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

- OPS002 – Aircraft Arrival & FOD Check
- OPS003 – Pre-departure Walkaround & Checks
- OPS004 – Connection / Disconnection of TWT
- OPS005 – Pushback Assistance
- OPS006 – Load Planning
- OPS007 – Weight & Balance Calculation
- OPS008 – Load Supervision & Communication
- OPS009 – Baggage Loading Irregularities & Reconciliation
- OPS010 – Behaviour during Thunderstorms

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**.

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