

# THE GREAT GROUND CREW UPDATE

February 2026

## GETTING READY

We're proud to celebrate an **incredible performance** in our CSAT performance—proof of the passion, precision, and teamwork that define who we are. This achievement reflects the dedication of Ground Crew member who goes above and beyond to deliver exceptional experiences every day.

We recently welcomed 100 of our ACES in LGW, to prepare for the summer, and we carry this momentum forward with confidence and pride. A special welcome to our new CMC Bags team, whose energy and expertise are already making a powerful impact.

**Together, we're not just meeting expectations - we're setting new standards.**

*Valerie Germanon*

Head Of Ground Operations Delivery, easyJet

## WE WANT TO CELEBRATE YOU

### PIER2PEER RECOGNITION

Warmest Welcome on the Ground Badges have been awarded for January for:

- ☆ Heidi Sheppard, BHX
- ☆ Michelle McClure, BHX
- ☆ Sabrina Pastor Sonck, ALC
- ☆ Patricia Da Saudade, AGP
- ☆ Jonny Marlon Enriquez, AGP



Congratulations to all 5 of our shortlisted winners in January, it's incredible to see what you do to make a difference.

We had 26 submissions in January, you've got to be in it to win it. If you see your colleagues going above and beyond – Say thanks in a big way!

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

### CSAT WINNERS - JAN

January's focus was on BOARDING QUEUE and it was a tough month out there. With all of the challenges across the network at the start of January our winners pulled through to achieve the biggest YoY improvement.

Well done to: **LYS, RMU, KEF, BHD**

The focus for February and March is **BEING KEPT INFORMED!** It's yours for the win – **GET OUT THERE**

## CSAT PERFORMANCE

Overall CSAT



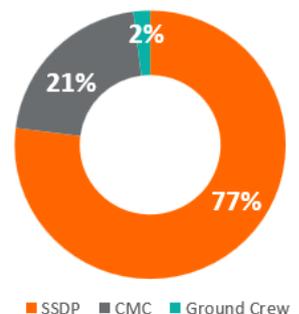
Disrupted CSAT



Current FYTD excluding current month, correct as of 16 Feb 2026.

## SSDP USAGE

Did you know, **97% of customers** who are affected by a cancellation have access to SSDP (remaining 3%: easyJet holidays customers). Of those, 77% use SSDP to fully manage their cancellation.



Plus, now customers can use SSDP for OND, there is even more shift of customers benefitting from SSDP.

The SSDP team are constantly updating the platform to improve capabilities and grow confidence of the customer.

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## BIG NEWS FOR OUR CUSTOMERS – AND THEIR BAGS

Making low-cost travel easy means being there for our customers when things don't go to plan. That's why We've launched our new Customer Management Centre (CMC) Baggage Specialist Team - a big step forward in how we support customers on their journey.



### What this means for customers

For the first time, a dedicated Glasgow-based specialist team will manage delayed bag cases from first report through to primary tracing. That means:

- ✓ One clear point of contact with proactive updates - no more chasing
- ✓ Regular updates through closer coordination with Airport Customer Experience Specialists (ACES) and airport teams

### Why this matters

Mishandled bags are rare, but the impact is huge. How we respond in these moments shapes how customers feel about flying with us again. This new team helps reduce stress, rebuild confidence, and protect trust when it matters most. The aim of this team is to improve CSAT of customers with a delayed bag by returning it more quickly and; reducing business cost by reducing the number of delayed bags going to secondary tracing.

### Working together across the network

This is a true cross-network effort. ACES and our Ground Crew will continue to support our customers in the airports, creating stronger connections with the tracing agents and through to the new Baggage Specialist Team to keep customers informed.

Together, we're transforming how we care for customers when they need us most.

### OUR CUSTOMERS



A more reassuring experience when things don't go to plan



Greater clarity on resolution of the problem



Regular updates from friendly and helpful advisors

### OUR COMPANY



Protecting customer trust



Improving customer satisfaction ratings



Reducing avoidable cost



## HAVE YOUR VOICE HEARD

Ear 2 the Ground has LAUNCHED – The platform for our Ground Crew to provide feedback on processes; an opportunity to have your voice heard and to make a difference to our customers and your colleagues. Posters should be visible in Crew Rooms, scan the QR code and share your thoughts [here](#).



**EVERY CUSTOMER  
EVERY JOURNEY  
EVERY TIME**

## EAR 2 THE GROUND



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## UNIFORM UPDATE

A fresh new look is coming (for Ground Crew who wear full easyJet uniform).

