

Topic: Communication via Zello and AvBIS

Dear All,

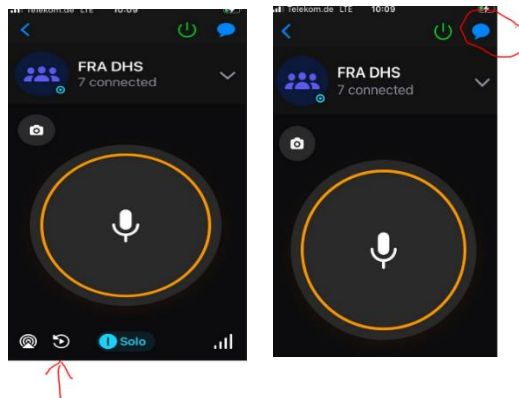
Zello and AvBIS communication will be implemented with immediate effect.

Zello App (like Walki Talki):

To be used for daily operation communication between Gate Agent/TRC on mobile phones. Supervisor on duty to intervene if necessary.

Communication Rules:

- Who is called and Who is calling
- What is the communication about (keep clear and as short as possible)
- Always read back (confirm what the other party told you when it comes to PAX and Bag figures)
- Never communicate any huge irregularities like A/C technical issues, Crew late etc. via Zello (PAX at the gate may listen)
- If you missed a message, you can easily listen to the last message/messages again without requesting the other party to repeat the message



Example communication for a “normal” operation:

Gate: Ramp Pegasus 996 for Gate

TRC: Gate 996 go ahead

Gate: Checked-in figures 100 + 5 infants, 1 WCHS or no specials, divider on BT, LO, AZ flights

TRC: 100+5, 1 WCHS (or no specials)

TRC: Gate Pegasus 996, you can start boarding into buses

Gate: Ramp 996, copied

Gate: Ramp Pegasus 996, 3 passengers missing, one of them with 1 bag

TRC: Gate 996 copied, please send the bag tag number (pic can be done on Zello), put the bag in red and close gate minus STD-15

Gate: copied

Gate: Ramp Pegasus 996, boarding completed 98+5, one no-show with bag offloaded, last bus on the way

TRC: Boarding completed with 98+5, thank you

This is the minimum TRC and Gate needs to communicate during a turnaround!

ATTN Gate: Please always communicate checked-in (accepted) figures after Check-in closure and final figures after boarding automatically without a request of your TRC. Any changes in figures done during boarding (LMC - Last Minute Change i.e. last minute check-in) needs to be communicated to the TRC, too. So keep your TRC up to date all the time.

AvBIS – Flight COMMS:

We have started to use the Flight COMMS tool for flight briefings. Supervisors and OPS started to put all required information into the flights. Please always click on the flight, you are assigned for and you will have information about:

- PAX figures and specials
- Who is your supervisor and how to reach him/her
- Who is the TRC and how to reach him/her
- Any other information/instructions, which are important for you to know/follow
- The green numbers below show you the amount of messages or a new message received regarding a flight

The screenshot displays the Flight COMMS interface. On the left, a list of flights is shown with columns for flight number, route, and status. The flight BT244 | FRA-RIX is highlighted with a red circle and a green '2' next to it, indicating two messages. Below it, flight PC996 | FRA-SAW is also highlighted with a red circle and a green '2'. Further down, flight AZ407 | FRA-FCO is highlighted with a red circle and a green '4'. On the right, the detailed view for flight BT244 | FRA-RIX is shown. It includes a header with the flight number and route, followed by a table of flight details. The table has columns for PAX, BKD, C, Y, and INF. The row for PAX shows 7, 90, and INF. Below the table, there are sections for SPECIALS, CKIN CTR, CKIN STAFF, GATE STAFF, and SPVR. The CKIN CTR is 919-920, CKIN STAFF is LID, MUH, GATE STAFF is LID, MUH, *SAN, and SPVR is SAN. There is also a section for PAX figures and a note to fill out the PETC form. At the bottom, there is a chat area with a text input field and a 'Send' button.

In case you have any questions, please do not hesitate to ask your Supervisor on duty.

Kind regards,

Dominika