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OPERATIONAL MEMO

easyJet

Memo #	OM147
Title	Flight prioritisation list in disruption (for Bases ONLY)
Date of Issue	28/06/2023
Written by	Laura Watson
Reviewed by	Nicholas Pelham

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This Operational Memo applies to easyJet Bases ONLY

Reason for Issue

During periods of disruption where airports are experiencing delays, due to extreme weather events or resourcing challenges for example, it may be crucial that certain flights are prioritised over others.

In these instances, a prioritisation list can be requested from easyJet's ICC, which can assist ground service providers to protect flights with tighter restrictions such as crew hours, curfews and potential EU261 delays.

Details

To request a flight prioritisation list in disruption, handlers can either call 01582 525525 or email easyops@easyjet.com.

ICC will then respond via email with a list of up to 8 flights which should be prioritised at that time. These will be in no particular order; however, ICC have an option of choosing up to 3 flights out of the 8 that are of a higher priority.

The list will show flight number, destination, and registration for each flight.

Once the list is sent, ICC will follow up with the Base to ensure they have received it. If the GSP has any queries, they should contact the above phone number or email address.

Note

On occasion, ICC may send through a priority list without a request from the GSP. However, if there are only 1 or 2 flights to prioritise, ICC will usually call the GSP directly to discuss.

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Example email

Hello Ground Handling,

Please see below prioritisation list.

1. EZY3456/PMI/G-EZCH/High priority
2. EZY2345/FAO/G-EZND/
3. EZY1234/LGW/G-EZBH/High priority
4. //
5. //
6. //
7. //
8. //

In the event you are unable to carry out the above request, please contact easyJet ICC on 01582 525 525 or email easyops@easyjet.com.

Many thanks,

easyJet Operations

Network Control Team

Integrated Control Centre (ICC)

Tel: 01582 525 525

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