



Start of Swissport

Dear all,

Swissport will start working on Saturday and we would like all of you to be as helpful for them as possible. All regular Airlines, which we handle with Wisag will now be handled with Swissport. **LO, AZ, PC, XC**

Important Contacts:

Manager on Duty:

TEL: +49 69 690 602 289
Mobile Early: +49 151 565 355 38
Mobile Late: +49 151 565 291 80
EMAIL: FRA.manageronduty@swissport.com

OCC Ramp Dispatch (Cargo-, Bagtransport):

TEL: +49 69 690 602 291
EMAIL: RAMP.SERVICES@swissport.com
SITA: FRAGLXH

OCC Ramp Dispatch (Bus/ Pushback):

TEL: +49 69 690 602 293
EMAIL: RAMP.SERVICES@swissport.com
SITA: FRAGLXH

Operation Control Center (OCC):

TEL: +49 69 690 602 230
EMAIL: FRA.OCC@swissport.com
Mobile: +49 151 565 225 23
SITA: FRAOWXH

Messaging:

MVT, LDM, PTM, PNL, SOM, ASM, SSM: FRA.OCC@swissport.com
PSM, PAL, CAL: PAX.SERVICES@swissport.com
MVT, LDM, PTM, ICL, PAL, CAL, PSM, SSM, ASM RAMP.SERVICES@swissport.com
BSM, BPM, BMM: PAX.SERVICES@swissport.com

Special Changes for the specific Airlines:

Lot: Cleaning – Crombeen

ITA: Cleaning – Crombeen

Container Order: not Wisag anymore – add Ramp.services@swissport.com and fra.occ@swissport.com

Pegasus: Cleaning

XC: TBA



On the Ramp/ During Turnaround:

Please focus a lot **more on the Loading** as usual. Swissport has a lot of new employees. Make sure the finals make sense. In case you are unsure, please always double check!

LIR: The process with the LIR will remain the same. One copy for you and one for the Loadmaster. At the end both LIRs must be signed and equal.

The LIR can only be send to Backoffice or confirmed in Altea FM Mobile after the LM signed the LIR.

Backoffice: LDS will only be issued with two signatures on it (LM and TRC).

- ➔ This is the only way we can, in case something happens, proof that the mistake was not made by us.

Pushback/ Walkout assistance:

Swissport has another procedure for the pushback than Wisag or Fraport.

1. Steering Pin needs to be inserted by us. (Embraer: deactivate steering)
2. Connection of towbar to the A/C – as usual together with the pushback driver
3. Normal pushback procedure
4. Important: hold a short briefing with the pushback driver about the pushback and the disconnection of the towbar before the pushback
5. Engine Start: engines can only be started when the pushback truck and aircraft is in a straight line again (exemption: A20N, A21N, B38M)
6. Disconnection of the towbar:
 - 6.1. Set parking brake
 - 6.2. Set one chock (will be on the pushback truck) in front of the nose landing gear with 5cm distance to the tire. No touch policy! We are not allowed to set chocks usually.
 - 6.3. **Disconnect the towbar as usual and connect it to the pushback truck.**
 - ➔ **We have never done this before and it is so far not clearly stated if we really have to connect the towbar to the pushback truck by ourselves. Please inform the pushback driver that you have not done it before and work with him together.**
 - 6.4. Remove steering pin and chock and proceed as usual. Please do not forget the chock!

Thank you!

Laura