

LEADING THE EASYJET TURN

SAFE. TOGETHER. ON TIME

Confidential

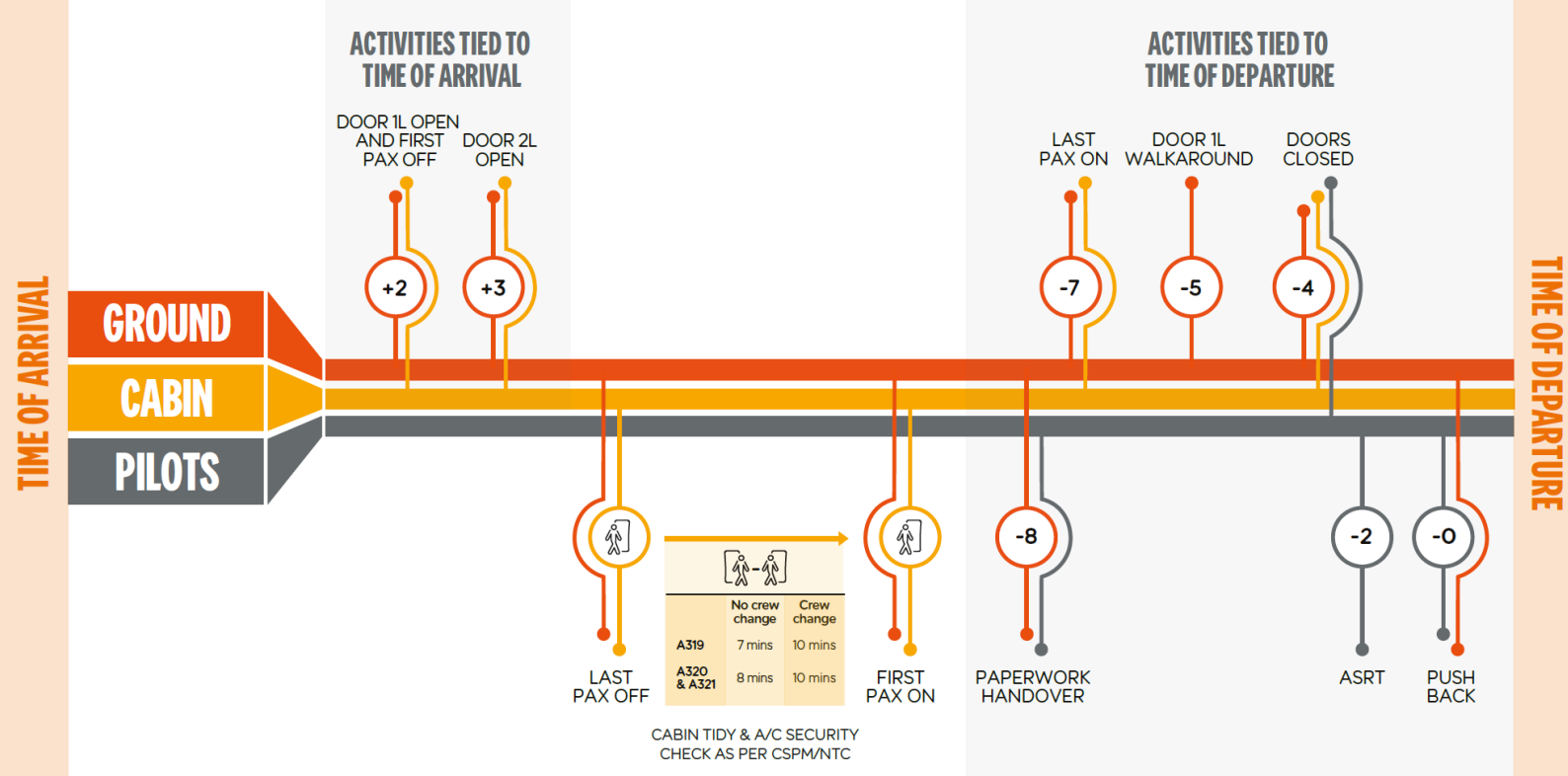
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DON'T MISS THE BEAT – TIMELINE CRITICAL TO SUCCEED

IT'S TURN TIME

Together, safe and on time

NETWORK TURN CARD



Paperwork ALWAYS delivered BEFORE last pax on board. Never later than D -8 min.



