

SM # 216

Title Suspension of the use of the chatbot function in the FAST app to access the GHM

OPR #	N/A	Issue Date:	12/01/25	Effective Date:	12/01/25	Valid Until:	UFN
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Written By:	eJ Safety, Quality & Improvement	Approved By:	Valerie Germanon
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**Reason for Issue:**

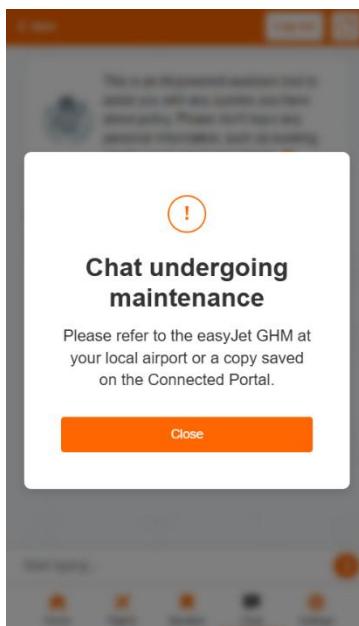
Suspension of the use of the easyJet FAST app chatbot function to access the easyJet Ground Handling Manual (GHM) for procedures and references.

**Details:**

easyJet until further notice is suspending the use of the FAST app's chatbot function to ask questions on policies and procedures in the easyJet Ground Handling Manual.

If the chatbot is asked with questions about procedures in the GHM it will return the message:

"Please refer to the easyJet GHM at your local airport or a copy saved on the Connected Portal"



There maybe times where the FAST app is offline due to maintenance which will be communicated out separately.

When the function for GHM queries in the chatbot is reinstated, it will be communicated out through SafetyCulture in the form of a Station Memo.