



LOCAL OPERATING PROCEDURE_FRA_U2/EC005

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 Frankfurt Airport (FRA). 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

TRAVIS – Flight Information Display System used at FRA. It displays logos in the waiting area of the boarding gate. Access to the TRAVIS system requires a valid username and password, which is provided to agents during on-the-job training.

BRS-B5 – Baggage Reconciliation System (BRS) used at FRA.



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 Coordinator** and **Boarding 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 **Boarding Coordinator** 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. Boarding Coordinator	Access the digital display next to the boarding door and register the flight.



<p>2.</p> <p>Boarding Coordinator</p>	<p>Open the iPort departure control system and log in using your assigned credentials.</p>
<p>3.</p> <p>Boarding Coordinator</p>	<p>If the flight includes Passengers with Reduced Mobility (e.g. WCHR, WCHS, WCHC, BLND, DEAF), contact the Mobility Service at 69111/69112 and provide the following information:</p> <ul style="list-style-type: none"> • Flight number • Passenger name • Special assistance category • Required assistance at the gate
<p>4.</p> <p>Boarding Agent</p>	<p>Prepare the gate by setting up boarding passes and 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.</p> <p>Ensure the easyJet baggage gauge and the Dangerous Goods sign are displayed prominently.</p>
<p>5.</p> <p>Boarding Coordinator</p>	<p>For bus gates, request buses 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.</p>
<p>6.</p> <p>Boarding Coordinator</p>	<p>A few minutes before boarding, make the digital pre-boarding announcement using the DGA.</p>
<p>7.</p> <p>Boarding Agent</p>	<p>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.</p>
<p>8.</p> <p>Boarding Coordinator</p> <p>Boarding Agent</p>	<p>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 printed 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.</p> <p>Collect the labelled baggage at the gate, and order the BRS man in BRS B5 who will bring the bags down.</p> <p>Notify the Ramp Agent of any labelled baggage at the gate as soon as possible.</p> <p>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.</p>



<p>9.</p> <p>Boarding Coordinator</p>	<p>After receiving "Boarding OK" from the Ramp Agent, update the flight status to "Boarding" in DGA and make a manual announcement for speedy boarding followed by the digital boarding announcement.</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 proceed down the stairs and confirm that the staircase is completely clear before boarding begins.</p>
<p>10.</p> <p>Boarding Agent</p>	<p>When manually boarding a passenger:</p> <ul style="list-style-type: none"> • Always verify that the flight number and date are correct. • After manual boarding, ensure that the passenger details in iPort correspond exactly with the boarding pass and passport.
<p>11.</p> <p>Boarding Coordinator</p>	<p>Boarding should be completed by -15 STD, or -20 STD for bus gates. Once boarding is complete, check for any no-show passengers.</p> <ul style="list-style-type: none"> • For missing passengers with bags, inform the Ramp Agent immediately. • Before deciding to offload the passenger and the bag ask the ramp agent to perform a seat check.
<p>12.</p> <p>Boarding Coordinator</p>	<p>After boarding is complete, provide the Ramp Agent with the final figures:</p> <ul style="list-style-type: none"> • Total number of passengers missing • Number of passengers missing with bags and how many bags • PW Summary in iPort • Total on board (Always mention number of infants, even if 0) <p>For example, this is how finals figures should be communicated to the ramp agent: Boarding completed. We have 3 no-shows, 2 of them have 3 checked-in bags. Total on board 125+0, specials: 1 WCHR.</p>
<p>13.</p> <p>Boarding Coordinator</p> <p>Boarding Agent</p>	<p>Gate agents may leave the gate once "Doors Closed" is confirmed.</p> <p>However, gate agents must remain on duty until the aircraft is airborne.</p>

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.

REFERENCE

easyJet GHM, 0.8.5 Boarding

easyJet GHM, 1.1.7 Customer Boarding