

SM # 207

Title Introducing the Turn Support Card – Network

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Reason for Issue:

The Turn Support Card is a handy, non-mandatory tool designed to capture real-time turnaround milestones for A319/A320/A321 aircraft. It ensures alignment with the 'All Day' TURN model and supports transparent, effective communication between all teams.

Details:

What is expected of our teams?

- The card will be printed by Ground Handling and collected by the TCO/dispatcher before each shift.
- TCO/dispatcher completes the card with actual timings as the aircraft arrives on stand, they then hand the card over to the Cabin Manager on door opening.
- There is no requirement to collect the card after doors closure; it serves as a reference for the Cabin Manager.

What are the benefits to this tool?

- Provides a clear, shared reference for all turnaround milestones
- Supports best practice and consistency across the network
- Fosters stronger relationships and communication between ground, cabin, and flight crew
- Helps identify and address challenges collaboratively.

Point of reference:

- Flight arriving early: Ground Handler to document on Turn support card the STD
- Flight arriving on time: Ground Handler to document on Turn support card the STD
- Flight arriving with delayed ATA: Ground Handler to document on Turn support card the ETD
- STD: Scheduled time of departure
- ETD: Estimated time of departure
- ATA: Actual time of arrival

Changes to Guidance Material:

NIL

IT'S TURN TIME

Together, Safe and on time

TURN SUPPORT CARD

Network

This is a tool to support the Ground Crew drive the turn with clear milestones and will also help Cabin Crew and Pilots to be aware of our timings

Departure flight and date:	
Destination:	
Is this a HOT TURN requested by ICC:	Yes / No
STD / ETD:	
A/C stand WIWO?	Yes / No
First pax on target time:	
DC-4 target time:	

THANK YOU

The **TURN SUPPORT CARD** is agreed by Cabin Services, Ground Ops and Flt Ops
#OPSTRINITY

Point of reference:

WIWO: Ground handler to update if stand is WIWO or not.

Flight arriving early: Ground Handler to document on **Turn support card** the STDFlight arriving on time: Ground Handler to document on **Turn support card** the STDFlight arriving with delayed ATA: Ground Handler to document on **Turn support card** the ETD

STD: Scheduled time of departure

ETD: Estimated time of departure

ATA : Actual time of arrival