

LAWA EMERGENCY PREPAREDNESS TRAINING INFORMATION

BACKGROUND & REQUIREMENTS

On April 5, 2018, the BOAC per Board Resolution No. 26468 adopted the City Council and Mayor approved amendments to the City of Los Angeles Worker Retention and Living Wage Ordinances (LWO). On February 21, 2019, the BOAC per Board Resolution No. 26711 approved updates to the LAX Certified Service Provider Program (CSPP) Requirements to specifically include the LWO amendments, which required CSPs to establish a paid release time policy for employees to provide 16 hours of Emergency Preparedness Training (EPT) on an annual basis. The Ordinances require all Certified Service Provider (CSP) employees to be certified annually and new employees be trained within 120 days of hiring. Los Angeles World Airports (LAWA) was tasked with the administration of the LAX CSP EPT program, which included developing a 16-hour training curriculum and standards to become a certified Trainer. LAWA was also responsible for monitoring compliance with all EPT requirements annually.

All CSP badged employees are required to complete the LAWA 1-Hour Emergency Management (EM) online training course annually, which also satisfies the LAX Rules and Regulations minimum training requirement to coincide with issuance of a new or renewed badge by the LAX Security Badge Office. CSPs are also required to submit an Affidavit attesting to full compliance with all EPT requirements for each calendar year, which is due by January 31st.

FREQUENTLY ASKED QUESTIONS

Q: Can you hire a vendor to develop your EPT curriculum and provide the training for employees at LAX?

A: Yes; however, all EPT curriculums must be in alignment with the standards identified in 2018 by the LAWA Emergency Management Division.

Q: Is there a list of EPT vendors available?

A: LAWA does not recommend nor endorses any company providing EPT assistance/services; however, a list of EPT vendors is located on the CSPP website.

Q: Are CSPs still required to submit their EPT plan (training syllabus & curriculum) for LAWA review and approval prior to training employees?

A: No. However, your EPT plan must be in alignment with the approved training modules located on the CSPP website. Also, CSPs are required to retain all support documentation on file throughout the term of their CSPLA to confirm compliance with EPT requirements, and be subject to LAWA audit.

Q: How long does it take for Cassandra Heredia in Terminal Operations to approve an EPT packet and certified trainer credentials?

A: CSPs are no longer required to submit EPT packets for LAWA review and approval. EPT Certified Trainer approval takes approximately 1-2 weeks.

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Q: If a CSP employee completes the annual 16 hours of EPT, then rebadged under a different CSP, is that employee required to be re-trained for that calendar year?

A: No; however, support documents must be on file confirming the employee(s) received the 16 hours of annual EPT for said calendar year.

Q: If a CSP employee is badged under multiple CSP companies, does each CSP company have to provide the 16 hours of EPT to that employee for that calendar year?

A: The CSP companies have a shared responsibility to ensure the employee receives the annual 16 hours of EPT. If LAWA cannot verify that the employee received the annual 16 hours of EPT, then each of the CSP companies will be in considered non-compliant with EPT requirements.

Q: Are CSP rebadged employees considered new hires for LAX operations?

A: No. CSP rebadged employees are not considered new hires at LAX. CSPs acquiring an employee(s) from another CSP are responsible for providing the 16 hours of EPT for that calendar year, unless support documentation is provided confirming the rebadged employee(s) fulfilled the EPT requirements for that calendar year.

Q: Where can I find updates to the CSP EPT requirements?

A: On the CSPP website at www.lawa.org/cspp.

Q: Can a classroom style training be provided to CSP employees to cover the annual LAWA 1-Hour EM online training course?

A: Yes, however, you must use and submit the LAWA Certificate of Achievement (COA) signed by the employee, trainer, and LAX Authorized Signer.

Q: Is the LAWA 1-Hour EM online training course and e-affidavit still accessible through the LAWA Tenant Suite?

A: No. Until the LAWA 1-Hour EM Training online course is migrated to a new platform, the training course has been separated into six (6) videos and posted on the CSPP website. The hard copy CSP EPT Affidavit is located on the CSPP website.

Q: What type of support documentation is required to verify if the CSP provided the full 16 hours of EPT to all employees, which includes completion of the LAWA 1-Hour EM online training course?

A: Sign-in rosters and certificates of completion are required if the EPT curriculum was provided to employees in a classroom-style setting. If the EPT curriculum was provided to employees via computer-based, then a computer-generated printout reflecting successful completion of the course.

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Until the LAWA 1-Hour EM Training online course is migrated to a new platform, the LAWA COA generated upon completion of the course will not be available. CSPs must utilize the LAWA COA template to confirm employees completed the LAWA 1-Hour EM training course, which must be signed by the employee, EP Trainer, and LAX Authorized Signer. Sample CSP EPT sign-in sheet and LAWA COA template available on the CSPP website.

Q. Are companies required to submit support documentation to LAWA verifying that all CSP badged employees completed the 16 hours of annual EPT?

A. No, CSPs are required to maintain all EPT support documentation on file, and be subject to audit by LAWA throughout the term of their CSPLA.

Q. Are companies required to submit an EPT Letter of Intent (LOI) annually?

A. Yes, an updated EPT LOI must be submitted for each calendar year, and signed by an Executive Officer prior to beginning training employees at LAX. The EPT LOI template is located at on the CSPP website.

