easyJet

Operations Manual

Ground Handling Manual

uncontrolled if printed or downloaded

Expiry Date: 31-Mar-2025

Ground Handling Manual

easyJet

CHANGE REVISION SUMMARY

Section Number	Description of Change
1.1.4.3	1AB is an unrestricted seat when forward bulkhead.
1.1.5.3	List of countries expanded for expired passport use.
	Electronic Travel Authorisation (ETA) – New section added.
1.1.5.4	Turkey do not accept National Identity Card.
1.1.5.5	Tunisian Aged Under 18 years – added.
1.1.5.10.1	New section added on Advanced Passenger Information (API) & Customers without a family name.
1.1.5.14	Voluntary return added.
1.1.6.2.4	Updated to include – Up to two pieces medical or mobility equipment can be carried for free.
1.1.6.12.2	SI289 added – Section updated to outline process for acceptance of crew baggage.
1.1.6.12.4.1	Bicycle acceptance added.
1.1.6.12.5.3	Responsibility added.
1.1.6.12.5.5	Assistance dogs section updated.
1.1.6.12.5.6	Pets, or any other animal not classed as a recognised assistance dog – included.
1.1.7.2	SI283 Change to Green Light Boarding (GLB) from -30mins to -25 mins for first wave flights departing France.
1.1.7.3.1	Late Customer to Boarding Gate – added.
1.4.2.1.3	Only forward-facing car are allowed on board.
1.4.4.1	Disabled passengers and passengers with reduced mobility (PRM) under European law – definition updated.
1.4.4.2	SSR Codes updated.
1.4.4.2.1	New section added – Non-visible (Hidden) disabilities.
1.4.5.3	Customers are asked to advise of their needs as soon as possible after booking, up to 48 hours before travel.
1.4.6	PRM Management updated.
1.4.6.2	Section updated.
1.6.1	Amount changed for voluntary off loads.
1.6.2	Passenger changed to customer.
1.8.3.1	SI285 Handling of Mishandled Baggage.
2.7.6	SI286 New section Added – Air Carrier Mail & Materials.
2.7.7	SI291 – Air Carrier Mail & Materials – Lost Property added.

Section Number	Description of Change
3.1.1	Addition of smoking at designated area.
3.1.2.1	SI284 Inoperative APU Briefing.
3.1.2.3	Change in heading – deleted the word "ERA".
3.1.2.5	Correction of typo from "Personnel" to "Personal".
3.1.3.2	No Touch Policy revised; (u) deleted as duplicate with (e); editorial changes to improve clarity for (d), and text revised in points (d), (i), (q), (s) and (t); (v), (w) and (x) renumbered as (u), (v) and (w).
3.1.3.3	Identified as "Safety Critical" section; Revision of section: (a) related to dollies/carts connection.
3.1.3.4	Change in heading – deleted the word "ERA"; editorial change to clarify (g).
3.1.3.7	Editorial changes for clarity and consistency.
3.1.4	Addition of New section related to Fire prevention and protection.
3.5.3.3	Process for purging potable water system in cold weather conditions updated to align with Winter Operations Manual.
3.8	Requirements to follow easyJet Winter Operations Manual and SAE standards.
4.1.1	Revised section with insertion of new bullet (a) related to briefing.
	SI284 Inoperative APU Briefing.
4.2.1	Editorial change for clarity in NOTE referencing chocking option 2.
	Lightly touching wheels added to wheel chock placement.
	Clear 'Thumbs up' added.
4.2.2	Chocking Diagram updated.
4.3.1	Revised section: (f) Note 3. and point (g).
4.4.2.4	Editorial change in placement of CAUTION text.
4.4.3.1	Note 2 added – Ground Crew are permitted to assist in the manual operations of hold doors.
4.5.1.3	Security Search within Appendix D.
4.5.5.2	Editorial change for clarity (word "and" replaced with "that").
4.5.5.3	Editorial change for clarity in (b) (replace "be of" with "be from").
4.6.2.1	Positive confirmation that the walkaround has been completed – added.
5.4.1.2.1	SI290 Section updated with change to the A320 standard loading policy.
5.4.4.1	Movement message example – added.
6.1	Introduction to Operational Oversight updated to include – A company is also subject to oversight checks performed by a regularly body or via an industry body on easyJet's behalf.
6.2	6.2 Operational Oversight Purpose – added.

easyJet

Section Number	Description of Change
6.3	Title and number change.
6.3.2	Title and number change.
6.3.3	Title and section updated.
6.5.2	Immediate actions added.
Appendix A –	People replaces Passengers.
Appendix B –	ISM – IOSM Standard Manual – deleted from the manual.
C.1.1	Added definition of DG from OM Part A and signpost to the Dangerous Goods Guidance Material document on the Connected Portal.
	Updated job title.
C.3.1	SI 280 Security and Dangerous Goods update.
C.3.2	SI 280 Security and Dangerous Goods update.
G.1	Departing/Return immediate flight confirmation – Upated.
Appendix H –	Appendix H Added – Seat Maps.

Intentionally Blank

easyJet

LIST OF EFFECTIVE SECTIONS

Amendment and Revision Record		
	Section	**Date**
R	Changes	31-Mar-2024

Introduction		
	Section	**Date**
R	0	31-Mar-2024
R	0.1	31-Mar-2024
	0.2	31-Mar-2023
	0.3	30-Oct-2022
	0.4	15-Mar-2021
	0.5	31-Mar-2023
	0.6	31-Mar-2023
	0.7	30-Oct-2022
R	0.8	31-Mar-2024
R	0.8.1	31-Mar-2024
	0.8.2	30-Oct-2022
	0.8.3	30-Oct-2022
	0.8.4	31-Mar-2023
	0.8.5	30-Oct-2022
	0.8.6	30-Oct-2022
	0.8.7	30-Oct-2022
	0.8.8	30-Oct-2022
	0.8.9	31-Mar-2023
	0.9	31-Mar-2023

Customer Handling Procedures		
	Section	**Date**
R	1	31-Mar-2024
R	1.1	31-Mar-2024
R	1.1.1	31-Mar-2024
R	1.1.1.1	31-Mar-2024
R	1.1.1.2	31-Mar-2024

Customer Handling Procedures		
	Section	**Date**
R	1.1.1.3	31-Mar-2024
	1.1.2	30-Oct-2022
R	1.1.3	31-Mar-2024
R	1.1.3.1	31-Mar-2024
	1.1.3.2	15-Mar-2021
R	1.1.3.3	31-Mar-2024
R	1.1.3.4	31-Mar-2024
	1.1.3.5	31-Mar-2023
R	1.1.4	31-Mar-2024
R	1.1.4.1	31-Mar-2024
R	1.1.4.2	31-Mar-2024
R	1.1.4.3	31-Mar-2024
	1.1.4.4	30-Oct-2022
	1.1.4.5	30-Oct-2022
R	1.1.5	31-Mar-2024
	1.1.5.1	31-Mar-2023
	1.1.5.2	31-Mar-2023
R	1.1.5.3	31-Mar-2024
R	1.1.5.4	31-Mar-2024
R	1.1.5.5	31-Mar-2024
	1.1.5.6	30-Oct-2022
	1.1.5.7	31-Mar-2023
	1.1.5.8	30-Oct-2022
	1.1.5.9	30-Oct-2022
R	1.1.5.10	31-Mar-2024
	1.1.5.11	30-Oct-2022
	1.1.5.12	30-Oct-2022
R	1.1.5.13	31-Mar-2024
R	1.1.5.14	31-Mar-2024
	1.1.5.15	31-Mar-2023

Customer Handling Procedures		
	Section	**Date**
R	1.1.6	31-Mar-2024
	1.1.6.1	15-Mar-2021
R	1.1.6.2	31-Mar-2024
	1.1.6.3	31-Mar-2023
	1.1.6.4	31-Mar-2023
	1.1.6.5	31-Mar-2023
	1.1.6.6	31-Mar-2023
	1.1.6.7	31-Mar-2023
	1.1.6.8	31-Mar-2023
	1.1.6.9	31-Mar-2023
	1.1.6.10	30-Oct-2022
R	1.1.6.11	31-Mar-2024
R	1.1.6.12	31-Mar-2024
	1.1.6.13	30-Oct-2022
	1.1.6.14	30-Oct-2022
	1.1.6.15	30-Oct-2022
	1.1.6.16	30-Oct-2022
R	1.1.7	31-Mar-2024
R	1.1.7.1	31-Mar-2024
R	1.1.7.2	31-Mar-2024
R	1.1.7.3	31-Mar-2024
R	1.1.7.4	31-Mar-2024
R	1.1.8	31-Mar-2024
	1.1.8.1	15-Mar-2021
R	1.1.8.2	31-Mar-2024
	1.1.8.3	15-Mar-2021
	1.1.9	30-Oct-2022
	1.1.9.1	15-Mar-2021
	1.1.9.2	15-Mar-2021
	1.1.9.3	30-Oct-2022
R	1.2	31-Mar-2024

Customer Handling Procedures		
	Section	**Date**
R	1.2.1	31-Mar-2024
R	1.2.1.1	31-Mar-2024
R	1.2.1.2	31-Mar-2024
	1.2.1.3	15-Mar-2021
R	1.2.2	31-Mar-2024
R	1.2.3	31-Mar-2024
	1.2.4	31-Mar-2023
	1.3	31-Mar-2023
	1.3.1	15-Mar-2021
	1.3.2	31-Mar-2023
	1.3.3	31-Mar-2023
	1.3.4	31-Mar-2023
R	1.4	31-Mar-2024
	1.4.1	15-Mar-2021
	1.4.1.1	15-Mar-2021
	1.4.1.2	15-Mar-2021
R	1.4.2	31-Mar-2024
R	1.4.2.1	31-Mar-2024
	1.4.2.2	30-Oct-2022
	1.4.3	15-Mar-2021
	1.4.3.1	15-Mar-2021
	1.4.3.2	15-Mar-2021
	1.4.3.3	15-Mar-2021
R	1.4.4	31-Mar-2024
R	1.4.4.1	31-Mar-2024
R	1.4.4.2	31-Mar-2024
	1.4.4.3	15-Mar-2021
R	1.4.4.4	31-Mar-2024
R	1.4.4.5	31-Mar-2024
R	1.4.4.6	31-Mar-2024
R	1.4.5	31-Mar-2024

easyJet

	Customer Handling Procedures				Customer Handling Procedures	
	Section	**Date**			**Section**	**Date**
R	1.4.5.1	31-Mar-2024			1.5.9	30-Oct-2022
	1.4.5.2	15-Mar-2021			1.5.10	30-Oct-2022
R	1.4.5.3	31-Mar-2024			1.5.11	30-Oct-2022
R	1.4.5.4	31-Mar-2024		R	1.6	31-Mar-2024
R	1.4.6	31-Mar-2024		R	1.6.1	31-Mar-2024
R	1.4.6.1	31-Mar-2024		R	1.6.2	31-Mar-2024
R	1.4.6.2	31-Mar-2024			1.6.3	30-Oct-2022
R	1.4.7	31-Mar-2024			1.6.4	30-Oct-2022
	1.4.8	31-Mar-2023			1.6.5	30-Oct-2022
R	1.4.9	31-Mar-2024			1.6.6	30-Oct-2022
R	1.4.10	31-Mar-2024			1.6.7	30-Oct-2022
R	1.4.10.1	31-Mar-2024			1.6.8	30-Oct-2022
	1.4.10.2	31-Mar-2023			1.6.9	30-Oct-2022
	1.4.11	31-Mar-2023			1.6.10	30-Oct-2022
	1.4.11.1	31-Mar-2023			1.6.11	30-Oct-2022
	1.4.11.2	31-Mar-2023			1.7	30-Oct-2022
	1.4.11.3	31-Mar-2023		R	1.8	31-Mar-2024
	1.4.11.4	31-Mar-2023			1.8.1	30-Oct-2022
	1.4.11.5	31-Mar-2023			1.8.2	30-Oct-2022
	1.4.11.6	31-Mar-2023		R	1.8.3	31-Mar-2024
	1.4.11.7	31-Mar-2023		N	1.8.3.1	31-Mar-2024
	1.4.11.8	31-Mar-2023		N	1.8.3.2	31-Mar-2024
	1.5	30-Oct-2022		N	1.8.3.3	31-Mar-2024
	1.5.1	30-Oct-2022		N	1.8.3.4	31-Mar-2024
	1.5.2	30-Oct-2022			1.8.4	30-Oct-2022
	1.5.3	30-Oct-2022			1.8.5	30-Oct-2022
	1.5.4	30-Oct-2022			1.8.6	30-Oct-2022
	1.5.5	30-Oct-2022			1.8.7	30-Oct-2022
	1.5.6	30-Oct-2022				
	1.5.7	30-Oct-2022				
	1.5.8	30-Oct-2022				

Baggage Handling Procedures		
	Section	**Date**
R	2	31-Mar-2024
	2.1	30-Oct-2022
	2.2	31-Mar-2023
	2.2.1	15-Mar-2021
	2.2.2	31-Mar-2023
	2.3	31-Mar-2023
	2.4	31-Mar-2023
	2.4.1	31-Mar-2023
	2.4.2	15-Mar-2021
	2.4.3	30-Oct-2022
	2.4.4	30-Oct-2022
	2.4.5	15-Mar-2021
	2.5	15-Mar-2021
	2.6	30-Oct-2022
	2.6.1	30-Oct-2022
	2.6.2	30-Oct-2022
	2.6.3	30-Oct-2022
	2.6.3.1	15-Mar-2021
	2.6.3.2	30-Oct-2022
	2.6.3.3	15-Mar-2021
	2.6.4	30-Oct-2022
R	2.7	31-Mar-2024
	2.7.1	31-Mar-2023
	2.7.2	31-Mar-2023
	2.7.3	15-Mar-2021
	2.7.4	15-Mar-2021
	2.7.5	31-Mar-2023
R	2.7.6	31-Mar-2024
N	2.7.7	31-Mar-2024
	2.8	31-Mar-2023
	2.8.1	15-Mar-2021

Baggage Handling Procedures		
	Section	**Date**
	2.8.2	31-Mar-2023
	2.8.2.1	30-Oct-2022
	2.8.2.2	15-Mar-2021
	2.8.2.3	15-Mar-2021
	2.8.2.4	31-Mar-2023
	2.8.2.5	15-Mar-2021
	2.8.2.6	15-Mar-2021
	2.9	15-Mar-2021
	2.9.1	15-Mar-2021
	2.9.2	15-Mar-2021
	2.9.3	15-Mar-2021
	2.9.4	15-Mar-2021
	2.9.5	15-Mar-2021
	2.10	30-Oct-2022
	2.10.1	15-Mar-2021
	2.10.2	30-Oct-2022
	2.10.3	15-Mar-2021
	2.10.4	15-Mar-2021
	2.10.5	15-Mar-2021
	2.10.6	15-Mar-2021

Aircraft General Safety and Servicing Operations		
	Section	**Date**
R	3	31-Mar-2024
R	3.1	31-Mar-2024
R	3.1.1	31-Mar-2024
R	3.1.2	31-Mar-2024
R	3.1.2.1	31-Mar-2024
	3.1.2.2	15-Mar-2021
R	3.1.2.3	31-Mar-2024
R	3.1.2.4	31-Mar-2024

easyJet

	Aircraft General Safety and Servicing Operations			Aircraft General Safety and Servicing Operations	
	Section	**Date**		**Section**	**Date**
R	3.1.2.5	31-Mar-2024		3.2.9	30-Oct-2022
R	3.1.3	31-Mar-2024		3.2.10	30-Oct-2022
	3.1.3.1	31-Mar-2023		3.2.11	30-Oct-2022
R	3.1.3.2	31-Mar-2024		3.3	31-Mar-2023
R	3.1.3.3	31-Mar-2024		3.3.1	31-Mar-2023
R	3.1.3.4	31-Mar-2024		3.3.2	15-Mar-2021
	3.1.3.5	31-Mar-2023		3.3.3	31-Mar-2023
R	3.1.3.6	31-Mar-2024		3.3.3.1	31-Mar-2023
R	3.1.3.7	31-Mar-2024		3.3.3.2	15-Mar-2021
	3.1.3.8	15-Mar-2021		3.3.3.3	30-Oct-2022
	3.1.3.9	31-Mar-2023		3.3.4	30-Oct-2022
	3.1.3.10	31-Mar-2023		3.3.5	31-Mar-2023
N	3.1.4	31-Mar-2024		3.3.6	15-Mar-2021
N	3.1.4.1	31-Mar-2024		3.3.7	30-Oct-2022
N	3.1.4.2	31-Mar-2024	R	3.4	31-Mar-2024
R	3.2	31-Mar-2024	R	3.4.1	31-Mar-2024
	3.2.1	15-Mar-2021		3.4.2	31-Mar-2023
R	3.2.2	31-Mar-2024		3.4.3	31-Mar-2023
R	3.2.2.1	31-Mar-2024		3.4.4	30-Oct-2022
	3.2.2.2	31-Mar-2023		3.4.4.1	15-Mar-2021
	3.2.2.3	30-Oct-2022		3.4.4.2	30-Oct-2022
	3.2.2.4	30-Oct-2022		3.4.4.3	15-Mar-2021
	3.2.3	30-Oct-2022		3.4.4.4	30-Oct-2022
	3.2.3.1	30-Oct-2022		3.4.4.5	30-Oct-2022
	3.2.3.2	30-Oct-2022		3.4.4.6	15-Mar-2021
	3.2.4	30-Oct-2022		3.4.4.7	15-Mar-2021
	3.2.5	30-Oct-2022		3.4.4.8	30-Oct-2022
	3.2.6	30-Oct-2022		3.4.4.9	15-Mar-2021
	3.2.7	30-Oct-2022		3.4.4.10	30-Oct-2022
	3.2.8	30-Oct-2022		3.4.4.11	15-Mar-2021

