OPERATIONAL MEMO

easyJet

Memo #	OM 169
Title	SafetyNet Access
Date of Issue	21st June 2024
Written by	Callum Hutchinson
Reviewed by	LT

Reason for Issue
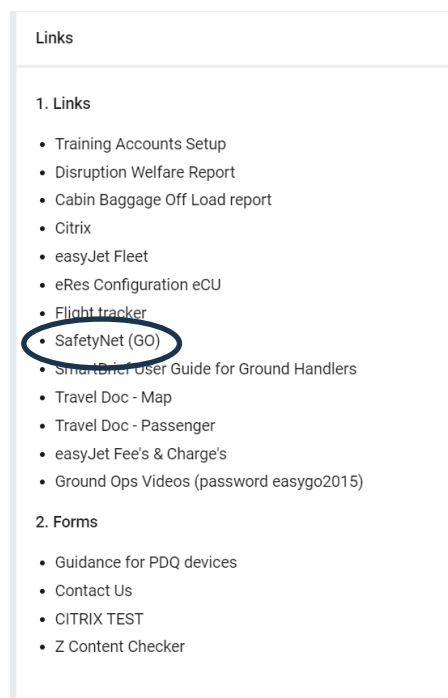
SafetyNet has recently been updated with a number of changes that effect how our Ground Handling Partners report safety incidents, accidents & near misses.

Details

Ground Handling Partners can now submit a GSR from any PC/Laptop at an airport without the need to log in, this will remove the constraint of delayed reporting due to access holders not being available.

To submit a SafetyNet report, please follow the following steps:

1. In the 'links' section on the homepage of connected portal, select SafetyNet (GO)

Links

1. Links

- Training Accounts Setup
- Disruption Welfare Report
- Cabin Baggage Off Load report
- Citrix
- easyJet Fleet
- eRes Configuration eCU
- Flight tracker
- SafetyNet (GO)
- SmartBrief User Guide for Ground Handlers
- Travel Doc - Map
- Travel Doc - Passenger
- easyJet Fee's & Charge's
- Ground Ops Videos (password easygo2015)

2. Forms

- Guidance for PDQ devices
- Contact Us
- CITRIX TEST
- Z Content Checker

2. The page will show 2 links:
   a. Link #1 is for airports that have investigator access for example if you have permissions to input your lead or subsidiary investigation into the system. If you are unsure if this relates to your airport, please check with your assigned AOCM and if you are experiencing log in issues (as this option still requires you to log on) please send an email to SafetyNet@easyjet.com for support.

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b.   Link #2 is for airports that do not submit investigations into the system and only use SafetyNet for reporting.

SafetyNet

SafetyNet is the easyJet online safety reporting system.

All easyJet employees have personal SafetyNet accounts and will automatically login on their credentials via Inside or option 1 below.

Our third party providers will need to use one of the following links to access SafetyNet:

1. Ground Handling partners or other Airport Suppliers i.e. cleaning, catering that have their own individual or generic account login for SafetyNet (i.e. SDMs) please click here
2. Ground Handling partners or other Airport Suppliers i.e. cleaning, catering who do not have an account but need to raise a safety report please click here

3.   When submitting a report, always select 'Ground Safety Report'

Submit Report ▾

- Engineering & Maintenance Incident Report
- Ground Safety Report
- Universal Safety Report

4.   Enter the flight details and select the most appropriate descriptor, use the descriptor search to help by typing key words, this will enable the report to be distributed to the correct department.

EVENT SUMMARY

Flight Number EZY ▾ - _____
Departure Date _____ 🗓 DD/MM/YYYY
Please select the Event Descriptor that best describes the most serious issue that occurred
Descriptor Search _____
Event Category _____ ▾
Event Type _____ ▾
Event Descriptor _____ ▾

Continue

5.   Complete the report as detailed as you can as this will support the investigation – Attachments can be added at the bottom of the page and please be aware that the email address submitted in the report will be the email address where feedback will be provided once the investigation is complete.

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6. Once all fields are complete please submit the report by pressing the 'submit report' button at the bottom of the screen.

Note: Safety reporting is a key element to our SMS and we have seen a recent reduction in our reporting rate, additionally we have been notified of some events that have not been reported to us via a GSR. It is vital that our Ground Handling Partners always report Incidents, accidents and near misses to us so that we can investigate. Safety Investigations are a key tool for us to learn and prevent from events that have occurred within our network.