Doors closed never later than D -4 min.

ALL TIMES ARE 'NO LATER THAN' AND CAN BE COMPLETED EARLIER

VERSION 1.0 05/02/25

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MODULE 1

AIRCRAFT ARRIVAL



AIRCRAFT ARRIVAL

DRIVE REACT DRIVE PRE- ARRIVAL BRIEFING

Lead the team.
Ensure everything ready for arrival.
Inform ramp team of ETD.

Is APU / Hold INOP? Any special
loading?

Can steps be pre-positioned safely to
speed up doors opening?

OPEN THOSE DOORS!

D1L + 2 min
D2L + 3 min

Ensure chocks are placed and SOPs are
followed. Aircraft doors must be opened
before any other ramp duties commence.

Priority on arrival is on the LEFT SIDE of the
plane.

Pax OFF

Thumbs-up to crews both at D1L and
D2L.

Priority to get disembarkation in place.

No talks, no delays until disembarkation
starts.

Pax off straight after opening doors.

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MODULE 2

LO-FO



LAST OFF - FIRST ON

COMMUNICATE

Engage and communicate with crew.
Inform them when first pax should board.
Turn Slip

Last pax OFF - First ON

A319 7 min

A320/A321 8 min

CREW CHANGE 10 min

ALL READY?

Is PRM ready to offload pax?
Is fueller in place?

Situational awareness:
Ensure all teams are ready to deliver an
on-time departure.

LFC / LIRF

Docs delivered ASAP.
Ensure ramp teams are aware of any
specials.
Agree LIRF delivery back timings.

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MODULE 3 BOARDING



BOARDING

COMMUNICATE

Inform gate when boarding should be completed to comply with OTP and when you need to have the last-minute data.

Being late impacts the ramp teams, disrupts your work and delays our aircraft.

EVERYONE READY

Be on top of PRM provider / fueller and agree provision of services to ensure a timely turn.

Contact stand – Pax at bottom of steps at LO +7 (or as close as possible and ready to be released if not allowed by airport).

Remote - Ensure bus drivers are aware of timings – They should also be at the aircraft at LO +7

GATE CLOSURE

Be ready to receive LMCs.
Have the LIRF ready.

Get everyone to give you the data YOU need to do your job.

Go straight to flight deck and give paperwork to crew - **DELIVER LMCs TO PIC BEFORE LAST PAX BOARDS** – Aim is to close aircraft doors straight after last pax on board.

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MODULE 4 CLOSE DOORS!



CLOSE DOORS!

LMC

Deliver LMCs asap and never later than D - 8 min.
Doors should be ready to close straight after last pax boards.

Communicate with CM to have the permit ready – Be ahead of the game.

ORGANISE

Engage with team leader to get D2L closed timely – keep D2L open long enough to allow maximum time for 2 door boarding. Closing too soon will delay boarding as all last passengers will only board via 1 door.

Is team ready to remove GSE and push ready?
Get walkaround done as early as possible.

CLOSE DOORS READY FOR DEPARTURE!

Ensure everything ready for departure.

A close-up photograph of a person's leg and foot on a sandy beach. The foot is heavily sunburned, showing a bright red, inflamed area. The leg is tanned. A shadow of the leg and foot is cast on the sand to the right. A semi-transparent grey box is overlaid on the image, containing the text 'ARE YOU A GREAT TCO?' in orange, bold, uppercase letters.

ARE YOU A GREAT TCO?

The easyJet logo, consisting of the word 'easyJet' in white lowercase letters on an orange rectangular background.

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STRATEGIC THINKING - BE AHEAD OF THE GAME. EARLY INTERVENTION DRIVES DELAY REDUCTION.

DRIVE ALL TEAMS — THEIR FAILURE WITH TIMINGS IS ALSO YOUR RESPONSIBILITY.

