

# 10. Airside operations

## Permits and authorizations

- 10.1 Air Operators must not operate services to or from the Airport without the operational permits and commercial licences required by law or regulation as applicable and issued by the Canadian Transportation Agency.
- 10.2 In addition, Air Carriers must submit the information required in the GTAA's Air Carrier – Application for Entry.
- 10.3 Air Operators must conduct their operations in compliance with the GTAA Rules and any applicable agreements concluded with the GTAA.
- 10.4 Except for diplomatic, emergencies, diversion, and humanitarian flights, Business and General Aviation Aircraft can enter or use the gates at terminal buildings only with prior consent from the GTAA, via the [Airport Reservation Office](#).

## Permits and authorizations for airside vehicle operators

- 10.5 Airside Vehicle Operators' Permits ("AVOP") are issued by the GTAA to certify those that demonstrate a regular and ongoing operational need to drive in movement and maneuvering areas, subject to certain conditions.
- 10.6 AVOP holders must comply with the [Airport Traffic Directives](#), which includes important training requirements and enforcement through a demerit point system that can include suspension or termination of Airside driving privileges in certain cases.
- 10.7 The GTAA takes Airside safety seriously and Airside driving is a critical element. There is zero tolerance for infractions or lack of training. The GTAA reserves the right to apply corrective actions and pursue any remedies as may be applicable.
- 10.8 The application process, criteria and requirements to obtain and maintain an AVOP can be accessed via the [GTAA's AVOP webpage](#).

## Operation of aircraft

- 10.9 Airport Users who navigate, land, service, maintain, or repair Aircraft at the Airport must comply with all applicable laws, orders, rules, and regulations issued by Transport Canada, NAV Canada, and any applicable government sources including but not limited to the Aeronautical Information Publication and the GTAA's Airport Operations Manual and [Ground Operations Manual](#).
- 10.10 Adhering to the published Airport Collaborative Decision-Making ("A-CDM") procedures is mandatory. Further information on the management of A-CDM at the Airport can be found on the [A-CDM webpage](#) or by contacting the Manager Operations, Airport Flow at (416) 776-2236.
- 10.11 Airport Users who have care and control of an Aircraft must take all reasonable steps to ensure that no person enters the Aircraft without the consent of the owner or its delegated representative, no person starts the engine of the Aircraft without the consent of the owner or operator, and no person interferes or tampers with the Aircraft.

## Reports of aircraft accident and incidents

- 10.12 Any Air Operator involved in an aircraft accident that results in personal injury or property damage, and regardless of ownership or severity, must immediately call the GTAA's Airport Emergency Line at 416-776-3033. Do not call 911. Additionally, the accident scene must be frozen until released by emergency or responding federal or provincial agencies or the GTAA's Aviation Safety Officers.
- 10.13 All aircraft accident or incident reports required by federal or provincial agencies, pursuant to any federal or provincial statute or regulation, must also be submitted to the GTAA Director Aviation Safety, Regulations and Performance or their designate.

## Disabled aircraft

- 10.14 Any Airport User who owns, leases, operates, or has control over or right to control a Disabled Aircraft is responsible for its prompt removal and disposal, including all its parts as well as any associated clean-up, unless required to delay such actions by the Transportation Safety Board of Canada or any other government authority due to an ongoing or pending investigation.
- 10.15 Failure to remove the Disabled Aircraft expeditiously may create safety hazards within and around the Airport. Consequently, the GTAA reserves the right to recover or remove the Disabled Aircraft and all its parts at the expense of the applicable Airport User, in accordance with the measures for removal of Disabled Aircraft set out in the GTAA's Airport Operations Manual.
- 10.16 Airport Users shall indemnify the GTAA for any costs to recover, remove or dispose of the Disabled Aircraft, and such costs shall be paid in full and without delay.

## Taxiing or moving of aircraft

- 10.17 Aircraft must not be taxied, towed, or otherwise moved on any part of the Movement Areas until specifically cleared to do so by the GTAA Apron Management Unit (Aprons) and NAV Canada (Taxiway and Runway).
- 10.18 Except for the repositioning of Aircraft, whenever an Aircraft is being taxied, towed, or otherwise moved on any part of the Movement Areas, contact must be established with the GTAA Apron Management Unit prior to moving the Aircraft. Contact with the Apron Management Unit shall be established by established air to ground radio frequencies.
- 10.19 Aircraft must not be towed or otherwise moved except by a vehicle of a type previously approved by the Air Operator for such purpose.
- 10.20 Aircraft must not be taxied, towed, or otherwise moved in a careless or negligent manner or in disregard to the safety of others or in a manner which endangers persons or property, or at a speed that cannot always ensure full control.

