

THE GREAT GROUND CREW UPDATE

May 2026

GETTING READY

You are the first to deliver the warmest welcome on the ground, and your impact truly sets us apart. Thanks to your commitment and professionalism, customer CSAT is once again outperforming last year – a fantastic achievement that reflects your hard work and dedication. **We hit a big milestone in April, we have achieved a Boarding CSAT of 70 for the first time!** Our cabin bag, boarding, bussing and disruption standards are now part of how we consistently deliver a smoother, warmer experience for our customers every day.

As we head into the summer, let's build on this momentum and continue to raise the bar together. **Thank you for everything you do.**



Antonio Shabbir
Customer Experience Director, easyJet

WE WANT TO CELEBRATE YOU

PIER2PEER Recognition

Warmest Welcome on the Ground Badge for April has been awarded to...

★ Sabrina Pastor Sonck, ALC



Congratulations to Sabrina, who demonstrated exceptional care and initiative by supporting a distressed passenger at a critical moment, ensuring they were able to reach a loved one in time—an act that truly reflects easyJet's values. She consistently delivers outstanding service and sets a strong example for others.

In recognition of this, Sabrina was nominated through PIER2PEER. All nominees were entered into a draw, and her name was selected, earning her an easyJet holidays voucher for two!

The Winter Round Up...

The France/North Africa/Switzerland winner is... LYS with a YoY increase of 5.7%

The UK and Netherlands winner is... BHX with a YoY increase of 10.8%

The Portugal and Outstations winner is... KEF with a YoY increase of 11.0%

The Spain/Germany/Austria/Italy winner is... RMU with a YoY increase of 11.1%

April Highest Overall CSAT Winner...

SEN, with an overall CSAT score of 84.1%



In April, we hit 70% on boarding for the FIRST TIME EVER! Huge congratulations to everyone!

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



CSAT PERFORMANCE



Current FYTD including current month, correct as of 14 May 2026.

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★ STANDARDS IMPROVEMENT LAUNCH

We are always reviewing how we improve our customers journey and make your job easier. With this in mind, we have launched 3 new standards designed to clarify processes and simplify the journey for Customers and Ground Crew colleagues.

CABIN BAGS

Our goal is for all customers to arrive with the correct bag for their ticket.

Customers can **purchase a large cabin bag and speedy boarding** at booking or check-in.

If a bag appears too large, check it using the bag gauge (**not all bags need checking**). If slightly oversized, allow the customer to remove items like a coat to fit—if it fits, it's fine.

If the bag still doesn't fit, the customer must pay an additional charge. **This is not a fine or penalty**—explain that their ticket doesn't include this size bag and they need to upgrade. **They can then use speedy boarding.**

Finally, remind customers with a return journey to add the large bag online in advance, as it may be cheaper.



BOARDING STANDARDS

An efficient boarding setup helps on-time departures and quick turnarounds. With the introduction of LOFO, **Boarding Standards have been updated.**

We expect **customers to be clearly informed about boarding processes and timings.** This can be done via PA announcements, or—if unavailable—Ground Crew should walk the lines and communicate directly. Keeping customers informed is a key touchpoint that **improves their experience and boarding C-SAT.**

Clear signage is also essential. While this varies by airport, ensure customers know where to queue using FID screens, gate signage, and bus stop signs. For support with this, please speak to your manager.



BUSSING STANDARDS

For teams using buses or coaches, these updated standards aim to improve the experience for priority customers, who have often felt they weren't getting value for money.

Priority customers should now board an exclusive bus or a clearly separate section, with doors opening for them first. This ensures they can board the aircraft first—a key benefit of speedy boarding and easyJet Plus.

Ground Crew must ensure this process is followed and clearly guide customers, as part of the **3+1**, on where to board.