BE VISIBLE — TO FLIGHT / CABIN CREW AND HANDLING STAFF.

DO YOU COMMUNICATE CLEARLY VERBALLY WITH CABIN AND FLIGHT ABOUT EXPECTATIONS AND NON-VERBALLY WHEN SIGNALLING READY TO BOARD , READY TO DISEMBARK ?

BE CHALLENGING , COMMUNICATE KNOW ALL MILESTONES AND HAVE EVERYONE READY TO DELIVER.

GET DOORS CLOSED ON TIME.

BE SAFE! AN ON TIME DEPARTURE SHOULD NOT MEAN CUTTING CORNERS OR JEOPARDISING SAFETY! SAFETY IS ALWAYS NUMBER 1 PRIORITY AND STOP IF IT'S THE RIGHT THING TO DO.



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IMPACT OF OTHERS ON YOUR PERFORMANCE

KNOW THEIR MILESTONES AND DRIVE THE TURN

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YOUR TURNAROUND

BOARDING

Agree time for boarding gate closure ahead of aircraft arrival.

Boarding Gate should close*:

FIRST WAVE - ED - 30

REST OF DAY - ED - 15

*Layout dependent / Open or closed gates may vary timings.

If boarding using buses – know where you are parked, know how long will take for buses to arrive from gate.

Ensure the gate is aware of when to send the last bus and that the bus driver is informed as well.

RAMP

Brief them ahead of aircraft arrival –
LEAD THE TURN

Priority on arrival – DOORS OPENING:

D1L – ATA+2min

D2L – ATA+3min

D2L to be closed later enough in the turn not to delay aircraft boarding – Do not remove steps from D2L until you are sure that boarding through D1L is almost complete (5/10 pax or less)

Target to have all holds and doors closed by ED - 4.

WHAT ELSE?

Is fuel timely?

Is PRM ready to disembark and/or board?

If applicable – Is catering / water and/or waste staff on time?

Be aware of any other services that could affect the turnaround and stay one step ahead.

Crew Change – Need to engage with ongoing crew that you will bring pax to aircraft after Last OFF +10 min. Also, ensure 2 doors available to ensure timely offload of gash.

ACCOUNTABILITY AND REPORTING

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LEADING THE TURN AND SAFETY!

SAFETY

Always number 1 priority.

Feel empowered to STOP if you feel safety is being compromised.

DELAYS

Know the root cause and apply delay codes effectively.

Circulate turnaround learnings across all teams, addressing areas for improvement to reduce the likelihood of similar incidents or delays in the future.

REPORT

Report all incidents, errors or non-compliances.

SOPs are there for a reason and should always be followed.