## Parking of aircraft

- 10.21 Aircraft must be parked in areas designated by the GTAA only and must be chocked at all times to prevent inadvertent movement. The use of wooden chocks is prohibited.
- 10.22 When instructed by the GTAA, the Air Operator must remove the parked Aircraft. The GTAA reserves the right to order removal of the parked Aircraft at the expense of the Air Operator and shall not be liable for any damage sustained to the Aircraft during removal.
- 10.23 Aircraft must not be parked for more than 24 hours without the prior written consent of the GTAA. Consent to be obtained through [manageroperationsairportflow@gtaa.com](mailto:manageroperationsairportflow@gtaa.com).
- 10.24 The GTAA reserves the right to increase Aircraft parking charges in the Aeronautical Fees and Charges at any time to address those who may be exceeding parking limit allowances, and, in the case where the Aircraft parking causes property damage or other impacts to Airport operations, the Air Operator shall indemnify the GTAA for any costs related to such damage or impacts.

## Parking of vehicles and ground service equipment (GSE)

- 10.25 Vehicles, including GSE, must be parked within Apron safety lines or in designated parking areas, which are denoted by paint markings on the ground, as provided in the [Airport Traffic Directives](#) and any other applicable directives issued by the GTAA.
- 10.26 Operational GSE must be staged in GSE staging areas and always behind equipment restraint lines. Non-operational GSE that is not required imminently must be stored in designated GSE Parking Storage Areas.
- 10.27 Only vehicles and GSE needed to service the next Aircraft on a stand may be parked on the adjacent staging areas.
- 10.28 Vehicles involved in construction or maintenance projects must only be parked in the designated parking areas identified in the applicable FAP.
- 10.29 Airport Users are required to utilize the GTAA's Visual Docking Guidance System (VDGS) where available, as per [Directive 2019-D007](#).
- 10.30 The GTAA reserves the right to implement enhanced enforcement measures where vehicles and GSE are improperly parked or staged, including the removal, or impounding of vehicles and GSE that have been abandoned or otherwise are presenting a safety hazard, all at the expense of the Airport User.

## Unit load devices (ULD)

- 10.31 Air Carriers that operate widebody Aircraft or otherwise have ULDs present at the Airport, including the ground handlers acting on their behalf, are required to submit within 5 business days of the end of each quarter, a summary report of their station allocation and actual physical counts of ULDs using the format prescribed in GTAA Directive 2022-D-003. The summary report shall be sent via email at: [groundhandlingprogram@gtaa.com](mailto:groundhandlingprogram@gtaa.com).

- 10.32 Air Carriers and ground handlers must proactively manage their inventory of operational ULDs at the Airport and ensure that ULDs are properly parked or staged, in accordance with the [Ground Operations Manual](#). They must arrange for the prompt removal from the Airport or the disposal of excess or unserviceable ULDs.
- 10.33 Improperly parked ULDs or ULDs that otherwise present a risk to the safe and efficient Airside operation will be subject to enforcement actions, in accordance with the provisions of the [Ground Operations Manual](#) and any applicable directives issued by the GTAA inclusive of Directive 2019-D-005 located in the [Ground Operations Manual](#).

## Aircraft Deicing

- 10.34 Airport Users must not engage in aircraft Deicing or Anti-icing activities without a Glycol Mitigation Plan previously approved by GTAA Environmental Services.
- 10.35 Failure to submit a Glycol Mitigation Plan to the GTAA is considered a safety and operational risk and could result in refusal to gate.
- 10.36 The GTAA permits Deicing/Anti-icing only in a defined area and only in areas where glycol recovery is possible and under conditions specified in the approved Glycol Mitigation Plan.
- 10.37 GTAA Environmental Services reserves the right to inspect Aircraft Deicing operations to ensure compliance with an approved Glycol Mitigation Plan. In the event that the approved Glycol Mitigation Plan does not ensure environmental and operational compliance, additional mitigation efforts will be required by Airport Users before engaging in Deicing and Anti-icing activities.
- 10.38 Deicing and Anti-icing must occur only at the Airport Central Deicing Facility or in specified locations designated and approved by the GTAA.
- 10.39 Deicing and Anti-icing products must be approved by GTAA Environmental Services prior to use.

## Fueling aircraft

- 10.40 Air Operators conducting Aircraft fueling operations – with or without Passengers onboard – must comply with all relevant codes and standards, including but not limited to the [National Fire Protection Association 407 \(Standard for Aircraft Fueling Servicing\)](#).
- 10.41 All Aircraft fueling operations must be conducted by GTAA-licensed providers and trained personnel, and no fuelling is permitted while engines are running, unless authorized in writing by the GTAA.
- 10.42 If the Aircraft being fueled is operating as a medevac and contains a Passenger, GTAA Fire and Emergency Services must be present during fueling operations.

