

# THE GREAT GROUND CREW UPDATE

January 2026

## HAPPY NEW YEAR

As we welcome in the new year, I want to start by recognising the energy, commitment, and resilience across our network. Even during a times of disruption, the focus and effort you've shown makes a real difference for our customers. **Thank you** for keeping momentum going, your dedication puts us in a strong position as we move forward into the year ahead.... And we are just 63 days into spring 😊

I wish you all and your loved ones a fantastic and amazing new year.

*Valerie Germanon*

Head Of Ground Operations Delivery, easyJet

## WE WANT TO CELEBRATE YOU

We had 24 submissions in December and 3 that really stood out and were awarded their Warmest Welcome on the Ground Badges. Well done to you all for being the difference between good and being GREAT:

- ☆ Michalina Smiatek
- ☆ Oliver McConnell
- ☆ Frederica Schwob Ferrara

Details of nominations can be seen in the December CSAT Summary Email

To nominate someone you work with, simply scan the QR code or [click here](#).



## CSAT WINNERS - DEC

Based on YoY growth for Boarding Queue satisfaction, we have our December winners: **RBA, SOU, KEF & VLC**. Well done! Will your airport be here next month?

## SSDP – YOU SAID, WE DID...

Thanks to Ground Crew feedback, and the hard work of our CMC colleagues and TAC, an improvement has been implemented to support customer who were missing the hotel toggle in SSDP. This often resulted in customers requiring Ground Crew support.

In the new version there is a clear and prominent tick box, plus the customer must select one of the options to move to the next step. There is also confirmation box to give customers the detail they need.

This change to the tool is because of the feedback from Ground Crew, and will give our customers a better experience during disruption

## DECEMBER PERFORMANCE

Overall CSAT



Bag drop friendliness

75.6%  
+4 YOY



Boarding Friendliness

73.6%  
+3.1 YOY



Boarding Kept informed

63.1%  
+4.4 YOY

Disrupted CSAT



Looked after by staff

7.3%  
-3.9 YOY



Kept informed

5.1%  
-2.3 YOY

Hotel Offer

Your disruption includes overnight accommodation if required. Do you need a hotel?

No Hotel Required ☐

Yes Hotel Required ☒

No, I do not require a hotel

Yes, I do require a hotel

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## GREAT TRAINING

The start of GREAT training has been nothing short of inspiring. From a trainer's point of view, the energy, engagement, and commitment shown across the network has been outstanding.

Seeing Train the Trainer sessions completed for almost every airport by the end of January has been a huge achievement and highlights the commitment and collaboration of airports, trainers, and the Customer Experience Training Team.

Delivering this training hasn't just been about the numbers. Trainers have travelled to LGW for an intensive three-day course, bringing together experience from across the network, sharing best practice, and building confidence in delivering GREAT consistently at every airport.

From the classroom discussions to the real-life scenarios shared, it's been clear how passionate our ground crew are about delivering excellent customer experience. As trainers, it's been genuinely rewarding to see colleagues engage so openly, challenge ideas, and leave sessions feeling confident to put GREAT into action.

A huge **thank you** goes to all our trainers for the time, energy, and dedication they've shown, and to the Customer Experience Training Team for their support in making this happen.



We're excited to see GREAT continue to grow as more colleagues complete the training and bring it to life on the ground every day.



## EES – HELP US TO HELP YOU

The European Entry Exit System (EES) began its phased rollout at airports from mid-October 2025. This system enhances security by requiring customers to provide biometric data, including fingerprints and a photograph, along with answering questions when entering or exiting the 24 EU Member States and 4 Schengen Associated Countries.

While the new system has initially led to longer queuing times at passport control, we are committed to **improving the customer experience** and addressing any concerns. The full rollout is expected by 10th April 2026, after which customers should see a more streamlined process without needing to register again.

To help us prepare and ensure a smooth transition, please complete this form on queues, customer feedback, or any operational challenges you've encountered at your airport. Simply scan this QR code to complete the form, or [Entry/Exit System \(EES\) feedback](#)

Your input is invaluable in making this a positive experience for everyone!



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## GO SAFE

Our safety performance remains stable thanks to all of the good work across the network keeping our customers and staff safe, It is important that we continue to build on this to make us Europe's safest airline!

Safety promotion remains a key part in our safety management system so please continue to promote **GO SAFE, TOGETHER & ONTIME** and send your photos to [boh@easyjet.com](mailto:boh@easyjet.com) we love to see them



## GO SAFE DECEMBER WINNERS

- ☆ Adrián Marzoa – SCQ
- ☆ Claire Gritz – SEN
- ☆ Pájer Zsolt – BUD

## SPOT OF THE MONTH WINNER: CYRILLE - GVA

Well done to Cyrille in GVA, who identified that the ACB was inoperative, ensured the team remained safe until the engines were shut down, and reported the issue to the flight crew.

## AIRCRAFT DAMAGE

We have started the year with an increase in aircraft damage events across the network, with some incidents not being reported.

We cannot emphasise enough how critical it is that all aircraft damage is reported. Failure to do so can have serious consequences to flight safety.