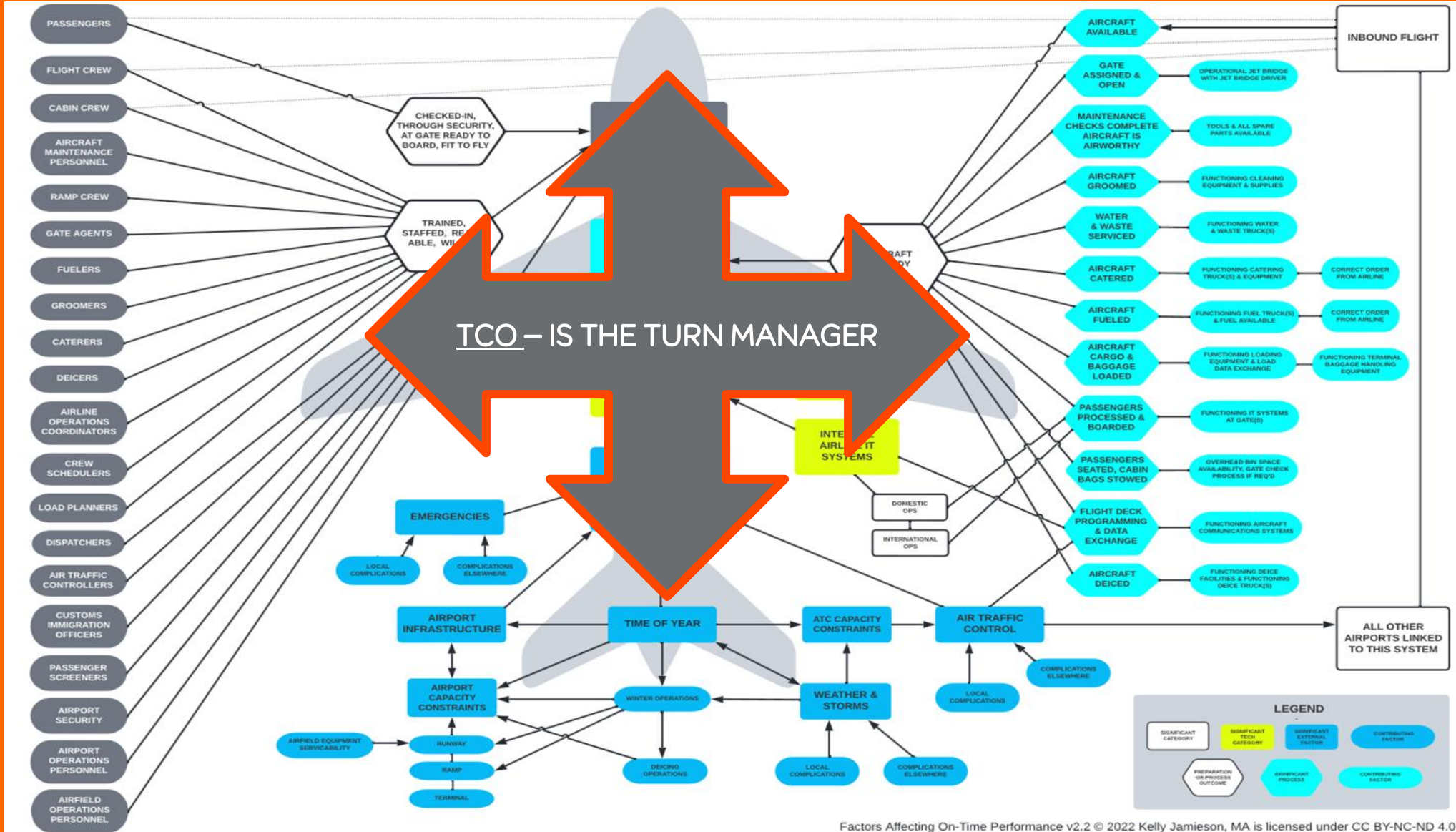
THE COMPLEXITY OF A TURNAROUND

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THE COMPLEXITY OF A TURNAROUND

Over 20 teams, multiple systems, and external partners must work together to turn one aircraft



