



Topic: TUI Arrivals

Dear Colleagues,

TUIfly has reached out to us to complain a bit about the arrival procedures of their flights, especially for the nightstop arrivals.

There has been some gossip, that we do not need to be present for arrivals, but this is not correct. It is a contractual agreement to meet with the crew upon every arrival and we would like to reiterate this.

However, if there is an outbound flight, this has priority over the arrival.

For every arrival of TUI, it is essential:

1. Be on position at ETA-5 (FOD Check!)
2. Use headset to liaise with the crew. Important: Chocks in place, ask if any special services are needed and for crew bags.
3. Accept any cabin found item if available.
4. Once you are not needed at the aircraft you may leave to the next arrival.
5. If you are a bit late, no problem, but make sure to meet the crew! Call Fraport in advance to show that the chocks are in place. It might be necessary to welcome another flight while passengers are disembarking.
6. Make sure, you have the Back Office phone on you when the Back Office is not manned in the evenings! They might call you before the aircraft actually arrives to position, and it is important that we are reachable.

Thanks for consideration and compliance.

Norbert