WE ARE SAFETY

easyJet

AN AWARENESS THAT RUNS THROUGH ALL OF US

KEY SAFETY MESSAGES – JULY 2024

KEY MESSAGE	SUMMARY	FIND OUT MORE
Reporting in SafetyNet	> We have seen an increase in reports relating to the handling of PRM customers, please ensure: ▪ PRM customers are handled with dignity and respect at all times ▪ Only trained ground crew may assist PRM customers ▪ PRM customers must only be boarded/disembarked when the correct equipment is available	GHM 1.4.4 Handling Passengers with Reduced Mobility
Reporting in SafetyNet	> When submitting a GSR in SafetyNet it is important to ensure that the below information is accurate: ▪ Descriptor – It is important that the correct descriptor is used, "Descriptor not found" must only be used when there are no descriptor matches ▪ Event Location – This is the location where the event occurred ▪ Your Location – Airport where you are based ▪ Flight details (Registration, Date, Flight Number, Route) ▪ Description – Provide as much information as possible ▪ Attachments – Photographs/videos speak 1000 words!	GHM 6.5– Reporting Incidents, Accidents & Near Misses GHM 0.7 – easyJet Safety Policy, Principles & Objectives
Pack Safely Signage	> We have seen an increase in reports of incorrect pack safely questioning at bag drop. When accepting baggage for carriage in the hold Ground Crew members must obtain positive confirmation from the customer that they are not carrying any of the prohibited items displayed on the pack safely sign.	GHM 0.8.1 – Passenger Signage GHM 1.1.6.2.7 – Procedures at check-in
Spot of the month	> Well done to Ragab in HRG who spotted an imposter attempting to travel on a passport that did not belong to them	GHM 1.1.5.1 – Passenger Documents

easyJet GROUND OPS