

TEMPLATE · ADAPT THE BITS IN [BRACKETS]

You make it work every day. Help us learn how, and what gets in your way.

■ What is happening

From [dates], trained observers from [organisation] will watch some normal turnarounds at [ports]. The observers are ground staff like you. They'll note what happens from arrival to pushback: what makes the job harder, what helps, and how the team gets it done.

■ Why

Incident reports only show the bad days. We want to learn from normal work, as it is really done: what gets in your way, what you do to keep the work going, and what we should fix so you don't have to work around it.

■ What it is not

- **Not a check or an audit of you.** Nobody is being assessed.
- **Never used for discipline.** This is agreed in writing by management and [workforce representatives]. The only time an observer steps in is to stop something unsafe.
- **Nothing that identifies you.** No names, staff numbers, flight numbers or registrations are written down. Your voice is never recorded. The notes are kept inside the small programme team and are never matched to rosters.

■ Your say

- The observer will ask the team before the turnaround starts. You can say no, and that's fine.
- The observer won't get in the way. Carry on as you normally would.
- The results will be shared with you first, and you'll be invited to help decide what to change.

■ Questions?

Talk to [programme lead, contact] or [workforce representative, contact].