

Station Instruction #	301				
Title	First Wave Timeline				
Date of Issue	10/10/24				
Effective start date	22/10/24	October 10, 2024			
Effective end date	UFN				
Written by	Sophie Williams				
Reviewed by	Kevin Doyle / Simon Cox	OPR No	758		

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## Reason for Issue

Publication of First Wave Timelines detailing the sequence and timings of key activities to be completed by ground crew, cabin crew and flight deck on first wave departures, to be adhered to on all departures from cold aircraft.

On-time First Wave departures are critical to the success of the operation. These timelines are designed to align procedures across all touch points to ensure understanding, consistency and collaboration at first wave so that we are set up for success.

While our procedures remain unchanged, these timelines should increase awareness of key milestones on first wave departures, enabling us to work as a unified team to deliver ease and reliability. We all have the opportunity to make a difference – together, safe and on time.

Ground crew should use their relevant First Wave Timeline as a tool to meet our required KPIs, align with flight and cabin, and achieve on-time departures.

## **GHM Amendments**

Section	Title	Details
Appendix I I.1	First Wave Timeline – Network	New section - First Wave Timeline for Network excluding France, EZS and LGW
Appendix I I.2	First Wave Timeline - France	New section - First Wave Timeline for French bases
Appendix I I.3	First Wave Timeline - EZS	New section – First Wave Timeline for EZS bases

I Turn Cards ..... I-1

I.1 First Wave Timeline – Network.....I-1

I.2 First Wave Timeline – France .....I.2

I.3 First Wave Timeline – Switzerland .....I.3

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- a signed read and brief, regular team briefing sessions to ensure Ground Crew understand SI content
- specific training and assurance of content comprehension by Ground Crew
- review of local audit checklists & training material to include any changes

# STATION INSTRUCTION

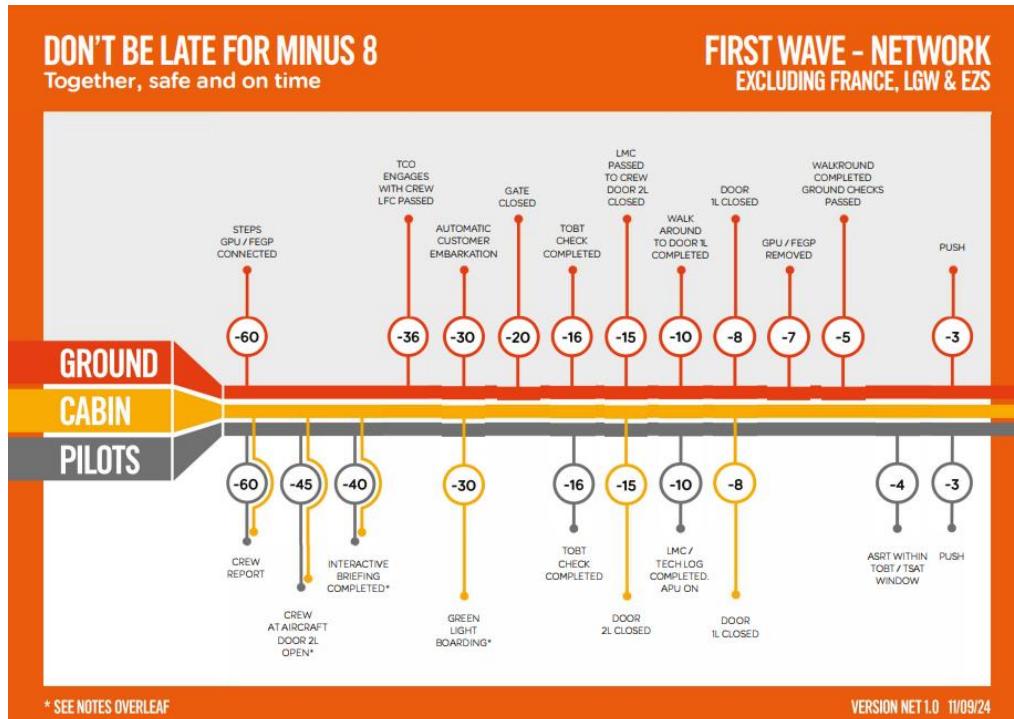
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## Appendix I - Turn Cards

First Wave Timelines for all bases excluding LGW.

