

November 2019

Ground Operations Manual (GOM)

The Toronto Pearson Ground Operations Manual is a key reference for all those operating on the airside at Toronto Pearson International Airport.

What's inside...

- Introduction to Operating at Toronto Pearson
- Organizational Structure and Key Operational Contacts
- Service Level and Performance Standards
- Airfield and Apron Facilities and Operating Policies
- Baggage Operations and Standards
- General Apron Safety, Security and Hazard Awareness

- AVOP Program and Vehicle Licensing Information
- Deicing Operations
- Reduced and Low Visibility Operations
- Operational Training and Quality Assurance

This useful resource is updated regularly as programs, policies, and requirements change. To keep up on the latest, register for regular updates at groundhandlingprogram@gtaa.com



★ EOS Awards Nomination

Joel Carmola of Paladin Security was recognized with a Tier 3 Eye on Safety Award in June 2019.

On the morning of June 17th, 2019, a cart full of bags tipped over on a moving walkway at Terminal 1 on the West Bridge. This posed a risk to other passengers using the walkway, becoming a fall hazard. Joel rushed to help, removing bags and carts from the walkway, and moving passengers out of the way of danger, ensuring their safety and reducing the chance of potentially serious injury.

Joel's contribution was recognized by Michael George, GTAA Security Specialist, who nominated him for this award. Congratulations, Joel! You are a great example of going above and beyond your everyday duties to ensure Toronto Pearson is a safe place to be.

Safety Culture

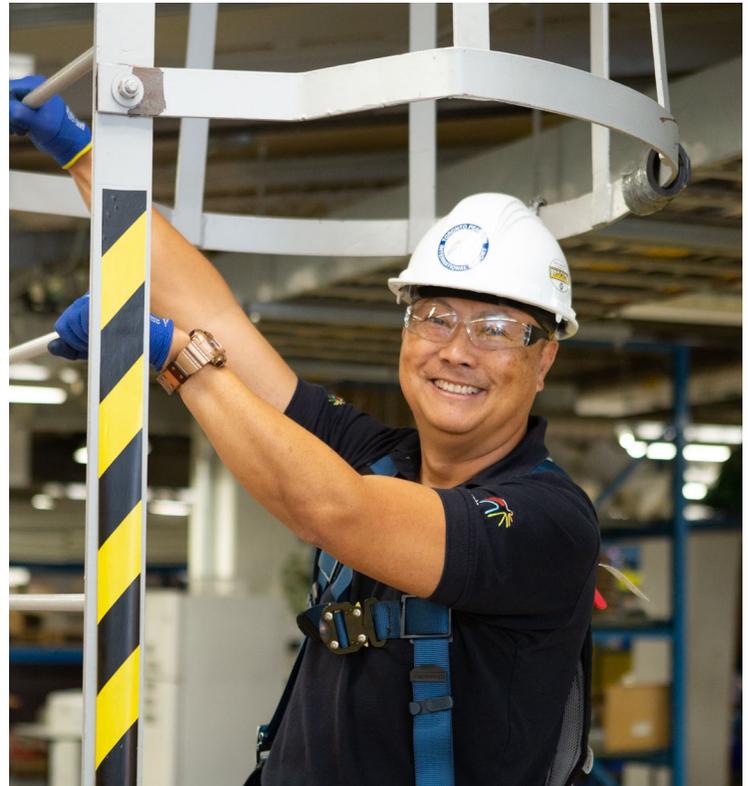
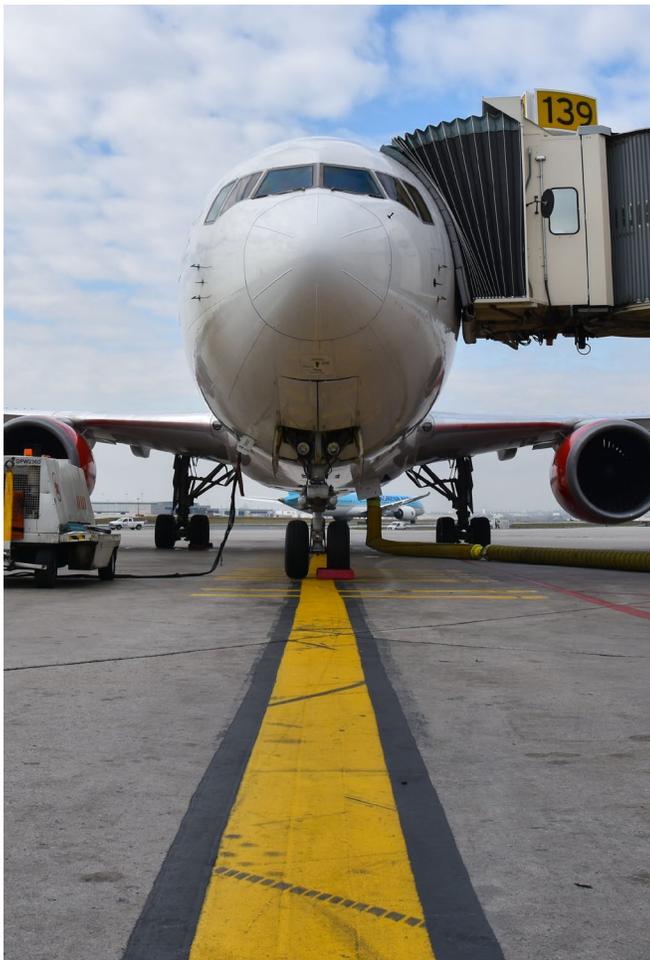
Safety Culture is the way safety is perceived, valued and prioritized in an organization.