## Fuel and other spills

- 10.43 In the event of a spill, the Air Operator or fuel provider must immediately call the Airport Emergency Line at 416-776-3033 and ensure that all necessary precautions are taken to contain and control the spill, and that directives by GTAA Fire and Emergency Services are followed. Immediate notification must occur to ensure alignment with regulatory reporting requirements, such as notification to government agencies regarding a spill.
- 10.44 If there is an apparent risk to human health, steps must be taken to immediately address this risk, which includes moving the fuel delivery units. However, if there is no apparent risk to human health, fuel delivery units must not be moved until the spillage is cleaned up or remediated to the satisfaction of the GTAA.
- 10.45 Spills must be cleaned up immediately and the area secured without delay by the party responsible for the discharge. Every effort must be made to contain the spill and keep it from entering the storm drains, contaminating the soil, or otherwise entering the natural environment.
- 10.46 If the party responsible for the spill is unknown and/or the cleanup needs to occur immediately, the GTAA reserves the right to conduct the cleanup and charge the responsible party for the cleanup and the ensuing investigation, including any other remedies as applicable. The GTAA shall not be liable for any damage sustained to property during the cleanup.
- 10.47 Any spill deemed by the GTAA to have an environmental impact must be followed by an environmental investigation that evaluates how the incident has affected or may potentially impact the environment (air, water, soil, or other ecological receptors). The investigation must be conducted according to the directions provided by GTAA Environmental Services.

## Clean-up and containment of spills

- 10.48 Airport Users must not allow oil, hydraulic fluid, or any other contaminants of any kind, including Aqueous Film Forming Foams (AFFF), diesel, glycol, pavement de-icers, or lavatory waste, to leak or spill at the Airport.
- 10.49 No oil, hydraulic fluid, or any other contaminants of any kind, including detergents used to wash Aircraft or other surfaces, and lavatory waste shall be allowed to flow into or be placed in any sewer system or open water areas.
- 10.50 All spills must be reported immediately to the Airport Emergency Line at 416-776-3033.
- 10.51 Whenever a hazardous spill or leak occurs, the owner, agent in control, or the generator of the hazardous material must immediately take all steps necessary to discover, notify appropriate parties, contain, clean-up, dispose of, and follow-up on the spill or leak to completion to address all impacts to air, soil or water.
- 10.52 The GTAA reserves the right to charge for the spill cleanup and any ensuing investigation, including the exercise of any other remedies as applicable. The GTAA shall not be liable for any damage sustained to property during the cleanup.

## Hazardous materials

- 10.53 Airport Users must strictly adhere to all applicable laws, directives, and regulations governing the transportation and disposal of Hazardous Materials and Hazardous Waste.
- 10.54 Hazardous Materials must be stored, kept, handled, used, dispensed, and transported in compliance with all applicable regulations and standards.
- 10.55 Airport Users must collect, maintain, characterize, manage, label, store, and dispose of any Hazardous Materials generated and maintain chain of custody documentation and disposal manifests.
- 10.56 Buildings, rooms, and spaces containing Hazardous Materials must be identified by hazard warning signs. The GTAA reserves the right to conduct inspections from time to time to ensure adherence to the provisions related to Hazardous Materials and request corrective actions or exercise any remedies as may be applicable.

## Foreign object debris

- 10.57 The GTAA is committed to preventing Foreign Object Debris ("FOD")-related damage to Aircraft and injury to persons. Accordingly, Airport Users must comply with the [GTAA's FOD Prevention and Control Policy](#).
- 10.58 RAIC holders must not create or spread FOD. While this requirement applies throughout the Airport, particular care must be taken in areas adjacent to the Movement Area, including but not limited to baggage rooms, hold rooms, ready rooms, service areas, garages, and terminal service roads.
- 10.59 FOD must be removed immediately and deposited in an appropriate container or storage area. When FOD cannot be removed safely, the Integrated Operations Control Centre must be contacted immediately at 416-776-3055.
- 10.60 The GTAA may order removal of FOD at the expense of the responsible Airport User and shall not be liable for any damage sustained during removal. The GTAA reserves the right to be indemnified for any losses or damages incurred. Directive to ensure compliance on FOD or garbage found airside is; [Directive 2025-D-004](#).

## Runway surface conditions

- 10.61 Air Carriers must provide the GTAA with their level of service expectations for Runway surface conditions at least 30 days before the beginning of each IATA winter season.