Aircraft General Safety and Servicing Operations		
	Section	**Date**
	3.4.4.12	30-Oct-2022
	3.4.4.13	30-Oct-2022
	3.4.4.14	15-Mar-2021
	3.4.4.15	15-Mar-2021
	3.4.4.16	30-Oct-2022
	3.4.4.17	15-Mar-2021
	3.4.5	30-Oct-2022
	3.4.5.1	15-Mar-2021
	3.4.5.2	15-Mar-2021
	3.4.5.3	15-Mar-2021
	3.4.5.4	15-Mar-2021
	3.4.5.5	15-Mar-2021
	3.4.5.6	15-Mar-2021
	3.4.6	15-Mar-2021
	3.4.6.1	15-Mar-2021
	3.4.6.2	15-Mar-2021
	3.4.6.3	15-Mar-2021
	3.4.7	30-Oct-2022
	3.4.7.1	30-Oct-2022
	3.4.7.2	15-Mar-2021
	3.4.7.3	30-Oct-2022
	3.4.7.4	15-Mar-2021
	3.4.7.5	15-Mar-2021
	3.4.7.6	15-Mar-2021
	3.4.7.7	15-Mar-2021
	3.4.7.8	15-Mar-2021
	3.4.7.9	15-Mar-2021
	3.4.7.10	15-Mar-2021
	3.4.7.11	30-Oct-2022
	3.4.7.12	30-Oct-2022

Aircraft General Safety and Servicing Operations		
	Section	**Date**
	3.4.7.13	15-Mar-2021
	3.4.7.14	15-Mar-2021
	3.4.7.15	15-Mar-2021
	3.4.7.16	15-Mar-2021
	3.4.8	31-Mar-2023
	3.4.8.1	15-Mar-2021
	3.4.8.2	15-Mar-2021
	3.4.8.3	15-Mar-2021
	3.4.8.4	15-Mar-2021
	3.4.8.5	15-Mar-2021
	3.4.8.6	15-Mar-2021
	3.4.8.7	15-Mar-2021
	3.4.8.8	15-Mar-2021
	3.4.9	31-Mar-2023
	3.4.9.1	30-Oct-2022
	3.4.9.2	30-Oct-2022
	3.4.9.3	30-Oct-2022
	3.4.9.4	30-Oct-2022
	3.4.9.5	15-Mar-2021
	3.4.9.6	15-Mar-2021
R	3.5	31-Mar-2024
	3.5.1	15-Mar-2021
	3.5.2	15-Mar-2021
R	3.5.3	31-Mar-2024
	3.5.3.1	30-Oct-2022
	3.5.3.2	15-Mar-2021
R	3.5.3.3	31-Mar-2024
	3.5.3.4	15-Mar-2021
	3.6	31-Mar-2023
	3.6.1	31-Mar-2023

Aircraft General Safety and Servicing Operations		
	Section	**Date**
	3.6.2	30-Oct-2022
	3.6.2.1	30-Oct-2022
	3.6.2.2	30-Oct-2022
	3.6.3	31-Mar-2023
	3.6.3.1	31-Mar-2023
	3.6.3.2	31-Mar-2023
	3.6.3.3	31-Mar-2023
	3.6.3.4	15-Mar-2021
	3.6.3.5	15-Mar-2021
	3.6.3.6	15-Mar-2021
	3.7	30-Oct-2022
	3.7.1	15-Mar-2021
	3.7.2	15-Mar-2021
	3.7.3	15-Mar-2021
	3.7.4	30-Oct-2022
	3.7.5	30-Oct-2022
R	3.8	31-Mar-2024

Aircraft Turn-Around		
	Section	**Date**
R	4	31-Mar-2024
R	4.1	31-Mar-2024
R	4.1.1	31-Mar-2024
R	4.1.2	31-Mar-2024
R	4.1.3	31-Mar-2024
R	4.1.4	31-Mar-2024
	4.1.4.1	31-Mar-2023
R	4.1.4.2	31-Mar-2024
R	4.2	31-Mar-2024
R	4.2.1	31-Mar-2024
R	4.2.2	31-Mar-2024

Aircraft Turn-Around		
	Section	**Date**
R	4.3	31-Mar-2024
R	4.3.1	31-Mar-2024
	4.3.2	15-Mar-2021
R	4.4	31-Mar-2024
	4.4.1	31-Mar-2023
R	4.4.2	31-Mar-2024
	4.4.2.1	30-Oct-2022
	4.4.2.2	31-Mar-2023
	4.4.2.3	15-Oct-2021
R	4.4.2.4	31-Mar-2024
	4.4.2.5	31-Mar-2023
	4.4.2.6	15-Mar-2021
	4.4.2.7	31-Mar-2023
	4.4.2.8	31-Mar-2023
R	4.4.3	31-Mar-2024
R	4.4.3.1	31-Mar-2024
	4.4.3.2	30-Oct-2022
	4.4.3.3	15-Mar-2021
R	4.5	31-Mar-2024
R	4.5.1	31-Mar-2024
R	4.5.1.1	31-Mar-2024
R	4.5.1.2	31-Mar-2024
R	4.5.1.3	31-Mar-2024
	4.5.1.4	30-Oct-2022
	4.5.1.5	30-Oct-2022
	4.5.2	30-Oct-2022
	4.5.3	31-Mar-2023
	4.5.3.1	30-Oct-2022
	4.5.3.2	15-Mar-2021
	4.5.3.3	15-Mar-2021
	4.5.3.4	15-Mar-2021

	Aircraft Turn-Around			Aircraft Turn-Around	
	Section	**Date**		**Section**	**Date**
	4.5.3.5	31-Mar-2023	R	4.6.3.1	31-Mar-2024
	4.5.4	31-Mar-2023		4.6.3.2	30-Oct-2022
	4.5.4.1	30-Oct-2022		4.6.3.3	31-Mar-2023
	4.5.4.2	31-Mar-2023		4.6.4	31-Mar-2023
R	4.5.5	31-Mar-2024		4.6.4.1	15-Mar-2021
R	4.5.5.1	31-Mar-2024		4.6.4.2	30-Oct-2022
R	4.5.5.2	31-Mar-2024		4.6.4.3	30-Oct-2022
R	4.5.5.3	31-Mar-2024		4.6.4.4	31-Mar-2023
	4.5.6	30-Oct-2022		4.6.4.5	30-Oct-2022
	4.5.6.1	30-Oct-2022		4.6.4.6	15-Mar-2021
	4.5.6.2	30-Oct-2022		4.6.5	30-Oct-2022
	4.5.6.3	30-Oct-2022		4.6.6	31-Mar-2023
	4.5.6.4	30-Oct-2022		4.6.6.1	15-Mar-2021
R	4.5.7	31-Mar-2024		4.6.6.2	15-Mar-2021
	4.5.7.1	15-Mar-2021		4.6.6.3	31-Mar-2023
	4.5.7.2	30-Oct-2022		4.6.6.4	15-Mar-2021
	4.5.7.3	15-Mar-2021		4.6.6.5	31-Mar-2023
R	4.5.7.4	31-Mar-2024		4.6.6.6	15-Mar-2021
R	4.5.7.5	31-Mar-2024		4.6.7	31-Mar-2023
	4.5.7.6	15-Mar-2021		4.6.7.1	31-Mar-2023
	4.5.7.7	15-Mar-2021		4.6.7.2	30-Oct-2022
	4.5.8	15-Mar-2021		4.6.7.3	31-Mar-2023
	4.5.9	15-Mar-2021		4.6.7.4	31-Mar-2023
	4.5.10	30-Oct-2022		4.6.7.5	31-Mar-2023
R	4.6	31-Mar-2024		4.6.7.6	31-Mar-2023
	4.6.1	31-Mar-2023		4.6.8	31-Mar-2023
R	4.6.2	31-Mar-2024		4.6.8.1	30-Oct-2022
R	4.6.2.1	31-Mar-2024		4.6.8.2	31-Mar-2023
	4.6.2.2	31-Mar-2023		4.6.8.3	31-Mar-2023
	4.6.2.3	30-Oct-2022		4.6.8.4	30-Oct-2022
R	4.6.3	31-Mar-2024		4.6.8.5	31-Mar-2023

easyJet

Aircraft Turn-Around		
	Section	**Date**
	4.6.9	30-Oct-2022
	4.6.9.1	30-Oct-2022
	4.6.9.2	30-Oct-2022
	4.6.10	31-Mar-2023
	4.6.10.1	31-Mar-2023
	4.6.10.2	31-Mar-2023
	4.6.10.3	31-Mar-2023
	4.6.11	15-Mar-2021
	4.6.12	31-Mar-2023
	4.6.12.1	30-Oct-2022
	4.6.12.2	31-Mar-2023
	4.6.12.3	30-Oct-2022
	4.7	31-Mar-2023
	4.8	31-Mar-2023
	4.9	31-Mar-2023
	4.9.1	31-Mar-2023
	4.9.2	31-Mar-2023
	4.9.2.1	31-Mar-2023
	4.9.2.2	31-Mar-2023
	4.9.2.3	31-Mar-2023
	4.9.2.4	31-Mar-2023
	4.9.3	31-Mar-2023
	4.9.3.1	31-Mar-2023
	4.9.3.2	15-Mar-2021
	4.9.3.3	15-Mar-2021
	4.9.4	31-Mar-2023
	4.9.4.1	31-Mar-2023
	4.9.4.2	31-Mar-2023
	4.9.4.3	31-Mar-2023
	4.9.4.4	31-Mar-2023
	4.9.4.5	31-Mar-2023

Aircraft Turn-Around		
	Section	**Date**
	4.9.5	15-Mar-2021
	4.9.6	15-Mar-2021
	4.9.7	30-Oct-2022
	4.10	31-Mar-2023
	4.10.1	30-Oct-2022
	4.10.2	31-Mar-2023

Load Control		
	Section	**Date**
R	5	31-Mar-2024
	5.1	31-Mar-2023
	5.2	30-Oct-2022
	5.3	15-Mar-2021
R	5.4	31-Mar-2024
R	5.4.1	31-Mar-2024
	5.4.1.1	15-Mar-2021
R	5.4.1.2	31-Mar-2024
	5.4.1.3	15-Mar-2021
	5.4.1.4	15-Mar-2021
	5.4.2	31-Mar-2023
	5.4.3	30-Oct-2022
	5.4.3.1	30-Oct-2022
	5.4.3.2	30-Oct-2022
	5.4.3.3	15-Mar-2021
	5.4.3.4	15-Mar-2021
R	5.4.4	31-Mar-2024
N	5.4.4.1	31-Mar-2024
	5.5	15-Mar-2021
	5.6	15-Mar-2021
R	5.7	31-Mar-2024
	5.8	30-Oct-2022

Load Control

	Section	Date
	5.8.1	30-Oct-2022
	5.8.2	15-Mar-2021
	5.8.3	15-Mar-2021
	5.8.3.1	15-Mar-2021
	5.8.4	30-Oct-2022
	5.8.4.1	15-Mar-2021
	5.8.4.2	30-Oct-2022

Operational Oversight

	Section	Date
R	6	31-Mar-2024
R	6.1	31-Mar-2024
N	6.2	31-Mar-2024
R	6.3	31-Mar-2024
N	6.3.1	31-Mar-2024
N	6.3.2	31-Mar-2024
R	6.3.3	31-Mar-2024
N	6.4	31-Mar-2024
R	6.5	31-Mar-2024
N	6.5.1	31-Mar-2024
N	6.5.2	31-Mar-2024
N	6.5.3	31-Mar-2024
	6.6	15-Mar-2021
	6.6.1	15-Mar-2021
	6.6.2	15-Mar-2021
	6.6.3	15-Mar-2021
	6.6.4	15-Mar-2021
	6.6.5	15-Mar-2021
	6.6.6	15-Mar-2021
R	6.7	31-Mar-2024
	6.8	31-Mar-2023

Operational Oversight

	Section	Date
	6.8.1	30-Oct-2022
	6.8.2	15-Oct-2021
	6.8.3	31-Mar-2023
	6.8.4	15-Mar-2021

Glossary

	Section	Date
R	Appendix A –	31-Mar-2024

List of Abbreviations

	Section	Date
R	Appendix B –	31-Mar-2024

Dangerous Goods

	Section	Date
R	Appendix C –	31-Mar-2024
R	C.1	31-Mar-2024
R	C.1.1	31-Mar-2024
R	C.1.1.1	31-Mar-2024
R	C.1.2	31-Mar-2024
	C.1.3	15-Mar-2021
	C.1.3.1	15-Mar-2021
	C.1.3.2	15-Mar-2021
	C.1.4	30-Oct-2022
	C.1.5	31-Mar-2023
	C.1.5.1	30-Oct-2022
	C.1.5.2	15-Mar-2021
	C.1.5.3	15-Mar-2021
	C.1.5.4	15-Mar-2021
	C.1.5.5	30-Oct-2022
	C.1.5.6	31-Mar-2023
	C.1.5.7	30-Oct-2022

easyJet

Dangerous Goods		
	Section	**Date**
	C.1.6	15-Mar-2021
	C.1.6.1	15-Mar-2021
	C.1.6.2	15-Mar-2021
	C.1.7	31-Mar-2023
	C.2	31-Mar-2023
	C.2.1	31-Mar-2023
R	C.3	31-Mar-2024
R	C.3.1	31-Mar-2024
R	C.3.2	31-Mar-2024
	C.4	15-Mar-2021
	C.4.1	15-Mar-2021
	C.4.1.1	15-Mar-2021
	C.4.1.2	15-Mar-2021
	C.5	31-Mar-2023
	C.5.1	30-Oct-2022
	C.5.2	15-Mar-2021
	C.5.3	31-Mar-2023
	C.6	15-Mar-2021
	C.7	31-Mar-2023
	C.7.1	31-Mar-2023
	C.7.2	15-Mar-2021
	C.7.3	30-Oct-2022
	C.7.3.1	30-Oct-2022

easyJet Security		
	Section	**Date**
R	Appendix D –	31-Mar-2024
	D.1	30-Oct-2022
	D.2	30-Oct-2022
	D.3	30-Oct-2022
	D.3.1	30-Oct-2022

easyJet Security		
	Section	**Date**
	D.3.1.1	30-Oct-2022
	D.4	30-Oct-2022
	D.4.1	15-Mar-2021
	D.4.2	15-Oct-2021
R	D.5	31-Mar-2024
R	D.5.1	31-Mar-2024
	D.5.2	30-Oct-2022
	D.6	30-Oct-2022
	D.7	30-Oct-2022
R	D.8	31-Mar-2024
	D.8.1	31-Mar-2023
R	D.8.2	31-Mar-2024

easyJet Aircraft Characteristics		
	Section	**Date**
	Appendix E –	15-Mar-2021
	E.1	15-Mar-2021
	E.2	15-Mar-2021
	E.3	15-Mar-2021
	E.4	15-Mar-2021
	E.5	15-Mar-2021

Delay Codes		
	Section	**Date**
R	Appendix F –	31-Mar-2024

Data Protection		
	Section	**Date**
R	Appendix G –	31-Mar-2024
R	G.1	31-Mar-2024
R	G.2	31-Mar-2024
	G.3	15-Mar-2021

Seat Maps		
	Section	**Date**
R	Appendix H –	31-Mar-2024

Ground Handling Manual - Expiry Date: **31-Mar-2025**
Uncontrolled if printed

easyJet

AMENDMENT AND REVISION RECORD

Issue Date	Content Summary
01-Jun-2002	Initial Issue
Various changes. (Details available from Operations Support if required.)	
15-Oct-2008	Full manual re-issue
15-Mar-2009	General Updates
15-Oct-2009	General Updates
15-Mar-2010	General Updates
01-Jul-2010	Complete update
15-Oct-2010	General Updates
15-Mar-2011	General Updates
15-Oct-2011	General Updates
15-Mar-2012	General Updates
03-Dec-2012	General Updates
15-Mar-2013	General Updates
15-Oct-2013	General Updates
15-Mar-2014	General Updates
15-Oct-2014	General Updates
15-Mar-2015	General Updates
15-Oct-2015	General Updates
15-Mar-2016	General Updates
15-Oct-2016	General Updates
15-Mar-2017	General Updates
15-Oct-2017	General Updates
15-Mar-2018	General Updates
15-Oct-2018	General Updates
15-Mar-2019	General Updates
15-Oct-2019	Dangerous Good and weapons now in section 9 and general updates
15-Mar-2020	General Updates
01-Jun-2020	Re-format of manual

Issue Date	Content Summary
15-Oct-2020	General Updates
15-Mar-2021	General Updates
15-Oct-2021	General Updates
30-Oct-2022	General Updates
31- Mar-2023	General Updates
31-Mar-2024	General Updates

CONTENTS

easyJet

easyJet

Intentionally Blank

Ground Handling Manual - Expiry Date: **31-Mar-2025**
Uncontrolled if printed

easyJet

0   INTRODUCTION

0.1   PURPOSE AND SCOPE

This Manual defines ground handling procedures for airlines and ground service providers to ensure ground operations activities are safely, efficiently and consistently accomplished.

