by a CSP by any agency or court of jurisdiction may result in progressive penalties leading up to decertification, as described in Section 5.

3.11.2 CSPs must fully cooperate with any investigation or audit of their operations and facilities, including, but not limited to, by providing access to any relevant records or facilities, by LAWA, or any other local, state, or federal agency of jurisdiction.

3.12 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 understanding and satisfying all requirements for applicable laws and regulations covered under the following city, state, and federal statutes:

- Air Carrier Access Act (ACAA) (14 cfr, part 382),
- Americans with Disabilities Act (ADA) Title II (28 CFR Part 35),
- Americans with Disabilities Act (ADA) Title iii (28 CFR Part 36),
- Federal Aviation Administration (FAA),
- Transportation Security Administration (TSA),
- Department of Transportation (DOT),
- Section 504, Rehabilitation Act of 1973, as amended,
- California Civil Code sections 51 through 52 (Unruh Civil Rights Act), and
- LAWA Specific Policies as Outlined in the LAWA Rules and Regulations.

Each CSP:

3.12.1. Shall fulfill the requirements affecting the provision of air travel to guests with disabilities (includes boarding, deplaning, assistance and transfer to ground transportation).

3.12.2. Shall ensure all accessibility equipment are maintained in safe, good working condition. All equipment is subject to inspection by LAWA and other regulatory agencies. Broken or damaged equipment must be immediately removed from service to CSP leased or subleased space and out of public view.

3.12.3. Shall ensure all accessibility equipment are fully refurbished as required by manufacturer specifications, or as needed, and certified for use. All maintenance of equipment performed on airport property shall be performed inside CSP leasehold, or in locations approved by LAWA.

3.12.4. Shall ensure all accessibility equipment display a company name and LAX-issued barcode, and stored in locations approved by LAWA. Equipment found to be prohibiting free access to emergency exits and/or found in unauthorized locations is subject to confiscation.

3.12.5. Shall not use another company's equipment without consent. A Company Authorization Letter must be on file with LAX Airfield Permits Unit for long term use of another company's equipment.

3.12.6. Shall have personnel and equipment capable of pushing a passenger weighing up to 250 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.

3.12.7. Shall provide communication devices and adequate training for their personnel to ensure prompt and appropriate responses to service requests. Wheelchair attendants shall communicate any special need requirements to a designated Air Carrier representative, as necessary.

3.12.8. Shall provide trained personnel to accompany/assist passengers wheelchair bound or use other mobility assistance devices for passengers not independently mobile.

3.12.9. Shall ensure personnel wait with their ADA passenger for the ADA van/shuttle service to arrive at the designated shuttle stops in the Central Terminal Area (CTA) Departure's level (upper level). The ADA shuttle driver must take possession of the ADA passenger before the service company personnel departs.

3.12.10. Shall ensure passengers with disabilities making a transfer to a different airlines and/or wheelchair service provider are accepted/greeted by the receiving airline service provider. Transfer must occur at the ADA designated shuttle stop for that respective terminal and the receiving airlines/service provider personal

must be available to take possession of the passenger with disabilities. Transfer shall be made within 15 minutes of arrival. If the receiving service provider is unavailable at the CTA curb/designated shuttle stop, then the passenger with disabilities will be returned to the initial requesting service provider to transfer the ADA passenger.

3.12.11. Shall have designated staff to coordinate with airline representative(s) to ensure sufficient service levels are met per the number of Special Service Requests (SSRs) received in advance, including SSRs received the same day for wheelchair services.

3.12.12. Service Providers shall furnish to LAWA and / or designated Air Carrier representatives any training or other records pertinent to any disability-related complaints upon request. Three or more validated complaints received by the ADA Office within a 6 month rolling period may result in a mandatory ADA Compliance Meeting with LAWA.

3.12.13. Shall submit 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 and CSPP Manager by the 15th day of the following month.

3.12.14. Shall attend all ADA trainings, meetings, respond to inquiries and submit timely statistics/reports as requested by LAWA.