First wave timelines should be used as a framework to achieve an on-time departure.

### I.1) First Wave Timeline – Network



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### PURPOSE:

The first wave timeline is intended to provide a framework for effective cross functional working on first wave departures and any subsequent turns when crew report to a cold aircraft. It is issued as guidance material and does not alter current SOPs or existing contractual KPIs.

### APPLICABILITY:

- Flights operated by EZY and EJU crew other than those based in LGW and France
- All departures when crew report to a cold aircraft.

### NOTES:

- Green Light Boarding is successful if the first Customer steps on board the aircraft at STD – 30. Customers should be automatically released from the gate at an appropriate time to enable this.
- Cabin Crew opening of door 2L on arrival where steps are in place, infrastructure allows and it is safe to do so.
- Length of interactive briefing is at Captain's discretion.

### ACRONYMS

**ASRT:** Actual Start Up Request Time

**FEGP:** Fixed Electrical Ground Power

**LFC:** Loading Form and Certificate

**LMC:** Last Minute Changes

**TOBT:** Target Off Blocks Time

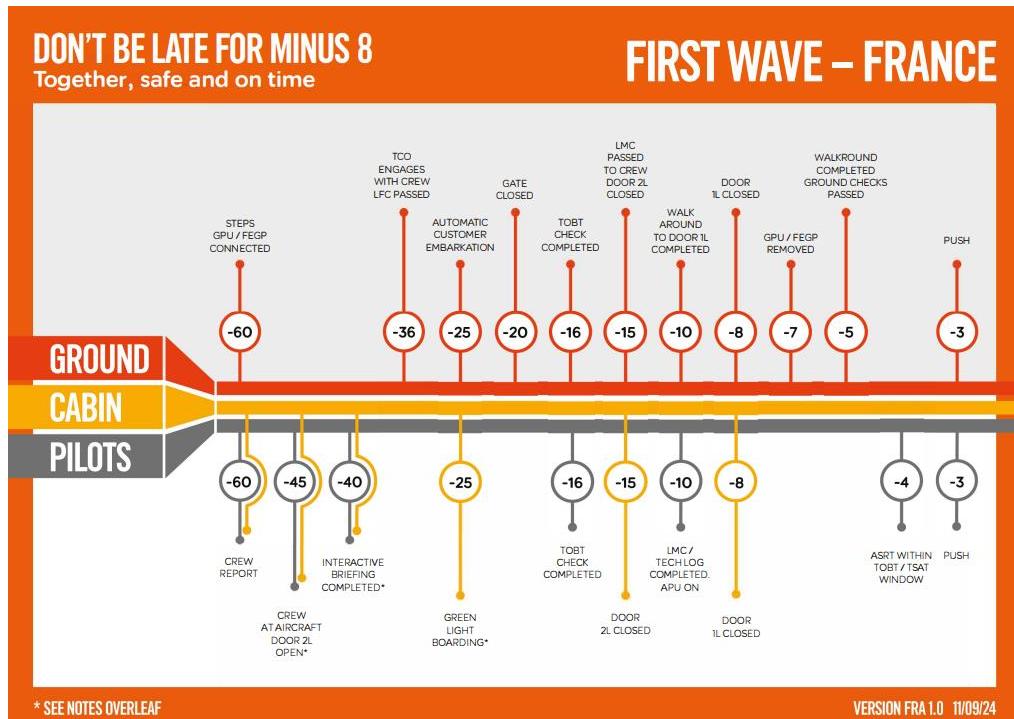
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# STATION INSTRUCTION

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## I.2) First Wave Timeline - France



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### PURPOSE:

The first wave timeline is intended to provide a framework for effective cross functional working on first wave departures and any subsequent turns when crew report to a cold aircraft. It is issued as guidance material and does not alter current SOPs or existing contractual KPIs.