The Manual complies with the terms and conditions of the individual Air Operator Certificates (AOC's) issued under EASA & UK CAA Regulations by the Competent Authority and the requirements contained therein as applicable within the following individual AOC's:

    (a) easyJet UK Ltd (EZY)

    (b) easyJet Switzerland SA (EZS)

    (c) easyJet Europe Airline GmbH (EJU)

The Manual is issued on the authority of the Nominated Person for Ground Operations for each AOC (ORO.AOC.135).

Access to easyJet facilities and documentation must be granted to the Competent Authority (or personnel authorized by the Competent Authority).

0.2   APPLICABILITY

The Manual is to be used by operators and ground service providers as a core set of ground operations procedures in the conduct of ground handling functions.

The airline complies with EU EASA Regulations & UK CAA, and as such easyJet expects all Ground Handling Partners to comply with such standards, as described in Commission Regulation (EU) No 965/2012 ('Air Operations') and subsequently laid down in this Manual.

If the applicability is for a single airline this is indicated by [EZY]/[EZS]/[EJU] before and after the instruction.

If a regulatory authority mandates procedures other than those in this Manual, then these shall be followed.

Personnel performing any operational role or task in ground operations shall be trained as per:

    (a) AHM 1110 Ground Operations Training Program (the minimum training).

    (b) The company's scope of operations, national and airport regulatory requirements and customer airline specifics, where applicable.

> **Note:** In case of any injury, damage or irregularity discovered in operations the personnel must report to the immediate supervisors or as defined reporting lines.

0.3　MANUAL LANGUAGE

This manual is published in English.

0.4　WORDING CONVENTIONS

(a) **May/need not/not necessary/not required:** indicates that conformance is optional.

(b) **Note:**　Indicates an important point about which the manual user needs to be made aware.

(c) **Should/if possible/whenever possible:** indicates that conformance is considered optional, but desirable.

(d) **Shall/must/necessary/need/required:** indicates that conformance is considered mandatory.

(e) **Shall not/must not:** indicates that something is not allowed/permitted, or is forbidden.

0.5　AMENDMENT AND REVISION

The easyJet Ground Operations Policy & Standards Team will be responsible for ensuring that the information contained in this Manual is amended or revised so that the instructions and information contained therein are kept up-to-date and any such revisions or amendments are communicated to relevant ground crew.

The current issue will be published in the easyJet Ground Ops Portal (Netsend). Amendments to the Manual will be issued as a Station Instruction. Ground Handling Partners (GHP) must acknowledge receipt no later than the effective date of the document.

0.6　GENERAL

As a standard, all passenger flights must be handled as described in this Ground Handling Manual. If not described, then the latest issue of IATA Airport Handling Manual (AHM) and the IATA Ground Operations Manual (IGOM) must be followed. If the AHM, IGOM or other manuals referenced within this document are not available to the Ground Handling Partner, the responsible Airport Operations & Contract Managers (AOCM/GOM) should be contacted for assistance.

Each Ground Handling Partner must ensure all ground crew are adequately trained in accordance with their role.

In addition to the Ground Handling Manual, there are support and guidance documents available on easyJet's Connected Portal in the GHM Guidance Material section. Users and passwords will be coordinated via the responsible AOCM/GOM. It is the Ground Crew's responsibility to make sure they are familiar with all content on the Connected Portal.

Alcohol, Drugs and Solvents

The Ground Handling Partner shall develop and implement a policy on the prevention/detection/misuse of alcohol, drugs and solvents in the workplace.

First Wave Conference Call

A First Wave OTP call is held at 09:00 UK local time for which attendance by a Ground Handling Partner representative from each station with a "First Wave" departure (all night-stopping aircraft up to and including 08:30 UK Local) is mandatory. Agenda and contact details will be advised by the responsible AOCM/ GOM.

0.7 EASYJET SAFETY POLICY, PRINCIPLES & OBJECTIVES

Safety is easyJet's number one priority. The easyJet Safety Policy outlines our commitment to the highest standards of safety management and to minimising our risk of an accident as far as we can.

Safety Management System

easyJets approach to safety is coordinated through our Safety Management System (SMS). It allows us to plan ways to reduce our risks, measure how well our plans are working, report safety issues and control risks that we face. It also means we can use the data to improve our processes in the future. It includes, but isn't limited to, the following:

(a) Safety reporting and investigation

(b) Risk identification and management

(c) Managing operational changes

(d) Keeping you updated on our safety performance

(e) Monitoring our safety performance

(f) Emergency response planning

(g) Safety training

Safety Culture

Our open reporting culture encourages Ground Crew to report things they feel could pose a risk to our people, operation or passengers. Ground Crew can do this knowing that their concern will always be treated sensitively and professionally. Please visit SafetyNet and submit a report form.

Incident Reporting

A Ground Safety Report must be submitted for all accidents, near misses, security breaches (including notification of a security failing by a regulatory body, e.g. Department for Transport), and other serious incidents as soon as it is safe to do so.

easyJet Commitment

(a) To support our handling partners by helping to ensure they have the resources necessary to manage safety yourself.

(b) To ensure that safety management is the primary responsibility of everyone across the airline and service partners.

(c) To establish and maintain a robust SMS that continuously improves easyJets safety performance.

(d) To apply the principles of Organisational and Human Performance.

(e) To encourage an open reporting culture where safety concerns are investigated sensitively and professionally.

(f) To ensure easyJet comply with, and wherever possible exceed, legislative and regulatory requirements and standards.

(g) To provide safety information, instruction and supervision.

(h) To support handling partners by helping those to ensure the right people are in the right jobs with the right skills, and to provide training where needed.

(i) To be at the forefront of safety management across the airline industry.

(j) To ensure that no action is taken against an employee who reports a safety risk unless the risk indicates, beyond reasonable doubt, gross negligence or a wilful disregard of regulations or procedures.

(k) To continually measure and review easyJets safety performance.

0.8 CUSTOMER STANDARDS

This guidance on Customer Standards details easyJet requirements which must be followed at all times to ensure Ground Crew deliver a consistent, friendly and professional service across the network and are compliant to the easyJet brand.

It defines various elements of the Customer's journey at the airport when travelling with easyJet, and how to deliver consistent standards in terms of the "look and feel" of the customer experience.

When going through the airport, customers should feel welcomed, reassured and at ease. The journey through the airport should be easy and clearly signposted, with friendly support where needed. Customer standards for touchpoints at the airport are outlined below.

0.8.1 Branding & Signage

It is recognised that airport infrastructures and layouts are very different. However, as with other business sectors (e.g., retail stores) it is important that the Customer Experience, and the "look and feel" is as consistent as possible in all locations.

What our airport branding looks like says a lot about who we are as a business and how we are perceived by our customers. By making our signage, processes, and procedures the same across the network we can deliver a consistent and professional look and feel, and our customers will have a similar airport experience regardless of where they are flying to and from.

- Only easyjet approved signage must be displayed.

- Signage must be used as intended i.e., Boarding Gate baggage gauge should only be used at the Boarding Gate,

- Only easyJet produced signage can be used at airports. The use of homemade signage or the adaptation of easyJet signage (including, for example, baggage gauges, bag drop totems, etc.) is not permitted under any circumstances.

- Ground Handling partners must review signage on a monthly basis to ensure it is compliant to easyJet standard and in good condition. This review must be recorded.

Graphics and signage for Bag Drop and Boarding are available for download from the Ground Ops Connected Portal in various display sizes. If any local signage is required, this must be requested to the Ground Ops Central team.

0.8.2 Ground Crew – Roles & Responsibilities

easyJet want customers to feel welcomed, reassured and to have an easy, positive and stress-free experience. To deliver this experience, Ground Crew must:

- have excellent communication skills, and offer a consistent, friendly and professional service whilst assisting easyJet customers i.e., meeting and greeting customers in the queue and helping them navigate the airport

- be empathetic and strive to help customers to have a positive experience

- assist customers requiring special assistance

- assist customers who cannot help themselves during disruption, customers are encouraged to self-serve where possible

- be visible and approachable and provide accurate and timely information to customers

- be confident to speak in public with a clear and friendly voice

- ensure they have an up-to-date knowledge of easyJet Policies, Procedures and Products and adhere to these as outlined in this manual

• follow the 3+1 language principles when interacting with customers

0.8.3 Ground Handler Management – Roles & Responsibilities

The Ground Handling partner will have an effective management and supervisory structure to ensure:

• strategic and tactical management of resource. i.e., the right people, in the right place, at the right time

• Ground Crew are motivated, empowered and engaged

• performance management and daily coaching of Ground Crew

• compliance with defined standards – a company audit process of standards with a reporting framework in place to show issues and improvements

• delivery of shift briefings:

– Reinforce customer focus, appearance, behaviours, and language

– Ensure Ground Crew have appropriate product knowledge in key areas

– Reinforce and test knowledge of any recent procedural changes

– Highlight any specific on-the-day issues. e.g., Disruption, seasonal focus, overbooked flights

– Highlight any specific known future issues e.g., Planned strikes, planned events etc.

0.8.4 Bag Drop

Minimum Standards

Bag Drop Area

• easyJet Plus/Special Assistance desks must be positioned in an area that is clearly visible when entering the Bag Drop area, with good entry/exit routes with the least congestion

• Separate queuing lanes and desks for easyJet Plus/Special Assistance and "all other customers"

• Appropriate signage is used to ensure the queuing lanes are clearly visible to customers. Signage is also used to prepare customers for Bag Drop e.g., tensa toppers, FIDS. Signage must be compliant and in good condition

• Customers must queue for the minimum time possible. Where a queue measurement system is in place, the current/anticipated queue time should be displayed

• The easyJet Baggage gauge and Dangerous Good sign must be on display and used appropriately

• FIDS must display available/open Bag Drop desks and where possible show additional operational information. Accurate opening and closing times must be displayed

- For Auto Bag Drop – Ensure ABD machines and injection points are serviceable and well stocked. Any mechanical failures/issues must be reported locally asap.

Ground Crew

- Ground Crew are actively engaged with customers ensuring:

  – Customers are welcomed in a friendly and supportive manner, using the 3+1 language

  – Customers are advised about the current and next steps in their journey

  – Only customers whose flights are open can access the Bag Drop queue and advising customers whose flights are not yet open when they should return

  – Customers are prepared prior to reaching Bag Drop

  – Queuing & bag drop area are clean, tidy and clear of any litter and obstacles, including in the basket of the baggage gauges

  – Effective use of resource and proactive queue management e.g., if the easyJet Plus queue is empty, then direct customers from the front of the 'all other customer' queue to this queue

  – They complete a range of customer service functions as outlined in Section 1.1.1.3 – Services at the Airport

  – Customers are provided with a clear and friendly explanation when they are non-compliant, in a friendly manner

0.8.5 Boarding

Minimum Standards

Boarding Gate Area

- Clear access and separate queuing lanes for Speedy Boarding customers to the boarding desk through effective signage and queue management

- Appropriate signage is used to ensure the queuing lanes are clearly visible to customers. Signage must be compliant and in good condition

- The easyJet Baggage gauge and Dangerous Good sign must be on display and used appropriately

- Customers who have Speedy Boarding must board the aircraft first e.g., separate sections in waiting area or on the bus. Do not separate Speedy Boarding customers at a desk and then allow "all other customers" to mix with them prior to boarding in the waiting area

- Customers must not be held in areas that are too hot or too cold i.e., jet bridge with no air conditioning or outside in low temperatures

- Where possible, enclosed/pre-boarding gates, with separation for Speedy Boarding customers are easyJet's preference

- Customers must not be called to the gate too early, for both on time and disrupted flights.

Ground Crew

- Ground Crew are actively engaged with customers ensuring:

    – Approved boarding announcements are used for every flight

    – Customers are welcomed in a friendly and supportive manner, using the 3+1 language

    – Customers are advised about the current and next steps in their journey

    – Customers are prepared for the boarding process. (e.g., Documents ready, front/rear, etc.)

    – Queuing & boarding gate area are clean, tidy and clear of any obstacles, including in the basket of the baggage gauges

    – Effective use of resource and proactive queue management e.g., ensure only Speedy Boarding and Special Assistance customers are in the Speedy Boarding queue

    – They are actively managing pre-boarding areas and walkways (jet bridges, stairs, steps etc.), busses to make sure capacity is not exceeded and social distancing is maintained

    – Customers are provided with a clear and friendly explanation when they are non-compliant, in a friendly manner.

0.8.6   Arrivals

Minimum Standards

- Where no baggage desk is in use, appropriate visible signage must be in place.

- Ground Crew must be present in the baggage belt where practical.

- Ground Crew must proactively monitor the baggage belts to:

    – Ensure customers whose baggage has been delayed are dealt with immediately in a friendly and professional manner i.e., if the last bag notification has happened and there are still customers waiting in the baggage belt area

    – Collect any rush baggage that has arrived and process this baggage in a timely manner whilst following all procedures

    – Collect any baggage left behind/tag less and process this baggage in a timely manner whilst following all procedures

- Ground Crew will assist customers whose baggage has been delayed, damaged or pilfered by:

    – Being competent in World Tracer and manual PIR completion

    – Completing all applicable reports with required information

    – Providing accurate and timely information to the customer – keeping them informed at every step

- If baggage has not arrived on the designated baggage belt within the agreed timeframe, Ground Crew must communicate effectively with the ramp Ground Crew to reduce the wait time for the customer and keep the customer informed at all time

- The Ground Handling partner must have effective on-the-day oversight of actual versus planned resource, with management/supervisory intervention to address

- The Ground Handling partner must offer support via telephone. The phoneline must be functioning and regularly monitored by Ground Crew

- The Ground Handling partner must have an effective plan to ensure a back-up resource is available from Bag Drop/Boarding resources to cover adhoc situations i.e., mass baggage failure or disruption

0.8.7   Uniform Standards

Although not mandatory, when working on the easyJet product, some Ground Crew choose to wear selected easyJet uniform items in conjunction with their own Ground Crew uniform.

The uniform items have been designed to make Ground Crew easily identifiable to our Customers and all 3 items must be worn together.

- easyJet scarf (female) or tie (male).

- easyJet name badge.

- easyJet lanyard.

For Ground handlers who wear the entire easyJet uniform, they must adhere to the uniform standards available on the Connected Portal.

0.8.8   Language & Behaviours

Ground Crew are representing easyJet and must use language, and demonstrate behaviours, which are consistent and are aligned with easyJet brand values. Ground Crew must not disassociate from easyJet, especially in times of difficult situations.

Ground Crew should always be friendly, empathetic and strive to make the customer journey easy and as stress-free as possible. The first step to achieving this is by simply asking customers "How can I help you?"

Other examples include:

- Apologise if the customer has been waiting

- Update the customers on their flight status, keeping them informed

- Explain what they need to do or where they need to go when finished at Bag Drop

- In disruption, offer help as appropriate Ground Crew must be conscious that some situations may (particularly if not handled correctly) create a negative customer experience, and therefore Ground Crew must use appropriate language and behaviours at all times.

3+1 Language

At various "touch points" within the Customer journey, easyJet define "3+1" language…….3 things Ground Crew should say, and 1 thing Ground Crew should do as the basis of delivering friendly customer service.

The 3+1 friendly language model brings together what is expected from our Ground Crew in terms of process and most importantly "how" we interact with our customers (what we say and how we say it).

easyJet want Ground Crew to feel empowered to add to the 3+1 friendly model as appropriate, but the "3+1" model is the basics of giving a friendly customer experience for easyJet and therefore must always be used.

Examples:

Bag Drop

easyJet Recommended Language	Why Should Ground Crew Use This Language?
Welcome greeting (Good morning/hello)	A warm welcome, reassures the customer and makes them feel at ease. It's personalised and friendly.
Your flight is on time today/ showing a delay of xx minutes	Keep the customer informed, give them important information about their flight and the reason if known for any flight delay. Advise them of Flight Tracker for the most up to date information.
Please make your way to departures. Your gate number is xx/check the screens for your gate number	Keep the customer informed, give them information about where to go on the next part of their airport journey.
Always greet with a smile	Be friendly & supportive with each customer.

easyJet

Boarding Gate

easyJet Recommended Language	Why Should Ground Crew Use This Language?
Welcome greeting (Good morning/hello)	A warm welcome, reassures the customer and makes them feel at ease. It's personalised and friendly.
You will be seated in/boarding at the front/rear of the aircraft	This informs the customer of what door to board, but also helps OTP.
Farewell greeting (Goodbye, have a nice flight)	A friendly farewell will leave the customer with a good impression.
Always greet with a smile	Be friendly & supportive with each customer.

WOW is a technique that can assist Ground Crew in giving our customers information to avoid misunderstanding and frustration.

- **Why?** Customers will always ask the question 'why' when they find themselves in a situation they are not used to. Ground Crew should be open and upfront and explain the reason 'why' the customer has found themselves in this position and or why we do things the way we do them.

- **Options?** It is important where possible to give customers options as a single resolution may not suit their needs. It may also stop their behaviour escalating if there are options for them. They can now think about what they need to do so they don't feel helpless, which means they are now back in control of the decision-making process.

- **What?** The customer will decide which option is best for them so now you can advise the customer what their next steps will be. It is the last part of the process and it gives the customer the answer to their problem.