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. Application Process

A service provider may submit a Certified Service Provider License Agreement (CSPLA) pdf-fillable application form. Additional documents include a Letter of Intent from the service provider and a Letter of Verification from the airline/CSP client. Templates for the letters can be found on the CSPP website at: www.lawa.org/cspp

4.1.1 Obtaining a CSPLA application

To access the CSPLA application, visit the CSPP website and click the "PDF-Fillable Application" link.

4.1.2 Submitting the application

Complete CSPLA application packets should include the following, if applicable:

- Application Checklist

- Application Form with business, contact and billing information
- Services and Locations for each airline/CSP client contract
- Estimated Annual Gross Revenue for contract(s) at LAX
- Work Experience
- Equipment Inventory List
- Vehicle Inventory List
- GSE Emissions Reductions Policy Program Reporting Confirmation
- Alt. Fuel Vehicle Online Reporting Confirmation
- Facilities and Space Information showing adequate space to accommodate personnel, equipment and vehicles
- Letter of Intent from the service provider identifying the types and location of services, hiring airline/CSP client, contract term, and approximate number of employees who will need LAX ID badges
- Letter of Verification from the hiring airline/CSP client identifying the name of the service provider, contract term, the type(s) and location(s) of services, confirmation of the service provider's capacity, and if applicable, information about subleases and permitted property use
- Contractor Responsibility Program (CRP) Questionnaire and Pledge of Compliance
- Approved lease/sublease, Tariff Letter, UTC Agreement with LAWA or SAA with a master leaseholder at LAX (if applicable)
- EPT Letter of Intent & Curriculum for LAX employees.

4.2. Eligibility Criteria

LAWA will notify the service provider when their application packet is complete. Applicants should plan accordingly as the review and approval process of a completed application may take up to 60 days. In order to execute the license agreement, the service provider must submit:

- Confirmation of an executed contract with the airline/CSP client (if not previously provided)
- A lease number or copy of a LAWA-approved lease/sub-lease, Tariff Letter, UTC Agreement or executed SAA
- Insurance approved by Risk Management
- EPT plan approved by Emergency Management
- Equipment & Alt. Fuel Vehicle reporting requirements approved by Environmental
- CRP Questionnaire and Pledge of Compliance approved by Procurement Services

- Faithful Performance Guarantee
- Application fee

Once a CSPLA has been executed, the CM will notify the LAX Security Badge Office, if applicable. The term of a CSPLA will be consistent with the agreement(s) a service provider has with an airline/CSP client, up to June 30, 2021.

LAWA may deny CSPLA application approval if it finds any one or more of the following:

- The CSP applicant does not meet qualifications, application requirements and/or minimum standards.
- The CSP applicant has supplied LAWA with false or misleading information or has failed to make full disclosure in their application or in the supporting documents.
- The CSP applicant does not currently have nor is in the process of securing lease/sublease space at LAX through a LAWA-approved a lease/sublease, Tariff Letter, UTC or SAA to provide a CSPP-regulated service(s) at the time of application.
- The CSP applicant has defaulted in the performance of any lease or other agreement with LAWA.
- The CSP applicant is found by LAWA to not meet the applicable requirements of the Contractor Responsibility Program.

4.3. Permits and Licenses

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

4.4. 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 gross revenue fee, in addition to any other applicable fees.

4.4.1 CSPLA Application Fee

A service provider is required to submit a non-refundable CSPLA Application fee at the rate established by the Board of Airport Commissioners. The current Application Fee is \$1,000. Payment must be made in the form of company check, cashier's check or money order.

4.4.2. Monthly Gross Revenue Fee Schedule

CSPs are required to pay a monthly gross revenue fee based on the estimated annual gross revenue for services invoiced at LAX. Monthly Activity Reports and lists of airline/CSP client contracts will be reviewed annually to verify the gross revenue fee information. Below is the Monthly Gross Revenue Fee Schedule:

