

THE GREAT GROUND CREW UPDATE

March 2026

GETTING READY

As we move into the busy Easter season, I want to start by thanking you all for the continued effort and focus as we gear up for the months ahead. Your **hard work and dedication** shine through every day, both to us and to our customers.

Looking ahead to April, we're expecting to welcome more families and young travellers as the two-week Easter holidays begin. With summer just around the corner, we're also likely to see an increase in easyJet holiday bookings and a steady rise in flight departures across the network. As things get busier and flights fill up, this is when your **extra effort on the ground really makes a difference**. Please continue to look after one another—your **teamwork, kindness, and support make all the difference**.

Summertime begins on **Sunday, 29th March**, so don't forget to put your clocks forward!

Wishing you and your loved ones a wonderful Easter, whatever you have planned.

Ps: Don't eat too much chocolate! 😊

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 February to:

- ★ Amir Chahboun, Ory
- ★ Rebecca Bruse, GLA
- ★ Clare Furlong, BHX
- ★ Sharron Lewis, LPL



Congratulations to all 4 of our shortlisted winners in February, it's incredible to see what you do to make a difference!

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



CSAT PERFORMANCE

Overall CSAT



Disrupted CSAT



Current FYTD excluding current month, correct as of 20 March 2026.

CSAT INCENTIVE

For February, the focus was: **Keeping Customers Informed**. Congratulations to most improved stations:

- Lyon
- Birmingham
- Luxembourg
- Munich

We are keeping **BEING KEPT INFORMED** as a focus area in March. It is **ALWAYS** essential, and especially through periods of disruption, cancellations due to weather—where customers need us most!

Remember the magical **"GOLDEN HOUR"** to support your announcement structure.

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DIGITAL SERVICE RECOVERY

To improve the **customer experience** during disruption, we have been working on reducing friction in the disruption journey, improving clarity for customers, and laying the groundwork for automated recovery options.

The work is intended to complement the existing disruption management tools rather than replace them. So far the improvements include;

- Showing the original and new flight
- Showing the next best option where they can simply accept the new flight in one-tap without having to scroll through the various options in SSDP
- An improvement of the wording and images

This work will pace the way to really improve the customer experience, working towards a seamless experience even during disruption, more updates to come soon!



MEDALLIA PASSWORD RESET REQUESTS

There is now a dedicated team to support with Medallia access requests. Medallia is used to access CSAT scores.

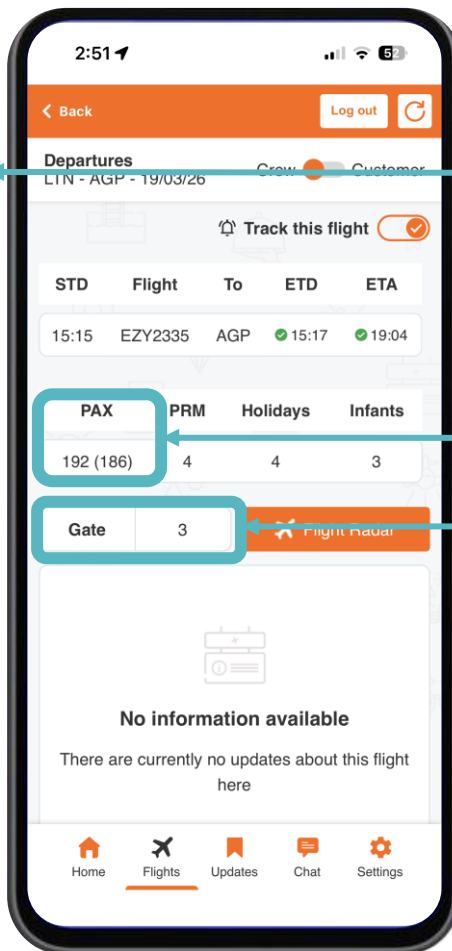
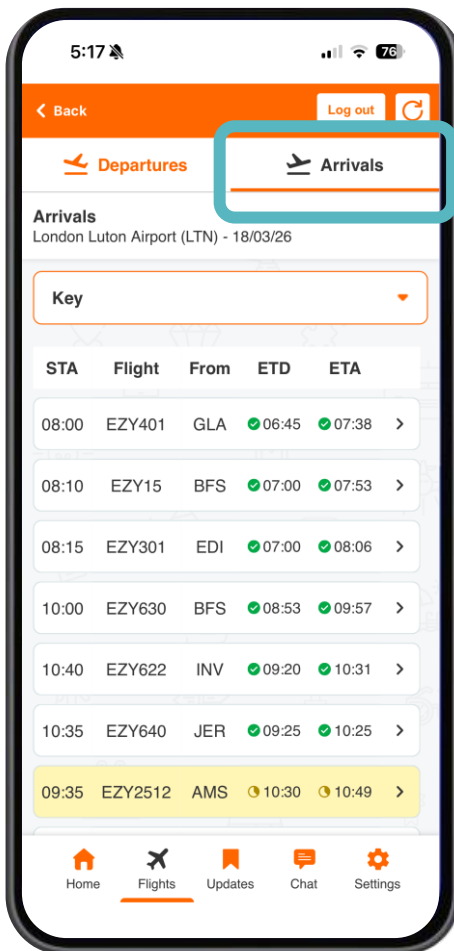
If accounts need creating, deleting or unblocking (password resets) then the mailbox to contact is: MedalliaAccountManagement@easyjet.com