0.8.9   Compliance to Standards

It is the responsibility of the Ground Handler management team to ensure that their ground crew are following procedures and adhering to the standards set out in the GHM. They must demonstrate they have oversight and discuss this with their AOCM/GOM at their weekly or monthly meetings. This can be done in a number of ways:

- Compliance Audits – conducted by the Ground Handler

- Covert reviews of flights

- One to one conversation with Ground Crew

- Review of transaction times on activities

- Number of interventions by management team

- Review of policy & procedure knowledge (Team talk subjects i.e., policies)

- Ongoing training

easyJet will provide insight from:

- CSAT and customer verbatims
- Compliance Monitoring as outlined in the GOMM
- Customer complaints trends
- Feedback from easyJet staff travel survey

0.9 EASYJET IT SYSTEMS AND SUPPORT

(a) Raising issues to the IT Service Desk

In the event of technical problems requiring IT support, easyJet's IT support should be contacted on: easyJet IT Support: +44 (0)1582 525247 or Email: IT Service Desk easyjetITServicedesk@easyJet.com.

Where issues have been raised locally as well, Ground Crew must include the local incident number.

(b) eRes

eRes is the main IT system easyJet use for reservations, sales, bag drop and boarding.

(c) eRes Support Manual

The eRes support manual and training material is available on the Connected Portal.

(d) Control of eRes Login Codes

Ground Handling Partners must have a local process for the management and control of eRes login codes, with nominated persons responsible for liaising with easyJet.

The process for setting up the "User ID Local Management Process" is fully detailed on the Ground Ops Connected Portal.

eRes login codes must only be used by Ground Crew to whom the code has been allocated. It is not acceptable to allow other Ground Crew to use a login code not assigned to them. Exceptions to this should be specifically authorised i.e. when a generic login should be used for a particular reason.

Stations must identify suitable ground crew for "Full Admin" and "Part Admin" roles in order that the appropriate security and access settings can be enabled for these personnel. These users should be agreed with the accountable easyJet Airport Operations and Contract Manager.

Once these users have been created, all remaining administration of User IDs, including creation, reactivation, password resetting and termination of users will be managed locally on station.

Any queries should be forwarded to eresaccounts@easyJet.com.

easyJet

(e) **Management Reporting and Oversight of Login Codes**

The following requirement exists for stations which manage user IDs locally.

As detailed below, stations must produce a report detailing all current (active) user IDs attributed to that airport. This can be output as an Excel spreadsheet.

The minimum frequency is once every 3 months. However, where there is high seasonality or turnover of staff, an increased frequency should be established.

- For stations with greater than 20 departures per day, reports must be completed monthly.

  A responsible person nominated by the Ground Handling Partner (generally this is the eRes admin user) must check and validate that the list of active users accurately reflects Ground Crew who are currently employed and authorised to be operating on the easyJet product.

  The completed list must be forwarded to the accountable easyJet Airport and Operations Contract Manager with confirmation that the list *"……has been checked and accurately reflects authorised staff currently permitted to operate on the easyJet product….."*. The easyJet Airport and Operations Contract Manager must file this for audit purposes.

(f) **Training accounts**

The process for requesting training accounts is available on the Connected Portal under the Training Accounts Set up link.

(g) **Shared accounts**

To access easyJet systems, Ground Crew will require specific access. This is generally set up as a shared account. Currently the accounts Ground Handlers/Crew will need access to are:

- Connected – this is a GO_User account for access to the Connected Portal. This is read only access.

- First stage eRes log on – this is access to VT100 before Ground Crew add their individual log on.

- CITRIX – this is to access eRes, once Ground Crew access eRes via CITRIX, they will need the first stage eRes log on and then the individual log on.

Shared account passwords must never be written down and stored or shared via the same communication method. If a member of the team leaves or the password may be compromised, the Ground handler management must contact the easyJet IT Service desk to have the password reset.

(h) **Use of easyJet issued Equipment**

Where easyJet makes IT equipment available, including hand-held devices, the Ground Crew shall:

- Ensure that it uses no other airport boarding gate system, including any CUTE system, other than eBoarding as part of the Services at the Airport, unless otherwise instructed to do so in writing by easyJet.

- Ensure that all associated IT equipment provided is securely stored and that all hand-held devices are fully charged and ready for use.

- Promptly, and at the latest within two hours of discovery, report to easyJet (or nominated third party supplier) any damage to and/or malfunction of any of the IT equipment. For the avoidance of doubt, the Ground Handling Partner shall be responsible for any malicious damage, loss or theft of any IT equipment whilst in its possession and care.

- Provide, upon reasonable notice, access to easyJet and/or its third party equipment supplier to the IT equipment used for the purposes of audit and maintenance.

- Use any IT equipment for the purpose it is designed for only.

(i) **IT changes at an airport**

Ground handlers must advise their AOCM/GOM of any IT changes such as software updates, hardware replacements etc. as soon as known. The AOCM/GOM will advise Airport Operations IT of the changes. Local testing may be required.

1 CUSTOMER HANDLING PROCEDURES

1.1 CUSTOMER DEPARTURE

1.1.1 Pre-Departure Activities

1.1.1.1 Ticket Sales Counter

If a ticket sales counter or customer service desk is located at the airport, display either electronic or manual versions of:

(a) Approved easyJet signage, this is available on the Connected Portal

(b) Dangerous Goods notifications

(c) Disruption Information Leaflets on customer rights and other airline information

1.1.1.2 Customer Pre-Flight Preparation

Prepare check-in for flights prior to the opening of airport check-in, and verify all necessary data has been transferred into the check-in system correctly:

(a) Conduct a briefing for all Ground Crew.

(b) Confirm the seating plan is set according to the actual aircraft type and version.

(c) Review the flight remarks, if applicable.

(d) Review the boarding time, departure time, and gate. Brief Ground Crew about the reason for any disruption including delays, overbooking etc.

(e) Apply payload restrictions, if any.

(f) Check the customer list for special customer (e.g. all PRM SSR Codes).

(g) Where free/open seating is applied, inform the crew and customer and ensure special category there is a discrepancy of the size of the Truki between the GHM and the website as below. The wesite says bigger than the GHM. Have appropriate seats.

(h) Check-in is opened at -2 hours prior to STD.

(i) Review the customer list for SSR codes or customer notifications and take any necessary action i.e. SAG, PRM in exit seat, ICTS alert etc.

1.1.1.3   Services at the Airport

At the airport, Ground Crew are required to provide several services to customers. Due to the nature of the airport infrastructure, how and where these are provided may vary. Ground Handlers must review their airport to ensure these services can be provided and that appropriated trained Ground Crew are working on every shift. These include the following:

(a) **Making New Bookings** – New bookings can be made up to one hour before STD. Bookings made must include the customers' full name and address, not the Ground Handlers details. Bookings cannot be processed on the day of travel if the customer is unable to provide a valid form of ID. When payment is made using a credit card, the name on the credit card must be input in full. Any person making a booking must be 18 years old. This is a legal requirement.

(b) **Flight Changes** – Customers can make changes to the flight date, time and destination on an existing booking. Changes can be made up to one hour before STD at the airport and all applicable fees charged. Customers must pay a flight change fee and any difference in fare. No refunds are permitted if the fare is lower than the original fare.

Airports Serving One City/Location (City Pair)

Customers can change their departure/arrival airports to another that is classed as serving one city or location (charges and restrictions may apply). The list of all airports serving a city/location can be found on the easyJet website.

Transfer to an Earlier Flight

If a customer arrives at the airport early for their return flight they are entitled to a transfer to an earlier flight on the same day, for a fee, subject to seat availability.

This must be to the same destination, however, for additional customer convenience, they will be permitted to transfer to any other airport within the city pair. Customers may also make this change on the easyJet app.

The customer must already have made an outbound journey with easyJet and be returning to their original point of departure from their original destination; this must be on the same booking reference (PNR).

The transfer is actioned using the IROPs function and the applicable fee applied per customer. The fee code is EFF. The transfer can be completed at the airport between 3 hours and 1 hour (90 minutes in Morocco and

easyJet

Egypt) before the new flight STD and only if the transfer will not delay the departure of the flight. Customers will need to check-in and obtain a new boarding pass prior to Bag Drop closure.

Transfers to earlier flights must not be made if the flight is already overbooked, as the seat cannot be guaranteed.

- Flexi fare is identified by Fare class "M".

- To identify an "easyJet Plus Cardholder" Ground Crew must ask to see the customer's easyJet Plus card. Only on presentation of a valid easyJet Plus card is the customer eligible for a free transfer. This cannot be determined by SB in the booking as this does not indicate the customer is an easyJet Plus Cardholder.

- easyJet staff are easyJet Plus members, however, do not hold an easyJet Plus card. They will be exempt of this fee on production of their easyJet airline ID pass.

  These exemptions are only for the Business customer, Flexi fare customer or the easyJet Plus Cardholder and not all customers on the booking.

(c) **<u>Name Changes</u>** – Customers can make a name change on their booking, up to one hour before STD at the airport. A name change fee is applicable.

Change of Maiden/Married/Adopted Name

If a customer's name on their passport or ID card is different to the name on the booking (e.g. due to change from Maiden to Married name, or children's surnames which have changed due to marriage or adoption), Ground Crew can make these changes free of charge. Ground Crew must be satisfied that it is the same customer as booked by referring as appropriate to ID, marriage certificate, etc.

If Ground Crew are not satisfied that it is the same person as booked, a name change must be completed, and applicable fees are taken.

Comments must be added to the booking on eRes including confirmation that all documentation was checked. If there is any doubt, please contact the CDO for on the day guidance.

Free of Charge Name Changes

There are some occasions when the name on the booking does not match the name on the customer ID.

The table below details times when Ground Crew are permitted to change the name free of charge. Comments must be added to the eRes booking.

Ground Crew must be confident this is a genuine error and not a name change where applicable fees must be taken.

Scenario	Proof Required
Swapping surname with first name and the other way round e.g. Mr Brown John entered instead of Mr John Brown	None
Change of name by Deed Poll (A Deed Poll is a legal document)	Scanned copy of signed Deed Poll document (or equivalent)
Name spelling error – even if more than 3 letters differ if you can identify that this is the same person	None
Autofill/gator causes multiple customers have the same name e.g. 01. Smith/John Mr 02. Smith/John Mr 03. Smith/John Mr	None
Booking error causing multiple duplicated sectors added to 1 pax e.g. Mary Smith is the only pax and there are 4 the same flights (12NOV LTN- AMS) associated to her	None
Middle name added as first name	None

easyJet

Scenario	Proof Required
Adding middle names Adding middle name to reflect the information on the travel document	None
Double-barrelled surnames Adding the missing part of double-barrelled name	None
Spanish customers – Who have only put in one surname on their booking, ground crew are permitted to add the other surname FOC and treat it like a middle name	None
Greek customers – If a customer makes a booking on the Greek version of easyJet.com using Greek alphabet, customers' names on the booking can be replaced by questions marks or other symbols	None

(d) **Rescue Fee**

Customers who arrive late to Bag Drop but within +2 hours of STD can be transferred to the next available flight (subject to availability) for a "Rescue" fee.

The customer must be present in the airport for the transfer to be processed. The transfer is actioned using the IROPs function and the FEE code MOV.

Where easyJet offers flights to/from other airports serving the same city, their route may be amended to/from this alternative airport if the customer prefers.

Agents in the Customer Management Centre (CMC) cannot make these changes. It can only be made at the airport.

(e) **Processing Payments**

Payments are made at the airport for several items including flight sales or additional fees. Most types of credit and debit cards are accepted at the airports. Cash is only accepted in certain countries as agreed with the AOCM/GOM.

- Ground handler to review with easyJet AOCM/GOM if cash can be accepted and understand the local cash handling procedures including any local legal requirements.

- Ensure the procedures are in place to reconcile the accounts as outlined below.

- ROCM to agree and validate the process with AOCM/GOM (email is ok).

- Once all agreed and procedures in place, then cash can be accepted.

Customers can choose which currency they wish to pay in, providing that they are paying with a credit card. For cash bookings the local currency of the departing airport must be used.

When taking credit or debit card payments, card numbers must only be entered into systems provided or agreed by easyJet. They must never be sent my email or messaging services. Ground Crew must not write credit or debit card numbers on paper.

Quick Payment Function Within eRes

eRes has the functionality to take a fee payment in option 16, allowing payments to take place at bag drop and the boarding gate. Full details of the Quick Pay function are contained within the eRes Support Manual.

On completion of the transaction, a receipt must be issued to the customer. The receipt number must be entered into the system when prompted.

Taking Payment Over the Phone (Card Holder is Not Present at the Airport)

Payments at the airport can be taken over the phone using a credit/debit card belonging to someone other than the customer. There is no requirement that the credit/debit card owner be present. Ground Crew must be vigilant when taking the card details and must always enter the information directly into the system. Card details must never be stored anywhere i.e. on a PC or piece of paper, etc.

The eRes booking must always be commented with the card holders name and any other relevant information.

PDQ Machine Payments

Please refer to the PDQ Guidance on Connected.

Cash Reconciliation

Where cash is taken at the airport, the process is the responsibility of the Ground Handling Partner. There must be a robust procedure for logging all cash payments taken e.g. all receipt details added to daily Ground Handling Partners cash report.

- Daily, at the end of shift/day, the Cash Payment report on eRes must be completed to confirm what cash was taken. This report should match the total amount of cash Ground Crew have taken in the cash box and match with the Ground Handing Partners cash report.

- Any discrepancies that are found must be corrected on the day.

- All monies must be lodged as soon as possible as per local procedures.

(f) **Delivery of Customer Welfare and Assistance During Disruption**

- Remain available until all customers have been processed.

- Assist customers who have been denied boarding or are disrupted.

easyJet

- Organise hotac, transport, re-routing, and welfare for customers on disrupted flights.

(g) **Complete Seat Changes**

Customers who have paid for or are entitled to select their seat can change them free of charge to a new seat within the same price band up to the point they check in. Any seat changes between the price bands will incur additional charges.

No Fee Seat Changes

"No fee" seat changes can only be made for operational reasons. An example of a seat change for operational reasons would be for a customer who has been seated in an inappropriate seat, i.e. a child in a restricted seat.

(h) **IROPS**

The "IROPS" function within eRes is solely for the management of reservations changes in relation to the easyJet disruption policy, and other authorised customer/flight changes. Where the IROPS function is used, the reservation should be commented accordingly.

All Ground Crew have eRes permission to use the "IROPS" function when applicable. Misuse of the IROPS function is an abuse of the system and may be considered as fraud, resulting in legal proceedings. Customers cannot be IROPed if the flight is open.

Amendments to Personal Bookings

Ground Crew are not permitted to make amendments to personal bookings on easyJet for themselves or family/friends. At all times standard easyJet rules must be adhered to in relation to any such reservation changes.

easyJet Systems – Fraudulent or Inappropriate Use

easyJet takes any fraudulent or inappropriate use of its IT systems and support very seriously. The company has a zero-tolerance policy with respect to such fraudulent activity and shall always seek redress to the fullest extent permitted by law. Where possible, easyJet will not hesitate to prosecute. Redress may include recovering the cost of such activity directly from the handling partner, civil damages arising from any prosecution or recovering the costs and damages directly from the handling partner's employer.

(i) **Refunds**

Refunds cannot be processed at the airport. These are managed via the easyJet website or by contacting the CMC. Refunds and credits are not guaranteed therefore under no circumstances must the customer be advised that they will get a refund.

If a customer makes a booking at the airport and pays in cash and then changes their mind on the same day, they are entitled to a refund in cash subject to a cancellation fee per booking. Ground Crew must contact the ASL to process the refund. Ground Crew must add comments to the booking on eRes, including confirmation of the cash refund.

(j) **Contacting the Airport Support Line (ASL)**

Ground Crew may call the Airport Support Line for additional support in the following scenarios:

- Rerouting customers during disruption using a credit shell for airports outside of the Top 60 airports.

- Processing airport refund requests i.e. when the customer pays cash and then cancel on the same day.

- Processing airport reservation errors e.g. wrong currency, incorrect payment, etc. where support is required).

Comments must be added by Ground Crew prior to contacting the ASL to request the refund or fix an error, as the ASL can only action these requests if there are comments in the booking.

1.1.2　Check-In Counter/Bag Drop Requirements

Prior to opening the Bag Drop counters:

(a) Start and test equipment.

(b) Ensure scales are functioning and calibrated as per manufacturer and local procedures.

(c) Stock boarding card and bag tag printers.

(d) Ensure adequate stock of any other tags or forms are available.

(e) Display approved signage required, both digital and manual versions.

(f) Ensure dangerous goods notifications are prominently displayed at the check-in area, baggage drop-off areas and self-serve check-in areas.

(g) Prepare check-in queues, tensa-barrier, baggage gauges, etc. including separate queueing lane exclusively for easyJet Plus, Speedy Boarding and Special Assistance passengers.

(h) Where applicable, take payments. See Connected Guidance – Chip and Pin Devices.

1.1.3　Customer Check-In

1.1.3.1　General

Check-in is the complete sequence of steps that involves the registration of customers and their baggage in a Departure Control System (DCS) or manual system, the labelling of the baggage and the issuance of one or more boarding passes. Boarding passes containing the customer's name must be issued to all customers, either on paper or electronically.

1.1.3.2　Check-In Deadlines

Standard bag drop closure time is STD-40 minutes (STD-60 minutes at agreed airports).

1.1.3.3 Operating Carrier, Marketing Carrier and Wet Lease

Advise the customer of the operating carrier no later than at the time of check-in, if different from the one noted as the "carrier" on the ticket.

