

OPERATIONAL MEMO



Memo #	OM-201
Title	Disruption Standards for Ground Crew
Date of Issue	18 th July 2025
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Reviewed by	GO Customer

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Reason for Issue

To formally introduce Disruption Standards for Ground Crew to ensure that our teams have an easy to remember guide as to how best to support our customers with the main types of disruption where possible.

Details

The new Disruption Standards can now be found on the connected portal in the following location:

► All Documents ► GO GHM Guidance Material ► 1 - Customer Handling Procedures ► GO Disruption

This document in the format of ABCDE outlines the disruption standards for Ground Crew, focusing on customer support, communication, and team coordination. It details the activation of the Disruption Hub, briefing of team members, communication, and dedicated support for both easyJet and easyJet holidays customers during delays and cancellations. The disruption standards are underpinned by GREAT and will support our teams in “Making low-cost travel easy”