

To be Sent: TBD Monday, June 28th

To	Station Managers
CC	OTIS Retirement
Attached	Excel - ACE Leaders Submission Form
Subject	*ACTION REQUIRED* Requesting ACE Leader Contact Info
Message	<p>Greetings Managers,</p> <p>It is now time to submit the names and contact information of those you have chosen to represent your Station as an Ops Suite ACE Leader.</p> <p><u>Requirements for ACE Leaders:</u></p> <ul style="list-style-type: none">• Confident leading through change• Organized and proactive approach• Leader amongst their Peers• Strong Communicator• Active & Available during July & August 2021 <p>It will be helpful if those selected are comfortable utilizing computer applications, specifically Ops Suite Main and Microsoft Teams, or are quick learners. We highly recommend that you select Leaders on opposite shifts (AM/PM) for coverage if your Station has multiple shifts. This will minimize overtime or shift adjustments as they will be responsible for signing off all other Leaders in their location. The ACE Leaders for your location will drive the training compliance for each phase. They will communicate frequently with our Team, share feedback from the Frontline, and receive weekly updates.</p> <p><u>ACE Leader Time Commitments:</u></p> <ul style="list-style-type: none">• Ops Suite Main Weight & Balance Leadership Webinar - 2 hours• SWA U Virtual Instructor Led Training – 3 hours• Attends one-on-one session with GO Field Support Team Member• Communicates weekly emails to share with the Station• Supports the creation and execution of Station’s training schedule• Provides feedback on training deployment• Ensures technical challenges or defects are documented in DASH. <p><u>Station Minimum Requirements:</u></p> <ul style="list-style-type: none">• Small, Medium & International Stations - 2 ACE Leaders• Large Stations - 3 ACE Leaders• Mega Stations - 4 ACE Leaders• Super Mega Stations - 5 ACE Leaders <p>These are minimum requirements; if you feel the need to select additional ACE Leaders to support your Station training efforts, please feel free to do so. If operationally necessary, a Manager can be substituted for a Supervisor if it better supports your Station.</p> <p>Please note all ATW & Duty Supervisors will need to attend an Ops Suite Main Weight & Balance Leadership Webinar (beginning July 12th) and Virtual Instructor Training with SWA</p>

U. The ACE Leaders will then meet with a GO Field Support Team Member in a one-on-one session to complete their Final Sign Off of the Proficiency Checklist. Once the ACE Leaders have completed all three components, they will be able to sign off other Leaders and Agents. Subsequently, compliant ATW & Duty Supervisors who have completed their Final Sign Off with ACEs will be able to begin signing off Ops Agents.

Deadline to submit names: Thursday July 1st, 2021, by 5:00pm CT

Please submit all ACE Leader names using the attached Excel form and sending it to OTISReplacement@wnco.com.

Your support in implementing our Ops Suite ACE Leadership program is critical to the success of our Ops Suite Main Weight and Balance deployment this fall. Please don't hesitate to reach out if you have any further questions.

OTIS Replacement Team