1.1.3.4 Check-In Types

(a) General

Check-in may be provided at check-in counters, via self-service methods such as web check-in, kiosk or APP, and may be performed using a DCS or manually.

(b) Manual Check-In

Where no DCS is available, apply established manual check-in procedures. See Connected Guidance – Manual check in procedures.

(c) Through Check-In

easyjet are a point-to-point carrier. where there is a requirement for customers to be thru-checked a local operating procedure shall be in place.

(d) Return Check-In

easyJet are a point-to-point carrier and as such do not permit return check-in.

(e) Self-Service Check-In

Web/mobile/kiosk check-in may be offered if the following conditions are met:

1. The customer is holding an electronic ticket.

2. The customer is departing from an airport where eRes or ground handler's DCS is in use.

(f) Off-site Check-In

Off-site check-in may be permitted if:

1. The customer is holding a valid ticket.

2. The location is an approved site.

3. The customer meets any other qualifying criteria set by easyJet.

4. Local process is approved by the competent authority.

5. The approved process is integrated in the agreed contract between easyJet and the service provider.

6. Local off-site security processes are followed.

(g) Emergency Back-Up Check-In

In case of DCS and/or Baggage Handling System (BHS) failure, local back-up procedures shall be established in every station and tested regularly.

1.1.3.5 Check-In/Bag Drop Opening

Conduct a briefing for Ground Crew before the check-in/bag drop counters are opened; receive and review any summarised flight information.

1.1.4 Customer Acceptance

1.1.4.1 Customer Acceptance at Bag Drop

Customers who have checked in online or at the airport may drop their checked baggage at Bag Drop.

(a) Welcome and greet the customer.

(b) Review the boarding pass and pull up the customer data in the check-in system.

(c) Verify identity and travel document, assess carry-on baggage utilising baggage gauges as necessary, and accept checked baggage.

(d) Add baggage information and any Special Service Requests (SSR) to the DCS if required and apply any related fees.

(e) If required, apply disruption handling procedures.

(f) Hand over boarding cards and bag tags and give information on boarding gate and any flight irregularities e.g. delays, cancellations.

(g) Certain categories of customers may be refused travel. Failure to comply with easyJet Terms and Conditions may mean customers are refused travel. For example, Ground Crew must refuse carriage to:

    1. Customers with a 'Red Alert' travel document status, as displayed in DCS

    2. Customers with reduced mobility who do not meet the safety requirements

    3. Disruptive customers

    4. Customers who fail to comply with easyJet Terms and Conditions.

1.1.4.2 Seating

Each customer (except infants not occupying a separate seat) is assigned an individual seat number on each flight. Allocate seating for special categories of customers is in accordance with 1.1.4.3, Restricted Seating.

(a) The acceptance of passengers on the waitlist is based on booking status in conjunction with onload priority described in 1.1.5.

(b) easyJet seats are split into Up Front, Extra Legroom and standard seating as outlined below.

Aircraft	Up Front & Extra Legroom	Rows	Standard Seats	Rows
A319	42	1, 2, 3, 4, 5, 10, 11	114	All other rows
A320-180	48	1, 2, 3, 4, 5, 6, 12, 13	132	All other rows
A320-186	48	1, 2, 3, 4, 5, 6, 12, 13	138	All other rows
A321	63	1, 2, 3, 4, 5, 6, 7, 8, 18, 19, 29	172	All other rows

1.1.4.3 Restricted Seating

Only customers who are considered to be physically capable of opening exit doors should be seated in restricted seats. These are the restricted seats on each aircraft type:

(a) A319: rows 10 & 11; seats 1ABCD, 26CD

(b) A320: rows 12 & 13; seats 1ABCD, 29D and 31C

(c) A321: rows 18, 19 & 29; seats 1ABC, 2D, 28BC, 40CD

The following customers must not be seated in restricted seats:

C – Children and infants under 16 years old (including in car seats and infants on laps).

H – Hearing or sight impairment (substantially blind or deaf to the extent that they might not be able to promptly understand printed or verbal instructions).

I – Inadmissible customers, deportees, or escorted prisoners.

P – Physical or mental disability (disability to the extent that would prevent them from moving quickly or that would prevent them from understanding printed or verbal instructions).

P – Physical size (if because of their size require an extension seatbelt, have difficulty moving quickly or reaching and passing through the adjacent exit).

E – Elderly if frail or sick if frail (if because of their fragility they have difficulty moving quickly).

D – Dogs – Customers travelling with assistance dogs.

Note: On aircraft where there are forward bulkheads at row 1ABC, seats 1A and 1B are not considered as restricted as they do not have direct access to the exit, therefore seats 1C and 1D would be the only restricted seats. 1A and 1B will remain as restricted to customers when booking, however crew may use discretion onboard to assist with seating issues if necessary.

1.1.4.4   Commuter Travel Scheme

easyJet operates a "Commuter Travel Scheme" to selected crew members whose operating base is remote from their home location. This allows use of crew jumpseats subject to a number of conditions.

In such cases the operating Captain will ensure that the crew member is accounted for in terms of Weight and Balance – Commuter Travellers should not be included within the checked in customer count, and all Handling Partner documentation (including Loading Form and Certificate, etc.) should relate solely to checked in customers. The operating crew will advise Commuters of available seats, which they will obtain from the Vacant Seat Report.

The Loading Form and Certificate incorporates provision for recording Commuter Travellers. The operating Captain is accountable for ensuring names of commuters are recorded on the form.

easyJet Commuter Travellers

Name:		Staff No:	
Name:		Staff No:	

I certify that the aircraft is loaded in accordance with current **easyJet** instructions and
I am in possession of the completed Loading Form (LIRF)

Name_____   Signature_____

1.1.4.5   Positioning Crew on Duty

easyJet crews positioning on duty (to undertake a duty immediately upon arrival at destination, or positioning back to home base following a duty), and travelling in uniform, are entitled to utilise the easyJet Plus bag drop desk and board via the SB queue. They are permitted to carry 2 items of cabin baggage, consisting of a Flight Bag and a large Cabin Bag.

easyJet crews who are not in uniform are not permitted to utilise these facilities, and normal customer rules apply.

1.1.5   Immigration

easyJet is subject to fines from national authorities for carrying passengers who are incorrectly documented. It is critical that fine liability is minimised. Ground handling partners must ensure passengers documentation is checked and verified as acceptable for the intended destination prior to allowing the passenger to board the aircraft.

1.1.5.1 Passenger Documents

Passenger documents consists of:

(a) Travel document e.g., passport or EU/EEA or Swiss identity card.

(b) If required, residence permits or visa.

(c) Health documents, if required, vaccinations or other health related proofs and requirements which might be required to be presented by passenger before travel. Other additional documents may include quarantine hotel confirmation, approval level of entry.

Note: In the case of Inadmissible passengers (INAD)/deportees (DEPU), the Immigration Authority in the country of removal may order us to carry the passenger without a travel document. In such cases the Immigration Authority should issue paperwork to satisfy the Authorities in the destination country of the passengers' identity and nationality.

1.1.5.2 Document Verification

(a) Document check controls are carried out by Ground Crew prior to boarding. The level of control will depend on the flight destination and legal requirements.

(b) Prior to completing document checks Ground Crew shall:

1. Check the validity of the booking regarding the itinerary, flight, date, carrier, reservation status, and restrictions.

2. Locate the passenger in the DCS and review any special remarks or SSR Codes.

3. Verify the passenger's identity against the travel document presented, including:

   • Review of the date of birth

   • Expiry status of document

   • A visual comparison of the photo to the passenger

   • The name on the travel document matches the booked name

   • Ensuring the travel document stated on the boarding pass is the same as the one the passenger presents where API is required (This may only be a portion of the number)

   • Validity for the destination

   • Check the physical state of the document

   • Mutilated documents are not acceptable

   Note: Any customer presenting with a facial covering should be requested to remove it to verify their identity against their travel document.

4. Review visa or entry conditions/limitations, including health entry requirements. TRAVELDOC is available on the Connected Portal to assist Ground Crew. Do not override AMBER alerts unless you have completed additional checks.

5. Collect Advanced Passenger Information (API) and other data, if required.

6. Verify any additional country entry requirements as instructed by the appropriate authority.

7. Ensure irregularities are detected such as:

  • Expired or invalid travel document

  • Counterfeit, forged or altered document

  • Documents that belong to another person

When irregularities are detected, Ground Crew must notify a supervisor who will contact the appropriate authority for assistance and where applicable, deny a passenger travel. Comments must be added to the booking.

1.1.5.3 ID Requirements

Type of Route	ID Requirement
Domestic Flights (All countries where easyJet operates domestic flights, excluding France, please see separate entry for domestic flights within France below)	• Travel on domestic routes only requires that the ground crew reconcile that the passenger travelling is the same as listed on the flight manifest. Acceptable forms of ID include: – Photographic Driving Licence. – Police/Armed Forces Warrant card. – Photographic Airport ID. – Photographic Local Authority train/bus/library card. – This list is not exhaustive if the ID shown is deemed official by the ground crew. – The photographic ID may be expired by up to 5 years but clearly validates the passenger's identity. • ID issued in countries other than the country of travel are also acceptable. • Children under the age of 16 years are **not** required to provide ID (photographic or otherwise) if accompanied by an adult. • Please note ID for children under the age or 16 is required for Italian Domestic Services. • On domestic flights an ID check at the boarding gate is **<u>NOT</u>** required for customers travelling with cabin baggage only. It is mandatory that ID checks are conducted for all customers travelling with hold luggage. **Note:** This is not applicable for Italian Domestic Services.

Type of Route	ID Requirement
Intra-Schengen flights	Passengers can travel between Schengen states with at least one of the following: • Passport/Travel Document. • EU National Identity Card. • Police/Armed Forces Warrant Card. • **EU/Schengen** Photographic Residency Permit/Card **(nationality irrelevant)**. • Permit to return. **Expired Passports are accepted between certain listed countries**. According to the Council of Europe, European Agreement on Regulations governing the movement of persons between member states of the Council of Europe, nationals of the below listed countries can travel between those listed countries with an expired passport (up to 5 years expired): • Austria • Cyprus • France • Germany • Greece • Hungary • Italy • Lichtenstein • Luxembourg • Malta • The Netherlands • Portugal • Slovenia • Spain • Switzerland <u>Departures from Italy, Spain, France, Portugal and Greece</u> – ID is required as detailed above for all customers. <u>Departures from other Schengen states</u> – an ID check at the boarding gate is **<u>NOT</u>** required for customers travelling with cabin baggage only between Schengen states. It is Mandatory that ID checks are conducted for all customers travelling with hold luggage.
International Flights	• All passengers must be in possession of a valid Passport or Travel Document (document issued to Refuges) or EU National Identity Card, and where applicable a Visa. • Travel to Egypt, Israel, Morocco and Turkey – only a Passport or Travel Document (document issued to Refuges) is accepted and where applicable a Visa. • Expired Passports may only be accepted for travel to the country of issue of the document, providing clearance has been approved by the destination Immigration Authority. • **Germany** – All customers travelling to Germany who hold a Passport that has a SIGNATURE Section MUST sign their Passport prior to arrival in Germany. Failure to ensure the passport is signed will result in a fine and potential refusal of the customer on arrival. • **Egypt** – Travelling from Egypt, Egyptian Nationals can only travel with a machine-readable passport.

Type of Route	ID Requirement
French National Identity Cards	• The period of validity of the French 'secure' national ID card **(PLASTIC STYLE only)** issued to those over 18 years, has been extended from 10 years (as stated on the card) **to 15 years**. • The extension of validity applies also to French ID cards which were issued to adults up to 31st December 2013. • These ID cards benefit automatically from an extension of validity for a further 5 years. • French national ID cards issued to persons who were minors at the date of issue (under the age of 18 years) remain valid for 10 years ONLY.
Third Country Nationals (TCN) Travelling to Schengen States	• Third Country Nationals TCN (non-EU/EEA) travelling to Schengen States, excluding Iceland, Italy and Spain, (where minimum passport validity does not apply) must have a minimum of 3 months validity remaining on their Passport after their intended departure date of the Schengen territory. (Schengen Article 5, Regulation 562/2006 refers.) • Third Country Nationals who do not have the correct or valid Visa for travel must be denied boarding and refused travel.
Domestic flights within France	In accordance with the *Article 4-0-1 I-T de l'Arrêté du 14 mai 2018 portant modification de l'arrêté du 11 septembre 2013 relatif aux mesures de sûreté de l'aviation civile*, customers are required to hold at least one of the following documents for travel on domestic services within France: • Passport (including valid, in date Visa where applicable) • EU/EEA National ID Card • EU/EEA Residence Permit • Photographic Driving License • Minors under 13 years old, traveling with an adult (over 18 yrs old) are exempt from this requirement.

Type of Route	ID Requirement

Flights to the EU from the UK	• GBR Nationals holding GBR Passports will be required to have a minimum validity on their Passport of at least 3 months after the intended departure date (this can include the extra validity given to GBR passports over 10 years) **AND**
	• GBR Passports must be no more than 10 years old **on the date of travel**.
	• GBR nationals will not be required to hold a visa for stays of no more than 3 months (90 days) in any 6-month (180 days) period.
	• Holders of UK Issued 1951 Convention Travel Documents (Titre De Voyage), issued to Refugees.
	  – Ground Crew must check if a Visa is required for the intended destination on the day of travel.
	  – Since the UK left the EU visa free travel for these document holders has changed for some EU countries. Currently EU member states have individual freedom in deciding whether they accept these documents visa free. Passengers add their own API and therefore you may not receive an Amber alert, therefore please ensure you check TravelDoc rules. We ask via the website that passengers who hold these documents bring information on the day of travel from the Consulate or Embassy that states they may travel Visa free to assist you.
	  – Passengers who hold a Travel Document issued by any state may return to that state Visa free.
	• Residence Permit Holders
	  – Non-EU family members of EU nationals living in the UK who hold a valid residence permit issued by an EU member state are exempt from Visa requirements when travelling to another EU member state.
	  – Residence Cards issued by the UK to non-EU family members of EU citizens living in the UK will no longer exempt the non-EU family members from the requirement of having to obtain a visa when entering the EU. The non-EU family members will therefore have to apply for an entry visa at the consulate of the EU member state of their main destination.
	  – For travels to an EU member state other than that of which the EU citizen is a national, the non-EU family members will however continue to benefit from the Free Movement Directive.
	Note: Due to UK nationals becoming 3rd country nationals, on arrival EU countries will have the power to ask questions regarding sufficient means of subsistence during the intended stay. Failure to meet the required proof may result in denied entry.

Type of Route	ID Requirement
International Flights to the UK	The UK does not accept EU/EEA or Swiss ID cards for travel to the UK. Only passports will be acceptable for travel unless the pax is exempt. **1951 Convention Travel Documents issued to Refugees** • Holders of these documents issued by any state except the UK must have a Visa to travel to The UK has introduced an Electronic Travel Authorisation (ETA), initially for Qatari nationals from November 2023, followed in February 2024 by other non-Visa nationals from Saudi Arabia, Oman, Bahrain, Kuwait, UAE and Jordan, an ETA replaces the requirement for an Electronic Visa Waiver. By the end of 2024 all non-Visa nationals excluding British and Irish nationals will be required to hold an ETA. An ETA is an advance permission to travel to the UK for those nationals that do not currently require a Visa for the UK, or do not have UK Immigration status such as residency. An ETA will be valid for 2 years or until the Passport expires, whichever is sooner, and is valid for multiple journeys to the UK within that period.

1.1.5.4   Acceptable ID for Travel to Non-EU Countries

International Route to:	Passport	National Identity Card
Albania	YES	YES – if national of Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, The Netherlands, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden and Switzerland
Egypt	YES	YES – if national of Belgium, France, Germany, Italy or Portugal and the EU ID card must contain a Machine-Readable Zone (MRZ) and customers must hold an accommodation booking and have a return flight booked (any carrier applies).
Israel	YES	NO
Jordan	YES	NO
Kosovo	YES	YES – if national of Kosovo, Montenegro or Serbia
Morocco	YES (valid for duration of intended stay)	NO

easyJet

International Route to:	Passport	National Identity Card
Turkey	YES	YES – if national of Belgium, France, Germany, Greece (if issued in both Greek and English language), Italy, Liechtenstein, Luxembourg, Malta, Netherlands, Spain and Switzerland (must be valid for intended stay) A Kimlik is issued to a person who is married to a Turkish national. Holders of a Kimlik DO NOT require a Visa to travel to Turkey. Passport/EU National ID card rules still apply to holders of a Kimlik document. Holders of Titre De Voyage (Travel Document) MUST obtain a Visa from a Turkish Mission prior to travel to Turkey.
Montenegro	YES	YES – For stays of a maximum of 30 days only.
Tunisia	YES	YES – EU ID card with hotel reservation only.
Serbia	YES	YES – EU ID card, as well as Switzerland Norway and Iceland.
UK	YES	YES – EU/Swiss/EEA ID only if pax holds EU Settled Status.

1.1.5.5 ID Requirements – CHILDREN

Specific country rules/restrictions exist in relation to ID requirements for children of certain nationalities when travelling on intra-Schengen or international flights.

Children should have their own passport **when travelling on International flights** (one person per passport).

