



Topic: Additional Labor Reporting & SLA Check

Dear Supervisors & Lead Agents,

Effective from Monday (23.06.2025), we are implementing the following reporting **for every single flight every single day**, regardless of whether we had any additional labor or not:

By scanning this QR code you will be directed to an online survey. This needs to be filled correctly. Please don't just copy the data from the daily but fill it as it actually was. Often the reality is not what is on the daily and here we would like to see actual working time!

This form will automatically calculate if any additional labor was done, and it will send Elena and me a notification. All further actions are going to be taken care of by Elena and me.

Since the additional labor is going to be recorded by Elena and me, you no longer need to send the filled sheet to Maryna and Marion.

So, you only need to fill in this form for every flight correctly as things happened. This takes 1-2 minute per flight, and every shift is responsible for their own flights!

Important note: Diversions and cancellations are not calculated automatically by this form. Should you have a diversion or a cancellation, please inform Elena and me, so we can take further actions!



SLA Check Form

Link:
<https://docs.google.com/forms/d/e/1FAIpQLSc2biQIKVK2RLjI64NS15Rm1j15fG45iRkm6FLa4TsDWX5w/viewform>



Thank you for your cooperation!

Norbert