



READ AND SIGN

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Briefing Note: Coordination, Communication, Escalation

This briefing note reinforces the requirement for clear, structured, and assertive communication when coordinating with turnaround coordinator, cabin crew and flight crew, particularly in situations involving safety, security, and regulatory compliance. It also defines the mandatory escalation process when cooperation is not achieved.

All operational staff must apply the following principles when interacting with cabin crew:

- **Be clear and specific** – state the issue, required action, and expected outcome
- **Be structured** – communicate in a logical sequence (Situation → Requirement → Action)
- **Be assertive** – communicate confidently and professionally, without ambiguity
- **Reference requirements** – explicitly state that actions are based on **regulatory and company procedures**, not personal judgment

Managing Non-Cooperation

If any operational stakeholder does not cooperate:

- **Do not proceed with non-compliant actions**
- **Restate the requirement clearly and assertively**
- **Explain the consequence of non-compliance** (e.g. inability to dispatch aircraft)

If cooperation is still not achieved, **immediate escalation is mandatory**.

Escalation Process

Level 1 – Supervisor

- Notify the **Supervisor (SV)** immediately
- Provide:
 - Clear description of the issue
 - Actions already taken
 - Current operational impact

Supervisor Action:

- E.g. engage directly with cabin crew
- Reinforce regulatory requirements
- Attempt resolution on-site

Level 2 – Duty Manager / Station Manager

If unresolved:

- Escalate to **Duty Manager / Station Manager** without delay

Manager Action:

- Take control of the situation
- E.g. coordinate with cabin crew and flight crew
- Make operational decisions **within regulatory compliance only**

Level 3 – Airline

If required:

- Duty Manager/Station Manager must involve **airline Key Account Management or Operations Control Center**

Action:

- Ensure all parties are aligned on regulatory obligations
- Confirm that aircraft **will not depart under non-compliant conditions**

All such occurrences must be:

- Reported via the **Ground Safety Reporting System**
- Documented with clear details of:
 - Communication attempts
 - Escalation steps taken
 - Final outcome

Professional, assertive communication is a critical safety tool. When applied correctly, it prevents ambiguity, ensures compliance, and protects both personnel and operations.

Thank you for your commitment to safe and compliant operations!