French (nationals) Aged Under 18 years	• This is applicable for International Flights, Schengen and non-Schengen • French national minors (aged under 18 years) departing from France ALONE (unaccompanied, neither parent nor legal guardian) require the following documents: – Valid French National ID Card or Valid Passport – A completed copy of form "Autorisation De Sortie Du Territoire (AST) D'Un Mineur Non Accompagné Par Un Titulaire De L'autorité Parentale" – Photocopy of the ID card or Passport of the parent who signed the above form • Reference: https://www.service-public.fr/particuliers/vosdroits/F1359 **Note:** This applies to all French national minors regardless of the nationality of the parents.
Spanish Aged Under 18 years	• This is applicable for International Flights • Spanish children under the age of 18 years travelling without their parents/legal guardians and holding a National ID Card only must have a form of written authorisation to travel from both their parents/legal guardian. • The form can be collected from local Police in Spain. • Spanish children under the age of 18 years travelling with a valid Passport do not require this form as a Passport acts as parental/guardian authority/consent.

Italy Aged Under 14 years	• Italian minors (under 14 years old) – can only be accepted for travel if in possession of one of the following: **International flights:** – A Passport (acts as parental consent). – An individual national ID card which must state both Maternal and Paternal name (applicable for old style paper/booklet type). If the ID card does not have Maternal and paternal name the passenger must hold "Stato di Famiglia" document. – An individual national ID card (new credit card style). – If the minor is travelling with ONE parent only the parent's name must be shown on the passport, if not the passengers must present "Stato di Famiglia" OR "Estratto di Nascita". If the minor is travelling with Legal Guardians a written authorisation from the parents is required. The Authorisation form can be collected from the "Questura". **Domestic Flights (internal Italian routes):** – A Passport or Italian National ID card. – Any Officially issued photographic ID which clearly identifies the minor. For further information please see www.polizadistato.it.
Portugal Aged Under 18 years	• A minor under the age of 18 travelling to Portugal must either be: – Accompanied by a parent or guardian, or – Met at the airport or point of entry by a parent or guardian, or if not accompanied by parent or guardian, carry a letter of authorisation to travel from that parent or guardian. The letter should name the adult responsible for the minor during their stay in Portugal. • Resident Minors Leaving Portugal. – Portuguese and non-Portuguese minors who live in Portugal must have a notarised letter of authority from a parent or guardian if they wish to leave the country unaccompanied. – If the minor is travelling with a third party, the letter must identify the person who is responsible for him/her. – The letter of authority can be issued by: ◆One of the minor's parents (if the parents are married) ◆The parent the minor lives with (if the parents are separated or divorced) ◆One of the adoptive parents (if the child is adopted) ◆The minor's legal guardian.
Romanian Aged Under 18 years	• Romanian children under 18 will be allowed to leave Romania if travelling with: – Both parents – One parent and holding letter of authorisation from the absent parent – Legal Guardian (other than parents), holding letter of authorisation from parents and also holding proof of clear criminal record • If travelling unaccompanied, they must be holding letter of authorisation from both parents • In case of Divorced parents, letter of authorisation should be written by the parent who has custody of the minor, which must be accompanied by the final Divorce Decree • In the event of a deceased parent, the letter must be accompanied by a copy of the Death Certificate
Tunisian Aged Under 18 years	Tunisian minors (Aged under 18 years) In order to leave Tunisia must hold a parental letter signed by the Parent/Guardian at the Tunisian Consulate. The letter must contain the date of travel, destination and the parent/guardian full name, date of birth, and identity card or passport number.

1.1.5.6 Passengers Without Documents
International (excluding to the UK):

- Passengers may arrive at the airport having had their passport stolen or lost it whilst travelling.

- easyJet is not obliged to accept passengers without a travel document as we are required to positively identify every passenger for the safety and security of the aircraft.

- Passengers must be advised to seek Embassy or Consular assistance.

- easyJet may accept a passenger without a document only if **all** the below apply (**except flights to the UK,**):

  - The passenger is on a return segment travelling to their country of residence

  - Passenger holds a Police report indicating the document is lost/stolen

  - The accepting Immigration Authority has been contacted and cleared the passenger for travel

  - Comments must be added to eRes. This must include name and title of person who gave authorisation.

International Flights to the UK: All passengers travelling to the UK MUST hold a valid in date document.

Intra-Schengen: Passengers on a return segment travelling to their country of residence and holding a Police report indicating the document is lost/stolen may be permitted to travel as there is no fine liability intra-Schengen.

1.1.5.7 Approved Gate Check (AGC) Status (Airports with Routes TO the UK Only)
Airports should endeavour to achieve Approved Gate Check (AGC) Status at the earliest opportunity. AGC is an auditable high level of document checks undertaken by both check-in and gate teams as verified by a UK Border Agency representative during an arranged Inspection. Gaining AGC relieves financial liability in some fine cases, being a huge benefit to both easyJet and our handling partners in reduction of fine liability. Some document training may be required at the same time as an Inspection.

All requests for Inspections must be made via the easyJet Immigration Manager in the first instance via your AOCM/GOM.

1.1.5.8 Identifying High Risk Bookings
It is important that teams understand how to deal with high-risk bookings and those wishing to travel using fraudulent documents. Currently the UK is the most targeted destination for those wishing to travel with fraudulent documents. It is important that teams review flight manifests prior to departure to identify high risk bookings to flag for extra checks referral to the ILM if the flight is to the UK.

Note: All cases flights to the UK, that meet the below criteria should be referred to the UK Border Force ILM before allowing travel or UK Border at the Port of arrival.

Using eRes Option 5 to review manifest before flight opens.

Review "Flight Manifest"(eRes option 5) prior to flight opening.
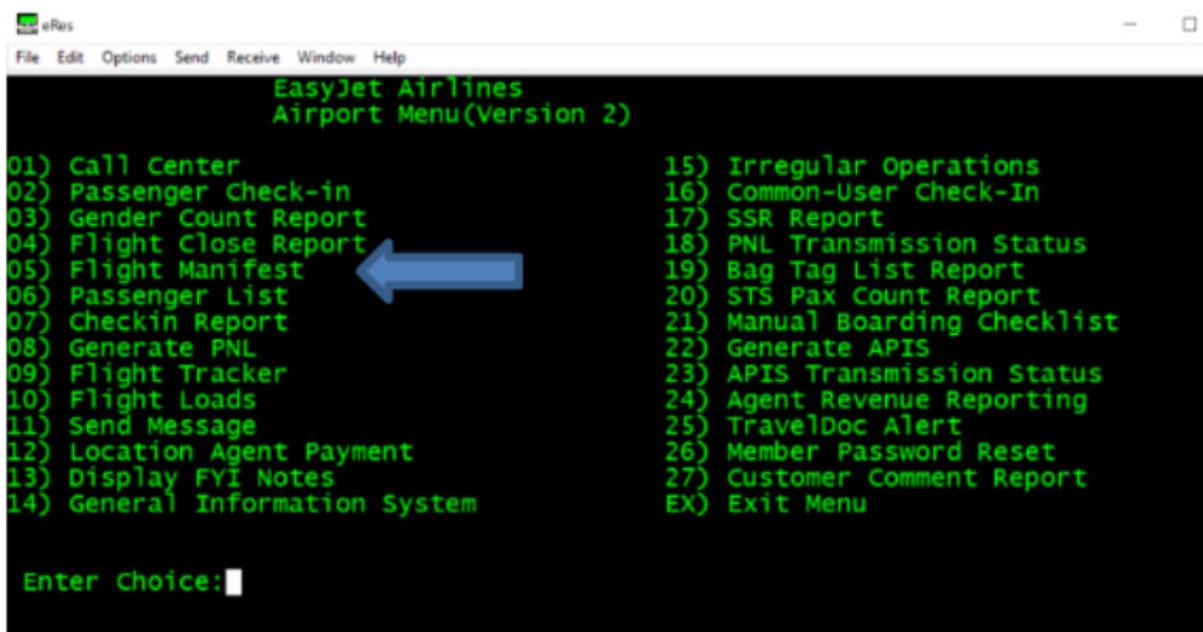
Enter flight date, city pair and the flight list will be displayed as below example:
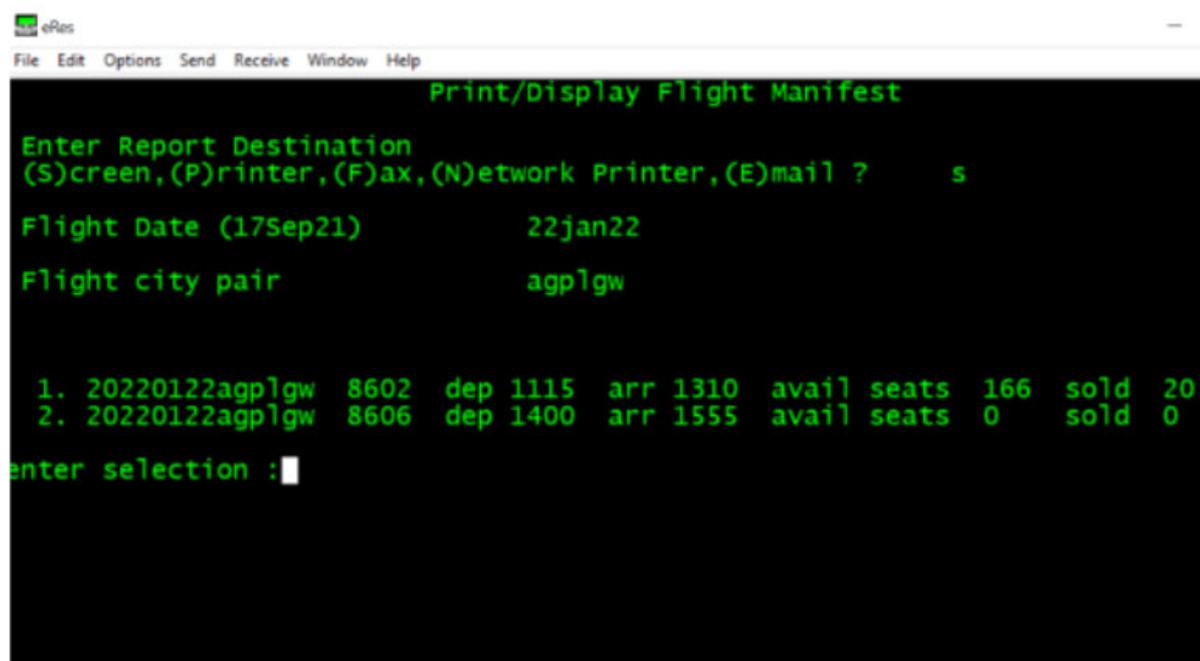
Choose booking date as high-risk bookings are generally only those made with little notice, usually within 72 hours of the flight departure time.

Highlight referral to Supervisor those passengers that have booked within the previous 72 hours.

- One-way, cash sale or 3rd party credit card payment = High-risk.

- When passenger arrives at airport check they speak the language of the document they have presented. Use language sheets if applicable. These can be requested from the ILM.

  - YES – ask for secondary ID such as credit card/driving licence if unable to produce deny travel advice passenger to contact Customer Service and add comments to the eRes booking.

  - NO – Deny Travel and advise passenger to contact Customer Service, comment booking.

If in any doubt about a passenger's eligibility to travel call the Port of arrival, request assistance from your local Authority or if the flight is to the UK call the Border Force ILM.

UK Port numbers can be found on Ground Ops Connected Portal.

1.1.5.9   Transit Without Visa

Some illegal traffic will advise you they are transiting a country and show proof of onward travel this is irrelevant as easyJet does not carry transit passengers. easy Jet is a point-to-point carrier and only accepts customers who have the correct visa to enter a country. We do not accept transit customers as easyJet does not operate onward flights, through check-in or interline services.

1.1.5.10   Integrated Alerts – TravelDoc (ICTS)

ICTS TravelDoc

- easyJet has integrated the ICTS TravelDoc tool within eRes.

- TravelDoc works from the Advanced Passenger Information (API) data input by passengers prior to travel.

- TravelDoc reviews the passenger nationality, expiry date and document number versus the destination and notifies the result with a Green, Amber or Red alert in the system.

- Multiple messages for one passenger can be received and are given in order of priority.

- All airports including those that do not collect API data can utilize the on-line/ tablet version of this system, called the TravelDoc Library https://easyjet-new.traveldoc.aero and register.

TravelDoc Green Status

- If a booking has been assessed as GREEN there will be nothing to see (no alert will appear).

- Ground Crew must complete the standard document check to reconcile the document with the passenger and ensure the document is genuine and belongs to the person presenting it.

TravelDoc Amber Status

- If a booking is assessed as AMBER there will be a prompt in eRes.

- Ground Crew have 2 options when they receive an AMBER Alert:

  – Ground Crew MUST verify the necessary documents are held by the passenger and if they are fully satisfied type the word "CHECKED" to verify the Visa was held and checked as valid and in date. Check-in boarding then continues.

  – If the Ground Crew are not satisfied that the passenger holds the required documents and has explained this to the passenger the R (Reject) should be used. This prevents the check-in/boarding process continuing.

easyJet

– Remember amber alerts must not be over-ridden until it has been fully established that the passenger holds the required documentation.

Check-in Prompt

```
1) TEST/ADULT MR               0/2   0      EJNRDWH AMS 1510/1725  2159 0 OF
2) TEST/CHD CHD                0/2   0      EJNRDWH AMS 1510/1725  2159 0 OF
09:10 31JAN/LTN>c1

PAX Document Status:Amber
PAX Message Text:Check Visa and Validity
PAX Document Status:Amber
PAX Message Text:Confirm schengen visa is valid for destination.
Continue(Checked) or Reject(R):
```

Gate Prompt

```
BOARDING-CARD (43 more / 43 STS ):s544

PAX Document Status : Amber
PAX Message Text : Check Visa and Validity
PAX Document Status : Amber
PAX Message Text : Confirm schengen visa is valid for destination.


Continue(Checked) or Reject(R):
```

TravelDoc Red Status

- If a booking is assessed as RED there will be a prompt in eRes.

- Ground Crew must deny travel as a RED alert is given in cases where the document number input by the passenger/at bag drop has been subject to one of the below events:

    – Authority to Carry Denied (alerts issued by Governments)

    – Document has been Reported Lost/Stolen

    – Document is the subject of misuse

    – Passenger has been banned from travel by easyJet (easyJet Inhibited List) – In this case the Ground Crew must email the CDO in the ICC to inform them of this event and they will report this to the Duty Security Manager. This is important and could potentially be a PR issue

– Suspected Credit Card Fraud

Check-in Prompt

```
1) TEST/ADULT MR          0/2   0       EJNRDWH AMS 1510/1725  2159 0 OF
2) TEST/CHD CHD           0/2   0       EJNRDWH AMS 1510/1725  2159 0 OF
09:10 31JAN/LTN>c2

PAX Document Status:RED
PAX Message Text:Deny Travel. Pax can contact Customer Services
Continue(Checked) or Reject(R):
```

Gate Prompt

```
BOARDING-CARD (43 more / 43 STS ):s543

PAX Document Status : RED
PAX Message Text : Document Alert warning document is reported as Stolen


Continue(C), Reject(R) or Retry(T):
```

TravelDoc UNCHECKED Status

In some cases, TravelDoc will state UNCHECKED status in eRes, Ground Crew must re-submit the data to ICTS in eRes by using the 'T' for RETRY command.

Use of TravelDoc at Non-eRes Airports (API Enabled Routes Only)

- At airports that do not use eRes at check-in or gate but eRes is available in the back office, the following action must be completed prior to check-in opening:

  – Using eRes Airport Menu Option 25 (TravelDoc Alert) – Ground Crew to review the flights where there are AMBER or RED Alerts listed for the flight

  – Using eRes Airport Menu Option 25 (TravelDoc Alert) – Choose ALL alerts and then choose the flight line (1 in the example below)

easyJet

```
                        easyJet Airlines
                        TravelDoc Report
              For All Flights from All Origins on 11 OCT 22

        Cities       Dept/Arrive    Flt    No Board    Red      Amber    Unchecked
   ---------------------------------------------------------------------------------
1      ABZLGW       1610/1750      874
2      ABZLGW       610/750        872
3      ABZLTN       2050/2215      148
4      ACEBRS       1110/1500      6194
5      ACELGW       1110/1515      8682
6      ACELGW       1215/1620      8684                                        4
7      ACELTN       2150/150       2026                                       19
8      ACELYS       1850/2330      4380
9      ACEMXP       2025/120       2980
10     ADBGVA       1440/1710      1340                              46       37
11     ADBLGW       1245/1450      8850                               2        1
12     AGABSL       1805/2250      1122                               8       26
13     AGALGW       1110/1500      8150                                        3
14     AGPBER       1210/1550      4524
15     AGPBFS       2245/55        6758                                        5
16     AGPBFS       1310/1525      6756
Enter choice number, (D) scroll down (EX) to quit:
```

The option for report destination will be displayed choose (S)Screen.

```
              Print/Display TravelDoc Alert

   Enter Report Destination
   (S)creen,(P)rinter,(F)ax,(N)etwork Printer,(E)mail ?      s
```

- Pass the list of names, booking reference and alert type to the Supervisor who must carry out document checks on the Amber alerts and advise those passengers with a RED alert accordingly.

```
                        easyJet Airlines
                        TravelDoc Report
                          11 OCT 22
                    For ADBGVA Flight 1340

        Res No.      Name            Status        Message
   -------------------------------------------------------------------
1      K38LG3J      KOC/SAMET        Amber      Check Visa and Validity
2      K38LG3J      KILIC/YUCEL      Amber      Check Visa and Validity
3      K38LG3J      DEMIRCI/HALIL U  Amber      Check Visa and Validity
4      K38LG3J      AKGUL/ZEKERIY    Amber      Check Visa and Validity
5      K3BSMR7      CELIK/ALI SAM    Amber      Check Visa and Validity
6      K3BSMR7      CELIK/DEMET      Amber      Check Visa and Validity
7      K3BT567      CELIK/ILAYDA     Amber      Check Visa and Validity
8      K3BT567      CELIK/FATMA      Amber      Check Visa and Validity
9      K3BT567      CELIK/UTKU       Amber      Check Visa and Validity
10     K3LNK68      DORUM/TUNC       Amber      Check Visa and Validity
11     K3N1ZC3      YILMAZ/BATUHAN   Amber      Check Visa and Validity
12     K3N1ZC3      USLU/SILA        Amber      Check Visa and Validity
13     K3Q42ZG      INCE/MEHMET      Amber      Check Visa and Validity
14     K3QQSTL      ISIK/FIRDES      Amber      Check Visa and Validity
15     K3QQSTL      ISIK/FIKRET      Amber      Check Visa and Validity
(D) scroll down (EX) to quit:
```

1.1.5.10.1 Advanced Passenger Information (API)

Many authorities mandate carriers to provide Passenger Name Record (PNR), Advanced Passenger Information (API), and/or Inter-active API (iAPI). This data is required on certain specific routes as applicable.

