

THE GREAT GROUND CREW UPDATE

April 2026

GETTING READY

As we head into our busiest time of year—summer—it's time to gear up and get ready. I'd like to begin by saying a huge thank you to each and every one of you for your ongoing hard work, commitment, and support throughout the year. It truly doesn't go unnoticed.

With the busy months ahead, you'll find top tips to help you continue delivering the outstanding customer service that easyJet is known for and loves to see.

As a quick reminder, when the operation is at its peak, the extra effort you put in on the ground really does make all the difference. Please continue to look out for one another—your teamwork, kindness, and support are what help us succeed during the busiest days.

Wishing you all an enjoyable summer ahead—here's hoping it's a sunny one!

Valerie Germanon

Head Of Ground Operations Delivery, easyJet

WE WANT TO CELEBRATE YOU

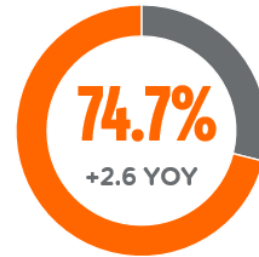
PIER2PEER RECOGNITION

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



CSAT PERFORMANCE

Overall CSAT



Disrupted CSAT



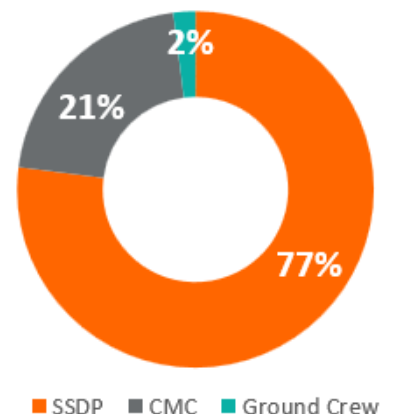
Current FYTD including current month, correct as of 17 April 2026.

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.

When replacement flights are arranged outside SSDP by Ground Crew, hotel accommodation cannot be booked through SSDP. When Ground Crew book the flights on behalf of the customer, Ground Crew are responsible for arranging hotels locally to ensure timely and effective support during disruption for our customers.



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ACES EXPERIENCE EXCHANGE PROGRAMME TAKES OFF!

Throughout March and April 2026, our France-based ACES have been taking part in an exchange programme with our French Cabin Crew. By the end of April, they will have completed 15 flights, observing the full cabin-crew journey from briefing through to debriefing, while also giving crew members insight into a 'day in the life' for ACES team member. The exchanges have helped both groups better understand each other's roles and the shared responsibility in delivering a smooth customer experience.

Feedback has been overwhelmingly positive. As one ACES member shared:

"It was incredibly rewarding to see how our colleagues provide the warmest welcome in the sky... I was able to see the full journey of our customers to understand their needs as best as possible." A Cabin Crew member added, "We all have a key role to play in the customer experience, ensuring each passenger feels valued."

As we head into the busy summer season, the programme will pause and is planned to resume in the quieter winter months, with the aim of extending the opportunity to additional bases from late September ahead of restarting experience flights in November.



TOP TIPS

- 1 REVIEW YOUR MEDALLIA CSAT SCORES**, focusing on our key topics: Bag Drop Friendliness, Boarding Friendliness, and Boarding Kept Informed.
- 2 PLEASE ENSURE TO USE THE EES QR CODE FOR FEEDBACK.** This is essential throughout the summer, especially when issues may arise. Simply scan the QR code to complete the form, or [Entry/Exit System \(EES\) feedback](#).
- 3 COMMENTS LEFT IN A CUSTOMERS BOOKING ARE ESSENTIAL**, as they provide vital context and ensure every team member can deliver accurate, consistent, and informed service throughout the customer's journey.



ITA WET LEASE

Continuing into Summer 26, easyJet continues to operate a wet lease (ACMI) arrangement with ITA Airways, under which ITA provides the aircraft, flight crew, maintenance, and insurance to operate selected easyJet services on easyJet's behalf. The operation is based at Milan Linate (LIN) and covers services to **AMS, BCN, BDS, BER, BRU, CDG, CPH, EDI, FRA, FSC, IBZ, MAN, OPO, PMI, SPU** and **VIE**, with new destinations introduced **CDG, FSC, IBZ, OPO, PMI, SPU** and **BDS** for the Summer 26 programme.



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SUPPORTING CUSTOMERS AFTER DISRUPTION

Our priority is always to take care of our customers when disruption affects their journey. We never want to see customers having to spend the night in an airport, and while this is an extremely rare situation, we recognise the impact it can have when it does happen.

If you become aware that a large number of customers from a disrupted flight have had to spend the night at the airport, and all the usual processes have been followed to try and source accommodation for them - please inform the CDO.

In these very limited occasions where no accommodation is available and customers have been unable to source their own hotels, we would like to be informed so that we can contact the customers post-flight and help to recover their experience. Where possible it's helpful to know how many customers were affected and their PNR's.

Thank you for your support!



DIGITAL WEIGHT AND BALANCE

This project is part of easyJet's wider move towards a **more digital, connected, and paperless ground operation**. The rollout of Digital Weight & Balance replaces manual load sheets with a real-time, digital process, allowing weight and balance to be calculated, checked, and sent directly from the turnaround using handheld devices. Rolling out from June 2026 at stations using Centralised Load Control, this is a key step in modernising how aircraft are prepared safely and efficiently.