Gross Revenue Band	Annual Gross Revenue	Monthly Fee due to LAWA				
		FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
A	\$0 - \$249,999	\$ 155	\$ 160	\$ 165	\$ 170	\$ 175
B	\$250,000 - \$999,999	\$ 650	\$ 670	\$ 690	\$ 710	\$ 730
C	\$1,000,000 - \$1,999,999	\$ 1,550	\$ 1,600	\$ 1,650	\$ 1,700	\$ 1,750
D	\$2,000,000 - \$3,999,999	\$ 3,100	\$ 3,200	\$ 3,300	\$ 3,400	\$ 3,500
E	\$4,000,000 - \$5,999,999	\$ 5,150	\$ 5,300	\$ 5,460	\$ 5,630	\$ 5,800
F	\$6,000,000 - \$7,999,999	\$ 7,420	\$ 7,650	\$ 7,880	\$ 8,120	\$ 8,370
G	\$8,000,000 - \$9,999,999	\$ 8,350	\$ 8,600	\$ 8,860	\$ 9,130	\$ 9,400
H	\$10,000,000 - \$19,999,999	\$10,000	\$10,300	\$10,610	\$10,930	\$11,260
I	\$20,000,000+	\$15,000	\$15,450	\$15,920	\$16,400	\$16,900

4.4.3. 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 \$10,000 or greater, or b) a cashier's check, company check or money order, if the FPG amount is less than \$10,000. 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.

4.4.4. Security Credential Fees

CSPs are required to pay any BOAC-approved and established fees for new, renewed, and lost security credentials (badges), as well as any fines.

4.4.5. Ramp and Apron Permit Fees

CSPs are required to pay any BOAC-approved and established fees for vehicle and equipment inventory permits.

4.4.6. Employee Parking

CSPs or their employees are required to pay for employee parking privileges if their employees opt to park in LAWA parking lots. CSPs will notify their employees that LAWA requires parking in appropriate designated spaces and not in residential or unapproved parking areas.

4.4.7. Into-Plane Fueling Fees

CSPs providing Into-Plane Fueling Services are required to collect any BOAC-approved and established fuel flow or fuel system/storage connection fees from aircraft operators or their agents.

4.4.8. Equipment Violation Fees

CSPs are required to pay any BOAC-approved monetary penalty for operating defective equipment on airport property.

4.5. 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 LAWA.
- 4.4.2 Notifying LAWA's CSPP Manager within 30 days of a change in contract status, of:
 - 4.4.2.1 Any new contracts with an airline/CSP client, or
 - 4.4.2.2 Termination of contracts with airline/CSP client
- 4.4.3 Updating equipment/vehicle inventory data within 30 days of a change
- 4.4.4 Ensuring compliance with CSPP standards
- 4.4.5 Attending mandatory annual meetings with CSPP staff.
- 4.4.6 Ensuring compliance with Alt Fuel and GSE Program by assigning an airport on-site LAX GSE and Alt Fuel Fleet Program compliance management contact.

4.6. 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 the value of fuel. The Monthly Accounting Report forms can be found at: www.lawa.org/cspp.

4.6. International Air Transport Association (IATA) Certification

IATA Safety Audit of Ground Operations (ISAGO) certification may be mandated as a corrective action for CSP ground handlers providing ramp services at LAX who reach a CSPP Notice of Investigation Level 3 performance status. These companies may also be subject to the ISAGO audit on a bi-annual basis, and required to attain additional certification(s) from an independent auditing agency as requested by LAWA.

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 governments, 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 LAX Rules and Regulations and CSPP Requirements, including Major Violations. LAWA's SAFE Program for employee violators will continue in parallel to the CSPP enforcement program.

At the commencement of the CSPLA, LAWA will monitor the CSPP penalty point threshold process for violations based on the reported badged employee count of a CSP. The CSPP penalty-point thresholds are shown in the following table:

Threshold Points for Violations Accumulated in Any Continuous 12 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

Major Violations

In addition, to tracking violations, as outlined above, LAWA will also monitor and track each CSP's Major Violations. Below are the thresholds for Warning, Non-Compliance, and Notices of Investigation for Major Violations:

Major Violation Offenses Accumulated in Any Continuous 12 Month Period			
	Warning Notice	Notice of Non-Compliance	Notice of Investigation
Number of Offenses	1	5	7

A list of **Major Violations** which have serious consequences on safety and security at LAX are contained in the following table:

