



**Supersedes:** 2019-D-014

**Directive #** 2021-D-009

**Subject:** Ground Operations Manual (GOM), Version 3.0

**From:** Airport Operations

**Contact:** Larry Shack, Associate Director, Ground Operations [larry.shack@gtaa.com](mailto:larry.shack@gtaa.com),  
(416) 776-3254

**Date of Issue:** 2021-12-17

**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 2.0
- Continue to monitor Directives and Advisories with content relative to the GOM 3.0 edition

**Background and Impact:** The Greater Toronto Airports Authority (GTAA) continues to pursue a strategy building 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 3.0 and to highlight the major changes therein. These changes are summarized in Appendix "A".

The GOM has transitioned to SharePoint, making it more efficient to download and reference. You should receive a notification with a link to the page where users will be able to download the manual in its entirety or, review individual chapters. In the event that you do not receive the notification but wish to get a copy of the GOM, or have further questions regarding GOM 3.0 please send your request in an email to: [groundhandlingprogram@gtaa.com](mailto:groundhandlingprogram@gtaa.com).

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

Craig Bradbrook  
Chief Operating Officer

**Ground Operations Manual**  
**Version 3**  
**Outline of Contents and Major Changes**

**PART A – Introduction to Operating at Toronto Pearson International Airport**

- Revised introduction
- Added Healthy Airport – New segment (A.5, A.6, A.7, A.8)
- Added Employee Dwelling and Gathering
- Added Face Coverings
- Added Healthy employees – What you can do.
- Removed temperature checks. They are no longer in effect for non-passengers.

**PART B – Aviation Services – Organizational Structure**

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

**PART C – Service Level and Performance Standards for Operational Partners**

- No new additions.

**PART D – Airfield and Apron Facilities and Operating Policies**

- Various links, terminology, and map updates, including AVOP webpage, IFC, and H gates.
- Updates to contact information.
- Revised standards for GSE, GSE maintenance, licenses to operate and safety information.
- Information on VDGS, PBB, aircraft support systems, etc.
- Expanded ULD ground storage (secured on the ground with rope) content.
- Added Hot Refueling restrictions
- Updated Bussing operations content added.
- Updated Wingwalker/Marshaller content.
- Mobile fueling restrictions.
- Updated Apron and Maintenance Run location diagrams.

**PART E – Baggage Operations and Standards**

- Updated language on the GTAA's role and responsibilities as they relate to the baggage system.
- Baggage tractors prohibited from parking in bagrooms overnight.
- Language changes to operations and common handler.
- New Baggage system updates, maps, locations, and particulars on domestic, internal, connections systems, belts, and bags, as well as screening.

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

- Modified content to reflect the stand-alone AVOP website, which includes extensive content on program and training.

**PART G – Deicing Operations**

- Updated Management Org Chart, staff complement and vehicles.
- Updated contact information.
- Updated content relating to blade ice shedding.
- Added section - Covid-19 protocols.
- Added additional weather sources.

#### **PART H – Airfield Contingency**

- Revised advisory system.
- Revised criteria chart.
- Revised language during CDF operations.
- Updated vehicle restrictions during low-vis conditions.
- Revised taxi routes and visual aids maps.
- Added roles and responsibilities section.
- Revised communication segment.
- Revised A-TMI/D-TMI.
- Updated blue and yellow flow chart. Contained typo “NPSV Booths” instead of “NPSV Booths”.

#### **PART I – Airfield Activities and Construction**

- Revised language pertaining to the planning phase prior to construction.
- Revised language approval pertaining to planned predefined construction activities.
- Revised language pertaining to closure owner.
- Revised language pertaining to transfer of ownership.

#### **PART J – Training and Quality Assurance**

- Revised language relating to corrective actions plans and follow-up.
- Revised language relating to QAP and Audit.

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

- Added Remotely Piloted Aircraft Systems (RPAS) content.
- Revised language pertaining to mandatory training.
- Revised Airport Emergency Plan (AEP) content.
- Updated link to safety concern reporting
- Updated GTAA Safety Policy.

#### **PART L – Code F Plan**

- Revised language pertaining to Code F winter Operations