

SI #	329
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Title	Hot Arrival and Hot Turn
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OPR #	N/A	Issue Date:	20/03/26	Effective Date:	23/03/26	Valid Until:	UFN
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Written By:	eJ GO Performance Team	Approved By:	eJ GO Nominated Persons
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Reason for Issue:

Re-launch of Hot arrival and Hot Turn detailing of the key activities to be completed by Ground Crew and third parties when one is triggered. The process is designed for a reduction in EU261 events and associated costs.

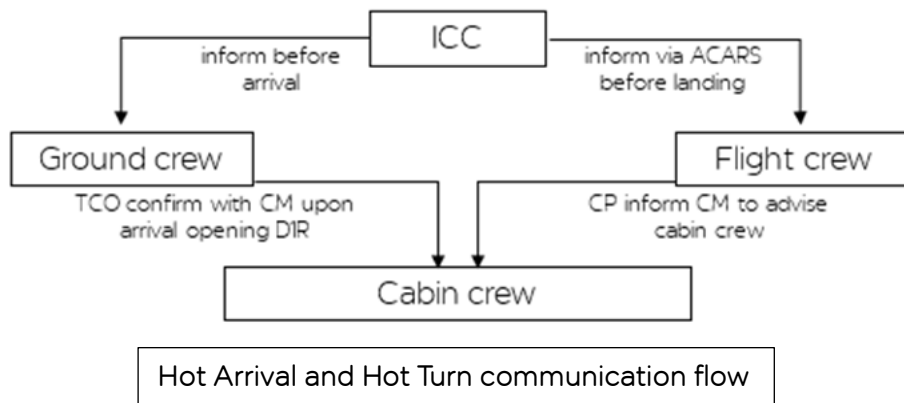
GHM Amendments:

Section	Title	Details
Appendix A	Glossary	Glossary additions

Hot Arrival/ Hot Turn: A hot arrival/ hot turn is a flight that is at risk in becoming an EU261 event where the ICC ask all third parties involved in the turnaround to prioritise the flight and mitigate any further delay to the line of flying.

Section	Title	Details
Appendix J	Hot Arrival and Hot Turn	New Section added

easyJet ICC will issue notification to prioritise Hot Turns via email from easyops@easyjet.com with subject "Hot Turn" and this will also be informed to Ops Trinity (Ground, Flight, Cabin)



Safety shall remain the overriding priority during all aircraft turnaround activities.

When a flight has been designated as a Hot Arrival or Hot Turn, the following provisions shall apply:

- a) Ground Crew and any third-party service providers involved in the turnaround shall be informed of the of the flight, being a hot turn or hot arrival where required.
- b) Ground handling resources and required equipment should, whenever possible, be pre-positioned prior to aircraft arrival not within the ERA.

This SI makes a change to the published Ground Handling Manual (GHM). The SI folder (physical/electronic) must have this instruction placed in it until its effective end date. easyJet manager, GHP & other parties must ensure effective implementation of this SI at a local level. The accountable staff member at each airport must confirm to their easyJet Manager that the SI has been understood and embedded with all applicable Ground Crew. Local cascade may include some or all of the following:

- a signed read and brief, regular team briefing sessions to ensure Ground Crew understand SI content
- specific training and assurance of content comprehension by Ground Crew
- review of local audit checklists & training material to include any changes

- c) Where possible, the aircraft should be allocated the most suitable stand at the airport. Single-door operations should be avoided.
- d) Where available, the airport operator should be requested to allocate a boarding gate that has the infrastructure to allow pre-boarding activities to commence as early as possible.
- e) An adequate number of Ground Crew shall be assigned to support the boarding process; this can be increased when using the Ground Crew App.
- f) Where applicable, ACES should attend the boarding gate to support coordination of the boarding process and turnaround activities.
- g) Outbound baggage should, whenever possible, be delivered to the aircraft stand when the bag drop check in has closed.
- h) Flight Crew and Cabin Crew should be reminded of the Hot Arrival / Hot Turn status when the aircraft door is opened before disembarkation by the TCO. easyJet ICC will send an ACARS message to inform the crew of the Hot Arrival / Hot Turn.
- i) D2L passenger steps are to be actively monitored during boarding to ensure customer flow is not hindered. They must be removed at the appropriate time to expedite the turnaround.
- j) Pushback equipment should be connected to the aircraft before D1L is closed.

Note 1: Operational conditions, airport infrastructure, and local procedures may influence the application of the above measures. Safety and regulatory compliance shall take precedence at all times.

Note 2: There should be no more than one hot turn per hour per station, and a maximum of five per day for any station

Note 3: Ground handling partner to liaise with Ground Operations Manager on performance of assigned Hot turn for your airport

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