



## **Notification of Change – Harmonisation of SOPs (OPS & PAX)** **Amendment Ref.: SOP\_2025\_01**

**Effective 29.10.2025**

Dear all,

please be informed that all Standard Operating Procedures (OPS001–OPS010 and PAX001–PAX015) have been reviewed and harmonised.

These SOPs are stand-alone operational documents, forming the official reference for DHS operational and passenger handling procedures.

A new GOM Chapter 7 – Operational Procedure Framework will be introduced with the next GOM revision to formally describe the SOP/LOP structure within the DHS documentation system.

Until then, all SOPs remain independent controlled documents under the DHS document control process.

Best regards,

Dominika

### **Scope of Change**

- Layout harmonised and standardised across all SOPs
- Purpose / Objective sections revised for clarity
- Wording and terminology updated and unified
- Safety Notes added where applicable
- GOM references reviewed and aligned (where relevant)

### **Purpose of Change**

- Ensure a uniform and professional DHS SOP structure
- Improve clarity, readability, and audit traceability
- Strengthen safety awareness and procedural transparency
- Prepare documentation for integration into the DHS GOM.

### **Included SOPs:**

#### **OPS – Operational Procedures**

- OPS001 – Turnaround Coordination



## READ AND SIGN

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- OPS002 – Flight Documentation Handling
- OPS003 – Communication & Coordination
- OPS004 – Aircraft Ground Servicing Coordination
- OPS005 – Weight & Balance / Load Control
- OPS006 – Loadsheets & LMC Procedures
- OPS007 – Safety During Turnaround
- OPS008 – Aircraft Departure & Ramp Clearance
- OPS009 – Delay Codes & Post-Flight Documentation
- OPS010 – Irregularity Reporting & Communication

### **PAX – Passenger Handling Procedures**

- PAX001 – Passenger Pre-Flight Preparation
- PAX002 – Travel Documents Verification
- PAX004 – Passenger Acceptance
- PAX005 – Baggage Acceptance
- PAX006 – Handling of Web-Checkers
- PAX007 – LMC Passenger Handling
- PAX008 – Passenger Boarding
- PAX009 – Missing Accepted Passenger at Gate
- PAX010 – Passenger Boarding Discrepancies
- PAX011 – Unaccompanied Minor (UM) Handling
- PAX012 – Passengers with Disabilities (PWD)
- PAX013 – Unruly / Intoxicated Passenger
- PAX014 – Baggage Tagging
- PAX015 – LMC at Gate (Passenger or Baggage)

### **Note to Users:**

These changes are editorial and structural only – they do not affect operational processes or responsibilities.

All revised SOPs are available in **AVBIS → Standard Operating Procedure Folder**.

**Please ensure that any outdated or locally saved copies are deleted and replaced by the controlled versions in AVBIS.**

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