Safety & Driving
Runway incursion - walking/driving on active Taxiway or Runway
Failing to yield to aircraft and emergency motor vehicles displaying flashing red lights
Unsafe use of equipment or vehicles resulting in personal injury or damage to airport or tenant property
Failing to properly secure/store equipment/vehicles resulting in personal injury or damage to airport/tenant property
Failing to comply with lawful orders given by Airport Ops and/or Airport Police
Impeding path of taxiing aircraft (cut-off)
Reckless driving resulting in personal injury or damage to airport or tenant property

Driving without a Restricted Area Driver Icon
No driver shall operate a motor vehicle unless appropriately licensed*
All employees that operate a motor vehicle or automotive equipment on Airport property shall not consume or be under the influence of any intoxicating beverages, drugs, or narcotics while on duty*
No person shall operate a motor vehicle, attend, or assist with any aircraft operation while under the influence of alcohol, drugs, or any controlled substance*
An escort provided by LAX Airport Operations is required when any aircraft is taxied, towed, or otherwise moved across any runway, when a non-flight crewmember is attending the controls*
No vehicle or pedestrian shall access an active runway unless escorted by Airport Operations with appropriate clearance from ATC*
Security
Arrest and/or conviction of any crime on LAX airport property, regardless of classification
Using Airport-issued security credential for unauthorized or than approved and intended purpose
Defacing or vandalizing airport property, security systems, devices or Airport-issued security credentials
Gaining unauthorized entry to the AOA through an access door/gate by piggy-backing or tail-gaiting
Interfering with security screening, security procedures and/or personnel
Consumption, possession, use, display, transfer, distribution, sale, transportation, advertisement, marketing or growth of any controlled substance or possession of paraphernalia on LAWA property is prohibited*
*Employee subject to immediate airport badge confiscation depending on the severity of the violation.

The list of ADA/CAA Violations include but are not limited to the following:

ADA/CAA Violations
Client/passenger left unattended for more than 30 minutes, per regulations (unless dismissed by passenger)
Insufficient service levels (lack of pushers) for number of customers waiting resulting in shut down of airport operations.
Incomplete transfer to connecting flight and/or not meeting ADA van/shuttle within 15 minutes of arrival.
Improper transfer of disabled passenger to a different airline and/or wheelchair service provider.
Request or inference that a tip is being requested or required (includes instances where pushers infer a tip is necessary to carry luggage).
Equipment prohibiting free access to emergency exits, staged/abandoned in unauthorized locations, and/or unsafe to transport disabled passenger.
Placing unsafe amount of luggage and/or carry-ons on the customer/client.
Major Violations
One agent pushing more than one wheelchair/client.
Failing to provide personnel to accompany/assist passengers wheelchair bound or use other mobility assistance devices, in which passenger is not independently mobile, per regulations.

CSPs must submit a formal written request for an Administrative Hearing with the LAWA ADA Office to contest any citation(s) issued for ADA violations, within ten (10) calendar days of receiving the citation.

LAWA may amend the list of airport violations and/or associated thresholds at any time through a notice issued by the Chief Executive Officer.

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 Airport Operations personnel, one penalty point will be assigned to the CSP 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 the violations.

If a CSP reaches or surpasses one of the penalty point accumulation and/or Major Violation 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 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. A list of possible corrective actions for non-compliance is contained in the following table:

	Warning Notice	Notice of Non-Compliance	Notice of Investigation
Possible Action	Advises CSP that a point accumulation has been reached and may require a corrective action.	Advises CSP that corrective action plan must be provided to LAWA.	Conduct mandatory meeting with CSP to review violations, training plan, provide recommendations for corrective action. Staff may audit CSP records.
Possible Result	Resolution or Notice of Non-Compliance	Resolution or Notice of Investigation	Resolution, Suspension or Termination of the CSPLA and ID Badges

5.3.1 Notice of Investigation Meetings

CSPs that exceed the 10% penalty-point threshold the first time are required to attend a Notice of Investigation (NOI) Level One meeting, in which LAWA resets their penalty points to zero (0). If CSP exceeds the 10% penalty-point threshold a second time, a NOI Level Two meeting is conducted with LAWA senior management and penalty points are reset accordingly. If CSP exceeds the 10% penalty-point threshold a third time, then a NOI Level Three meeting is conducted with LAWA Executive Management to determine if the CSP should continue operating at LAX, and is placed on probation for twelve (12) months. CSPs must demonstrate and sustain performance improvement during the probationary period or may be subject to further corrective actions taken by LAWA, which includes but not limited to, the termination of their CSPLA and deactivation of all corresponding ID badges at LAX.

