



Supersedes: 2023-D-011

Directive # 2023-D-017

Subject: Ground Operations Manual (GOM), Version 3.4

From: Airport Operations

Contact: Larry Shack, larry.shack@gtaa.com, (416) 776-3254

Date of Issue: 2023-12-20

Effective Date: Immediately

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 GOM, Version 3.3
- Continue to monitor Directives and Advisories with content relative to the GOM 3.4 edition as noted on the home page of the GOM SharePoint site.

Background and Impact: The Greater Toronto Airports Authority (GTAA) continues to pursue a strategy building a world-class airside operation, in terms of safety and efficiency at Toronto Pearson. The Ground Operations Manual (GOM) defines the objectives, policies, rules, and procedures that are designed to create a world-class airside operation. As such, the GOM as well as the Pearson Standard are essential references for all airside operators, including airlines, ground service providers, tenants, and contractors. The purpose of this Directive is to announce the release of Version 3.4 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 utilize and reference. [Ground Operations Manual - Home \(sharepoint.com\)](#). If you have further questions regarding GOM 3.4 please send your request in an email to: Groundhandlingprogram@gtaa.com

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

Craig Bradbrook
Chief Operating Officer

APPENDIX "A"

Ground Operations Manual Version 3.4 Outline of Contents and Major Changes

Updates to the Ground Operations Manual SharePoint Site

In an effort to engage all users of the GOM, please note the feedback tab on the SharePoint site. Clicking the link will produce a feedback form to be filled out.

PART A – Introduction to Operating at Toronto Pearson International Airport

- Revised Introduction
- A.3.6 Added the Pearson Standard
- Pearson Standard has replaced the Handbook for Business Partners
- Updated document hierarchy pyramid

PART B – Airport Operations – Organizational Structure

- Updated to Day-of contact numbers
- Updated organization chart

PART C – Service Level and Performance Standards for Operational Partners

- No new content added

PART D – Airfield and Apron Facilities and Operating Policies

- D.6.22.1 Updated Aircraft Power Run Locations Normal Hours
- D.6.22.2 Updated Aircraft Power Run Locations Restricted Hours
- D.3.1 Updated dimensions of Runways
- D.6.20.4 Added Bombardier Ground Run Enclosure
- D.3.6.1 updates to H gates

PART E – Baggage Operations and Standards

- Revised language added relating to expectation on GSE design limits

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

- No new content added

PART G – Deicing Operations

- Updated Management Org Chart, staff complement
- Revised Key Personnel Directory and Key Management Responsibilities
- Updates to contact information

PART H – Airfield Contingency

- Various language revisions

PART I – Airfield Activities and Construction

- New airside coordination submission contact added airsidecoordination@gtaa.com
- Various language revisions

PART J – Operational Training and Quality Assurance

- Various language revisions

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

- Revised language on LRST Committee

PART L – Code F Plan

- No Updates