

# STATION INSTRUCTION

easyJet

Station Instruction #	281	
Title	Commuter/Staff Standby travel and the Use of Crew Jump Seats – e-Res airports only	
Date of Issue	17/05/23	
Effective start date	18/05/23	
Effective end date	UFN	
Written by	Kevin Doyle / Nicholas Pelham	
Reviewed by	Diana Stevens	OPR No 393

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## Reason for Issue

To comply with regulatory obligations, easyJet has modified the commuter and staff standby travel policy. This Station Instruction details the procedures to be followed by Ground Crew when processing commuter and staff standby customers.

## GHM amendments are as follows

Section	Title	Details
1.1.4.4	Commuter Travel	Section updated detailing new requirements for commuters
1.1.4.6	Staff Standby Travel	New section that details procedures for acceptance of staff standby customers .
5.4.3.2	Last Minute Changes	New section (5.4.3.2.1) added that details procedures for the inclusion of jump seat customers in the LMC section of the LFC

### **1.1.4.4 Commuter Travel**

easyJet operates a Commuter Travel Scheme for selected crew. Commuters must have purchased a staff travel ticket or staff standby ticket in order to travel. Ground Crew must check the commuter has a valid booking before acceptance. If travelling on staff standby the commuter letter must be presented to the Ground Crew at the start of the boarding process as this will determine the priority of the crew member. Commuters travelling without a valid booking **must not** be accepted for travel.

See below for an example of the commuter letter:

This SI makes a change to the published Ground Handling Manual (GHM). The SI folder should have this instruction placed in it until its effective end date. GOM, GHP & other parties must ensure effective implementation of this SI at a local level. The accountable staff member at each airport must confirm to their easyJet Manager that the SI has been understood and embedded with all applicable Ground Crew. Local cascade may include some or all of the following:

- 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

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easyJet Airline Company Limited  
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# COMMUTER TRAVELLER

To whom it may concern,

The holder of this letter is authorised by easyJet to travel on the easyJet route paring(s) listed below, as a commuter.

The employee has agreed to the terms and conditions attached to this status and are also bound by the usual easyJet terms and conditions of carriage.

This letter is only valid when accompanied by a seat at Gate boarding card. This letter provides priority access to the aircraft Jumpseats.

- Access to Flight Deck jump seat will be on presentation of an easyJet issued yellow and white striped pass.
- Access to Cabin jumpseat will be on presentation of an easyjet employee ID.
- Available cabin seats will be allocated on a first booked first boarded basis

**This letter may only be used for travel on a United Kingdom (G-) or Austrian (OE-) Registered aircraft operated by easyJet or easyJet Europe.**

Thanks for your cooperation in this matter.

Crew member name	TEST EXAMPLE	Crew number	000000
Crew member base	TEST	easyJet ID badge number	OOEZOTE0
Route approved	TEST – TEST – TEST	Approval valid until	00 TEST 2030
Priority number	3 (Three)	easyJet reference number	0000

**Issuing manager on behalf of easyJet operations:**

#### Commuter Traveller Acknowledgement

I have read and understood the Commuter Travel Terms and Conditions as detailed on the Company Intranet.

I will board the aircraft after all commercial customers (Confirmed and Standby) and present this letter to the Captain in order to gain permission to travel and for my details to be recorded.

Signed:

TEST

Date TEST

# COMMUTER TRAVELLER

europe by  
**easyJet**

Registered in England, registered no. 3034606. Registered office: Hangar 89,  
London Luton Airport, Luton, Beds LU2 9PF United Kingdom

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## 1.1.4.6 Staff Standby Customers

Staff standby tickets are available to be purchased by easyJet staff and those listed under an easyJet staff members friends and family scheme.

### 1.1.4.6.1 Staff Standby Customer Priority

When allocating seats in the cabin to staff standby customers. Ground Crew shall prioritise the acceptance of customers by following the priority list in e-Res.

Seat At Gate (SAG) customers will always take priority over any staff standby customers.

### 1.1.4.6.2 Staff standby Customer Acceptance

After the completion of boarding, staff standby customers must be allocated a seat in the cabin where available.

### 1.1.4.6.3 Jump Seat Eligibility

Jump seats may only be used on UK and Austrian registered aircraft with permission from the operating Captain.

If no customer seat is available in the cabin:

- Only easyJet employees holding a staff standby ticket and a valid easyJet staff ID are permitted to occupy the rear cabin jump seat if no other seats are available.

Please see below an example of the easyJet staff ID:



- Only flight and cabin crew holding a valid commuter letter, a staff standby ticket and a valid easyJet crew ID are permitted to use the flight deck jump seat if no other seat is available.

Please see below an example of the easyJet Crew ID:



Jump seats may not be available for staff standby customers due to other operational requirements (e.g. training duties).

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## 1.1.4.6.5 Jump Seat Priority

When allocating jump seats Ground Crew must follow the below priority order:

- A) Customers travelling with a valid commuter letter are given priority over other easyJet staff members where jump seat use is necessary
- B) Where more than one commuter traveller is listed for the flight, priority is given to the commuter with the earliest sequence number (as indicated on the commuter letter)  
see 1.1.4.4 for an example of the commuter letter.
- C) Any remaining jump seats maybe allocated to staff standby customers by following the priority list in e-Res.

## 1.1.4.6.4 Jump Seat Acceptance

Ground Crew must check the staff member has a valid booking and easyJet/Crew ID before acceptance. Jump seats may only be used on UK and Austrian registered aircraft with the permission from the operating Captain.

When allocating a jump seat to a staff standby customer Ground Crew must allocate:

- A) Seat JSF to the customer travelling in the flight deck jump seat
- B) Seat JSC to the customer travelling in the rear cabin jump seat

Only Able Bodied Persons (ABPs) may be allocated a jump seat.

## 5.4.3.2 Last Minute Changes

### 5.4.3.2.1 Jump Seat Customers

Jump seat customers shall be reported into the LMC section of the LFC as follows;

- A) Customers seated in the flight deck jump seat shall be annotated as JSF in Zone A
- B) Customers seated in the rear cabin jump seat shall be annotated as JSC in Zone C

Please find below an example of the LFC with x1 on JSF and X1 JSC

LMC (PAX) DISTRIBUTION CHANGE (+10/-20 Pax)		
Zone A	Zone B	Zone C
+1 JSF	NIL	+1 JSC

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