SMALL ACTIONS BIG IMPACT

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YOUR IMPACT ON THE NETWORK

THE TURN DRIVES THE NETWORK

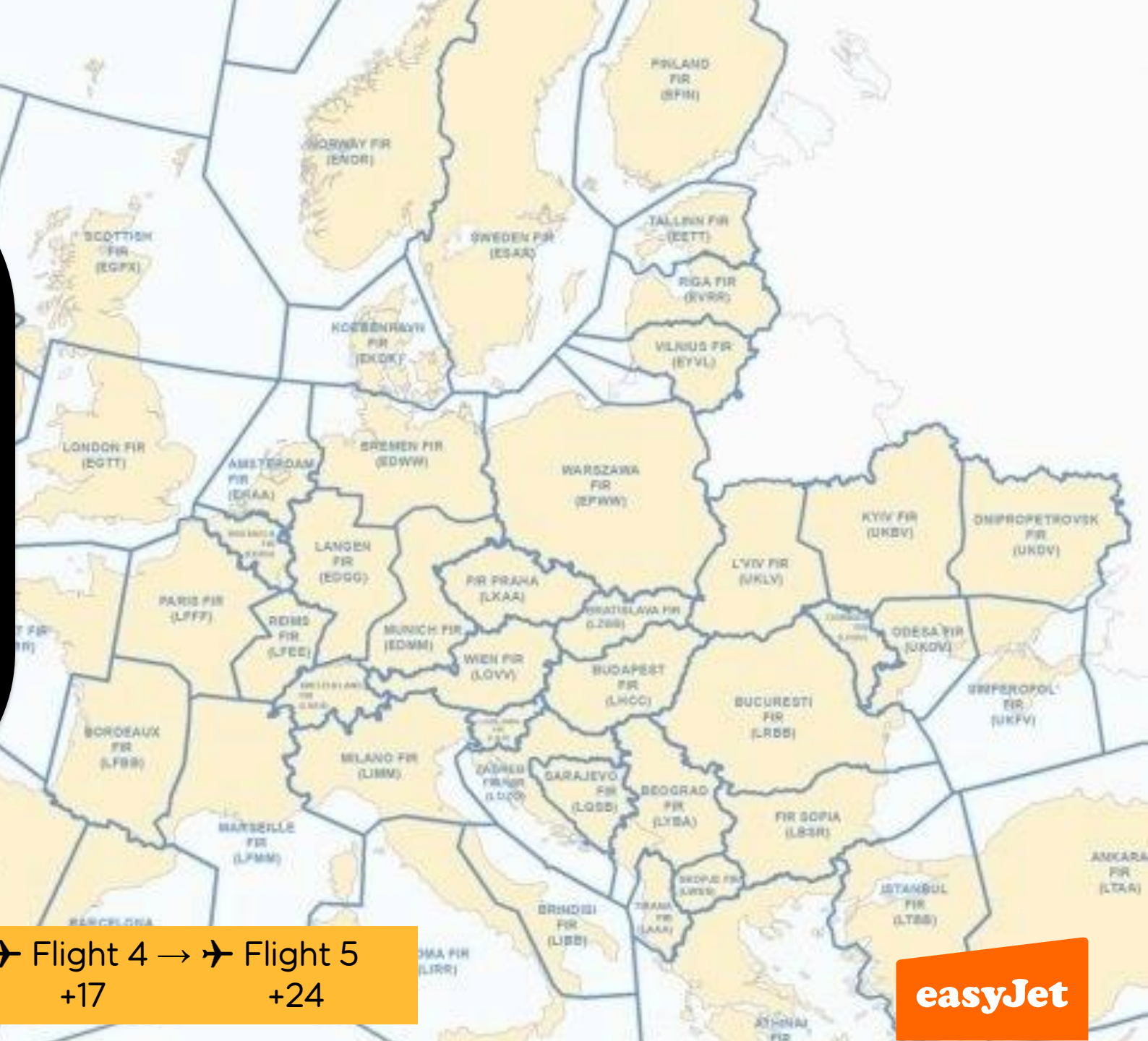
Every turn impacts the network

TCO actions directly influence on-time performance

A small delay can follow the aircraft all day

Each flight impacts the next one

That's why TCOs make the difference



ONE DELAY CAN AFFECT THE WHOLE DAY

✈ Flight 1 → ✈ Flight 2 → ✈ Flight 3 → ✈ Flight 4 → ✈ Flight 5
+05 +07 +13 +17 +24

S26. IS. BIG.

355 +10 LINES OF FLYING

1905 +2% PEAK DAILY FLIGHTS

33 +2 BASES

155 +2 DESTINATIONS

2204 +112 ROUTES

YOUR ROLE IS CRITICAL!



MANY THANKS!

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SUPPORT DOCS

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TURN SLIP

IT'S TURN TIME

Together, Safe and on time

TURN SUPPORT CARD

Network

This is a tool to support the Ground Crew drive the turn with clear milestones and will also help Cabin Crew and Pilots to be aware of our timings

Departure flight and date:

Destination:

Is this a **HOT TURN** requested by ICC:

Yes / No

STD / ETD:

A/C stand WIWO?