Q: When is the deadline to submit the annual CSP EPT Affidavit to confirm full compliance with all EPT requirements for the calendar year?

A: The deadline to provide the CSP EPT Affidavit is January 31st, which **must** be signed by the LAX Authorized Signer. Affidavits not signed by the LAX Authorized Signer will be invalid and signed Affidavits submitted prior to all CSP badged employees completing 16 hours of EPT for the calendar year are considered invalid by LAWA.

CSPs submitting invalid EPT Affidavits are subject to an automatic CSPP Notice of Investigation (NOI) meeting and/or LAWA Contractor Responsibility Program (CRP) investigation conducted by the LAWA Procurement Services Division (PSD), which may have adverse impacts to the CSP's authority to operate at LAX.

Q. Where can I find the approved EPT templates and list of required items to submit a complete EPT Packet to LAWA?

A. All approved EPT checklist, calendar formats, LOI sample and standardized curriculum templates are located on the CSPP website at: www.lawa.org/cspp.

For questions regarding EPT Packet requirements, please contact LAWA Terminal Operations Cassandra Heredia at (424) 646-5058 or cheredia@lawa.org.

Q: Who is authorized to sign the CSP EPT Affidavit?

A: Only your company's LAX Authorized Signer has the authority to sign the CSP EPT Affidavit attesting to full compliance with all EPT requirements annually. CSP EPT Affidavits not signed by your LAX Authorized Signer are considered invalid by LAWA.

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The LAWA Security Badge Office (SBO) intends to become fully electronic. This means that all badge applications – including proof of training for icons – will be electronically verified and processed. All training for icons with rare exceptions will be provided and completion tracked through a web-based portal provided by AAAE. The intent is for the online EM Training to merge onto this portal. The EM Training is currently required by LAWA Rules and Regs for all badge holders but has not been enforced.

It is the intent of the SBO to require completion of this training before a badge application can be processed. Updates will be provided on this item. The modules are currently and temporarily available on the CSPP webpage.

Q. Who or where should the CSP EPT Affidavit be sent?

A. All CSP EPT Affidavits must be emailed to: cspp-ept@lawa.org

Q: Can an employee's annual EPT completion records be transferred to an existing or new CSPLA licensee at LAX?

A: Yes; however, the existing or new CSPLA licensee must obtain the required support documentation to verify the employee(s) completed the annual EPT, and is responsible for ensuring that all rebadged employees complete the required annual EPT.

Q. How long should a CSP retain their EPT support documents on file?

A. CSPs must retain all EPT support documents on file and be subject to LAWA audit, throughout the term of their CSPLA. CSPs submitting insufficient or inaccurate EPT documents to LAWA are subject to an automatic CSPP NOI meeting and/or CRP investigation.

Q. What are the requirements to become an approved EPT Instructor?

A. Instructors are expected to be qualified and, when necessary, credentialed on the topic for which they will be providing instruction. Identifying instructors is at the company's discretion but approving an instructor lies with LAWA. Therefore, resumes and instructor certifications are considered part of a complete packet. All current and new instructors must view the LAWA/BCA New Employer Orientation (NEO) before receiving approval for 2023. Specifically, to teach 1st Aid/AED/CPR training, instructor (not individual) certification is required OR an approved vendor.

For more information, please review the NEO power-point presentation located on the CSPP website at: www.lawa.org/cspp.

Q. What's the turnaround time for EPT Packet review and approval?

A. It is necessary to clarify that the 45 day 'clock' does not start when a packet is submitted; the 'clock' starts when a packet has been verified as complete and forwarded to LAWA Terminal Operations Cassandra Heredia for review. If you have been contacted because

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your packet is incomplete, this will cause an additional delay until the missing items are supplied. Additionally, 'review' does not imply 'approval.' It could take 45 days to reject a packet for unsatisfactory content.

This is why, upon cursory review of most of the packets submitted to date, we wanted to offer this orientation to better inform the companies on the expectations including the instructor review and approval process. The requirements have not changed since 2019 except for the new updated Contagious Disease Brochure but we believed there would be value in providing this refresher on the expectations.

Q. Are new CSPLA applicants and existing Licensees required to attend or view the LAWA/BCA New Employer Orientation (NEO) annually? If so, who is required to attend or view the presentation?

A. Yes, all new CSPLA applicants and existing Licensees must attend the annual NEO. Attendance or viewing of the orientation is mandatory for all new and current EPT instructors.

Upon attending or viewing this orientation, an instructor must notify Cassandra Heredia and Tremayne Noles. We may send a question or questions to the instructor regarding the presentation as a check to ensure that the presentation has been viewed in full.

The NEO power-point presentation is located on the CSPP website at: www.lawa.org/cspp

Q: Who should I contact for questions regarding CSP EPT administrative and reporting requirements?

A: LAX Airfield Permits Unit at (424) 646-5880 or cspp-ept@lawa.org

Q: Who should I contact for questions regarding the CSP EPT modules/curriculum content, and/or EPT packet approval status?

A: LAWA Terminal Operations, Cassandra Heredia at (424) 646-5058 or cheredia@lawa.org.