



READ AND SIGN
Revision: 0 | Issued: 04.03.2025

Topic: Irregularities Affecting ITA Flights

Dear Supervisors,

Giulia would like to have an email in case of any abnormalities that may affect the ITA flights. For example if we have high amount of sick calls, and we have less agents for Check-In or L&F please send an email to FRAKK informing both Giulia and Ece.

If there is an adhoc flight like diversion or a long delay, which would result in less or late agents on ITA please also send an email to FRAKK.

Let us improve the communication to Giulia. 😊

Thank you!

Norbert