It reflects the real commitment to safety at all levels. It has been described as “how an organization behaves when no one is watching”.

Safety Culture is not something you can get or buy. At its core, it is what people believe about the importance of safety, including what they think that their peers, superiors and leaders really believe about safety as a priority.

Why does it matter?

Safety Culture can have a direct impact on safety performance. If someone believes that safety isn't critical, even temporarily, they could take workarounds, cut corners, or make unsafe decisions, especially when there is a small perceived risk rather than an obvious danger.



But we already have a Safety Management System, why do we need Safety Culture too?

A Safety Management System (SMS) represents an organization's formal safety competence, and it is important to have an SMS and safety officers to execute it. But these rules and processes may not always be followed, particularly if employees perceive competing priorities. If 'On-time performance' or another operational or financial metric is believed to be the real priority, employees could take risks to meet those goals. To demonstrate the required commitment to safety, leaders must show that safety is truly their top priority.

Putting safety performance first

Generally, the aviation industry is very safe, with serious accident outcomes occurring rarely. This means that almost all aviation organizations will assume they are already safe. Companies may generate few incident reports, and these may be of low severity and never properly investigated to identify underlying root cause.

Even harder to see are contributing factors which affect an organization's 'forward vision' in safety, like poor reporting of safety related incidents due to fears of recrimination or prosecution. To ensure safety concerns are addressed at Toronto Pearson, we have **a non-punitive reporting system** that protects the reporting person against legal, administrative or disciplinary actions except in case of gross negligence, criminal activity or intent.



Winter Safety Campaign – Footwear

Winter weather can make getting around at the airport a challenge.

Snow, slush and ice can form on the apron, the roadways, and even be tracked into the garage and terminal. The Toronto Pearson Safety (TPS) team has been working actively with our partners to make winter safer for employees at the airport. New communications are rolling out across the airport to remind everyone of how they can work more safely in winter.

- Walk slowly on ice and snow
- Avoid carrying things that may affect your balance
- Wear appropriate and well-maintained footwear, and boot cleats if working outdoors
- Hold the handrail on stairs and escalators
- Watch for hazards or changes in weather and surface conditions
- Wear high visibility clothes for better visibility
- Be courteous to other airport employees, especially during poor and extremely cold weather
- Keep out of blocked off areas in the parking garage – they're slippery

The Human Factors – Complacency

What is complacency? A sense of being satisfied, secure, content – unaware of potential danger.

It's one of the most common and persistent threats to workplace safety, and in aviation, it's one of the major contributors to many accidents. If a worker becomes very familiar with their job, tasks can become repetitive and the work becomes almost "robotic". This presents a potentially serious hazard, as it can lead to behaviours like:

- Overconfidence
- Reduced awareness of danger
- Low index of suspicion
- Falsely assuming things are satisfactory
- Loss of situational awareness
- Unpreparedness to react in timely manner when system fails

Reminder! It's not too late to have your say about safety!

The 2019 Safety Climate survey allows you, and all Toronto Pearson employees to share your opinions about safety at the airport, a core job function for every Toronto Pearson employee. Take this annual survey until December 1 and have your say.

With the results of this survey, the Toronto Pearson Safety team will identify trends and areas of improvement to further strengthen safety culture, develop new safety programs and raise awareness of the Toronto Pearson Safety vision of zero Injuries.

It only takes a few minutes! Access the [survey](#) from your desktop or mobile and share your thoughts about safety at your workplace.