

Station: BKK	
Company Details	
Name	WPS-PG Cargo Co., Ltd.
Address	777 Moo 7, Racha Thewa, Bang Phli
City	Samut Prakan
State	10540
Country	Thailand
Terminal Manager	Director of Cargo Operations
Name	Mr. Pinij Nantawannakul
Direct telephone number	+66(0) 2 131 5510
e-mail address	PinijN@BFSAsia.com
Terminal Manager	Director Cargo Service Delivery
Name	Mr. John Yep
Direct telephone number	+66(0) 2 131 5509
e-mail address	JohnY@BFSAsia.com
Terminal Manager	Manager – Cargo Operations
Name	Ms. Jureerat Surawek
Direct telephone number	+66(0) 2 131 5607
e-mail address	JureeratS@BFSAsia.com
Export Manager	
Name	Mr. Niwat Saengsane
Direct telephone number	+66(0) 2 131 5619
e-mail address	NiwatS@BFSAsia.com
Import & BTO Manager	
Name	Mr. Kittithach Chatraraksa
Direct telephone number	+66(0) 2 131 5606
e-mail address	KittithachC@BFSAsia.com
Import & BTO Manager	
Name	Mr. Sompong Sukkang
Direct telephone number	+66(0) 2 131 5604
e-mail address	SompongS@BFSAsia.com
Duty Manager (1)	24/7
Name	Export Duty Manager
Direct telephone number	+66(0) 2 131 5555 Ext 5534
Mobile Number	+66(0) 8 4700 7437 / +66(0) 6 1384 7067 / +66(0) 6 1384 7068
e-mail address	CgoDuty@BFSAsia.com
Duty Manager (2)	24/7
Name	Import Duty Manager
Direct telephone number	+66(0) 2 131 5555 Ext 5535
Mobile Number	+66(0) 8 5485 2232
e-mail address	CgoDuty@BFSAsia.com
Dangerous Goods Coordinator	
Opening hours	24/7
Telephone Number	+66(0) 2 131 5555 Ext 5628
Facsimile Number	+66(0) 2 131 5599
e-mail address	DGspecialist@BFSAsia.com
Dangerous Goods Emergency Contact	
Telephone Number	+66(0) 2 131 5555 Ext 5628
Facsimile Number	+66(0) 2 131 5599
e-mail address	DGspecialist@BFSAsia.com ; CgoDuty@BFSAsia.com
Export	Export Document Supervisor
Opening hours	24/7
Telephone Number	+66(0) 2 131 5555 Ext 5641
Facsimile Number	+66(0) 2 131 5599
Mobile Number	+66(0) 8 5485 2231
e-mail address	CgosupExp@BFSAsia.com
Import	Import Document Supervisor
Opening hours	24/7
Telephone Number	+66(0) 2 131 5555 Ext 5546 , 5531
Facsimile Number	+66(0) 2 131 5588
Mobile Number	+66(0) 8 5485 2234
e-mail address	CgosupImp@BFSAsia.com
Air Mail	
Opening hours	24/7
Telephone Number	+66(0) 2 134 2890-1
Facsimile Number	+66 (0) 2134 2891
e-mail address	Mailhandling@BFSAsia.com
Express	
Opening hours	24/7
Telephone Number	+66(0) 2 131-5555 Ext 5635, 5678
Mobile Number	+66 (0) 8 1373 0209
e-mail address	Express@BFSAsia.com
Special Cargo	
Opening hours	24/7
Telephone Number	+66(0) 2 131 5555 Ext 5628
Facsimile Number	+66(0) 2 131 5599
e-mail address	DGspecialist@BFSAsia.com
Valuables	
Opening hours	24/7
Telephone Number	+66(0) 2 131 5555 Ext 5628
Facsimile Number	+66(0) 2 131 5599
e-mail address	DGspecialist@BFSAsia.com ; CgoDuty@BFSAsia.com
Tracing	
Opening hours	24/7
Telephone Number	+66(0) 2 131 5519, 5562
Facsimile Number	+66(0) 2 131 5599
e-mail address	TracingB@BFSAsia.com
ULD Control	
Opening hours	24/7
Telephone Number	+66(0) 2 131 5555 Ext 5521
Facsimile Number	+66(0) 2 131 5588
e-mail address	ULD@BFSAsia.com
FWB/FFM/CPM SITA Address:	BKKFFXH

Cargo Warehouse/Office	
Warehouse Space	55,727 sq.m.