For new accounts please request: **1.0 On the Day** and **2.0 Ground Ops Head Office**.

Medallia



FAST - NEW FEATURES



Arrivals: Arrivals are now live in FAST, making it easier to view inbound flight information alongside Departures.

Aircraft Capacity: Aircraft capacity is now displayed alongside passenger numbers in Crew/Ops view, giving better context when reviewing flight details.

Gate changes: Gate information is now visible in FAST for SITA airports to help keep you updated on aircraft movements.

Plus, there are even more features being worked on....

Chatbot: We're continuing testing and iterating improvements to ensure it's aligned and working as expected.

SSR breakdown: Refinements are still underway to improve how we retrieve and present this data.

Watch this space for FAST coming to your airport soon!

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GO SAFE

Summer is just around the corner so it is important that everyone is refreshed to ensure that the correct easyJet procedures are followed all of the time. Procedures are in place to keep everyone safe to ensure that you all go back home safely to your loved ones every day.

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 we love to see them



GO SAFE FEBRUARY WINNERS

Well done to our February GO SAFE winners:

- ☆ David Cahill – LTN
- ☆ Anne-Gaëlle Clauss – SXB
- ☆ Tim Jamie Sauder – ZRH

SPOT OF THE MONTH WINNER:

Paolo Pedroni in MXP

Our spot of the month goes to **Paolo Pedroni in MXP** who identified that the steps were about to make contact with the aircraft during loading and that they were repositioned to avoid damage, well done Paolo! We will get your prizes to you as soon as possible!

FOCUS OF THE MONTH

This month we are focusing on ensuring that all easyJet flights are correctly loaded before departure. This includes Customer's and baggage, Customer's who are boarded onto the incorrect aircraft causes disruption in achieving an on time departure and sometimes if they actually fly significant disruption to their journey. When baggage is incorrectly loaded this can have very serious consequences with flight safety so it's paramount that we get this right, all of the time.

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](#)



Safety promotion is key to delivering a safe operation so please continue to get out there and promote our safety campaign (remember to send us the photos to boh@easyjet.com) talking to people directly on the front line is the best form of safety promotion.

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

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★ LUXURY COLLECTION HOLIDAYS BEGIN

We launched our [Luxury Collection](#) in October 2025, and we're excited to be taking our first customers away on their premium packages on 1 April 2026!

The Luxury Collection includes a wide range of hand-picked 5-star hotels across our destinations, with packages also including:

- ✓ An extra 3kg per hold bag, making it 26kg per customer
- ✓ One large cabin bag per person in addition to their small cabin bag
- ✓ Speedy boarding on inbound and outbound flights
- ✓ Fast track security (UK airports only)

We couldn't offer our brilliant luxury package holidays without your support, so thank you for your continued collaboration!



EASYJET HOLIDAYS CUSTOMER SATISFACTION

UK departure airport
CSAT FEB26

80.7

+1.2 vs 2025

Return Airport
CSAT FEB26

57.7

-5.9 vs 2025

easyJet Holidays
disrupted CSAT FEB26

49.4

+13 vs 2025

Figures correct as of 11 March 26

★ DESTINATION MANAGEMENT COMPANY BRIEFING

All our beach package holidays include airport transfers, provided by our Destination Management Companies (DMC).

This month, we're hosting the annual DMC briefing, where we'll welcome our destination partners to a three-day event at CenterParcs Woburn Forest.

As part of our agenda, we'll look at how we enhance the airport transfer experience for customers, such as new guidelines for drop-off times and announcements for check-in times on return transfers.

Finally, we'll celebrate those going above and beyond at the the annual DMC awards!



★ 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>

