



LOCAL OPERATING PROCEDURE_MUC_U2/EC006

Boarding Process

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PURPOSE

This Local Operating Procedure (LOP) standardises the boarding process to ensure consistent and traceable service delivery across all easyJet flights at Munich Airport (MUC).

It ensures a safe, secure, compliant, and efficient boarding operation that meets easyJet requirements, local airport regulations, and applicable aviation security and immigration standards.

OBJECTIVE

The objectives of this LOP are to:

- Clearly define roles, responsibilities, and task allocation for gate agents to support effective teamwork and operational resilience.
- Support effective communication and coordination between gate agents, ramp personnel, and other operational stakeholders.
- Provide a clear reference framework for new and existing staff, supporting competency, accountability, and continuous improvement.
- Enhance the passenger experience while maintaining safety, security, and on-time performance.

APPLICATION

Passenger Services Department:

Customer Service Agent

Supervisor/Lead Agent

ABBREVIATIONS & DEFINITIONS

CAMEL – Flight Information Display System used at MUC. It displays real-time flight information to passengers and airport staff. It shows operational details for departures and arrivals and is a critical communication tool in terminal operations. Access to the CAMEL system requires a valid username and password, which is provided to agents during on-the-job training.

EAGLE – Baggage Reconciliation System (BRS) used at MUC. Baggage status within the EAGLE is displayed using three color indicators:



- **Green – Authorised to Load**
Baggage marked in green has been fully reconciled and is **cleared for loading** into the aircraft hold.
- **Yellow – Not Authorised to Load (Pending Investigation)**
Baggage marked in yellow is **not authorised for loading** at this stage. Additional checks and investigation are required to determine whether the baggage can be accepted and loaded.
- **Red – Do Not Load / Offload Required**
Baggage marked in red **must not be loaded** into the aircraft hold. If the baggage has already been loaded, it must be **immediately identified and offloaded** from the aircraft hold.

Strict adherence to the EAGLE baggage status indications is mandatory to ensure aviation security, regulatory compliance, and safe aircraft operations. Access to the EAGLE system requires a valid username and password, which is provided to agents during on-the-job training.

DGA - Digital Announcement System application used at boarding gates to deliver pre-recorded digital announcements in a standardised and consistent manner. The system supports German and English as standard languages. An additional language may be selected to meet operational or passenger requirements.

GENERAL INFORMATION

For easyJet operations, gate agent duties are divided into two functional roles: **Boarding Agent** and **Back-up Agent**.

The **Boarding Agent** is primarily responsible for the execution of the boarding process. This includes preparing the gate for boarding, ensuring that every passenger's boarding pass is correctly scanned, and preventing access to the boarding gate without a valid scan. On non-Schengen flights, the Boarding Agent is additionally responsible for verifying each passenger's travel documents at the gate to ensure compliance with destination requirements.

The **Back-up Agent** is primarily responsible for supporting and coordinating the boarding process. This includes organising boarding activities, maintaining communication with the Ramp Agent, managing non-compliant cabin baggage and other operational irregularities, and assisting the Boarding Agent with travel document verification when required.

As the boarding process is a team effort, the procedural steps outlined below are not strictly limited to one role. Tasks may be delegated, shared, or combined between gate agents as agreed, or adjusted based on operational requirements, including situations where staffing levels require a single agent to perform both roles.

Prior to proceeding to the boarding gate, gate agents must ensure they are in possession of all required materials, including but not limited to: easyJet Dangerous Goods sign and Cabin Baggage Offload Card, PDQ Machine, Gate Report, Bingo Sheet, Manual Baggage Tags, Boarding Passes, Receipt Book, Denied Boarding Letter, EMA Form.

It is essential that at least one gate agent reports to the boarding gate on time to ensure adequate preparation and the safe, secure, and efficient commencement of the boarding process.



PROCEDURE STEPS

*Note: Each procedural step indicates the responsible agent role. Where both roles are listed, responsibility is shared, and task allocation must be agreed between the agents. **When only one agent is present at gate, all steps must be completed in the prescribed order without deviation.***