Reporting aircraft damage is our GO SAFE message of the month, so please actively promote this message within your teams. We also encourage you to send us photos of the safety promotion activities taking place at your station.

Please continue to take care to prevent damage, but if it does occur, it must be **reported immediately**.

Please watch this video which shows the importance of reporting damage by scanning this QR code or [CLICKING HERE](#)



## DE-ICING

From a de-icing perspective, recent cold weather across Europe has caused considerable operational disruption.

Thank you to everyone for managing these challenging conditions so effectively.

As a reminder, when early de-icing is carried out, weather conditions such as OAT and precipitation must be actively monitored afterwards. Any changes must be communicated to the operating Captain so that the appropriate action can be determined.

This will be our Winter Operations message of the month. Please note that this message only needs to be displayed at locations that carry out de-icing/anti-icing operations.

Editable versions of both messages of the month are available from your Ground Operations Manager.

## HOLD LOADING

We have started to see an increase in bags being loaded above the maximum loading line. Please remember that all baggage must be loaded below the line to ensure that hold fire suppression systems can function correctly.

GOSAFE materials can be found on the [Connected Portal here](#)



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### WE'RE GROWING

In 2024, we launched package holidays in Switzerland, followed by France and Germany, and customers from these markets can even choose cross-border airports for extra flexibility.

We're delighted to share that all three markets are continuing to grow, and we finished 2025 with customer satisfaction scores **above 81**, which is fantastic news!

There's lots more planned to keep up the momentum, so watch this space for more updates. Thanks for helping us getting closer to our aim of becoming Europe's most loved holiday company!



### CUSTOMER SATISFACTION

UK departure airport  
CSAT DEC25

76

+1.5 vs 2024

Return Airport  
CSAT DEC25

57

-1.2 vs 2024

easyJet Holidays  
disrupted CSAT DEC25

36.3

+7.6 vs 2024

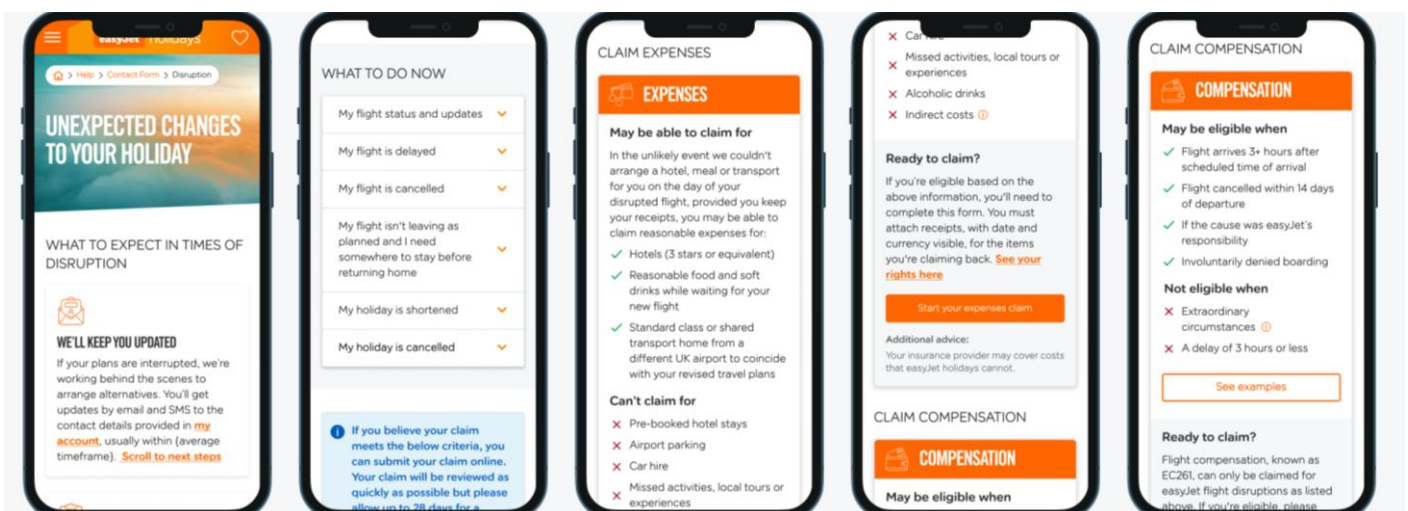
Figures correct as of 14 Jan.25



### IMPROVED DISRUPTION WEBPAGE

We are happy to share that we released **new and improved disruption page** which is live for all markets. We've included information that we provide to customers during disruption, making it more concise and easier to find.

1. **Easier navigation** that is more organised, includes breadcrumbs, more relevant titles, clearer links and call to action. using more positive language
2. **Clarity for customers** by displaying eligibility criteria for compensation and expenses, using positive language.
3. **Setting Expectations:** with messaging around response times



You can see the new page in action → [Unexpected changes to your holiday page](#)



### LOVE THIS NEWSLETTER?

We'd love to send this newsletter to you and your airports directly! If you'd like to receive it straight to your inbox, or the group inbox at your airport, please add the details here: <https://forms.office.com/e/NVjeNCKWZ6>

