

STATION INSTRUCTION

Station Instruction #	SI 312		
Title	ERES & IROPS USAGE		
Date of issue	22/05/2025		
Effective start date	22/05/2025		
Effective end date	UFN		
Written by	Stacey Watson		
Reviewed by	Valerie Germanon	OPR No	NA

The contents of this document are highly confidential and must not be shared with anyone else, except strictly for the purposes of providing ground handling services to easyJet. Copyright and all other intellectual property rights in the material belong to easyJet Airline Company Limited.

Reason for Issue

To remind ALL Ground Crew on the IROPS Procedure, and to provide example of comment entry when using the IROP function. We are getting a weekly IROP report showing Non-Compliance, Fraudulent activity and misuse of the function – which is then investigated.

Details

As detailed in the GHM section 1.1.1.3 (h) (see below) IROPS is solely for the management of reservations changes in relation to the easyJet disruption policy

The comment sections must incorporate the following:

Irops made by XXXX (eres signin)

Reason is xxxx (Using key words– i.e – downgrade, tech, AOG, customer goodwill, etc)

Authorised by *** (can be AOCM, ROCM, ACE, Goodwill, Duty Manager, etc Name must be provided)

As an example

Irops made by LTN123 – Reason is due to aircraft downgrade, customer was denied boarding – routing changed from LTN AGP to LGW AGP flight EZY1234/29FEB25 – Authorised by Duty manager Claire Smith

Copy of GHM Section 1.1.1.3. (h) -

Customer Handling Procedures

(h) IROPS

The "IROPS" function within eRes is solely for the management of reservations changes in relation to the easyJet disruption policy, and other authorised customer/flight changes. Where the IROPS function is used, the reservation should be commented accordingly.

All Ground Crew have eRes permission to use the "IROPS" function when applicable. Misuse of the IROPS function is an abuse of the system and may be considered as fraud, resulting in legal proceedings. Customers cannot be IROPed if the flight is open.

"IROPS" function cannot be used for easyJet holidays customers. Any flight changes will be done by the HOC (holidays operations centre).

Amendments to Personal Bookings

Ground Crew are not permitted to make amendments to personal bookings on easyJet for themselves or family/friends. At all times standard easyJet rules must be adhered to in relation to any such reservation changes.

easyJet Systems – Fraudulent or Inappropriate Use

easyJet takes any fraudulent or inappropriate use of its IT systems and support very seriously. The company has a zero-tolerance policy with respect to such fraudulent activity and shall always seek redress to the fullest extent permitted by law. Where possible, easyJet will not hesitate to prosecute. Redress may include recovering the cost of such activity directly from the handling partner, civil damages arising from any prosecution or recovering the costs and damages directly from the handling partner's employer.