



Topic: easyJet Disruption Report

Dear Supervisors

The welfare report what you used before is no longer applicable for Frankfurt. We have received a link from easyJet, which will direct you to the new Disruption Report, which effective immediately must be used for the following cases:

- Flight Cancellation
- Overnight Delay
- Overbooking
- Aircraft Downgrade (e.g. iso A320 we get an A319 and the flight gets OVB)
- Diversion
- Denied Boarding (e.g. oversales, travel documents, etc.)
- Delay 2H or longer

The report has 14 fields. Although not all are marked as mandatory field, the request of the customer is to fill all of them. Should something be not applicable, please write N/A.

NOTE: The comments that need to be written in the bookings stay! Please don't forget about those!

Furthermore, to keep this process simple, and keep it only one report for you, the Safety Net report is going to be logged by me according to your DHR.

So: Your responsibility is to write the DHR using the new link and set the comments in the booking. Then Safety Net is on me.

The link: https://forms.office.com/Pages/ResponsePage.aspx?id=HdTWOcrHQkquOw-6gr6ZS3k_C9b7PY9Puxw3c1KGqeBUNUhXNkRXTk5ITZDTFdPUUhKMTNWSIVTUi4u

Please save it on your computer!

Thank you!

Norbert