

SM #	226
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Title	Bussing Standards
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OPR #		Issue Date:	29/04/26	Effective Date:	30/04/26	Valid Until:	Ongoing
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Written By:	Customer Experience	Approved By:	Ground Operations
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Reason for Issue:

Feedback from customers is that Speedy Boarding isn't delivered when bussing from gate to aircraft.

The key to this is that Speedy Boarders get on the aircraft first, they all have allocation for an overhead cabin bag and having them on first helps get their bag over their head, which in turn helps boarding and disembarkation.

PRM processes are not included, and this process does not change.

At Gate – Pre-Boarding

- As part of the 3+1, inform customers they will be boarding a bus (make it positive – You are getting on a bus that will take you straight to the aircraft door) and explain what section to go to if the bus is sectioned off
- If there are enough Speedy Boarding customers fill the first bus exclusively with these customers.
- If it needs to be a mixed bus, ensure that speedy boarders are in one section and non-speedy in another

Bus Boarding Process

- Coach Driver/ Ground Crew Should:
 - Advise Priority Customers that they need to wait in designated area to ensure they board the aircraft first.
 - Ground Crew should check that boarding of Buses is followed to these standards.

At Aircraft

- Announce clearly any hold-ups or expected delays delaying the opening of the doors.
- Driver must **open designated area doors first** to allow Priority Customers to disembark first.
- Once ALL priority customers have disembarked all remaining doors can be opened.

Key Service Expectations

- Customers know they are being bussed to the aircraft door
- Customers know what section they should board the bus
- Speedy boarders are segregated and get off the bus and on the aircraft first

No change to guidance material – This is reference to GHM section 0.8.5