

OPERATIONAL MEMO

Memo #	OM 152
Title	Accessibility and PRM Procedures
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Reviewed by	GO DG and AOCM

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Reason for Issue

As we enter the peak season for PRMs, now is a good time to remind everyone of how we should be handling the various items these customers bring with them. Recently there have been several events where handling specialist PRM and mobility equipment hasn't always been followed. This memo is intended to help Ground Crew deal with the most common types of equipment.

Electric Mobility Aids (EMAs)

EMAs are essential to the users. These devices represent the customers' independence and it's essential we do everything possible to ensure these devices can travel. Every day we are offloading devices that should be able to travel, and without them the customer is unlikely to be able to take their trip.

There are lots of different devices available, some are standard models and others are specific to the user. We can only accept Non-Spillable and Lithium batteries for carriage on easyJet aircraft.

EMA batteries do not always need to be removed. Most batteries can be removed for easier charging or so that they can be replaced when the battery starts to degrade, however if the Non-Spillable or Lithium battery can remain securely attached to the device, and it can be prevented from accidental activation, it can remain attached to the device in the hold.

If the battery stays in the hold, there is no watt hour limit. If the battery is moved to the cabin, then we must adhere to the certain limits (see below).

Examples of securely attached batteries and battery types

Non-Spillable



Lithium



Spillable (NOT PERMITTED)



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How to make an EMA safe

There are various ways to make the device safe, for example:

- Switch the power off and remove the key
- Disconnect the control panel from the battery (e.g. unplug the control cable from the battery, or separate the cable breaker if fitted)
- Insert an airsafe plug to the charging point

For bespoke devices, the owner might know of a different way to make the device safe.

When the device has been made safe, it **MUST** be tested to ensure it cannot accidentally switch on in flight. Put the device in drive mode and test the controls. If the device does not start up, it's safe.

Lithium batteries in the cabin

A Lithium battery **MUST ONLY BE REMOVED IF IT CANNOT BE MADE SAFE OR CANNOT STAY SECURELY ATTACHED TO THE DEVICE!** If it does not need to be removed as part of everyday operations, it can normally remain on the device.

ONLY if it essential to remove the lithium battery (i.e. the device cannot be made safe another way), it must travel in the cabin and is restricted to 300wh for 1 battery, or 2 batteries are limited to 160wh each.

The battery must be protected from damage and short circuit while in the cabin. This is usually achieved by putting the battery in a pouch or bag on its own.

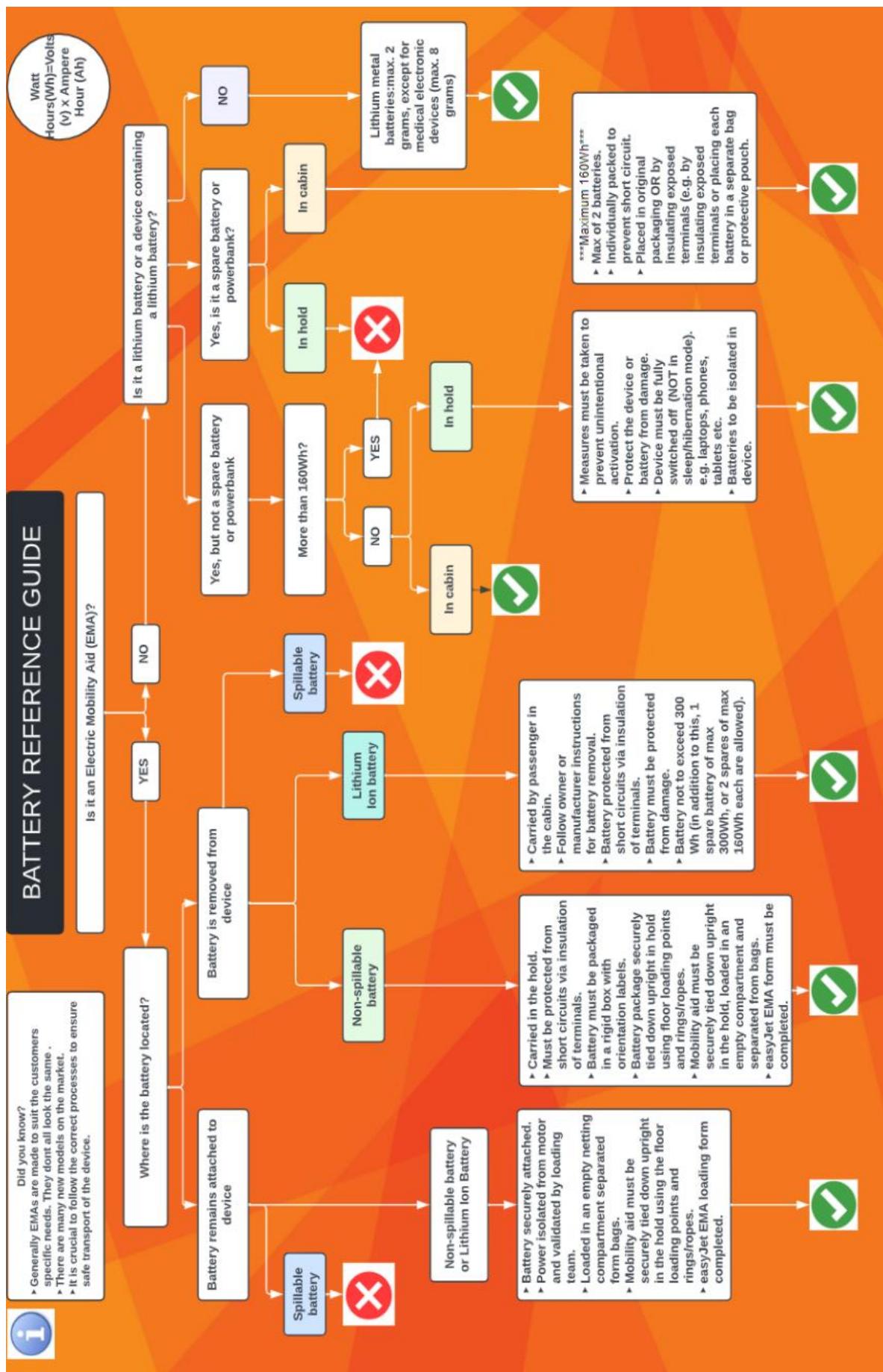
How to calculate Watt-hours (Wh) when a value is not provided