Step	Action
1. Back-up Agent	Access the CAMEL system and set the flight status to "Gate Occupied."
2. Back-up Agent	Open the EAGLE system and verify whether any critical bags are present (yellow or red). If critical bags are identified, immediately inform the ramp agent, who will confirm and advise on the status of the baggage.
3. Boarding Agent	Open the eRes departure control system and log in using your assigned credentials.
4. Back-up Agent	<p>Flight Closure Documentation and Communication</p> <p><i>Note: In the event of a flight delay, this may be completed once the gate is occupied.</i></p> <ul style="list-style-type: none">• Begin completing the Gate Report.• At -40mins before STD, verify that the flight is closed for check-in in eRes. If the flight remains open, contact the check-in desk to confirm whether the flight can be closed.• Print the following documents from eRes – Menu #4:<ol style="list-style-type: none">1. Flight Closure Report (select <i>P – Print</i>, then <i>F – Flight Closure Report</i>). Enter the required date and flight city pair.2. Loading Instruction Report Form (select <i>P – Print</i>, then <i>I – Loading Instruction</i>). Enter the required date and flight city pair.• If airbridge, the Ramp Agent will collect the printed documents at the gate. If requested, flight figures may be communicated in advance by phone by sending photographs of the Flight Closure Report from eRes. Ensure that ALL pages, until including the complete SSR codes list, are clearly captured and sent.• For bus gates, communicate flight figures to the Ramp Agent by phone by sending photographs of the Flight Closure Report from eRes. Ensure that ALL pages, until including the complete SSR codes list, are clearly captured and sent. Send the printed lists (if applicable, Bingo Sheet and/or Rush Certificate) to the Ramp Agent with the last passenger bus.



5. Back-up Agent Boarding Agent	If the flight includes Passengers with Reduced Mobility (e.g. WCHR, WCHS, WCHC, BLND, DEAF), contact the Mobility Service at 63333 and provide the following information: <ul style="list-style-type: none">• Flight number• Passenger name• Special assistance category• Required assistance at the gate
6. Back-up Agent Boarding Agent	Prepare the gate by setting up boarding passes, ensuring the bingo sheet and manual baggage tags are readily available at the desk. Verify that the boarding pass scanner and gate doors are functioning correctly and that the printer has sufficient paper. Ensure the easyJet baggage gauge and the Dangerous Goods sign are displayed prominently.
7. Back-up Agent	For bus gates, request buses in CAMEL immediately upon arrival at the gate, as boarding often needs to commence at touchdown. However, boarding must never start without confirmation from the Ramp Agent.
8. Back-up Agent	A few minutes before boarding, update the flight status to " Boarding Soon " in CAMEL and make the general boarding announcement using the DGA.
9. Boarding Agent	Organise passengers by directing S1/S2, PRM, and families with children under 5 to one side of the baggage sizer, and all other passengers to the opposite side, as indicated on the sizer .
10. Back-up Agent	Once the passenger lines are organised, inspect the queues and charge for any non-compliant baggage as required. If baggage cannot be taken into the cabin, attach a manual tag , show the customer the Cabin Baggage Offload Card and DGR poster , and instruct them to remove electronics (e.g. powerbanks and e-cigarettes), documents, medication they might need on-board, and other restricted items. Record the passenger's boarding pass sequence number on the tag for the bingo sheet. Complete the bingo sheet with all required information and attach the sticker from the manual baggage tag. Advise the passenger to take the labelled baggage with them and hand it over at the aircraft entrance or where applicable designated area. Notify the Ramp Agent of any labelled baggage at the gate as soon as possible. Starting the cabin baggage assessment early allows sufficient time to process all non-compliant bags efficiently. However, note that a non-compliant baggage may appear at any time during boarding.



11. Back-up Agent Boarding Agent	<p>After receiving “Boarding OK” from the Ramp Agent, update the flight status to “Boarding” in CAMEL.</p> <p>Once the boarding doors are opened, ensure passengers can access only the designated route to the aircraft or bus, and that no other doors or routes are accessible or open.</p> <p>For bus gates (e.g., B14, C02, C05, C09, D02, D05, D14), proceed down the stairs and confirm that the pre-boarding area is completely clear before boarding begins.</p>
12. Boarding Agent	<p>After receiving “Boarding OK” from the Ramp Agent:</p> <ul style="list-style-type: none">• Open boarding for the flight in eRes using the command: ob/flightnumber (e.g. ob/8642)• After opening the flight for boarding, activate boarding mode to begin scanning boarding passes in eRes using: .brdflightnumber (e.g. .brd8642)• Begin boarding with S1/S2, PRM, and families with children under 5. <p><i>Note: On occasion, an inbound flight may arrive earlier than scheduled. In such cases, boarding may be opened in eRes and commence before the flight is formally closed for check-in.</i></p> <p><i>When this situation occurs, flight figures must only be communicated to the ramp agent once the flight has been closed for check-in in eRes, even if boarding has already started.</i></p> <p><i>If only one agent is present at the gate, the following procedure must be applied:</i></p> <ul style="list-style-type: none">• Boarding activities must be temporarily paused.• The flight must be closed for check-in in eRes.• Final flight figures must be communicated to the ramp agent.• All required flight documentation must be printed. <p><i>During the execution of these steps, the agent must maintain strict control of the boarding gate and ensure that no passenger proceeds through the boarding doors.</i></p> <p><i>Once these steps are completed, boarding may be resumed.</i></p>
13. Boarding Agent	<p>On non-Schengen flights, check all travel documents for each customer carefully, ensuring the passport belongs to the passenger in front of you. Verify the passport’s issue and expiry dates and confirm that any required visa is valid for the travel period (valid from and valid until). When in doubt, consult your supervisor, and if necessary, contact the immigration office or border police at the destination airport.</p>
14. Boarding Agent	<p>When manually boarding a passenger:</p> <ul style="list-style-type: none">• In boarding mode, enter the sequence number from their boarding pass (e.g. s567). For passengers checked in at the airport, enter the sequence number only, without the “s” (e.g. 2).• Always verify that the flight number and date are correct and that the passport matches the boarding pass.• After manual boarding, ensure that the passenger details in eRes correspond exactly with the boarding pass and passport.



