

STATION INSTRUCTION

| | | | | | |
|-----------------------|--|--------------|----|--|--|
| Station Instruction # | 282 | | | | |
| Title | Cabin Baggage change of policy | | | | |
| Date of Issue | 09/06/2023 | | | | |
| Effective start date | 19/06/2023 | June 9, 2023 | | | |
| Effective end date | UFN | | | | |
| Written by | Diana Stevens | | | | |
| Reviewed by | Customer Operations Team/Proposition/ Customer Comms | OPR No | NA | | |

The contents of this document are highly confidential and must not be shared with anyone else, except strictly for the purposes of providing ground handling services to easyJet. Copyright and all other intellectual property rights in the material belong to easyJet Airline Company Limited.

Reason for Issue

From 19 June 2023, to provide greater choice and flexibility, we are separating large cabin bags from our Up Front or Extra Legroom seats.

Customers will be able to purchase a large cabin bag as a standalone product as part of the book flow or via Manage Bookings, giving them the ability to book and pay for what they really want.

This means more customers will have the choice to book a large cabin bag if they want one, without having to select a specific seat. And customers who may only wish to purchase an Up Front or Extra Legroom seat without bringing a large cabin bag can now do so.

Any bookings made prior to the 19th June, will retain the same entitlements as they have today, so nothing will change for these customers regardless of when they fly. This will only change for bookings made AFTER the 19th June.

This Station Instruction details the change of entitlements for different customer types for bookings made after the 19th June.

Additional information not contained in the GHM

Whilst we are embedding this change we will introduce a grace period until 31st August.

From 19th June until 31st August if a customer books and pays for an Up Front or Extra Legroom seat, and believes that they are entitled to a large cabin bag, we will waive the at gate fee, but the bag will be tagged and placed into the hold.

Please advise the customer that this is a goodwill gesture and next time they will be charged the at gate fee, if a large cabin bag is not purchased before arriving at the airport.

This is only for customers who have an Up Front or Extra Legroom seat and not showing S1 or S2 on the boarding pass, Ground Crew do not need to check when the booking was made. (please see Cabin Baggage guidance material for more details).

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

STATION INSTRUCTION

easyJet

GHM amendments are as follows

| Section | Title | Details |
|-----------|----------------------|--|
| 1.1.6.2.1 | Definition | <p>Cabin baggage is baggage that is carried and stowed in the cabin under the customers control and custody. It is commonly referred to as hand baggage, carry-on baggage or unchecked cabin baggage.</p> <p>(a) All customers can bring on board one small cabin bag (max. 45 x 36 x 20 cm), which must be kept under the seat in front of them.</p> <p>(b) Customers who have purchased a large cabin bag can also bring on board a large cabin bag (max. 56 x 45 x 25 cm), which must fit in the overhead locker.</p> <ul style="list-style-type: none"> • Cabin baggage allowances are indicated on the customers boarding pass with S1, S2 or blank. The S represents Speedy Boarding and the number is the priority level. • S1 identifies the baggage allowance of customers who have purchased a large cabin bag OR easyJet Plus card holders who have told us that they want to bring a large cabin bag. • S2 identifies the baggage allowance of FLEXI fare customers and easyJet Plus cardholders who have not told us that they want to bring a large cabin bag but can still bring their bag on board, subject to space availability. • Where neither S1 or S2 is indicated and the space is blank, this means the customers allowance is a small cabin bag only (max. 45 x 36 x 20 cm), which must be kept under the seat in front. Airport boarding passes will have the number 3 instead of a blank space. <p>(c) There is a weight restriction of 15 kg per cabin bag. The customer must be able to place and retrieve the bag safely in the overhead lockers without assistance.</p> |
| 1.1.6.2.3 | Infant Cabin Baggage | Infants with booked seats and children over 2 years will have the same cabin baggage allowance as an adult. Customer with infants on laps are permitted to take a baby changing bag (45 x 36 x 20 cm) which must be kept under the seat in front of them. |
| 1.1.6.2.5 | Musical Instruments | <p>easyJet allow customers to take a musical instrument into the cabin as part of their baggage allowance. The instrument must be no larger than the size of the overhead locker 30 x 117 x 38 cm.</p> <p>Customers travelling with an instrument that fits within their cabin bag allowance (either small cabin bag under the seat, or large overhead cabin bag) can take the instrument on board.</p> <p>Customers travelling with an instrument larger than the small cabin bag allowance, and up to the locker size (30 x 117 x 38 cm) will be accommodated on board. The customer must have purchased a large cabin bag. The musical instrument will be classed as their large bag allowance.</p> <p>Larger musical instruments that cannot fit into the overhead locker (30 x 117 x 38 cm) can travel in the cabin, but a ticket must be purchased for it to go in a seat. Seats bought for musical instruments do not have any cabin bag allowance. The large musical instrument must be in a case with a handle capable of being used to pass the seatbelt through for the purpose of securing it to the seat. The weight of case/instrument must not exceed 75 kg and the maximum width of the case/instrument is 17 inches/43 cm. If no separate seat has been purchased, the instrument is checked into the hold and the at gate fee will be charged. This table gives more information on the types of musical instruments accepted:</p> |