$$\text{Ampere-Hours (AH)} \times \text{Voltage (V)} = \text{Watt-hours (Wh)}$$
$$6.6 \text{ AH} \quad \times \quad 24\text{V} \quad = 158.4 \text{ Wh}$$

More information can be found on the Connected Portal in the Dangerous Goods section and in Passenger Handling Procedures.

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Assistance Dogs (also known as service or medical alert dogs)

Assistance dogs are highly trained animals that perform specialised tasks for the owner to help support them in everyday life. The most common are hearing or guide dogs, but some dogs also alert the customer when a medical condition is occurring, such as increased sugar levels in diabetics or when blood oxygen levels drop too low.

Only dogs that have been trained by an organisation linked to either Assistance Dogs International (ADI) or International Guide Dog Federation (IGDF) can be accepted for travel. ADI have regional chapters such as Assistance Dogs UK (ADUK), Assistance Dogs Europe (ADEU) etc. which are also accepted.

Emotional support animals and pets **MUST NEVER** be accepted!



**International
Guide Dog
Federation**



**Assistance Dogs
INTERNATIONAL**
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Customers will usually advise the airline they are travelling with an assistance dog in advance, and details for the animal and training organisation will be recorded within the comments in the booking. If the customer has not provided the details ahead of travel, this will need to be checked by Ground Crew at the airport. You may need to provide these documents to CDO for approval.

Ground Crew must check the following:

- Confirmation of ADI or IGDF training (membership card, certificate or similar)
- Travel UK to EU: A valid Animal Health Certificate or Pet Passport (depending on route and country of residence)
- Rabies vaccination – must have been given at least 21 days before, e.g. vaccination given on 1st September, travel cannot take place until at least 22nd September
- Tapeworm vaccination (Only needed if travelling to UK, Finland, Ireland, Northern Ireland, Malta, or Norway from other countries) – must have been given between 24hrs and 120hrs (5 days) before travel.

For non-notified assistance dogs, Ground Crew must add the PETC SSR code on to the booking before departure.

Full requirements:

<https://www.gov.uk/bring-pet-to-great-britain> (UK entry requirements)

<https://www.gov.uk/taking-your-pet-abroad/travelling-to-an-eu-country-or-northern-ireland> (Europe and Switzerland entry requirements)

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Medical equipment

Two (2) items of medical equipment can be accepted free of charge. This includes things like EMAs, manual wheelchairs and medical devices in the hold. More details are available on the Connected Portal under dangerous goods and passenger handling procedures.

Common devices accepted for carriage:

- **Oxygen** – bottles and battery operated concentrators are permitted in the cabin. Liquid oxygen and chemical oxygen generators are not permitted. Up to 2 bottles per person, maximum size (each): 50cm long, 25cm wide, 5kg
- **Dialysis machines** (and associated fluids) – Permitted as cabin baggage, cannot be used during flight
- **Hoist** – Permitted as free mobility equipment – if battery operated, the device must be made safe as per EMA requirements
- **Nebuliser** – can be carried and/or used on board if it does not contain oxygen cylinders

When we incorrectly deny carriage of these items, they can become dangerous goods and are almost impossible to repatriate later. They may also be essential to the customer during flight, so without them they may not be able to travel.

Customers may also be entitled to a free of charge medical bag in either the hold or cabin. This bag must primarily contain medication or medically prescribed food. If only a small portion of the contents contains medication, then the bag is not free. For example: a large cabin bag containing an EpiPen or inhaler does not qualify as free of charge. A nebuliser or dialysis machine in a cabin bag does.

Offloading procedure for PRMs and equipment

If a PRM customer or their equipment needs to be denied carriage for any reason, the CDO MUST be contacted for approval. Where a PRM customer is no show at the gate, contact the assistance provider first to ensure the customer has not reported to them before contacting the CDO.

If the reason for offload is because the EMA/battery/medical equipment is believed to be unacceptable for carriage, a GSR MUST be raised and MUST include the make, model, and battery details, as well as photographs of the device/battery.

SSR codes

All PRM customers need to have the correct SSR codes added to their booking, so please check this is correct prior to departure.