PNR is all the data a carrier collects, to the extent to which a carrier collects it, that a passenger provides or that the carrier requires as part of its business/ commercial reasons.

API PNR is sent centrally from easyJet systems and requires no intervention from any Ground Crew teams.

It is critical that teams ensure API data is **correct and complete, teams will be alerted to this by an ICTS response**. Where directed to do so by the ICTS alert please ensure the API data is updated. Failure to have the correct API data for a passenger can lead to denied boarding.

API data is captured at check-in, either on-line where the customer will enter their own details, or at bag drop where Ground Crew must capture the details if they have not been entered. Where a customer arrives at bag drop and API has not been entered a prompt in VT100 will show that API is required, Ground Crew should swipe the Machine-Readable Zone (MRZ) of the document to capture the data electronically or manually enter the information, it is critical that there is a high focus on accuracy.

Ground Crew must always visually verify a customers' document and their API data to ensure the elements are accurate and a true record of the identity of the customer.

Flight closure triggers sending API data and therefore flights must be closed at end of boarding/before flight departs to ensure the data is sent on time.

Customers without a Family Name/Last Name (Surname) or Given name (First name).

There are some cultures that do not have either a given name or a family name in their travel document. Where a travel document contains only one name, but it is unclear if this is a surname or given name, that name should be entered into the surname field and the code FNU (First Name Unknown) should be entered into the given name field. Where a travel document contains only a given name, then LNU (Last Name Unknown) should be entered into the surname field.

easyJet

1.1.5.11 Mis-direct Passengers

Mis-directed passengers refers to an arrival from an International departure point that is subsequently (in error) directed through a Domestic Arrival Channel or a Common Travel Area (CTA)/or Schengen Arrival Channel (or Vice Versa), thus bypassing the correct Border Channel and not being subject to the correct level of arrival screening.

Mis-Directed flights are considered a serious security and safety breach and cause huge reputational damage. Penalties are imposed for these events which include:

- Criminal Prosecution
- Fine (both personal and company)
- Imprisonment
- Removal of Operating License

Breaches will be treated as a fundamental failure to perform services adequately, a Deficiency Notice (DN) will apply and a £10,000 easyJet fine per incident plus any fines levied by authority bodies. Repeated failure will result in a Severe Deficiency Notice and possible termination of contract.

All easyJet staff not classified as operating crew or extra crew, even if in uniform must be ticketed and checked in on the flight manifest. They must follow the normal passenger channels and present to immigration on arrival as a passenger advising the immigration officer of their point of departure and produce their passport.

UK Ground Handlers must include mis-directed passenger training for all new Ground Crew. In addition, for all new entrant courses, the Ground Handler should contact the local Border Force team who will deliver a section on the critical topic of ensuring all passengers are subject to the correct arrival checks. This input into the new entrant course is approximately 15 minutes in duration.

1.1.5.12 Denied Boarding (Immigration Reasons)

All cases where the Ground Crew has denied carriage to a customer due to documentation issues must be recorded on an Immigration Prevention Log, also known as an intercept log. This can be done manually or within eRes in Option 27.

Airports that hold Approved Gate Check Status (AGC) must complete an Intercept log as part of the terms of holding AGC. Failure to comply may result in AGC status being removed.

1.1.5.13 Immigration Tools to Assist Your Teams

The easyJet CDO must not be contacted for documentation queries as they are unable to advise in this area. Sources of assistance to refer to include:

- TravelDoc Library online

- TIMATIC if applicable in your airport

UK Border Force ILM for flights to the UK and their EU equivalents for other than UK bound flights.

1.1.5.14 Immigration Violation Reporting – INAD/DEPU/DEPA and Immigration Removals
Definitions of Refusal Types

INAD – Inadmissible – Passengers who are refused at port of entry and placed back on the next available return flight for various reasons.

DEPU – Deportee unescorted – Passengers who are already in the country and a permit for an indefinite stay was not granted or not extended or asylum refused and is asked to leave the country prior a specific deadline.

DEPA – Deportee escorted – Passengers who are already in the country and a permit for an indefinite stay was not granted or not extended or asylum refused and is asked to leave but refuse to do and are forced to leave, hence the potential need for escorts.

Voluntary return (often these are escorted to the flight by the Police/Authority) These customers do not require to be handled any differently to regular customers, just boarded and retain their own documents.

easyJet has an obligation to remove passengers as directed by an Immigration Authority, the following action applies in all cases as listed above.

- On notification from an Immigration Authority that a passenger has been denied or is being removed, Ground Crew must complete form "Immigration Violation Record". These forms are available on the Ground Ops Connected Portal.

- INAD/DEPU/DEPA passengers must be prioritised on over-booked flights, excluding any ex UK.

- Removals are risk assessed by the Immigration Authority, if deemed appropriate escorts will be requested. The CDO will make the necessary arrangements for.

- The Captain of the aircraft has the final say on acceptability of any passenger including INAD/DEPU and:

easyJet

Immigration removals to airports/countries within the easyJet network WITHOUT ESCORTS.	• Immigration removals who DO **not** require escorts and are being removed to airports/countries within the easyJet network. • Where a return booking exists use the IROP function to amend the return flight and add comments. • Where no return booking exists GHA must use either their Immigration Credit Shell (UK Airports ONLY) or contact the CDO who will make the booking.

Immigration removals to airports/countries outside the easyJet network WITH ESCORTS.	• Immigration Removals who DO require escorts.
	  – The Authority must be advised to supply a Risk Assessment of the passenger.
	• Removal Directions.
	  – Evidence of easyJet carriage and Risk Assessment must be faxed to the CDO on 01582 700010.
	  – Contact the CDO by phone to advise of the removal.
	• Escorts are generally not available at weekends.

GHA must include all available information on MVT message for receiving GHA.

The passenger must be identified to the Cabin Manager prior to boarding and Authority documents given to them and the captain informed.

Example of the Immigration Violation form can be found on the Ground Ops Connected Portal.

1.1.5.15   Immigration Credit Files

In order to assist our teams locally with removal of INAD passengers without having to contact the CDO team the following Ports have their own Immigration Credit File which should be used ONLY for Immigration removals.

- All UK Ports
- All Egypt Ports
- CDG
- MXP

This list is reviewed periodically and may include more ports as requested. All requests for Immigration Credit Files must be made via the Immigration Manager and AOCM/GOM outlining the reason for requesting a Credit File.

At the end of each month the Credit File log should be submitted to the Immigration Manager with all usage from the month logged.

1.1.6   Baggage Acceptance

1.1.6.1   General

This section covers the baggage acceptance procedures.

1.1.6.2   Cabin Baggage

1.1.6.2.1   Definition

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.

(a) All customers can bring on board one small cabin bag (max. 45 × 36 × 20 cm), which must fit under the seat in front of them.

(b) Customers who have booked an Upfront or Extra legroom seat or purchased a large cabin bag can also bring on board a large cabin bag (max. 56 × 45 × 25 cm), which must fit in the overhead locker.

- 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 an Up Front or Extra Legroom seat, which comes with a large cabin bag.

- S2 identifies the baggage allowance of easyJet Plus cardholders and Flexi fare customers who have not purchased one of these seats as part of their benefits 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 (max. 45 × 36 × 20 cm), which needs to fit under the seat in front of them. Airport boarding passes will have the number 3 instead of a blank space.

(c) There is a weight restriction of 15 kg per cabin bag. The passenger must be able to place and retrieve the bag safely in the overhead lockers without assistance.

1.1.6.2.2   Types of Cabin Baggage

Cabin baggage includes:

- Baggage as per the easyJet cabin baggage policy defined in Section 1.1.6.2.1. A small cross body purse/handbag/camera bag/bum-bag can be accepted if Ground Crew believe this size and type of bag will fit into the cabin baggage of the customer. Ground Crew do not need to ask for these bags to be combined.

- Free carry-on items in addition to the standard allowance (An overcoat, shawl, umbrella, walking stick, religious hat box and one bag of duty-free purchases).

- Special items permitted that may require prior arrangement, notification and/or specialised screening or additional charges (e.g. medical equipment).

- Exceptional items can also be taken as follows:

    (a) Wedding dress – can be taken on board as part of their cabin baggage allowance, no larger than 56 × 45 × 25 cm.

    (b) Trunki – can be taken on board as the small under seat cabin bag.

    (c) Camera equipment – Camera recording equipment that is outside the size restrictions of normal baggage may be taken on board in addition to their cabin bag allowance (maximum dimensions – 63 cm length × 27 cm width × 28 cm height).

    (d) The carriage of ashes is permitted, however, a copy of the death certificate and the cremation certificate must accompany them. The passenger in possession of the ashes must ensure they are securely packaged in an appropriate container and should include them in their cabin baggage.

    (e) Footballs and other Inflatable Balls Customers are permitted to take footballs (or other inflated sports balls) onboard the aircraft. There is no requirement to deflate the ball.

    (f) The bone marrow/stem cells will be carried in an authorised container (Credo box) and will travel under the supervision of a representative of Anthony Nolan.

    The container may be in excess of the maximum cabin baggage dimension but will fit in the overhead locker of an A319/A320/A321 aircraft. The following applies:

    1. The bone marrow/stem cells will be carried as cabin baggage by the representative and must be stowed in the overhead locker or an under the seat stowage.

    2. Priority must be given to the container over other items of cabin baggage, it must not be offloaded to the hold. This item is exempt from any AGB charge.

    3. The representative will be in possession of a letter confirming the Transportation of Human Blood Stem Cells on behalf of Anthony Nolan (see appendix to SI for example).

    Examples of Credo boxes below, note that these may differ in dimension/appearance:

For more information on Anthony Nolan, visit https://www.anthonynolan.org/

Bone Marrow and Blood Stem Cells are not considered Human Organs as referenced in GHM Section 4.5.3.5 and follow a different process.

For items of Dangerous Goods permitted in cabin baggage including those items that require prior approval by the operator, see Appendix C.

1.1.6.2.3 Infant Cabin Baggage

Infants with booked seats and children over 2 years will have the cabin baggage allowance of the seat they have booked. Passengers with infants on laps are permitted to take a baby changing bag (45 × 36 × 20 cm) which must be placed under the seat in front.

1.1.6.2.4 Medical Supplies and Equipment

Up to 2 pieces of medical or mobility equipment can be carried for free. Vital medical supplies and equipment are permitted as cabin baggage if necessary for the journey, or if the items are too fragile or not suitable for the hold.

(a) If this has been booked in advance the MEDB SSR will be on the booking.

If this has not been added, Ground Crew must confirm the items are medical equipment or supplies and add the SSR on the day.

(b) Validate the passenger is in possession of a doctor's letter.

Medical supplies and equipment must not be offloaded under any circumstances.

(c) Food items being carried to support a food allergy such as celiac disease (allergy to gluten) do not qualify for the MEDB baggage allowance. These items must be carried as part of the customer's normal baggage allowance and are not considered medical equipment or supplies.

1.1.6.2.5 Musical Instruments

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 × 117 × 38 cm.

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.

Customers travelling with an instrument larger than the small cabin bag allowance, and up to the locker size (30 × 117 × 38 cm) will be accommodated on board. The customer must have the large bag allowance (Upfront or Extra legroom seat or those who purchased a large cabin bag). The musical instrument will be classed as their large bag allowance.

Larger musical instruments that cannot fit into the overhead locker (30 × 117 × 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 applicable fees are charged.

This table gives more information on the types of musical instruments accepted:

Cabin Bag Allowance	Instrument Size	Outcome
Small cabin bag allowance (Standard seat, 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 a fee and checked into the hold
Large cabin bag allowance (Upfront or Extra legroom seat, or purchased a large cabin bag)	Instrument that fits in large cabin bag	Accommodated on board
	Instrument larger than cabin bag, up to 30 × 117 × 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 × 117 × 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 at gate and instrument checked into the hold.

1.1.6.2.6   Cabin Baggage Acceptance

(a) Cabin baggage can only be accepted if it:

1. Meets the requirements outlined in Section 1.1.6.2.

2. Can fit under the seat or be stowed in the overhead compartment.

3. Is suitably packed.

4. Conforms to airport security and safety procedures.

(b) Restrictions:

1. Certain items, because of their weight, size or nature are only accepted with the consent of the operator, e.g. musical instruments.

2. For security reasons, many countries restrict the carriage of liquids, aerosols and gels in cabin baggage.

3. Items refused by security screening shall be checked into the hold or refused from transport completely if not allowed in checked baggage.

4. For Dangerous Goods items that are permitted or excluded from cabin baggage, refer to Appendix C.

1.1.6.2.7 Procedures at Check-In

Assess the size, weight and intended number of pieces of cabin baggage. This will vary depending on the customers allowance.

- Refer the customer to the baggage gauge, if applicable.

- If the cabin baggage exceeds the customer allowance as indicated by S1 or S2, the customer must be charged the applicable fee.

   Note: In this situation Ground Crew are not required to check availability of large cabin bags. Customers may choose to purchase a large cabin bag online if available.

- Be aware of Dangerous Goods that may be commonly carried but are not permitted. Ask the customer if they have prohibited articles by using the Dangerous Goods displays for visualisation.

- Facilitate acceptance of free large cabin bags (sometimes known as Hands Free bags). See Section 1.1.6.3.3, Hands Free.

1.1.6.2.8 Procedures at Boarding

Cabin baggage must be proactively managed and controlled at the boarding gate:

- 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.

- Ground Crew must perform a visual check to identify non-compliance using the cabin baggage gauge if applicable.

- All cabin baggage must be within the passengers permitted cabin baggage allowance; otherwise, it will be tagged to go in the hold and a fee taken. The fee taken will depend on the type of non-compliant cabin bag the customer has. Ground Crew should refer to Connected Guidance – Airport Bag Charges, Customer Scenarios.

- If a customer does not select a seat, the seating system will automatically allocate a seat when they check in. The cabin bag allowance is one small cabin bag as the customer has not paid for their seat or purchased a large cabin bag, so is not entitled to bring the large cabin bag.

- Customers with Up Front or Extra Legroom seats or those who have purchased a large cabin bag:

    – Are entitled to a small under seat cabin bag and a large cabin bag.

    – These customers will be indicated by the S1 on their boarding pass.

    – They will use the Speedy Boarding queue for boarding.

    – easyJet Plus cardholders and FLEXI fare customers:

- easyJet Plus cardholders and FLEXI fare customers who have not selected an Up Front or Extra Legroom seat or who have not purchased a large cabin bag, where there is space available, will also be permitted to take a large cabin bag on board.

    – These customers will be indicated by 'S2' on their boarding pass or by presenting their easyJet Plus card.

    – If there is no space available, the large cabin bag will be tagged and placed in the hold free of charge.

    – They will use the Speedy Boarding queue for boarding.

- Customers with Standard seats who have not purchased a large cabin bag:

    – For customers who have booked or been allocated Standard seats, they are permitted to carry one small under seat cabin bag only.

    – They will use the "All other customers" queue for boarding.

- Staff travel customer – more information is available on Connected Guidance – easyJet Staff Travel:

    – For staff members, who have not selected an Up Front or Extra Legroom seat or purchased a large cabin bag, where there is space available, will also be permitted to take a large cabin bag. They must show their easyJet ID to the Ground Crew.

    – For significant others/dependents of staff members, this is only available to them when travelling with a staff member who shows their easyJet ID to the Ground Crew.

    – If any customer on a staff travel booking, books an Up Front or Extra Legroom seat, or purchases a large cabin bag, "S1" will appear of the boarding pass.

    – Fees are applicable where procedure has not been followed and bags are not compliant.

    – They will use the Speedy Boarding queue for boarding.

- Identify cabin baggage that can be accepted.

- The total number of large cabin bags permitted on board each aircraft type are as follows:

    – A319 – up to 54 large bags (42 premium seats, 12 large bags)

    – A320 – up to 72 large bags (48 premium seats, 24 large bags)

- A321 – up to 84 large bags (63 premium seats, 21 large bags)

• Ground Crew must ensure that no more than the maximum number of cabin bags are accepted, based on 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.

• When the total large cabin bag number 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:

- 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.

- Charge accordingly.