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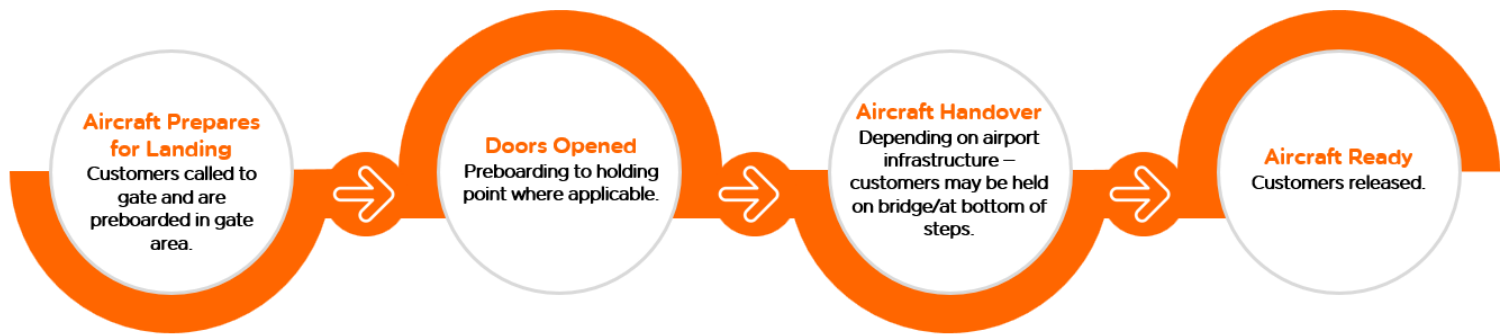
CREW CHANGE TIMELINE

Inbound, outbound, and ground crews work together to prepare the aircraft within **10 minutes** of the last customer leaving, ensuring a safe and on-time departure. **Clear customer communication helps keep the turnaround smooth and efficient.**

Inbound Cabin Crew: prepare aircraft after last customer disembarks, tidy cabin and restock essentials, ready aircraft for next boarding, handover to outbound crew.

Outbound Cabin Crew: arrive promptly for turnaround (-45STD), support with final cabin checks and security searches, stow belongings and brief for flight, prepare aircraft for on-time boarding.

Ground Crew:



KEEP CUSTOMERS INFORMED: *"The crew are preparing the aircraft for you; you'll be allowed onboard shortly".*
During aircraft handover – this is where you need to explain to customers the process and keep them informed.



BAG DROP OPENING TIME SIGNAGE – NOW AVAILABLE!

New signage is now available via the **Cubiquity portal** to clearly indicate when Bag Drop opens, helping manage customer expectations—particularly at airports without permanently staffed Bag Drop areas. This will support in reducing early queuing as more customers arrive ahead of time.

When placing orders, **please ensure you already have the appropriate totem or Tensa frame available**, or include this in your request if needed. **Signage options are available in 2, 2.5, and 3-hour variations.**

Visit the Cubiquity portal [here](#), using the below login details:

Username - GOMBROWSE@EJGO

Password - e@syJetABC123%

easyJet
flights & holidays

**BAG DROP
OPENS
2 HOURS
BEFORE
YOUR FLIGHT**

You don't need to join the queue until then
Early? Stock up on souvenirs, or sit back and join the queue when Bag Drop opens



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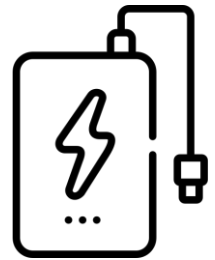
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POWER BANK & LAPTOP RULES UPDATE

What's changing?

When travelling with power banks:

- Power banks must not be recharged on board the aircraft
- Power banks must not be used to recharge portable electronic devices on board
- A maximum of two power banks per person is permitted
- Laptops must be carried in the cabin only and are not permitted in the aircraft hold



Customer-facing guidance has been updated to reflect these changes. Thank you for your support in maintaining a safe operating environment.

BOOKING WITH CONFIDENCE FOR SUMMER 2026

Book with Confidence reassures customers by guaranteeing no price increases or fuel surcharges after booking, while offering flexible options to change or cancel holidays up to 28 days before departure.



The initiative supports easyJet's full summer schedule, giving travellers confidence to book early and secure low fares, particularly for popular destinations like the Eastern Mediterranean.