Yes / No

First pax on target time:

DC-4 target time:

THANK YOU

The **TURN SUPPORT CARD** is agreed by Cabin Services, Ground Ops and Flt Ops

#OPSTRINITY

Point of reference:

WIWO: Ground handler to update if stand is WIWO or not.

Flight arriving early: Ground Handler to document on **Turn support card** the STD

Flight arriving on time: Ground Handler to document on **Turn support card** the STD

Flight arriving with delayed ATA: Ground Handler to document on **Turn support card** the ETD

STD: Scheduled time of departure

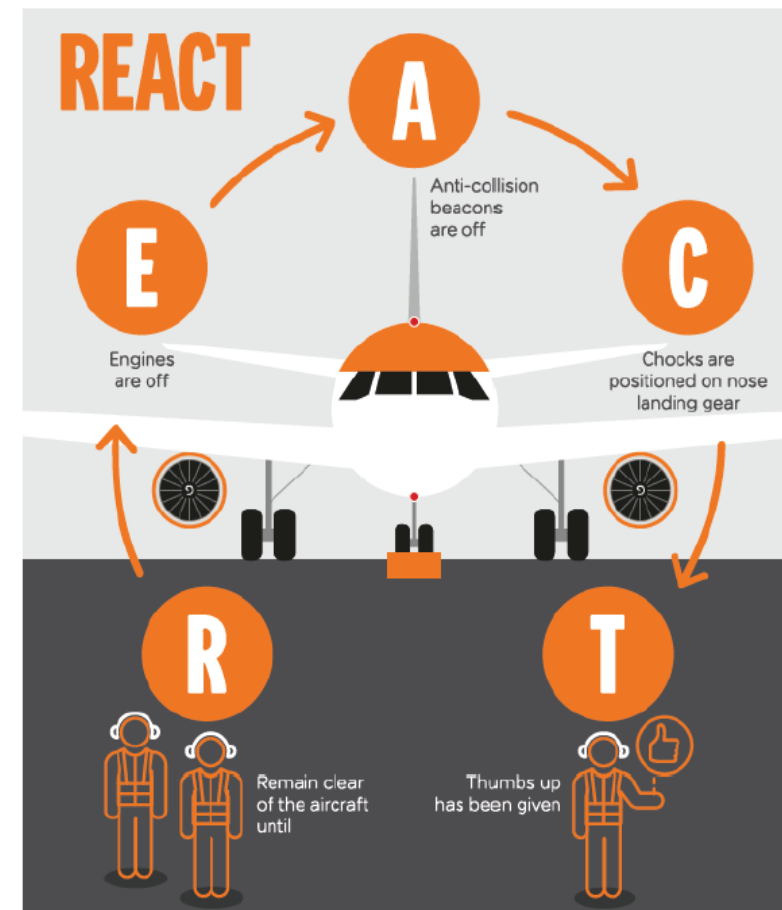
