



Supersedes: 2021-D-009

Directive # 2022-D-005

Subject: Ground Operations Manual (GOM), Version 3.1

From: Airport Operations

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Date of Issue: 2022-05-19

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 3.0
- Continue to monitor Directives and Advisories with content relative to the GOM 3.1 edition

Background and Impact: 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 3.1 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 3.1 please send your request in an email to: groundhandlingprogram@gtaa.com.

Access the GOM here; [Ground Operations Manual - Home \(sharepoint.com\)](#)

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

Craig Bradbrook
Chief Operating Officer

APPENDIX "A"
Ground Operations Manual
Version 3.1
Outline of Contents and Major Changes

PART A – Introduction to Operating at Toronto Pearson International Airport

- Revised Introduction
- Language revisions to Healthy Airport segment
- New Health screening notifications and images added

PART B – Aviation Services – Organizational Structure

- Updated Management roles,
- Updated day-of contact information,
- Updated 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 language and expectations on disposal of potable water onto the ramp.
- Revised language changes aircraft stand mix, to T1 apron gate mix and H gates.
- Updates to AVOP, Infield, and T1/T3 vehicle corridor maps.
- Map amendments pushback profiles.
- Frequency added 136.525 (Tow Coordinator).
- Added FOD content relating to maintenance tools left on worksite.
- New information on ULD inventory control.
- Amendment to Apron and Maintenance Run Procedures including. language on normal and restricted hours.
- Revised Apron and Maintenance Run location diagrams.
- New section added D.9 Winter Maintenance Activities

PART E – Baggage Operations and Standards

- No new content added

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

- No new content added

PART G – Deicing Operations

- Updated Management Org Chart, staff complement and vehicles.
- Revised Key Personnel Directory and Key Management Responsibilities.
- IATA Deicing/Anti-Icing Quality Control Pool (DAQCP) updated.
- Updates to Deicing vehicle quantity.
- Updated contact information.

PART H – Airfield Contingency

- Various updates to Low Vis maps.
- Updates to areas not equipped with centreline lighting
- Revised communication segment.

PART I – Airfield Activities and Construction

- No new content added

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

- Revision to Safety Management, Promotion and Oversight segment.

PART L – Code F Plan

- Updated locations/gates in procedures segment.
- Added language in Taxi Restrictions.