



Topic: DHS Ground Operations Manual (GOM)

Dear all,

I am pleased to inform you that our GOM is finally finished.

It replaces the following manuals with immediate effect:

1. Passenger Services Manual
2. Load Control Manual
3. Airside Safety Procedures
4. Adverse Weather Conditions

The 4 manuals above were deleted from Avbis.

Please destroy any copies you might have downloaded.

The procedures described in the new GOM, effective 15.03.2024, are valid and applicable if either:

1. An airline customer does not have its own Ground Handling Manual or
2. A specific procedure is missing or not described in an Airline Ground Handling Manual
3. In case an Airline GOM refers to IGOM

The GOM is organized as follows:

Chapter 0: Introduction
Chapter 1: Passenger Handling Procedures
Chapter 2: Baggage Handling Procedures
Chapter 3: Aircraft General Safety and Servicing Operations
Chapter 4: Aircraft Turnaround
Chapter 5: Load Control
Chapter 6: Operational Oversight
Annex A: Glossary
Annex B: List of Abbreviations
Annex C: ICAO Phonetic Alphabet and Numbering System

The GOM is uploaded in AvBIS (Library - DHS Manuals) and will be accessible to all employees (no PW needed).

Kind regards,

Dominika