15. Back-up Agent	When required, assist the Boarding Agent with travel document verification. If an issue cannot be resolved immediately, take responsibility for the case and allow the Boarding Agent to continue processing other passengers. When in doubt, consult supervisor, and if necessary, contact the immigration office or border police at the destination airport.
16. Back-up Agent Boarding Agent	Boarding should be completed by -15 STD , or -20 STD for bus gates. Once boarding is complete, check for any no-show passengers using in boarding mode .qn or in regular mode .qnflightnumber (e.g. .qn8642). <ul style="list-style-type: none">For missing passengers with bags, mark the bag yellow in EAGLE and inform the Ramp Agent immediately.Check if a customer passed the security and before deciding to offload the bag ask the ramp agent to perform a seat check.If a bag is to be offloaded, mark it red in EAGLE and send a picture from EAGLE to the Ramp Agent.
17. Back-up Agent Boarding Agent	After boarding is complete, provide the Ramp Agent with the final figures : <ul style="list-style-type: none">Total number of passengers missingNumber of passengers missing with bags and how many bagsNumber of passengers missing in the aircraft splitsTotal on board (Always mention number of infants, even if 0) This information can be retrieved from the Flight Closure Report in eRes (Menu #4 – <i>S</i> for screen, <i>F</i> for Flight Closure Report, then enter the date and flight city pair). For example, this is how final figures should be communicated to the ramp agent: Boarding completed. We have 3 no-shows, 2 of them have 3 checked-in bags. The bags are on red in EAGLE. We have -1 in A and -2 in C. Total on board 125+0.
18. Back-up Agent Boarding Agent	If any baggage was labelled at the gate, hand the fully completed bingo sheet over to the Ramp Agent. For bus gates, provide the Flight Closure Report, Loading Instruction, and Bingo Sheet to the driver of the last passenger bus, and inform them that boarding is complete.
19. Back-up Agent Boarding Agent	<ul style="list-style-type: none">Close boarding for the flight: cb/flightnumber (e.g. cb/8642)After "Doors Closed", remove no-show passengers in eRes using: .qnflightnumber - r1, r2, r3 (or r1-3 to remove all three no-shows, for example)Send the Flight Closure Report to muc-passage@dhs.aero via eRes (Menu #4 – <i>E</i> for email, <i>F</i> for Flight Closure Report, then enter date, flight city pair, and email address)
20. Back-up Agent Boarding Agent	Gate agents may leave the gate once " Doors Closed " is confirmed. However, gate agents must remain on duty until the aircraft is airborne .



SAFETY / SECURITY NOTES

- **Teamwork and Communication**

Strong cooperation at the gate is critical. Always communicate clearly with your colleagues regarding your actions and remain connected at all times.

- **Mutual Support**

When required, actively look out for your colleague and provide assistance as necessary to maintain smooth and safe operations.

- **Coordination with Ramp Agent**

Maintain continuous communication with the ramp agent. Provide regular updates on the boarding progress and immediately relay any irregularities or issues observed at the gate.

- **Performance and Safety**

Due to short aircraft turnaround times, efficient boarding performance is important. However, safety must never be compromised in the interest of speed.

- **Quality and Compliance**

High-quality performance and thorough documentation checks are always a priority and must be maintained at all times.

- **Escalation of Uncertainty**

If there is anything you are even slightly unsure about, immediately inform the supervisor on duty.

- **Reporting Unusual Situations**

If you notice anything that appears unusual or out of the ordinary, immediately inform the supervisor on duty.

DOCUMENTATION & RECORD RETENTION

The following documentation shall be retained to ensure full traceability of Rush / Unaccompanied baggage handling at Munich Airport (MUC):

1) Gate Report

Retention period: no less than 3 months

Owner / Storage: DHS Main Office / Gate Reports Archive

REFERENCE

easyJet GHM, 0.8.5 Boarding

easyJet GHM, 1.1.7 Customer Boarding