

# OPERATIONAL MEMO

Memo #	OM 162
Title	Hot Turns
Date of Issue	28 <sup>th</sup> February 2024
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## Reason for Issue

To introduce a procedure to help reduce delays and mitigate against EU261 claims, airport curfew breaches, and crew flight time limitation restrictions by ensuring operating crew and ground crew are aware of the requirement to prioritise the hot turn (arrival and/or departure).

## Details

### **Current procedure for ICC identifying flights**

- (a) A flight delayed >120 minutes or
- (b) Crew are within 25 minutes or less of reaching their maximum flight duty period (without discretion) or
- (c) The destination having a curfew which will commence in less than 30min before arrival or
- (d) A planned and required maintenance action being delayed or not possible due to late arrival of a particular flight prior to maintenance.

## **Priority Departure**

Upon receiving notification from ICC of a hot turn request, Ground Handling Partner to initiate the following:

- (a) Identify and request from airport authority (or equivalent) allocation of optimal stand
- (b) Allocator to brief teams assigned to the flight that it is a priority departure
- (c) Ensure sufficient GSE is available prior to aircraft arrival (steps/ airbridge, GPU etc) and is ready to service the aircraft as soon as it arrives on stand
- (d) Liaise with other service providers (PRM, fuel, water/waste etc) to ensure the turn is prioritised
- (e) Where possible and without negative impact to any other departing flights, allocate additional ramp crew so that forward and aft holds can be unloaded/loaded simultaneously
- (f) Pushback tug, towbar and headset to remain with aircraft until point of departure

## **Priority Arrival**

Upon receiving notification from ICC of a hot turn request, Ground Handling Partner to initiate the following:

- (a) Identify and request from airport authority (or equivalent) allocation of optimal stand
- (b) Allocator to brief teams assigned to the flight that it is a priority arrival and doors are to be opened as soon as it is safe to do so
- (c) Ensure sufficient GSE is in place to service the aircraft (steps/ airbridge, GPU etc)
- (d) Liaise with other service providers (PRM, fuel, water/waste etc) to ensure the turn is prioritised

**Note: Under no circumstances must safety be compromised and there must be no deviation from standard easyJet operating procedures, as outlined in the GHM.**

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Please ensure the hot turn tracker is completed after each hot turn to measure success and to analyse the trends when a hot turn is not achieved

<https://forms.office.com/Pages/ResponsePage.aspx?id=HdTWOcrHQkquOw-6gr6ZS9qm07xGDPZDvcr8tGV5iFFUOFdDTE5EUEFZNIZJREVVTFhRWENXTUZYMy4u>

- There should be no more than one hot turn per hour per station, and a maximum of five per day for any station.
- Flights with a crew change are exempt from this process.
- Wet leased flights are exempt from this process.