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

STATION INSTRUCTION

easyJet

| | | Cabin Bag Allowance | Instrument Size | Outcome |
|-----------|------------------------|---|--|--|
| | | Small cabin bag allowance (no large cabin bag purchased) | Instrument that fits in small cabin bag only | Accommodated on board |
| | | | Instrument that is larger than a small cabin bag | Charged the at gate fee and placed into the hold |
| | | Large cabin bag allowance (purchased a large cabin bag or easyJet Plus that has told us they are bringing a large cabin bag) | Instrument that fits in large cabin bag | Accommodated on board |
| | | | Instrument larger than cabin bag, up to 30 x 117 x 38 cm | Accommodated on board, we will prioritise musical instruments, and remove large cabin bags if necessary. Cabin Crew will manage this on board. |
| | | Any cabin bag allowance | Instrument larger than 30 x 117 x 38 cm | A separate seat must be purchased – then permitted on board subject to crew being able to safely secure it to the seat. If no separate seat has been purchased, charged the at gate fee and instrument placed into the hold. |
| 1.1.6.2.8 | Procedures at Boarding | Cabin baggage must be proactively managed and controlled at the boarding gate: <ul style="list-style-type: none"> Prior to the start of boarding, Ground Crew will make the boarding announcement. Ground Crew must confirm the total number of S1 and S2 bags on the flight. If the total number of large cabin bags is under the aircraft capacity, then no bags will need to be tagged, unless bag is non-compliant or outside of the customer entitlements. Ground Crew must perform a visual check to identify non-compliant bags and use the cabin baggage gauge if applicable. All cabin baggage must be within the customers permitted cabin baggage allowance; otherwise, it will be tagged to go in the hold and charged the at gate fee. Customers who have not purchased a large cabin bag are entitled to: <ul style="list-style-type: none"> A small under the seat cabin bag only. These customers will not have S1 or S2 on their boarding pass. These customers will use “All other customer” queue for boarding. Customers who have purchased a large cabin bag are entitled to: <ul style="list-style-type: none"> A small under the seat cabin bag A large cabin bag These customers will be indicated by the S1 on their boarding pass. These customers will use the Speedy Boarding queue for boarding. easyJet Plus customers are entitled to: <ul style="list-style-type: none"> A small under the seat cabin bag A large cabin bag if the easyJet Plus customer has told us that they want to bring a large cabin bag (this can be done during book flow or via Manage Bookings). | | |