ETD: Estimated time of departure

ATA: Actual time of arrival

GO SAFE



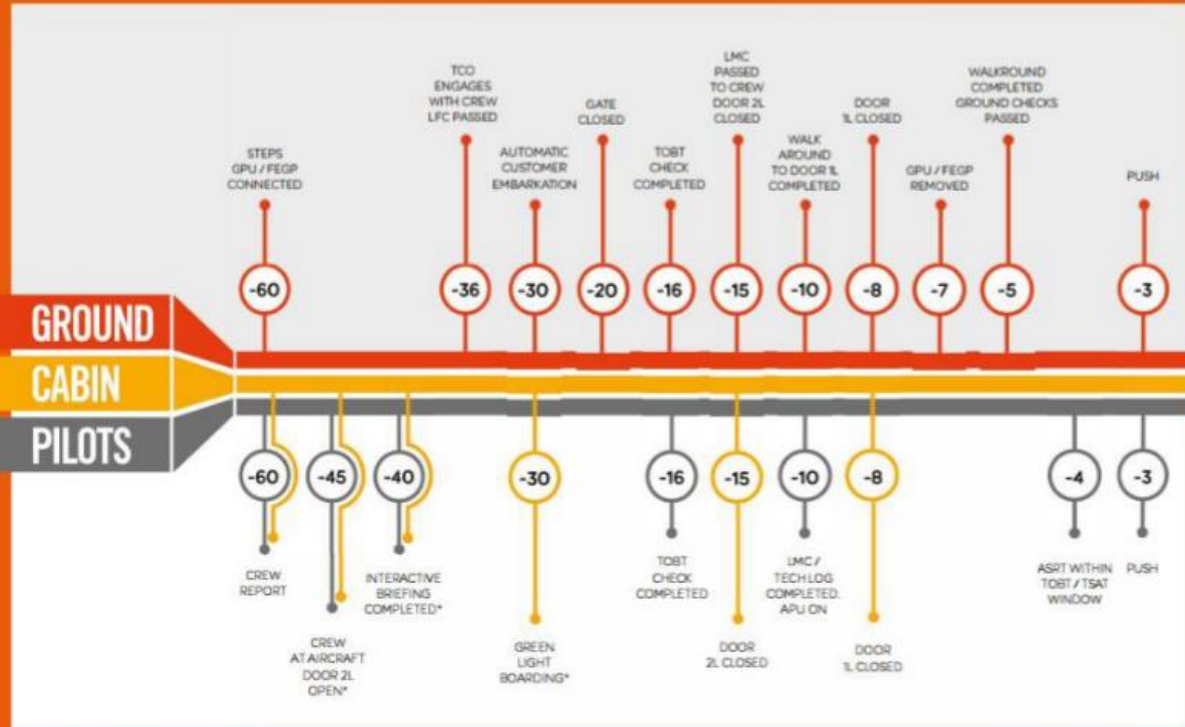
REACT



FW AND TURN CARDS

DON'T BE LATE FOR MINUS 8 Together, safe and on time

FIRST WAVE - NETWORK EXCLUDING FRANCE, LGW & EZS



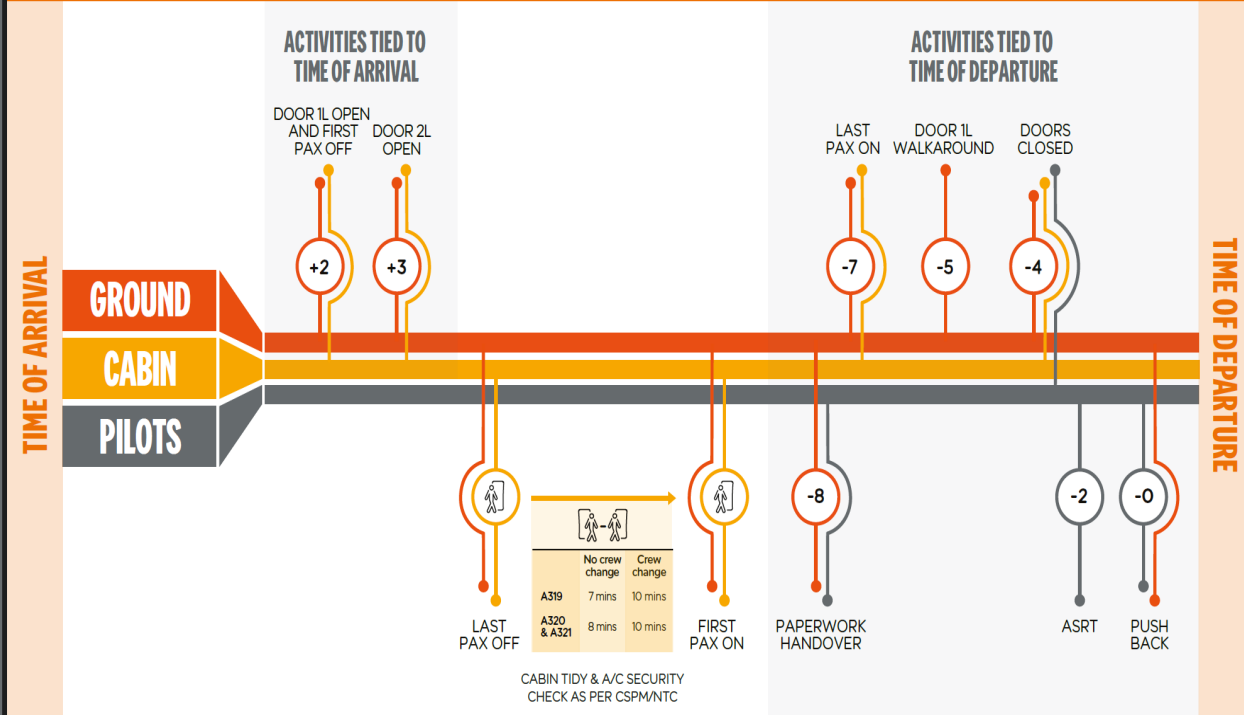
* SEE NOTES OVERLEAF

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IT'S TURN TIME

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NETWORK TURN CARD



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VERSION 1.0 05/02/25

