



STANDARD OPERATING PROCEDURE_OPS001

Turnaround Coordination/Supervision

Version/Rev	Date	Author	Amendment
V1/R1	11.03.2024	D.Doruch	Procedure Steps added
V2	25.08.2025	D.Doruch	Cross-References added

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PURPOSE

This SOP is based on the IATA Ground Operations Manual (IGOM) and is part of the DHS Safety Management System. It supports risk-based ground handling operations and is subject to regular review as part of the continuous improvement process.

Airline-specific deviations may apply and are addressed via Local Operating Procedures (LOPs).

OBJECTIVE

This SOP defines the process for coordinating and supervising aircraft turnaround activities in a safe, efficient and standardized manner.

APPLICATION

Operations department:

Turnaround Coordinator

ABBREVIATIONS & DEFINITIONS

FOD = Foreign Object Damage

GSE = Ground Service Equipment

LIR = Loading Instruction Report

ERA = Equipment Restraint Area

PROCEDURE STEPS

a) Actions Prior to Aircraft Arrival

Step	Action
1.	Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements.

2.	Conduct a foreign object debris (FOD) check of the entire stand, removing all debris just prior to aircraft arrival.
3.	Make sure the stand surface condition is sufficiently free of ice, snow, etc. to ensure safe aircraft movement.
4.	Make sure all required ground support equipment (GSE), chocks and safety cones are available and serviceable, and are positioned well clear of the aircraft path, outside the equipment restraint area (ERA).
5.	Make sure the aircraft guidance docking system is activated, where applicable, or a marshaller is in position.
6.	Make sure required ground personnel are present
7.	All personnel shall remain well clear of the arriving aircraft and its maneuvering path, outside the ERA, other than those whose functions require them to be inside the ERA during aircraft arrival, e.g., marshaller(s). See DHS GOM 4.1.3 for requirements/clearance for personnel to approach the aircraft.

b) Actions after Aircraft Arrival

Step	Action
1.	Ensure Aircraft is chocked and coned as per requirements.
2.	Ensure an arrival external check prior to approach of any ground support equipment is done (Arrival Walk-Around Check).
3.	Ensure Passenger walkways are clean of obstacles and free of undesired contaminated substances.
4.	Check during passenger disembarkation, passenger movement is protected and guided in walkways between the aircraft and bus or terminal
5.	Ensure the person responsible for the loading supervision task is in possession of the latest edition of the LIR prior to commencement of loading.
6.	Before commencement of loading, ensure that all inbound items have been fully removed/offloaded from the aircraft.

c) Actions during turnaround

Step	Action
1.	Fuel bowser/tank is properly positioned and escape route not obstructed.
2.	Ensure fuel safety zones are respected.
3.	Ensure on-load started.
4.	Ensure baggage and cargo loaded and handled in accordance with the LIR.
5.	Brief Flight Crew/Cabin Crew on flight details (Passenger Figures, Specials etc)
6.	Initiate passenger boarding whenever crew is ready
7.	Ensure safety precautions for refueling with passengers on board or boarding are adhered to as applicable
8.	Check during passenger embarkation, passenger movement is protected and guided in walkways between the aircraft and bus or terminal
9.	Final load information is communicated/confirmed to load control with all deviations noted.
10.	Ensure final load information provided to Flight crew as required.



11.	After consulting with PIC, correct/adjust the TOBT if applicable
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d) Pre-Flight Departure Activities

Step	Action
1.	Ensure GSE removal procedures followed.
2.	Ensure final ramp inspection and aircraft walk-around check performed.
3.	Chocks and cones removal procedures followed
4.	Aircraft ground movement preparation activities correctly carried out (e.g., connection of pushback/towing equipment, communication with flight crew established).
5.	Perform Pushback assistance

e) Post-Flight Departure Activities

Step	Action
1.	Complete Flight File for retention

- *For detailed procedures on Aircraft Arrival, Predeparture Checks, Towbar Connection/Disconnection and Pushback Assistance, refer to SOP_OPS002–OPS005.*

REFERENCE

DHS Ground Operations Manual (GOM):

- Chapter 4.1.1 – Ground Support Equipment (GSE) Positioning
- Chapter 4.1.3 – Safety Zones and ERA
- Chapter 4.1.4.1 – Aircraft Arrival Procedures
- Chapter 4.6.2.1 – Pushback Operations
- Chapter 4.6.3.1 – Walkaround Check