

OPERATIONAL MEMO

easyJet

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| Memo # | OM-190 |
| Title | Boarding Standards |
| Date of Issue | 12 th March 2025 |
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| 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 three versions of the boarding standards:

Set 1) Full network (excluding LGW & France)

Set 2) France

Set 3) LGW – to follow

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

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 😊