### APPLICABILITY:

- Flights operated by French based crew
- All departures when crew report to a cold aircraft.

### NOTES:

- Green Light Boarding is successful if the first Customer steps on board the aircraft at STD – 25. Customers should be automatically released from the gate at an appropriate time to enable this.
- Cabin Crew opening of door 2L on arrival where steps are in place, infrastructure allows and it is safe to do so.
- Length of interactive briefing is at Captain's discretion.

### ACRONYMS

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**FEGP:** Fixed Electrical Ground Power

**LFC:** Loading Form and Certificate

**LMC:** Last Minute Changes

**TOBT:** Target Off Blocks Time

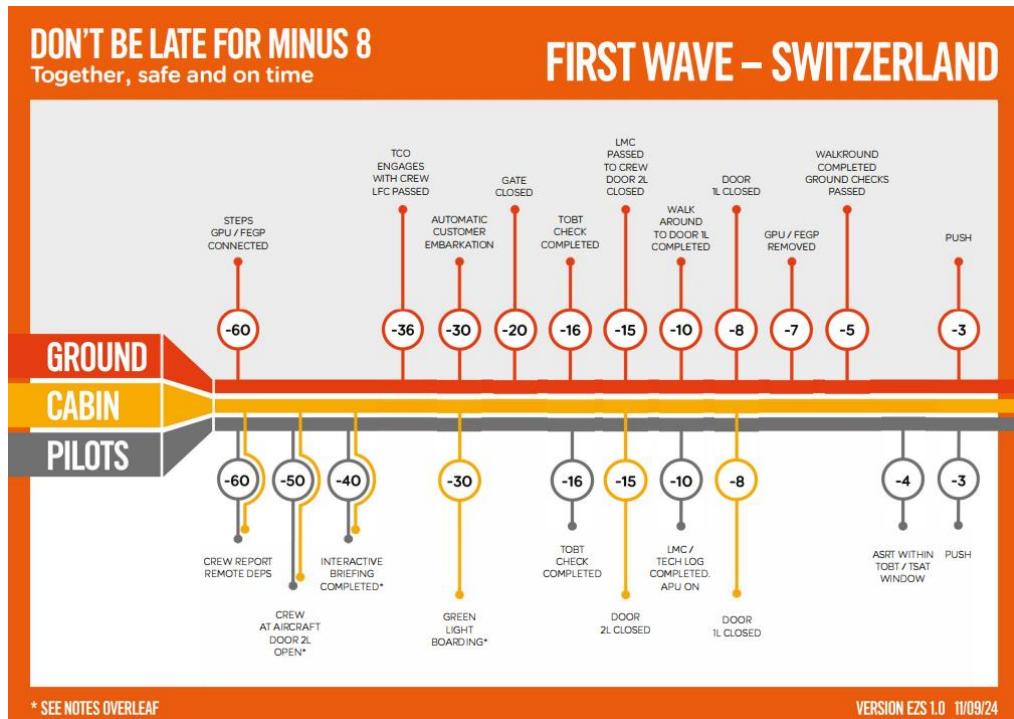
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# STATION INSTRUCTION

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## I.3) First Wave Timeline - Switzerland



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### PURPOSE:

The first wave timeline is intended to provide a framework for effective cross functional working on first wave departures and any subsequent turns when crew report to a cold aircraft. It is issued as guidance material and does not alter current SOPs or existing contractual KPIs.

### APPLICABILITY:

- Flights operated by EZS
- All departures when crew report to a cold aircraft.

### NOTES:

- Green Light Boarding is successful if the first customer steps on board the aircraft at STD – 30. Customers should be automatically released from the gate at an appropriate time to enable this.
- Cabin Crew opening of door 2L on arrival where steps are in place, infrastructure allows and it is safe to do so.
- Length of interactive briefing is at Captain's discretion.

### ACRONYMS

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