For more information, please visit [here](#).

UNIFORM UPDATE AHEAD OF SUMMER

We'd like to remind all ground crew at six airports to **wear orange shirts as part of your uniform**.

Gilets are now back in stock ahead of the summer season, although there are a few size restrictions to be aware of.



MOTHER'S DAY IN LISBON!

Photos from our **Mother's Day celebration in Lisbon** capture the warmth and joy shared by our staff, crews, and customers, all brought together by the incredible efforts of our ACES team.

The event was a wonderful opportunity to honour and appreciate mothers while strengthening our community spirit. Thank you to everyone who joined us in making this day truly special!



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GO SAFE

This month with the message of the month we have decided to go “back to basics” across all three departments – Ramp, Operations, and Front of House – with different safety themes relevant to each area to focus on the basics to support our new Ground Crew who have joined us this summer. Please ensure that only the poster relevant to your department is displayed, rather than all three posters across every area.



LAST MONTH'S COMPETITION

Following last month's competition, we noted a number of incorrect answers relating to falls from height. It is essential that all Ground Crew fully understand and follow the correct procedures when operating boarding devices:

1. Always obtain a permit and ensure the aircraft door is closed before removing or repositioning boarding devices, including when making height adjustments.
2. Always ensure that guardrails on steps are fully extended before customers are permitted to board.



GO SAFE APRIL WINNERS

Congratulations to April's winners:

- ★ Marco Bongiorno, PMO
- ★ Zuzanna Siedlecka, KRK
- ★ Antoine Paul, GVA



SPOT OF THE MONTH

Spot of the Month goes to **Robert in EDI**, who identified a leak from the landing gear that required repair prior to departure. Excellent vigilance and a great example of proactive safety awareness.



SAFETY WEEK

Safety Week is approaching, commencing 1st June 2026. A briefing pack has been published to support you in planning your Safety Week activities.

Remember, trophies will be awarded to the airports delivering the best Safety Week initiatives, so we strongly encourage everyone to get involved and share your pictures and videos.

easyJet Safety Week 2026

Go Safe, Together & On Time

01st
June

This Is How
We Do Safety

02nd
June

You Are
Safety

03rd
June

Every Task
Matters

04th
June

Speak Up,
Learn, Improve

05th
June

Make Safety
Happen

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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RAMPING UP FOR SUMMER

The Summer season has officially begun! In the first month of our Summer 2026 operation, we took hundreds of thousands of customers on holiday.

Our top destinations for April were:

- ★ Palma, Spain
- ★ Tenerife, Spain
- ★ Alicante, Spain
- ★ Enfidha, Tunisia
- ★ Dalaman, Turkey

Alongside our airline colleagues, we had a fantastic time training our **newest ACES** in **Palma** this month.

We look forward to hearing your feedback throughout the Summer and working together to provide brilliant experiences for our customers.

EASYJET HOLIDAYS CUSTOMER SATISFACTION

UK departure
airport CSAT
APRIL 26

80.8

+ 1.9 vs 2025

Return
Airport CSAT
APRIL 26

64.2

+ 2.1 vs 2025

easyJet holidays
disrupted CSAT
APRIL 26

39.2

+ 4.9 vs 2025

Figures correct
as of 06 May 26

TURNING OUR NETWORK ORANGE!

The easyJet holidays Regional Operations team has been working hard to make our branding as visible as possible across the network.

Clarity and consistency is key – we want customers who are travelling to Egypt to see the same holidays branding as those who are travelling to Spain.

Branding is not only relevant in the airport, we also work closely with our Destination Management Company (DMC) colleagues to ensure that our branding is consistent across the DMC portal, on our transfer vehicles, and in hotels. **We now have over 400 lightboxes in key hotels, and over 50 branded vehicles.** And we're not just talking beach; **we now have branding in 15 of our key cities' airports.**

As a result of this consistency, we can be confident that when customers **see orange, they think easyJet and easyJet holidays!**



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>