Annual Capacity	450,000 tonnes
Current Throughput	318,585,338 Kgs. (Jan-Dec 2013) // 342,626,762 Kgs.(Jan-Jun 2014) // 82,041,262 Kgs.(Jan-Mar 2015)
Expansion Plans, if any	yes, 2nd Cargo Terminal is planned waiting for AOT approval to start, this will add another 250,000 tonnes of capacity

Location	Suvarnabhumi Airport					
State on or off airport	on Airport					
Direct Warehouse Access airside (Y/N)	YES					
If yes, number of airside access doors:	14 access doors					
If no, distance to airside transfer point :	-					
Distance from pax terminal (meters)	3 - 5 KMs					
Distance from freighter bays (meters)	1/4 to 1 KM					
Office space available	15,983 sp.m.					
Please attach a warehouse floor plan in pdf or jpeg format						
Airline Customers						
No. of Airlines handled	67 Airlines at Suvarnabhumi Airport					
Name of Airlines handled	Emirates Airlines KLM Royal Dutch Airlines Turkish Airlines Lufthansa Cargo Norwegian Cargo Nordwind Airlines Hong Kong Airlines Biman Bangladesh Airlines Vietjet Air Ukraine International Airlines Siberia Airlines Neptune	Finnair Air Hong Kong Swiss Airlines Lao Airlines Austrian Airlines China Cargo Airlines Azur Air Cambodia Angkor Air Air India Ikar Malaysia Airlines	Bangkok Airways Qantas Airways Srilankan Airlines FedEx Express Corsairfly Indigo IFLY Tiger Airways Regent Airways Jetstar Pacific Fly Dubai	Cebu Pacific DHL Express K Mile Jet Star Airways SEAIR Royal Brunei Airlines Jet Asia Airways Jeju Air Cargo Spicejet Qeshm Air US Bangla	Oman Air Blue Panorama Iran Airlines Qatar Airways Euro Wings Orenburg Airlines Mandala Airlines TNT Express Worldwid Windrose Airlines Ethiopian Airlines Rossiya Airlines	Eithad Airways British Airways Air France Gulf Air Jetstar Asia Kenya Airways Air Astana Myanmar National Airline Eatar Jet Jet Airways Royal Flight
16 Airlines at Don Meung Airport						
	Thai Air Asia City Airways Siam Air	Air Asia Cargo Malaysia Thai Air Asia X Scoot	Indonesia Air Asia Nok Scoot Hong Kong Express	Hunnu Air Thai Express Air Orient Thai	Asian Air Tigerair Taiwan Siam Air	New Gen Airways Thai Lion Air
Name of airlines that have signed contracted with your company in the last 3 years						
Name of airlines that have terminated services with your company in the last 3 years						
Aircraft Type						
Types Of Aircraft Handled	A388	A320	A330	A333	A319	A340
	A343	A332	A321	A300F	A321-200	A330-200
	A300-600F	A330-200F	A330-300	B747-400	B777-300	B747-400F
	B777	B772	B773	B744	B763	B767
B752	B757-200	B773ER	B737-800	B777F	B773ER	
B777-200	ATR72	MD11F	MA60	B727-200F	MD11	
B787-800						
Equipment (Indicate quantity where applicable)						
10-foot Workstation	YES, 16 elevating 10 foot workstations					
20-foot Workstation	YES, 4 elevating 20 foot workstations					
Slave Pallets	65 (35x10ft and 30x5ft)					
X-ray machine	11 x-ray machines • HI-SCAN 6040i - 2 Units • HI-SCAN 180180 300kV-2is - 5 Units • HI-SCAN 145180 300kV - 3 Unit • IONSCAN 500DT - 1 Unit					
Maximum weight per piece	5 tons					
Maximum dimensions	160 Cm. if cargo over 160 cm. Use ETD Scan					
Automated dimensions check system at acceptance (Y/N)	NO					
ETD	YES, 1 ETD					
Forklifts	YES, 54 forklifts for 1-3 tons and 3 forklifts for 7 tons					
Maximum piece weight for forklift truck	7 tons					
Cranes	2 x Elevating Transfer Vehicles 1 x Automated Storage Retrieval System (Bin Control System)					
Others: Please specify	6 x Vertical Carousel System					
Manpower						
No. of Staff	Total 885 HC					
Export Warehouse if 3rd Party, please state	WH Agent 283, Team Lead 71, Supervisor 15 Duty Manager 7					
Import Warehouse, if 3rd Party please state	WH Agent 188, Team Leader 42, Supervisor 14 Duty Manager 7					
Export Office	Doc. Agent 107, Doc. Team Leader 21, Tracing 1, Doc Supervisor 5					
Import Office	Doc. Agent 84, Doc. Team Leader 10, Tracing 1, Doc Supervisor 5					
Unionised employees (Y/N)	NO					
Systems						
Name of Primary IT Contact	Mr. Patompong Jomsawang					
Telephone	02-1315681, 02-1315525-5527					
Fax	02-1315524					
Email	IT@BFSASIA.COM					
SITA Address	-					
Flight Handling	System Name				SITA Address	
Warehouse Management	Cargospot				BKKFFXH	
Departure Control System	ICS2, EICS, PMS, QMS				-	
Weight and Balance System	-				-	
Message transmission:	EMAIL, ARINC					
	Version	S=Send	R=Receive	B=Both	Auto/Manual	
AWD	any			B	A	
AWR	any			B	A	
CPM	any			B	NIL	
ECS	-				NIL	
FBL	any		R		NIL	
FFM	any			B	A	
FOH	any	S				
FWB	any			B	A	
FHL	any			B	A	
ICS	-				NIL	
LDM	any			B	NIL	
LUC	-				NIL	
MAN	any			B	A	
NFD	any			B	A	
PRE	any			B	A	
RCF	any			B	A	
RCS	any			B	A	
SCM	any			B	NIL	
UCM	any			B	M	
UWS	any			B	M	
Other Messages	-					

	(Y/N)	Remarks
Able to process pre-alert messages (e.g.. XPS pre-alerts)	YES	
Send	YES	TO airline SITA address or Email, BFS RAMP operation
Receive (specify SITA Address)	YES	Refer to BFS Operations Contact List.