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PRM - FW AND TURN CARDS

ACCESSIBILITY TRAVELLERS - FIRST WAVE CARD

TOGETHER, SAFE AND ON TIME



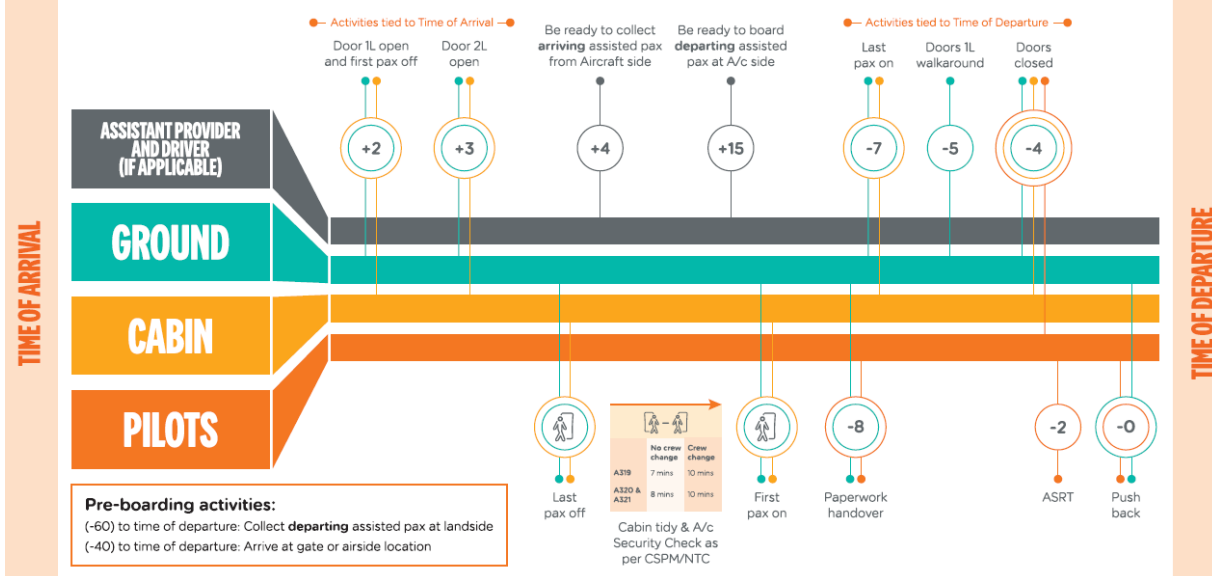
ONLY APPLICABLE TO ASSISTANCE PROVIDER BEST PRACTICE GUIDE
 All times are 'no later than' and should not be exceeded
 * -25 where GLB is different

Version 1.0 30/03/26



ACCESSIBILITY TRAVELLERS TIMELINES ALONG WITH NETWORK TURN CARD

TOGETHER, SAFE AND ON TIME



ONLY APPLICABLE TO ASSISTANCE PROVIDER MANAGEMENT BEST PRACTICE GUIDE
 All times are 'no later than' and should not be exceeded

Version 1.0 30/03/26

