



Supersedes: 2016-D-003

Directive # 2019-D-014

Subject – Ground Operations Manual, Version 2.0 Update

From: Aviation Services

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Date of Issue: 2019-12-16

Effective Date: Immediate

Expected Action:

Airside operators are expected to:

- ensure that their training, processes and procedures reflect the contents of this document (to the extent appropriate);
- ensure that their staff and contractors conform to its requirements; and
- Cease use of the Ground Operations Manual, Version 1.0

Background and Impact:

The Greater Toronto Airports Authority (GTAA) is pursuing a strategy to build a world-class airside operation, in terms of the safety and efficiency of the operation, at Toronto Pearson. The Ground Operations Manual (GOM) defines the objectives, policies, rules and procedures that are designed to create a world-class operation. As such, the GOM is an essential reference for all airside operators, including airlines, ground service providers, tenants and contractors. The purpose of this Directive is to announce the release of Version 2.0 and to highlight the major changes therein. These are summarized in Appendix "A".

The GOM is being published in a digital format to make it easier to download and reference. You should receive separately a notification with a link to download the document shortly. In the event that you do not receive the notification but wish to get a copy of the GOM, please send your request in an email to: groundhandlingprogram@gtaa.com.

A handwritten signature in blue ink, appearing to read "Craig Bradbrook".

Craig Bradbrook
Vice President Aviation Services

**Ground Operations Manual
Version 2
Outline of Contents and Major Changes**

PART A – Introduction to Operating at Toronto Pearson International Airport

- Revised introduction, including group email contact groundhandlingprogram@gtaa.com.
- Change from Emergency Response Plan (ERP) to Airport Emergency Plan (AEP), as well as Links to operational directives, advisories and notices.

PART B – Aviation Services – Organizational Structure

- Updated Management roles, day-of contact information, including AVS organization chart.

PART C – Service Level and Performance Standards for Operational Partners

Added/updated SLS language referencing:

- Tow off from gate.
- Gate Arrivals, 90 seconds from lead in line to gate stop.
- Connection Baggage Induction.
- Local Baggage Induction.
- Inbound and outbound lateral staffing and GSE support.
- Semi-annual staffing reports due January and July of each year.
- Monthly grounding handling delay performance.
- GSE age limits, cross referenced against submitted transition plan.
- AVOP testing and retesting.
- ULD and Baggage cart placement.
- Safety and security (four priority groups).
- Documentation and requirements.
- Aircraft towing and resources 24/7/365.
- Above the wing check-in times.
- Above the wing holding for CBSA.

PART D – Airfield and Apron Facilities and Operating Policies

- Various links, terminology and map updates including AVOP webpage, IFC, and H gates.
- Updates RMU contact information.
- Revised standards for GSE, GSE maintenance, licences to operate and safety information.
- Updated information on VDGS, PBB, aircraft support systems, etc.
- Introduction of Airport Collaborative Decision Making (A-CDM)
- Expanded ULD ground storage (secured on the ground with rope) content.
- New Bussing operations content added.

- Updated images, details and specifications of PBB.
- Emergency fuel stop controls.
- Mobile fuelling restrictions.
- Updated Apron and Maintenance Run location diagrams.
- FOD Prevention & Control Policy.
- Policy against feeding birds and wildlife, as well as warning placard.
- Updated language on safety boots, jet ingestion and exhaust cautions.

PART E – Baggage Operations and Standards

- Update language on the GTAA’s role and responsibilities as they relate to the baggage system.
- Baggage tractors prohibited from parking in bagrooms overnight.
- Standards on Cargo pallets, baggage carts and dollies within terminal service roads.
- New Baggage system updates, locations, and particulars on domestic, internal, connections systems, belts and bags, as well as CATSA screening.
- Lateral staffing level standards.

PART F – Airside Driving Certification (AVOP) and Airside Vehicle Licensing

- Updated language on Need and Right – driver responsibilities content expanded.
- AVOP Terms and Conditions – expanded content.
- Updated AVOP webpage link.
- New restrictions for the C27 underpass.
- Appeal timelines for notices of infraction – expanded from 7 to 14 days.
- Vehicle markers expanded content and link to PPCO added.
- Vehicle and Rolling Stock inspection added, as well as Vehicle and GSE towing content added.
- Beacons and Beacon installation language updated and expanded.
- Call sign application process contact updated.

PART G – Deicing Operations

- Various updates, as well as new contact information.
- Added HUBWX weather link.

PART H – Airfield Contingency

Formerly known as *Reduced and Low Visibility Operations at Toronto Pearson (LVOP/RVOP)*.

- Updated language on communication, activation and configuration of LVOP/RVOP, as well as departures/arrivals while the CDF is active.
- Added content on Lightning Warning Advisory.
- Aircraft Staging and Parking Plan.
- Added A-TMI/D-TMI.

PART I – Airfield Activities and Construction

- Revised Construction Coordination meeting schedule.

PART J – Training and Quality Assurance

- No changes.

PART K – Safety, Environmental Protection and Accident/Incident Investigation Processes

- Addition of Apron Evacuation Gathering Areas (Advisory #2017-A-026).

PART L – Code F Plan

- This chapter is a new addition to the GOM.