Able to process electronic customs pre-clearance messages (e.g.. AMS for US Customs)	YES	Netbay System, Cargo Permit
Air AMS	NO	-
ICS	NO	-
EICS	NO	-
Other (specify)	NO	-
Security		
CCTV Surveillance		YES
Quantity of cameras within the warehouse		168 cameras
Length of recordings stored (days)		30 days
CCTV room manned 24hrs (Y/N)		YES
Security Guards		YES
Number deployed at warehouse		35 persons per shift
Deployment at entrance/exit (Y/N)		YES
State other deployment positions		X-Ray Screener (30 persons per shift)
Pre-employment security checks of personnel (Y/N)		YES
Security training/awareness (Y/N)		YES
State built-in security features (e.g.. password controlled of access to storage locations/ transactions are recorded etc.)		Password Protected for entering access control system, Code Protected for opening High Value Room
Facilities (Size/Number)		
Truck docks (loose/BUP)		1 Truck Docks (for import and export)
Docleveller		34 Dock Levellers (21 units - BFS Zone, 13 units- Customers Zone)
Ramp for small cars (Y/N)		YES
Number of export reception doors		19 doors (including PER)
Queue Waiting system (Y/N)		NO
Number of import collection doors		12 doors (including PER)
Queue Waiting system (Y/N)		YES
VAL Strong room/safe		1 room // 700 Cu.m.
VUN cargo Storage Room		We have specific VUN storage locations
AVI room		1 room // 850 Cu.m.
Air Mail		BFS service at Thai Post Office
Courier		Unaccompanied Courier at BFS Cargo Terminal
PER (+15 to 25C)	17.1 Cold Room 1 / Perishable goods	(7,152.50 Cu.m) RT 15°C to 25°C
PER (+2 to +8C)	17.2 Cold Room 2 / Storage	(1,280 Cu.m) RT 2°C to 4°C
PER (zero to -18C)	17.3 Cold Room 3 / Storage	(1,840 Cu.m) RT 4°C to 8°C
	17.4 Cold Room 4 / Storage	(3,165 Cu.m) RT 8°C to 15°C
PIL(+15 to +25C)	17.5 Cold Room 5 / Special Cargo	(830 Cu.m) RT 15°C to 25°C
PIL (+2 to +8C)	17.6 Cold Room 6 / Freezer	(830 Cu.m) RT -10°C to -18°C
PIL (zero to -18C)		
Segregation PIL/PER (Y/N)		NO
Accept Envirotainer (Y/N)		YES
Dry Ice replenishment (Y/N)		NO , adhoc under airlines instruction
Do you accept PER BUP? If so, please confirm capacity?		YES, 50-60 BUP capacity
ULD/Stacker Storage		Over 700 Positions
Airline Consumables (Straps, etc) Segregated Storage (Y/N)		NO
DG handling/storage area		YES, 1,440 Cu.m.
Special Storage for radioactive material (Y/N)		YES
Special storage for explosives and weapons (Y/N)		NO
Any restrictions/prohibitions for DG to/from station, please specify		NO
DG Temperature Controlled Area (Y/N)		NO
DG(15-25C)		-
DG (2-8C)		-
DG(0--18C)		-
HUM- mortuary for HUM (Y/N)		YES
X-ray machine		11 x-ray machines • HI-SCAN 6040i - 2 Units • HI-SCAN 180180 300kV-2is - 5 Units • HI-SCAN 145180 300kV - 3 Unit • IONSCAN 500DT - 1 Unit
Weighing scales		31 Weight Scales (7 Tons-16 units/ 5 Tons-11 units / 300 kg-1 unit / 100 kg-3 units)
Security at Ramp Side (Indicate Y/N and Quantity)		
CCTV Cameras		Yes (Located inside Cleaning, Loading, and Ramp Office)
Security Patrol		YES
Static Guards		YES
Service standard times (in minutes)		
Export		
Export close out time for flights before aircraft STD for intact ULD cargo?		
