

SM #	225
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Title	BOARDING STANDARDS FOR GROUND CREW
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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:** Reissue and amendment to existing standards and to ensure consistency of service at the boarding gate

### Prepare the Gate Area

- Ensure gate area is neat and tidy, only approved easyJet signage on display.
- Ensure Speedy Boarding / easyJet Plus lines are clearly identifiable to all customers.
- Ensure PDQ machines are kept out of sight of Customers when not in use.
- Ensure all digital boarding screens are accurate.

### Welcoming Customers to the Gate

- As customers arrive engage positively with them and check they are in the correct queue, and their bags are compliant.
- Advise all Customers that they will place their small bag under the seat and if the bag is not compliant, refer to the Cabin Bag standards.
- Make an announcement to inform customers when boarding will begin and where the aircraft is if it has not arrived.
- If a PA system is not available approach customers to update them directly
- Use the Boarding Digital Screens that are available to inform passengers when boarding will start and what the boarding sequence will be.

### Before opening boarding

- Make an announcement to inform customers about the boarding process and when the boarding will begin and how the customer will be boarding (Airbridge, Bus and/or walk on walk off) including expected wait time.

### Gate Opens/Boarding Starts

- The first customer must be scanned no later than -45 (LGW -55) on first wave, or after the aircraft has arrived rest of day. (if there is a Crew Change, only start boarding once the crew has arrived at the gate)
- Board priority customers first then invite all other customers.
- Use 3+1 with all Customers. As part of the 3+1 inform customer which door to use for boarding as applicable.
- Announcements must be made if boarding wait is longer than 15 mins. If there is an extended boarding wait time, then keep customers informed every 10 minutes.
- If the flight is delayed for 1 hour+ please refer to the Disruption Standards.

### On a turn:

- A320/321 customers are to be invited to the bottom of the aircraft stairs ready to board the aircraft at +8 mins (+7 mins for A319) from last customer leaving.
- If there is a delay to the LOFO times identify the reason and inform customers of the delay.

All Steps must be followed to provide: **A GREAT** experience for all customers,  
creating the **WARMEST WELCOME ON THE GROUND.**

## Boarding 3+1

Welcome each customer, Provide information, Give a warm farewell +Smile

Changes to Guidance Material: These standards are in support of GHM Procedure 1.1.7. Please refer to GHM for full guidance.