

# OPERATIONAL MEMO

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Memo #	OM-190
Title	Boarding Standards
Date of Issue	18 <sup>th</sup> February 2025
Written by	Customer Experience
Reviewed by	Customer Operations

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## Reason for Issue

To formally introduce the Boarding Standards for Ground Crew

## Details

To continue 'Making low-cost travel easy', boarding standards have been produced to provide Ground Crew with guidance on how to manage the gate and provide a better experience to customers. The standards include how to set up the gate area, maximum waiting times for customers, and guidance on when pre-boarding should start.

There are two versions of the boarding standards:

Set 1) Full network excluding France and LGW

Set 2) France and LGW

Both sets will be published on the Connected Portal so please ensure you use the correct standards for your airport.

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## Set 1: Network Excluding France and LGW

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## BOARDING STANDARDS FOR GROUND CREW

### STEP 1: PREPARE THE GATE AREA

- Ensure gate area is neat and tidy, only approved easyJet signage on display
- Ensure Speedy Boarding / easyJet Plus has a dedicated queue
- Ensure PDQ machine kept out of sight of Customers when not in use
- If using buses, where possible, ensure Speedy Boarders have dedicated bus / segregated area on first bus

### STEP 2: MAKE BOARDING ANNOUNCEMENT

- Ensure (when available) approved easyJet Boarding announcements are made clearly in local language and English

### STEP 3: PRE-BOARD CHECKS

- Engage positively with Customers and check they are in the correct queue
- Check baggage compliance. Where applicable, explain the policy using **WOW** (WHY, OPTIONS, WHAT NEXT). Advise all Customers that they will place their small bag under the seat
- Any additional document checks should be completed at this time (Amber alert)
- Advise Customers when boarding is due to commence

### STEP 4: BOARDING

- Use **3+1** with all Customers
  - Ideally, Customers should not be waiting in an uncomfortable pre-boarded area for longer than 12 mins. Start boarding at the following times (local airport procedures may result a change of time, such as bussing):
    - **First wave:** No earlier than -45 STD
    - **Turnaround:** No earlier than when Aircraft arrives on stand
    - **Crew change:** No earlier than when Crew arrive at the Aircraft
  - Advise all Customers when boarding that there will be a short wait while the Cabin Crew prepare the Aircraft for them
  - Ensure the Speedy Boarding queue is boarded first before moving onto all other Customers. Should a Customer with Speedy Boarding arrive later, they should be boarded immediately
- Should Customers be held in a Pre-Boarded state for more than 12 minutes, Ground Crew should update all Customers with the reason and expected boarding time

### STEP 5: GATE CLOSURE

- Close the gate on time and remember for first wave **"don't be late for -8" – together, safe and on time**

## AT ALL STEPS: BE GREAT FOR OUR CUSTOMERS

GREET EVERYONE WITH A SMILE. RECOGNISE INDIVIDUAL NEEDS AND ADAPT. EXPLAIN USING **WOW**. ACT PROACTIVELY. THINK ABOUT YOUR IMPACT.

### Boarding 3+1:

- (1)** Welcome each Customer, **(2)** Provide Information (you're sat in seat X and advise how they should board the Aircraft), **(3)** Give a positive farewell + Smile 😊

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## Set 2: France and LGW

V2.0 - France and LGW

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## BOARDING STANDARDS FOR GROUND CREW

### STEP 1: PREPARE THE GATE AREA

- Ensure gate area is neat and tidy, only approved easyJet signage on display
- Ensure Speedy Boarding / easyJet Plus has a dedicated queue
- Ensure PDQ machine kept out of sight of Customers when not in use
- If using buses, where possible, ensure Speedy Boarders have dedicated bus / segregated area on first bus

### STEP 2: MAKE BOARDING ANNOUNCEMENT

- Ensure (when available) approved easyJet Boarding announcements are made clearly in local language and English

### STEP 3: PRE-BOARD CHECKS

- Engage positively with Customers and check they are in the correct queue
- Check baggage compliance. Where applicable, explain the policy using **WOW** (WHY, OPTIONS, WHAT NEXT). Advise all Customers that they will place their small bag under the seat
- Any additional document checks should be completed at this time (Amber alert)
- Advise Customers when boarding is due to commence

### STEP 4: BOARDING

- Use **3+1** with all Customers
- Ideally, Customers should not be waiting in an uncomfortable pre-boarded area for longer than 12 mins. Start boarding at the following times (local airport procedures may result a change of time, such as bussing):
  - First wave: No earlier than -40 STD
  - Turnaround: No earlier than when Aircraft arrives on stand
  - Crew change: No earlier than when Crew arrive at the Aircraft
- Advise all Customers when boarding that there will be a short wait while the Cabin Crew prepare the Aircraft for them
- Ensure the Speedy Boarding queue is boarded first before moving onto all other Customers. Should a Customer with Speedy Boarding arrive later, they should be boarded immediately  
Should Customers be held in a Pre-Boarded state for more than 12 minutes, Ground Crew should update all Customers with the reason and expected boarding time

### STEP 5: GATE CLOSURE

- Close the gate on time and remember for first wave **"don't be late for -8" – together, safe and on time**

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### Boarding 3+1:

- (1) Welcome each Customer, (2) Provide Information (you're sat in seat X and advise how they should board the Aircraft), (3) Give a positive farewell + Smile ☺**

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