

Rev.1.5

31-Mar-2020

**GENERAL** 

### **SECTION 00.05 GOM REVISION APPROVAL**

#### 1. PURPOSE

1.1 The procedures set forth in this section are to define the approval process of the GOM.

#### 2. REVISION HISTORY

| Date        | Rev No. | Change                       | Reference<br>Section |
|-------------|---------|------------------------------|----------------------|
| 01-Dec-2013 | 1.0     | Complete                     | 00.05                |
| 15-Dec-2015 | 1.1     | New Organizational structure | 00.05                |
| 31-Dec-2016 | 1.2     | General annual revision      | 00.05                |
| 31-Dec-2018 | 1.3     | General revision             | 00.05                |
| 31-Jul-2019 | 1.4     | General Revision             | 00.05                |
| 15-Mar-2020 | 1.5     | General Revision             | 00.05                |

### 3. PERSONS AFFECTED

3.1 All employees who are using the Ground Operations Procedure Manual and those listed under the distribution list in this section.

#### 4. POLICY

4.1 Complete or partial revisions of GOM shall be approved before implementation.

#### 5. **DEFINITION**

N/A

#### 6. RESPONSIBILITY

- 6.1 It is the responsibility of all employees under ET Ground Services division to:
  - 6.1.1 Strictly adhere to the procedures set forth in each section for every activity under going in each department.

#### 7. PROCEDURES

- 7.1 The original issuance of the Ground Operations Procedure Manual (GOM) shall be through a Standard Operating Procedure (SOP) and/or a recommended policy initiated by any user department/section approved by respective directors/ Managing Directors/ Vice Presidents.
- 7.2 Each Manager may issue Temporary revisions when required.
- 7.3 The approved Procedure will be duplicated for distribution per the Distribution List and also be uploaded on ET Portal.

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- 7.4 The issued GOM is controlled by Manager Ground Service Standards & Ground Handling Contracts Management.
- 7.5 Whenever there is complete revision, deletion or replacement of a section or addition of a new section is required, approval of concerned Vice President, Managing Directors, Heads and Directors is mandatory. However, if minor changes to a section or sections of the existing procedure of the GOM are required, approval by all concerned/affected departments or sections personnel and Manager Ground Service Standards and Ground Handling Contracts Management is compulsory.
- 7.6 Whenever there is organizational structure changes, the respective department shall inform the changes through e-mail or written letter to Manager Ground Service Standards and Ground Handling Contracts Management.
- 7.7 Manager Ground Service Standards and Ground Handling Contracts Management shall update the existing GOM without approval of anyone mentioned above, if there is organizational structure change that deals with
  - 7.7.1 Person or personnel title or titles change
  - 7.7.2 Section's or department's renaming
  - 7.7.3 Addition of new equipment (aircraft) to ET Enterprise
  - 7.7.4 Typographical errors
- 7.8 Amendment Proposal Form
  - 7.8.1 The proposed revision shall be submitted on standard Ground Operations Procedure manual presentation form (i.e. duplicates of existing manual pages) showing the header and footer segments like chapters, sections, pages and paragraph numberings.
  - 7.8.2 The information required in the form presented below in item 1 through 3 has to be filled specifically indicating the proposed changes and the reasons for such changes in detail. If space provided is not adequate, use additional sheet(s) of paper and attach the same to this Form.
  - 7.8.3 The information required in the form presented below in item 1 through 3 has to be filled specifically indicating the proposed changes and the reasons for such changes in detail. If space provided is not adequate, use additional sheet(s) of paper and attach the same to this Form.
  - 7.8.4 After all items are properly filled out, the request shall be submitted for approval to the required level of authority.

The following form shall be attached to the proposed revision and used to route and obtain required approval.

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### **AMENDMENT PROPOSAL FORM**

|   | <u>Date:</u>         |  |  |  |
|---|----------------------|--|--|--|
| 1. Amendment Requested on Chapter, Section, Paragraph                         |                      |  |  |  |
| 2. <u>Summary of Amendment Requested: (short summary of proposed changes)</u> |                      |  |  |  |
| 3. Reason for Amendment: (list reasons why the changes would be necessary)    |                      |  |  |  |
| Signature of amendment initiator:   | Position Title:      |  |  |  |
|   |                      |  |  |  |
| Approval of initiator's Manager:  | Position Title:      |  |  |  |
|   |                      |  |  |  |
| Approved by   |                      |  |  |  |
| Mgr. Ground Service Standards & Ground Handling Contracts Management          | VP Customer Services |  |  |  |
| Chief Commercial Officer  |                      |  |  |  |

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