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

STATION INSTRUCTION

easyJet

| | |
|--|--|
| | <ul style="list-style-type: none">— These customers will be indicated by S1 on their boarding pass.— These customers will use the Speedy Boarding queue for boarding.• easyJet Plus customers who have not told us that they want to bring a large cabin bag are entitled to:<ul style="list-style-type: none">— A small under the seat cabin bag.— A large cabin bag if space is available.— If no space available this will be tagged and placed into the hold for free.— These customers will be indicated by S2 on their boarding pass.— These customers will use the Speedy Boarding queue for boarding.• FLEXI fare customers are entitled to:<ul style="list-style-type: none">— A small under the seat cabin bag.— A large cabin bag if space is available.— If no space available this will be tagged and placed into the hold for free.— These customers will be indicated by S2 on their boarding pass.— These customers will use the Speedy Boarding queue for boarding.• Staff travel customers are entitled to: (more information is available on Connected Guidance – easyJet Staff Travel)<ul style="list-style-type: none">— A small under the seat cabin bag.— A large cabin bag if space available, they must show their easyJet ID to the Ground Crew.— If no space available this will be tagged and placed into the hold for free.— These customers may be indicated by S2/blank on their boarding pass.— These customers can use the Speedy Boarding queue for boarding, but must show their easyJet ID to the Ground Crew.— For significant others/dependents of staff members, the above will only be permitted when travelling with a staff member who shows their easyJet ID to the Ground Crew.— If significant others/dependents are not travelling with an easyJet ID holder normal customer entitlements will apply.— If a member of staff adds a large cabin bag and their staff details during booking, , S1 will appear, and all other entitlements will apply.— If any customer on a staff travel booking purchases a large cabin bag, S1 will appear, and all other entitlements will apply when purchasing a large cabin bag.— An at gate fee will be applicable for any non-compliant bags.• Identify cabin baggage that can be accepted.• The total number of large cabin bags permitted on board each aircraft type area:<ul style="list-style-type: none">— A319 – up to 54 large cabin bags— A320 (180 seats)– up to 68 large cabin bags— A320 (186 seats) – up to 72 large cabin bags— A321 – up to 84 large cabin bags• On the following routes the large cabin bag count has been reduced by X7 bags<ul style="list-style-type: none">— NCE-ORY/ORY-NCE/LGW-BFS/BFS-LGW/GVA-NCE/NCE-GVA/LTN-BFS/BFS-LTN/LGW-GVA/GVA-LGW MAN-TLV/TVL-MAN• On the following routes the large cabin bag count has been reduced by X4 bag<ul style="list-style-type: none">— MAN-SSH/SSH-MAN/MAN-HRG/HRG-MAN this is reduced by X4 bags |
|--|--|

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

STATION INSTRUCTION

easyJet

| | | |
|--|--|--|
| | | <ul style="list-style-type: none">• Ground Crew must ensure that no more than the maximum number of large cabin bags are accepted, based on the total large cabin bag count. This is a combination of S1 and S2 cabin bags.• When the total large cabin bag number is below capacity, all large cabin bags can be accepted (subject to eligibility).• When the total number of large cabin bags is over capacity, Ground Crew must ensure all S1 bags are accepted first, then accept any S2 bags up to capacity. All other S2 bags must be tagged and put in the hold free of charge.• Identify and manage any cabin baggage that cannot be accepted, including non-compliant bags:<ul style="list-style-type: none">— Check with the customer that the baggage contents comply with Dangerous Goods restrictions and receive positive confirmation.— Verify whether the customer has removed any items specifically prohibited in hold baggage (such as lithium batteries, etc.).— Advise the customer to remove any personal documents or medications, valuables and sensitive or fragile objects.— Tag gate-checked bags using a cabin bag offload tag.— Ensure the baggage tagged at the gate is considered for load control and included in the baggage manifest.— Inform the customer to pick up their gate-checked bags either at the baggage claim area, final destination or at the aircraft door (Delivery at Aircraft, (DAA), if applicable).— If applicable charge the at gate fee.• If an S1 customers' large cabin bag cannot be accepted on board (and within the customers entitlement) Ground Crew must add the pre-defined comment "S1 cabin bag not accepted" to eRes.• Inform ramp staff and/or load control of the gate baggage to be loaded.• Complete the flight close report with information on cabin baggage management, this should only include cabin bags and not any buggies, medical equipment, car seats etc.<ul style="list-style-type: none">— Customers who arrive at the boarding gate with more than their cabin bag allowance should be charged the at gate fee (AGB) and their bag will go in the hold. This bag will be accounted for in the "paid" gate bag count.— Customers who arrive at the boarding gate with S1 on their boarding pass, and their large cabin bag cannot be accepted and must go in the hold. This bag will be accounted for in the "free" bag count. |
| | | |

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