

Providing First-Class **Total Flight Crew Management** Solutions Globally.

ACTIONS & BENEFITS

At AeroProfessional, our service delivery model is based on some key principles that we hold paramount:

- Delivering capability through knowledge, process and commitment
- Being both strategically pro-active and operationally reactive
- Being friendly, approachable, available and flexible

Based on the discussions with OUR CLIENTS, our principle objectives would be to create a culture of positive employee engagement that ensures maximum retention levels and high employee productivity.

To demonstrate both the immediate and long terms tangible benefits that OUR CLIENTS could see from engaging AeroProfessional (AEP), the below table outlines each area we feel we could create maximum impact.

PAIN POINT	AEROPROFESSIONAL ACTION	CLIENT & EMPLOYEE BENEFIT
Culture	<ul style="list-style-type: none"> • Avid promotion of the airline's values • Continue to vocally support the airline's overall strategies in all aspects of the operation (e.g. efficiency, sustainability & capability) 	<ul style="list-style-type: none"> • Substantially increased sense of employee belonging • Stronger internal brand passion and identity • Reignite a base 'family feel'
Employee retention, engagement & moral	<ul style="list-style-type: none"> • Immediately start to engage with crew f2f on a daily basis • Reinvigorate I&C with a focus on areas that need immediate action while being mindful of long-term needs/desires 	<ul style="list-style-type: none"> • Create a culture of inclusion through interaction • Increase in crew moral/motivation • Reduce employee's reliance on unions by giving crew a results-based consultation model • Restore employee faith and trust
Communication	<ul style="list-style-type: none"> • Regular liaison with the airline's team to ensure consistent and appropriate coms • Access to dedicated crew query phone/email line with max 48hr response time. • Access to HR emergency mobile/care lines 7 days a week • Regular I&C meetings, with circulation of meeting minutes to all employees and stakeholders 	<ul style="list-style-type: none"> • Well informed and up to date crew base • All employment queries dealt with speedily, so crew can focus on operation • Minimise lingering issues that might inflate to cause bigger problems • Crew feel supported and looked after (duty of care) • Complete transparency across all areas of the business
Support team	<ul style="list-style-type: none"> • Wealth of experience (30+ years) in aviation HR • Experienced in managing crew for other major European based airlines • Extensive airline operations knowledge to support/compliment base chiefs 	<ul style="list-style-type: none"> • Inherent empathy, understanding of and connection with crew • Trust with employees built on empathy and common ground • Experience of dealing with & managing most situations

PAIN POINT	AEROPROFESSIONAL ACTION	CLIENT & EMPLOYEE BENEFIT
Presence	<ul style="list-style-type: none"> Constant presence of HR team in crew room 7 days a week Visible roster of HR team made available to crew Frequent communicated presence of admin team in crew room (regular workshop days for f2f admin queries) Office on/near airport 	<ul style="list-style-type: none"> Able to manage issues real time Increased face-to-face engagement Crew know who will be available, so can book HR time or access 'on the day' Nearby facility for private/confidential meetings and conversations
Competency	<ul style="list-style-type: none"> Apply 30+ years' experience of airline (flight ops) HR & operational process 	<ul style="list-style-type: none"> Depth of knowledge, support for other areas of the operation Reduce issues and stem problems through experience of process application
Initiative	<ul style="list-style-type: none"> Use of self-funded initiatives (such as employee incentives) Invest in specialist knowledge or solutions to safeguard and protect the airline's interest Act independently in the best interest of the airline (such as union negotiations) 	<ul style="list-style-type: none"> Increased crew productivity Less reliance/pressure on the airline Ensure best regulatory outcomes Keep costs down
Operational Management	<ul style="list-style-type: none"> Build good peer to peer relationships with the airline's management Member of HR team always on site Always seeking areas where extra support can be delivered Able to be face the airline management when no base chief present (when flying or off) 	<ul style="list-style-type: none"> Considered as reliable and trustworthy partner Able to support base chief real time Reduced admin workload for base chief's Basic crew room facilities maintained/looked after Constant Management presence in crew room
Administration	<ul style="list-style-type: none"> Keen on finer detail with a 'first time, every time' approach Use of technology and automation where possible to minimise human error 	<ul style="list-style-type: none"> Accurate reporting of data to the airline management, operations & finance Accurate payroll processing for employees Minimise/eradicate errors for smoother rostering

What separates AeroProfessional from its competitors?

- We focus heavily on **employee welfare** as in our experience this has a hugely positive impact on **retention and productivity**.
- We hold **client brand** in high regard and we do all we can to not only protect it but add to its value.
- We have extensive knowledge and confidence in the sphere of **union negotiations and industrial relations**, being one the few aviation providers to already have a successful CBA for its UK workforce.
- For UK crew bases, we understand more than any other provider how to **background-check pilots and cabin crew** in order to get them their **airside IDs**. The difficulty of this process in the UK and the cost of getting it wrong should not be underestimated! We have been masters of this for over a decade.
- We spend more time and energy than any of our close competitors in continually mapping the market, producing **valuable industry white-papers and skills analysis** to help all aviation companies, regardless of whether they are 'fare-paying customers'.

- Our unique ability to create **bespoke solutions** is without question. Whether it's setting-up crew bases in new countries, adapting our staffing models to new legislative environments or managing campaigns in the client's own brand, our **creativity and innovation** goes way beyond traditional direct-hire or temporary staffing models.
- Our team are **exceptionally hard working** and we keep our promise. Probably that's because **we're all aviation people**, we understand what our industry expects and we love what we do!
- At AeroProfessional, we also have a detailed knowledge of the transfer of undertaking and **protection of employment (TUPE)** to migrate the employment and management of a large volume employee base, either from your direct employment or from an incumbent agency supplier. We can manage the entire process, including cooperation with the existing employer and consultation with the employee base and trade union, often able to expedite a TUPE in as little as one month to seamlessly migrate the employee base without causing disruption to the operation.

Contact Our Team Today

