



Weekly Update

Dear all,

A few important points:

Offloading PAX with Bags:

- In case you have to offload passengers with bags and for example the passengers decide on their own to be offloaded (medical reasons etc.) bags will be offloaded and brought back to the baggage claim.
IT IS FORBIDDEN TO GIVE THE DROP OFF BAGS TO THE PAX ON POSITION OR AT THE GATE.

SkyUp A/C:

- In case HISKY operated on a SkyUp Aircraft, always provide a final LIRF to the PIC filled out and signed.

Cars:

- Even though it is getting warm, never leave the motor running when you are not sitting in the car. Even more important: NEVER leave the ignition running. The blue Skoda just got a new batterie.

Reporting:

- Since a few weeks the reporting stopped from your side. This is not good, there are a lot of things happening outside.
- If you see something, say something!
- What should be reported? **EVERYTHING**

Crews can report that their yoghurt is not called enough, so you should report everything as well.

Examples:

- o Loose screw on A/C – Write on Walkaround, take a picture, send to backoffice
- o Car drives behind A/C during P/B in an unsave situation – remember when – send to backoffice
- o Metal hook used on B737 – take a picture – report
- o B/O sends you incorrect LDS – report
- o TRC does not crosscheck LDS – report
- o Fueler prefueled to much – report
- o Birdstrike – report

- How to report:
Something occurs – if possible take pictures – send to Backoffice, including a short message what happened – Backoffice send everything, latest by the end of their shift, to me (Laura). Urgent – directly to me!
- **Safety should be your number one priority!**

Thank you
Laura