Export close out time for flights before aircraft STD for general		According to cut off time agreed with the Airline
Export close out time for flights before aircraft STD for general express ?		According to cut off time agreed with the Airline
Export close out time for flights before aircraft STD for general Courier / Mail?		According to cut off time agreed with the Airline
Export close out time for flights before aircraft STD for DG ?		According to cut off time agreed with the Airline
Average Vehicle queue time for export delivery?		Depends on queue and cargo volume
Transfer (Interline)		
Transfer time from aircraft ATA to another carrier at your airport? Unitised and loose		ATA +3 hrs (tail to tail)
		ATA +5 hrs.(BFS cargo terminal to TG cargo terminal)
Import		
Import Passenger flight/documents available for collection after aircraft ATA?		YES / 120 minutes after ATA.
Import freighter flight/documents available for collection after aircraft ATA?		YES / 240 minutes after ATA

Import free storage period?	2 days
Average Vehicle queue time for import collection?	We always serve first piece within 25 minutes and the rest depend on cargo volume of each shipment.
Service Recovery	
Tracing	YES
SOP in place (Y/N)	YES
Average time for reply	3 hours
Average % of shipments found after 1st negative at station	-
Record maintenance for cargo discrepancy (follow up & closed)	100%
Records available for claims process (PODs, pictures, etc.)	YES
ULD Serviceability System in SOP (Y/N)	YES
DG Incident/Accident Report SOP in place (Y/N)	YES
DG Arrangements for disposal of unclaimed DG shipments (Y/N)	NO
Customs/ Authorities	
Customs Available at Airport? (Y/N)	YES
Customs operating hours for public? (description)	office hours Mon - Fri 08.30 - 16.30 After 16.30 / weekend / national holiday; customs OT will be applied
Customs operating hours for agents? (description)	office hours Mon - Fri 08.30 - 16.30 After 16.30 / weekend / national holiday; customs OT will be applied
e-customs (Y/N)	YES
Public Health Dept. operating hours. (description)	office hours Mon - Fri 08.30 - 16.30 at BFS terminal
Veterinary Dept. operating hours. (description)	office hours Mon - Fri 08.30 - 16.30 at BFS terminal
Delivery of part shipments allowed (Y/N)	YES
Delivery of consolidations allowed (Y/N)	YES
Training	
Forklift Driver's License % of warehouse staff	21%
Warehouse Training % of total staff	100%
DG training by your company is approved by the Civil Aviation Authority (Y/N)	YES
DG CAT 6 Training % of total staff	2.13% * DG Special Team have 20 staffs responsibility for DG & AVI accept.
DG CAT 8 Training % of total staff	100%
LAR Training % of total staff	2.13% * DG Special Team have 20 staffs responsibility for DG & AVI accept.
English Fluency % of warehouse staff	36%
English Fluency % of office staff	79%
Percentage base total warehouse staffs 922 staffs on 23-11-16	
Audits	
How many internal audits does your company performed per year?	Monthly audits are conducted
How many airline audits did your company have in the last 12 months?	More than 69
What were the most common findings on audits?	Not wearing PPE and License or recurrent training over due.
What were your company actions?	Safety briefing and review training reminder process.
ISAGO Accreditation	
ISAGO Certified (Y/N)	YES
If yes, please indicate date of certification, which stations and which sections	BKK since October 2010
If no, please indicate if there's any plan to be accredited and the timeline	-
ISO Accreditation	
ISO Certified (Y/N)	YES
If yes, please indicate date of certification, which stations and which sections	BKK since December 2007
If no, please indicate if there's any plan to be accredited and the timeline	-
TAPA/ TACCS Accreditation	
TAPA/TACCS Certified (Y/N)	YES
If yes, please indicate date of certification, which stations and which sections	BKK since December 2009
If no, please indicate if there's any plan to be accredited and the timeline	-
Cargo 2000 Accreditation	
C2K Certified (Y/N)	No
If yes, please indicate date of certification, which stations and which sections	
If no, please indicate if there's any plan to be accredited and the timeline	No plan to be accredited
RA3 Accreditation	
RA3 Certified (Y/N)	YES
If yes, please indicate date of certification, which stations and which sections	BKK since January 2014
If no, please indicate if there's any plan to be accredited and the timeline	-
Other services	
Indicate other services provided at this location (e.g., aircraft maintenance, ramp handling, flight ops, etc.)	Ramp Services, Passenger Services
Sub-contracted services	
Indicate, services sub-contracted, if any	ASM (security) , WPM (facility maintnace)