## Slot coordination and reservations

- 10.62 The Airport is designated as an IATA Level 3 Slot Coordinated Airport. As such, the GTAA adheres to [IATA's Worldwide Airport Slot Guidelines](#) (WASG), as may be adapted by the GTAA from time to time to address local concerns.
- 10.63 Air Carriers must submit a slot clearance request to be allocated an arrival and departure slot for every operation. All clearance requests must be submitted in local time and according to the format established in the document GTAA Air Carrier – Application for Entry. Slot requests must be sent to [slots@gtaa.com](mailto:slots@gtaa.com).
- 10.64 Air Carriers must request slots in good faith on the basis of what they will actually use within one IATA season. Air Carriers must not engage or attempt to participate in anti-competitive behaviour such as holding or misusing slots.
- 10.65 Misuse of slots will not be tolerated by the GTAA and may result in corrective and/or remedial actions consistent with the requirements of the WASG, including reporting to relevant government agencies if applicable, and, in extreme cases, removal of slot privileges for misuse.
- 10.66 The Airport Reservation Office (ARO) processes reservation requests for Business/General Aviation and allocates reservations on a first-come, first-served basis. Operators of Business/General Aviation must use the On-line Coordination Tool to make all reservations by going to [yyzaro.com/ocs](http://yyzaro.com/ocs).
- 10.67 The slot coordinator will track slot usage against approved requests, undertake pre-operation and post-operation analyses when required, and report on performance to Air Carriers, according to the relevant provisions set out in the IATA's Worldwide Airport Slot Guidelines or any guidelines or metrics issued by the GTAA.
- 10.68 The GTAA will track Business/General Aviation operations against approved reservations within the ARO undertake pre-operation and post-operation analyses, and report on performance to Business/General Aviation operators according to the relevant guidelines or metrics issued by the GTAA.

## Night flight restriction program

- 10.69 Aircraft operations at the Airport are restricted between the hours of 00:30 and 06:29 local time. Air Operators planning to arrive or depart within the restricted hours must first obtain the consent of the GTAA, either by a pre-planned/scheduled exemption, an operating extension on the day of operation, or a General Aviation night flight approval slot.
- 10.70 Compliance with the GTAA's Night Flight Restriction Program is mandatory for all Air Operators and is strictly enforced by the GTAA. Aircraft arriving or departing during the restricted hours without prior approval of the GTAA will be investigated and reported to Transport Canada for further review and possible enforcement action, including monetary penalties.

## Aircraft noise certificates

- 10.71 Air Operators must provide the GTAA with valid Aircraft noise certificates for the portion of their fleet that may be operated at the Airport prior to operating at the Airport. For existing Air Operators, they must provide updates and communicate any changes to the GTAA at least 15 days before the start of every IATA season. For any new additions to the fleet after the start of the IATA season, the Air Operator must promptly provide the GTAA with valid noise certificates.
- 10.72 Air Operations must comply with noise operating restrictions and noise abatement procedures, which are published by NAV Canada in the [Canada Air Pilot](#) and the [Canada Flight Supplement](#). The GTAA is required to refer cases of non-compliance to Transport Canada.

## Ground handling

- 10.73 Airport Users engaged in any activities, as defined in the most current version of Annex A of [IATA's Standard Ground Handling Agreement](#), must operate in accordance with the latest updates to the [Ground Operations Manual](#) and the GTAA Ground Handling Policy.
- 10.74 Air Carriers who perform self-handling will be held accountable to the Service Level Standards contained in the [Ground Operations Manual](#) or published directives, as it may be revised from time to time, and will receive reports on performance and be subject to consequences contained in the [Ground Operations Manual](#).

## Remotely piloted aircraft systems

- 10.75 Airport Users, Air Operators or any other person operating Remotely Piloted Aircraft Systems (RPAS) must comply with all applicable laws, including restrictions on operating in the vicinity of the Airport, and obtain, in advance, applicable approvals from regulatory authorities. All RPAS flights operating within the boundaries of the Airport must be approved, in writing and in advance of the flight by Nav Canada and the GTAA.
- 10.76 Airport Users, Air Operators or other persons conducting unauthorized use of RPAS at or around the Airport may be subject to fines or imprisonment pursuant to the [Aeronautics Act](#) or the [Criminal Code](#). In addition, unauthorized RPAS flights that disrupt, interfere with, or hinder the Airport or its operation in any way, or of any Aircraft, or that jeopardize the safety of persons or property may result in legal action.
- 10.77 For enquiries regarding the use of RPAS at or around the Airport, information may be obtained at [rpas@gtaa.com](mailto:rpas@gtaa.com).