

<b>SM #</b>	207
-------------	-----

<b>Title</b>	Introducing the Turn Support Card – Network
--------------	---

<b>OPR #</b>	1084	<b>Issue Date:</b>	19/09/25	<b>Effective Date:</b>	22/09/25	<b>Valid Until:</b>	UFN
--------------	------	--------------------	----------	------------------------	----------	---------------------	-----

<b>Written By:</b>	Dayle Da Costa	<b>Approved By:</b>	Valerie Germanon Hugh McConnellogue Frederique Corcelle
--------------------	----------------	---------------------	---

*The contents of this document are highly confidential and must not be shared with anyone else, except strictly for the purposes of providing ground handling services to easyJet. Copyright and all other intellectual property rights in the material belong to easyJet Airline Company Limited.*

### 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 <b>HOT TURN</b> 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 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