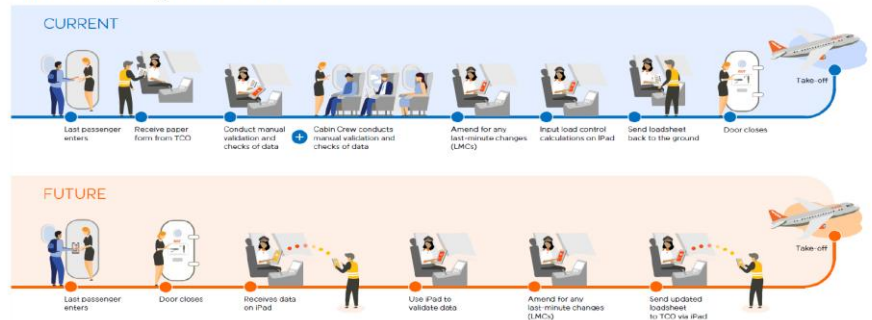
For the turn, this means fewer manual steps, less paperwork, and clearer accountability through secure sign-on and live data. With the right devices in place for Turnaround Coordinators and loading teams, Digital W&B will support safer load control, quicker decision-making, and more consistent on-time performance, helping teams deliver a smoother and more reliable operation across the network.

DIGITAL TURN – JUNE ONWARD

easyJet

Removal of Paperwork & TCO / Flight Deck interaction through implementation of SMART LOAD and Centralised Load Control (CLC)

Future state Digital Loadsheet



TCO INSPIRE TRAINING PACK

All TCOs play a vital role in leading and coordinating the aircraft turnaround, helping to ensure every flight departs safely, efficiently, and on time. At easyJet, we're committed to actively supporting each and every one of you as we work together to achieve our goals: **be safe, be welcoming, be bold, and be challenging**.

To support you throughout the busy summer period, an informative training pack is available to all TCOs. **Please contact your GOM, who will be able to provide you with access to this training.**

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GO SAFE

As we transition into our summer schedule and operations begin to ramp up, maintaining a commitment to safety is our highest priority. To ensure we deliver both safely and efficiently during this peak period, please verify that your stations have sufficient staffing levels and the appropriate equipment in place to meet operational demands.

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 MARCH WINNERS

Well done to our March GO Safe Winners:

- ☆ Michael Woodward - BHX
- ☆ Dylan Cook - BFS
- ☆ Aleksandra Ivanova - SOF



GO SAFE MATERIALS AND COMMUNICATION

Last month, we noted a decline in QR code scans, suggesting a potential dip in engagement. Please remember that safety promotion requires more than just displaying a poster; we encourage you to use interactive and engaging methods to ensure these vital messages resonate with your teams.

ANNOUNCING SAFETY WEEK: 01 JUNE 2026

We are thrilled to announce that during the week commencing 01 June 2026, we will launch our first-ever Safety Week. We look forward to your participation in this network-wide initiative.

Further details will follow shortly, including information on prizes and recognition for airports that deliver the most impactful safety activities.

FOCUS OF THE MONTH

Our safety focus for this month is the prevention of falls from height. We have observed a concerning increase in incidents where boarding devices are removed while aircraft doors remain open.

CRITICAL SAFETY REQUIREMENT

Boarding devices must never be removed while an aircraft door is open. This practice presents a severe risk to both our personnel and our customers.

Please ensure this message is clearly communicated across all stations to guarantee full compliance and understanding.



We value the great work being carried out across the network. Please continue to share photos and highlights of your local safety promotion activities with us at boh@easyjet.com.

Thank you for your ongoing commitment to keeping our operations safe.

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

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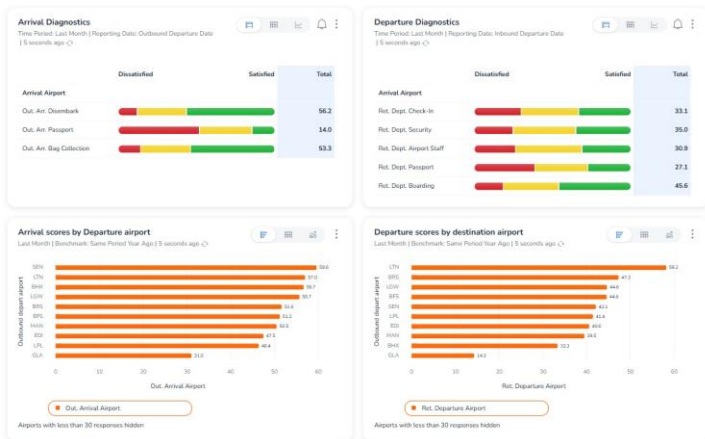
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★ HOLIDAYS MEDALLIA DASHBOARD

Working with the easyJet holidays Analytics team, we've created a new dashboard for our Ground Operations colleagues, giving live insight into customer experiences at airports across the network using easyJet holidays CSAT survey data.

We also collaborated with ACES teams in TFS, SSH and HRG, along with Airline Customer Experience, to ensure the dashboard meets the needs of Ground Crew.

If you'd like access for your airport, please speak to your Airport Manager.



★ OUR BUSIEST EASTER YET!

easyJet holidays customer numbers for Easter have increased by over a quarter YOY for 2026, with over 4,500 customers travelling with us on the Easter Weekend!

The top 3 destinations this easter were PMI, ALC and TFS. Our customers are certainly in search of some Spanish sun over the holidays.

The 1st April marked the official commencement of our Summer Season, which is set to be our busiest yet. Thank you all for your dedication, enthusiasm and fantastic customer service – you are a vital part of delivering brilliant holidays!



★ EASYJET HOLIDAYS CUSTOMER SATISFACTION

UK departure airport CSAT MARCH 26

79.8

-0.9 vs 2025

Return Airport CSAT MARCH 26

55.8

-5.0 vs 2025

easyJet Holidays disrupted CSAT MARCH 26

44.1

+8.7 vs 2025

Figures correct as of 13 April 26

★ 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>