CSPs reaching the level of NOI must submit a Quarterly Training Status Report to LAWA due on the 10th day of the following quarter. LAWA will notify a CSP's

airline/CSP client if they are required to attend a Notice of Investigation Meeting with LAWA. LAWA's Chief Executive Officer may determine if the severity of a violation warrants a more serious action by LAWA.

5.3.2. Audits

To ensure that each CSP remains in compliance with the terms and conditions of their CSPLA, LAWA will conduct random compliance reviews, property, and equipment and vehicle inspections as deemed necessary. LAWA may request CSPs to submit CSP's Environmental Document (for example, California Air Resources Board's (CARB) DOORS annual equipment inventory and/or CARB Portable Equipment Registration Program permits) or engine plate/equipment photos to verify equipment inventory list accuracy. CSPs must retain all records and information related to their CSPLA during the term of their agreement and for a minimum of one (1) year after the expiration or termination of their CSPLA.

5.4. Cost Recovery

If there is 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.

SECTION 6. CSPP RECERTIFICATION PROCESS

The LAX Airfield Permits Unit will administer the CSPP re-certification process to determine the company's fitness and capacity to continue operations at LAX. A compliance audit will be conducted to evaluate the CSP's performance history, and adherence to all operational and administrative requirements at LAX. LAWA will review the following items to evaluate the CSP's compliance status, and any adverse impacts to airport safety and security to approve re-certification in the CSPP:

- LAWA/CSPLA Reporting Requirements
- LAWA FPG Requirements
- LAWA ADA Requirements
- Annual EPT Requirements
- Lease Space Requirements (if applicable)
- LAWA CRP Standards
- LAX Airfield Citations
- SAFE Employee Violation & Points
- CSP Company Violations
- GSE Tag-Outs, Impounds, Breakaways & Fires
- Outstanding balances owed to LAWA
- In good standing with all LAWA Agreements/Permits
- Employee Training Programs

CSPs must be in full compliance with all program requirements to be re-certified into the CSPP and receive a new 5-year CSPLA with LAWA. CSPs receiving conditional re-certification approval will be required submit a comprehensive corrective action plan that addresses all operational and administrative deficiencies identified during the CSPP re-certification process, in order to obtain a new CSPLA to continue operations at LAX. CSPs will be subject to re-certification during the CSPLA renewal process, which begins six months prior to the expiration of the CSPLA term.

LAWA reserves the right to not issue a CSPLA to any company deemed as “not responsible” and lacking the necessary trustworthiness, quality, fitness and capacity to continue operating as a responsible CSP at LAX.

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, measures, 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.

Air Carrier Access Act (ACAA) – Federal law which provides that no air carrier may discriminate against any otherwise qualified individual with a disability, by reason of such disability, in the provision of air transportation.

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 charges.

Certified 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 (CSP) - A service provider that has been selected by an LAX airline/CSP client to provide services in the Core Service and/or Limited Services classifications regulated by CSPP and has 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 any 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.

Chief Executive Officer – The General Manager of Los Angeles World Airports.

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 secure 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 Support Equipment (GSE) - 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 power operations, aircraft mobility, 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.

Labor Compliance - CSPs will abide by the requirements of all applicable labor laws and regulations, including the City of Los Angeles' Living Wage Ordinance, Worker Retention Ordinance, and Contractor Responsibility Program.

Labor Harmony – CSPs covenant that their employees at LAX shall be able to work in labor harmony in order to protect LAWA's proprietary and economic interests.

LAWA Commercial Development Group (CDG) - LAWA division responsible for overseeing the agreements and use of all commercial land and buildings at LAX.

LAWA Consent to Sublease – Document provided to companies who sublease space from an airline and/or tenant to provide services 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.