Uniform standards are simple: if it's available on the portal, it can be worn - as long as the orange gilet is worn over the top. This applies at **BRS, EDI, LGW, LPL, LTN and MAN** and ACES wearers.

During the transition to the awaited new Ground Crew uniform, additional previous Cabin Crew items will be available; a charcoal top and dress. New-design skirts and trousers, as currently worn by Cabin Crew, will be issued once existing stock runs out.

For all airports that wear the gilet, there are currently a number of gilets back orders and more stock is due to arrive late March. These orders will be fulfilled as soon as stock arrives.

For day-to-day uniform or portal issues, please contact **Mahmoud Zeini** ([Mahmoud.Zeini@easyjet.com](mailto:Mahmoud.Zeini@easyjet.com)), who will support with access issues and stalled orders.



## ACES FLIGHTS

In January, ACES colleagues and cabin crew in NCE took part in the "Live My Life" exchange, stepping into each other's roles to see the journey from both ground and air.

Cabin crew experienced the fast pace of check-in, boarding and disruption management. ACES colleagues joined flights to witness briefings, safety priorities and inflight service. The result? A clearer understanding of how ground decisions shape the onboard experience – and vice versa.

Barriers came down, teamwork strengthened, and one message stood out: when ground and cabin teams connect, customers feel the difference.



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## ACES CONFERENCE

This February, we held our ACES Conference bringing together our ACES from across Europe to celebrate their GREAT work in FY25 and plan for 2026. The teams covered sessions on Brand, Holidays, Feedback and creating strong Business Cases.

During the session we presented our ACES of the year **Khouloud Benayad El Gotni** from CDG and our **ACES station of the year NAP** with their prizes.

The session ran for two days and reinforced our commitment to provide support to Ground Crew in our ACES airport to provide the **WARMEST WELCOME ON THE GROUND**.



## VALENTINES' CELEBRATIONS

Here are a few photos from the Valentines celebrations across the network.



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## GO SAFE

With summer just around the corner, it is important that our GHPs and airports begin preparing for the summer ramp-up. Now is the time to ensure all staff are trained and competent, that we have sufficient, correctly maintained equipment, and that the right infrastructure is in place to deliver our summer operation.

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 JANUARY WINNERS

- ☆ Gianluca Chiodi – FCO
- ☆ Romain Tettamanzi – BSL
- ☆ Rmiche Ilyes – CDG

## SPOT OF THE MONTH WINNER: WOUT DE VRIES - AMS

Well done to Wout in AMS who identified that a stand was unsafe for an arriving aircraft and ensured snow-clearing teams were called to make the stand safe.

## AIRCRAFT DAMAGE

We have continued to see an increase in damage events throughout January, so it is essential that we operate safely around the aircraft at all times to prevent damage. Any damage caused or observed must always be reported.

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](#)



## BIRD STRIKES

It is also time to start ensuring that airports have robust wildlife hazard management plans as bird strike season has already started. We have just over four weeks until the summer programme begins.

## BAGS IN THE HOLD

We have seen a slight reduction in events involving bags loaded above the line; however, this remains higher than acceptable. Please remember that the loading line exists to allow fire suppression systems to discharge in the event of a fire. Baggage loaded above the line could hinder this process.

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

## COMING SOON....

Week commencing **01 June 2026** will mark our first network-wide GO SAFE week, with prizes available for the airports who perform the best safety promotion that week. More information will follow soon.

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## ★ LOVE IS IN THE AIR

This Valentine's Day, our customers jetted off to some of Europe's most romantic destinations, with Amsterdam, Paris Charles de Gaulle, and Tenerife topping the list.

From indulging in Amsterdam's culinary scene to watching a magical Eiffel Tower light show in Paris, or enjoying a sunny beach picnic in Tenerife, there are plenty of ways our customers celebrated.

Whether it's a couple's holiday, family trip or galantines getaway, we want to thank you for delivering the warmest welcome on the ground!



## 🗨️ CUSTOMER SATISFACTION

UK departure airport CSAT JAN25

78

+4.5 vs 2025

Return Airport CSAT JAN25

55.6

-3 vs 2025

easyJet Holidays disrupted CSAT JAN25

28.4

-0.7 vs 2025

Figures correct as of 9 Feb.26

## 🙌 DISRUPTION FOR HOLIDAY CUSTOMERS

Following the redesign of the [Disruption Page](#) we published last month, we've continued to focus on improving our processes around disruption, to help you deliver brilliant experiences for our customers.

We've created a short video to help guide you during times of disruption, which will be added to the Service Recovery Video Library.

Please view the video using the QR or visiting:

<https://youtu.be/THGcc1JJBWo>



## ★ 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>

