Topic: Flight Preparation and Staff Briefings in AvBIS, Inspections

Dear Supervisors and Lead Agents,

We have noticed in the last weeks, that you don't have the possibility to actually perform a shift briefing. For this reason, we will go fully digital with the shift briefings.

You are already preparing the flights in AvBIS. In addition to the current flight comments, I would like to ask you all to please write the steps what the agents should follow.

With this we would like to free you up some time. But to make sure, that this becomes a habit to automatically read flight comms, I would like to ask you to strictly keep the inspection targets and perform these checks at both check-in and gate. While performing these, please challenge the colleagues to see if they actually read the comments set in AvBIS.

We have tried this digital briefing with AvBIS before, but it did not work. This is why, it is very important, that we do it different now, and with the inspections we achieve two goals; you are present for the colleagues, and you can challenge the colleagues whether they read it until it really becomes a routine. Bonus is, that the inspection targets will be met as well. 😊

To make it easier for you, below some examples, how the briefing should look like.
As a minimum:
Handling of

- UMs
- Pet in Cabins
- Animal in Holds
- Electric Powered Wheelchairs and
- Firearms / Weapons

must always be communicated to raise awareness about correct procedure to prevent incidents.

You can copy/paste or adjust to airline and/or airport requirements, when the procedure differs.

Examples:

<u>**UM:**</u>

1. Check if UM seats in emergency exit rows and change seat if this is the case
2. Check travel restrictions for UM as per operating airline procedures for Connecting flights.
3. Complete the Airlines UM form ensuring the responsible adult has signed the authorization and provided proof of identity.
4. Distribute and keep copies, as required.
5. Ensure the correct remarks and SSR codes are in the DCS.
6. Apply a handling fee, where applicable.
7. Issue "Permission to Pass" for the adult to escort the child to the boarding gate.
8. Inform the responsible adult to remain at the airport until the aircraft is airborne.
9. Inform the TRC
10. Keep the UM in safe custody and hand over to the cabin crew during boarding.
11. Advise/release the responsible adult once the flight is airborne.
12. In case of questions please contact your supervisor.

<u>**PETC:**</u>

1. Check if PETC box meets requirements.
2. PETC shall not be seated in the first row and also the emergency exit rows within the cabin.
3. Complete the Live Animal Checklist Form
4. Distribute and keep copies, as required.
5. Apply a handling fee, where applicable.
6. Inform the TRC
7. In case of questions please contact your Supervisor

AVIH:

1. Check if AVIH box meets requirements.
2. Complete the Live Animal Checklist Form
3. Distribute and keep copies, as required.
4. Apply a handling fee, where applicable.
5. Inform the TRC / OPS Backoffice
6. In case of questions please contact your Supervisor

<u>**EMA**</u>**:**

1. Check the SSR code and the wheelchair in front of you
2. Let the passenger fill in EMA tag (if applicable)
3. Contact your supervisor for further checks and requirements
4. In addition to normal bag tag, attach EMA tag to the Wheelchair (if applicable)
5. Inform the TRC and OPS Backoffice agent about accepted Electric Wheelchair

<u>**FRMS/WEAP:**</u>

1. FRMS/WEAP must be pre-booked.
2. Let the passenger complete the Firearm Form
3. Contact your supervisor for further checks and requirements
4. Distribute and keep copies, as required.
5. Contact your local BuPol (Terminal 2:) for further checks (weapon, box etc.)
6. In addition to normal bag tag, tag with airlines FRMS tag (if applicable)
7. Inform the TRC and OPS Backoffice agent about accepted Firearm/Weapon

Thank you for your good work!

Norbert