• If the passenger had selected an Up Front or Extra Legroom seat and their large cabin bag cannot be accepted, 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.

- Customers who arrive at the boarding gate with more than their cabin bag allowance should be charged AGB or LUA 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 an Up Front or Extra Legroom seat or have purchased a large cabin bag (S1) 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.

easyJet

1.1.6.3 Checked Baggage

1.1.6.3.1 Definition and General Terms

Checked baggage is baggage for which easyJet takes custody and issues, validates or updates a baggage tag.

(a) Checked baggage is carried in the hold of the aircraft on which the customer is travelling but remains inaccessible to the customer during the flight.

(b) The operator may refuse to carry checked baggage that is likely to endanger the aircraft or persons or property on board the aircraft, is inadequately packed or unsuitable for air carriage due to its weight, size or nature or forbidden by law, regulations, security standards or safety standards of any state to be flown from, to or over.

(c) Every piece of checked baggage shall have a baggage tag attached showing the tag number, flight number, appropriate destination and the customers name.

(d) Unaccompanied baggage is baggage that is traveling without the passenger being on board the aircraft. This is to repatriate the baggage to the customer after a mishandling.

(e) A maximum single item weight of 32 kg is applicable.

1.1.6.3.2 Standard Baggage Acceptance

Ground Crew should only accept checked baggage that is appropriately packaged.

(a) Ensure Dangerous Goods notifications are on display and verify with the customer that the checked baggage does not contain any forbidden dangerous goods.

(b) Review weight and pieces information for recording in the DCS and for applying appropriate fees.

(c) When required, ask the customer security-related questions.

(d) Be aware of items that, due to their nature, may contain dangerous goods. Refer to the policy documented in Appendix C.

(e) Ensure that the number and weight of each piece of checked baggage has been transferred automatically or manually to the load control process.

(f) When special baggage is accepted, ensure that the person in charge of weight and balance calculation task is informed accordingly.

(g) Attach appropriate baggage tag for the journey.

(h) Where baggage self-service devices are in use, Ground Crew must be available to assist customers and proactively guide them to the self serve options.

Note 1: Seat at Gate (SAG) passengers checked baggage must be accepted as per standard baggage acceptance, with standby tag attached.

Note 2: Standby (SBY) passengers should not have checked bags accepted, unless the standby seat has changed to a confirmed seat.

1.1.6.3.3   Hands Free

The Hands Free product allows passengers to check in a large cabin size bag into the hold of the aircraft. At the time of manual issue, Hands Free is no longer a product that is sold, however customers may still have vouchers to use as outlined below. This will be phased out.

Passengers may present a voucher for Hands Free.

Ground Crew must:

(a) Ensure passengers are compliant to the large cabin baggage allowance (56 × 45 × 25 cm including handles and wheels) BEFORE accepting the Hands Free bag. For oversized items or too many pieces, fees apply.

(b) Verify the voucher is valid before accepting the large cabin bag. There are several vouchers/emails passengers may present:

- Purchased **online** on easyJet.com – vouchers are flight specific and can be printed or digital.

- **Hands Free for Free offer** – this was given to customers when the cabin bag policy changed as a gesture of goodwill. They can be printed or digital and will include the code "EJHFFFDEC20". If the customer does not have the email in their name or booking reference, with this code, fees apply. The voucher is valid for all customers in the booking.

(c) Advise passengers that personal items that are not permitted in the hold must be removed from the Hands Free bag including valuables, travel documents and items classed as Dangerous Goods.

(d) Add the HFS SSR code to the booking.

(e) Ensure Hands Free labels are attached to all the passenger's bags, including any hold luggage.

1.1.6.3.4 Free Large Cabin Bag

There are occasions where customers will be permitted to drop a large cabin bag for free at Bag Drop. Standard hold baggage acceptance and processing must be followed by Ground Crew:

- **Service Recovery voucher** – allows customers to drop a large cabin bag for free at Bag Drop. This will be given to customers as a gesture of goodwill. It can be printed or digital and will include the code "EJHFFF". If the customer does not have the email in their name or booking reference, with this code, fees apply. The voucher is valid for all customers in the booking.

- easyJet employees who show their **easyJet ID** can drop a large cabin bag for free at Bag Drop. This can be on staff or duty travel. This benefit is available to their travel companions as well, subject to the easyJet employee showing their easyJet ID. It can also be accepted the gate, subject to space availability.

1.1.6.4 Dangerous Goods in Baggage

(a) Dangerous Goods are articles or substances which are capable of posing a hazard to health, safety, property or to the environment and which are shown in the list of dangerous goods in the *IATA Dangerous Goods Regulations* or which are classified according to these Regulations.

(b) In principle, Dangerous Goods are forbidden to be carried by customers and crew, except as otherwise provided in Appendix C. Specific transport conditions are applicable, defined items that:

1. Require the approval from easyJet prior to the acceptance.

2. Are permitted in or as checked baggage.

3. Are permitted in or as cabin baggage.

4. Have to be carried on one's person only.

(c) All persons tasked with passenger and baggage acceptance shall:

1. Be trained according to the training requirements documented in Appendix C.

2. Have to verify with the customers that they are not carrying forbidden dangerous goods during the check-in and baggage acceptance process.

3. Be aware of commonly carried items and question passengers where there is a suspicion of their carriage (e.g., camping equipment, hunters).

4. Handle and report any dangerous goods occurrences, e.g. forbidden dangerous goods identified in checked baggage, in line with the easyJet's procedures.

For details refer to policy as documented in Appendix C.

1.1.6.5　Baggage Pooling (Weight)

As per IATA Resolution 746, when customers baggage is pooled, each passenger in a non-family group should be given their own individual baggage receipt.

Baggage may be pooled between registered groups of travellers or travellers flying together on the same reference. In this situation the baggage allowances for each customer are combined to make a group total. Additional information can be found in the GHM Guidance Material section on the Connected Portal.

Note:　Where baggage is pooled the individual hold bags must still be associated, at check-in, with the individual owner of the bag to meet hold baggage reconciliation regulations.

1.1.6.6　Bulky and Oversized Baggage

1.1.6.6.1　General

Baggage is considered bulky or oversized as defined by easyJet's procedures and/or its weight exceeds regulatory limits.

1.1.6.6.2　Maximum Single Item Weight

No single item can weigh more than 32 kg, with the exception of electric wheelchairs/mobility aids.

1.1.6.6.3　Maximum Single Item Dimension

Each individual item of hold luggage should not normally exceed total dimensions (length + width + height) of 275 cm, except for items accepted for carriage as Sporting Goods.

This dimension is intended for guidance purposes only, in the event of dealing with excessively oversized items. Items above this size may be accepted subject to individual assessment, but generally a Limited Release tag should be utilised, and the customer advised that acceptance is subject to space constraints.

1.1.6.7　Checked Baggage Allowances

Most customers are not entitled to a predetermined checked free baggage allowance. Customers have the option to purchase checked baggage allowance.

There are two standard checked free baggage allowance concepts:

(a) Weight Concept: measured by the total weight of checked baggage, which is shown as a weight amount on the eRes booking (e.g. 23 kg).

(b) Piece Concept: measured by the number of pieces of checked baggage.

Note:　easyJet combine both concepts, such as 2 pieces not weighing more than the combined allowance and no more than 32 kg per piece.

easyJet

1.1.6.8   Excess Baggage & Additional Luggage Fees

If the permitted checked baggage allowance is exceeded; excess baggage handling fees applies per kilo and per additional item. Excess baggage fees (per kilogram or piece or for special items) may be prepaid or collected at the airport. easyJet operates a zero discretion approach when applying baggage charges. Charges must be registered using easyJet's DCS (eRes) or an easyJet issued PDQ.

1.1.6.9   Baggage Tagging

(a)   Remove all old tags and baggage reconciliation (mini or stub tags).

(b)   Apply appropriate baggage tag for the journey.

(c)   Place tags in an easily readable location and where they will not be easily damaged or torn off.

(d)   Follow tag instructions and do not stick glue directly onto the customers baggage.

(e)   Use limited release tags on items such as the following:

1.   Musical instruments

2.   Artwork

3.   Camping equipment

4.   Vases/trophies

5.   Hold luggage exceeding total dimensions (length + width + height) of 275 cm

6.   Baby strollers/prams/pushchairs/car seats/booster seats

7.   Fragile, perishable and/or unsuitably packed baggage

Note: This list is not exhaustive.

8.   Items already damaged but still suitable to travel

(f)   Supplementary tags (handling tags) may be attached to baggage items, if they are not printed on the baggage tag, such as:

1.   Hands Free Tag – to identify priority baggage to be offloaded first and segregated as per easyJet's procedures

2.   Limited Release Tag – used on fragile or unsuitably packaged items

3.   Fragile Sticker – for items that require extra care in handling

4.   Heavy Tag – placed on items that exceed regular handling limits (this varies according to local legislation).

5.   Firearm Tag (e.g. weapons)

6.   Standby tag

7.   EMA loading form

1.1.6.10   Types of Baggage Tags

(a) Manual Bag Tags – As per IATA Resolution 740:

1. Complete any hand-written portions of the manual tag, writing legibly in permanent, waterproof pen.

2. Record the baggage identification number in the operating carrier's departure control system if possible.

3. Inform the Ground Crew when checked cabin baggage is accepted at the gate.

4. Green-edged tag – This tag is used to identify the hold baggage registered in an EU airport.

5. White tag – This tag is used to identify hold baggage registered in an non EU airport.

(b) Electronic Baggage Tag – easyJet do not permit the use of Electronic Baggage Tags.

(c) Home Printed Baggage Tag – easyJet do not permit the use of Home Printed Baggage Tags.

(d) Fallback Baggage Tags – If in use, fallback baggage tags are issued when the baggage handling system at the airport is not able to process baggage messages, and therefore cannot work with demand baggage tags. These baggage tags are specific to the airport. These tags have an airline code and 2-digit pier, chute or lateral indicator.

When using fallback tags:

1. Generate a normal on-demand baggage tag or manual tag and affix to the baggage.

2. Ensure that the appropriate airline identifier code is shown on the tag.

3. Ensure that the appropriate pier/chute/lateral information is shown for the designated flight build.

4. Firmly attach the fallback tag to the bag.

5. Ensure that the persons responsible for building and loading baggage tasks, are aware that the fallback tags are in use.

1.1.6.11   Checked Baggage Destination

For easyJet flights, the final destination is as specified in the ticket; easyJet is a point to point carrier where there is a requirement for baggage to be thru-checked a local operating procedure shall be in place.

easyJet

1.1.6.12 Special Baggage

1.1.6.12.1 Cabin Seat Baggage

Cabin baggage is baggage not usually suitable for loading in the aircraft hold and, thus, requested for transport on an extra seat, for example:

- Large Musical instruments, to travel in the cabin must have a seat purchased and:

    – Must not exceed the maximum allowed weight of 75 kg (instrument and case combined).

    – Must fit within the minimum seat width of 43 cm.

    – Must be in a case, with a handle which is capable of being used to pass the seat belt through, so that they can be safely secured to the seat.

    – Must not protrude more than 30 cm above the top of the seat back. The seat height is 68 cm from the seat cushion, and 114 cm from the floor.

    – Must be placed in a window seat.

    – Cannot be booked in restricted seats or seats in the rows next to restricted seats.

1.1.6.12.2 Crew Baggage

easyJet crew are permitted to check bag into the hold on designated routes.

(a) Operating crews are permitted 2 pieces of hold luggage per crew member weighing a maximum of 11 kgs per item.

(b) The bag must have a crew luggage tag attached.

(c) Crew will report to bag drop to check-in crew baggage.

(d) Ground crew shall complete and attach a cabin bag offload tag and attach to the crew bag.

(e) Crew baggage must be recorded on the crew bag manifest at bag drop as follows:

    1. Flight number

    2. Destination

    3. Date

    4. Aircraft registration

    5. Crew number

    6. Attach the removable sticker from the cabin bag offload tag.

(f) Crew baggage shall be injected to the baggage system via bag drop or out of gauge depending on airport requirements.

(g) The crew bag manifest must be provided to the person responsible for completion of the hold baggage manifest declaration (HBMDF).

(h) Crew baggage must be reconciled at aircraft side against the crew bag manifest prior to loading.

(i) Crew baggage shall be loaded as follows:

    1. Hold 1 – A320

    2. Hold 2 – A321

(j) Crew baggage shall be recorded on the Loading Form & Certificate (LFC) in the Last-Minute Change (LMC) section using a weight of 11 kgs per bag.

(k) Crew baggage loaded onto the aircraft must be recorded on the HBMDF.

(l) Crew bag manifest shall be retained as part of the flight file.

(m) Inbound crew baggage shall be placed on to the carousel with customer baggage.

Example of Crew Bag Tag

1.1.6.12.3 Delivery at Aircraft

(a) Baggage or special items must not be returned to the passenger at the aircraft steps, however where local infrastructure permits it Ground Crew shall endeavour to return the following items:

    1. Fully collapsible baby strollers and pushchairs.

    2. Wheelchairs and mobility aids.

Items must be returned at the aircraft side except where local infrastructure impacts delivery (e.g., no lift to accommodate getting a wheelchair from the hold to the airbridge or cabin door).

Note: (a) Do not use the DAA procedure for valuable items (e.g., laptop computers, large video cameras, important documents) as such items should remain with the passenger.

(b) Observe local restrictions for DAA delivery at arrival stations and inform passengers accordingly.

(c) Verify with the passenger that any dangerous goods items which are only permitted in cabin baggage are removed before DAA acceptance. See Appendix C for further details.

1.1.6.12.4 Sporting Equipment

Generally, sporting equipment will be presented as sperate pieces of checked baggage. The following is the breakdown of easyJet sporting equipment.

Small Sports Equipment	• Golf Clubs • Ski (& boots) • Snowboard • Firearms
Large Sports Equipment	• Bicycles • Hang gliders • Canoes • Windsurfers/Surf boards

See E.5 – Limitations on Oversized Load Lengths and Section 4.5.7.2, Bulk Compartments.

1.1.6.12.4.1   Bicycles

Bicycles, including tricycles, tandems, and uni-cycles, must adhere to specified length limitations (Section 1.1.6.6.3 – Maximum Single Item Dimension and E.5 – Limitations on Oversized Load Lengths).

Before a bicycle is accepted for carriage, the following conditions must be met:

(a) **Packaging Requirements:**

- All bicycles must be packaged in a dedicated bicycle box, case, or bag.

- Only one bicycle is allowed per packaging unit.

- No additional items, such as clothing, are permitted in the bicycle packaging.

(b) **Handlebars and Pedals:**

- Handlebars must be positioned flush with the frame to prevent damage.

- Pedals and any other protruding items must be removed.

(c) **Protection Measures:**

- Gearing and frame must be well-protected, for example, using bubble-wrap or pipe lagging.

(d) **Tire Deflation:**

- While not mandatory for safety, it is strongly advisable to deflate bicycle tires to mitigate the risk of damage during transport.

(e) **Hydraulic Systems:**

- Bicycles with hydraulic suspensions or brake systems are permitted for carriage.

(f) **Battery-powered Bikes (e-Bikes):**

- Only manually powered bikes are acceptable for carriage. Battery-powered bikes (e-Bikes) are not permitted on easyJet flights due to Dangerous Goods requirements associated with the battery.

Note: These guidelines ensure the safety of both the bicycle and the aircraft, emphasizing proper packaging and protective measures for various bicycle types while excluding battery-powered bikes for compliance with safety regulations.

1.1.6.12.5 Wheelchairs and Mobility Aids

Wheelchairs and Mobility Aids are crucial to customers who own them, and must be handled with care.

Mobility devices such as wheelchairs or rolling walkers may be operated with manual or electric power and have to be handled accordingly. There are specific rules and concerns when handling such aids, especially when they have batteries that also need special handling.

When transporting wheelchairs and mobility aids to and from the aircraft, they must be carried in such a way to protect them from falling, and from damage being caused.

Note: Further guidance is available in this manual.

1.1.6.12.5.1 Acceptance for Travel

(a) Ground Crew must check the booking to verify that the following Electric Mobility Aid details have been recorded:

1. Name of model and manufacturer

2. Length, height and width (metric)

3. Weight (kg)

4. Battery type (in Watt/h)

5. Instructions to enable electrical circuits to be inhibited and isolation of the battery

(b) Complete the Electric Mobility Aid loading tag and attach to the device.

Note 1: Where Electric Mobility Aid details are not available these should be determined at the point of acceptance and added to the passenger booking.

Note 2: Where the weight/size of the electric wheelchair or mobility aid could present difficulties in loading/offloading, contact the easyJet CDO before accepting for travel.

1.1.6.12.5.2   Refusing an Electric Mobility Aid

Where an EMA is refused travel:

(a) The reasons for refusal should be communicated to the passenger only after consultation with easyJet CDO. Factors that would Prevent Carriage of an Electric Wheelchair or Mobility Aid:

   1. The electric wheelchair or mobility aid dimensions exceed the cargo door dimensions

   2. The weight of a mobility aid exceeding aircraft loading limitations, having considered all possible options

   3. The battery type is not permitted for air transport

   4. Ground Crew are not satisfied that the requirements of the ICAO Technical Instructions are met in relation to the prevention of inadvertent operation and short circuit

(b) Comments must be added to the booking as we are legally required to record this information.

1.1.6.12.5.3   Electric Mobility Aid Loading Form

The "Electric Mobility Aid Loading Form" is designed to ensure that electric mobility aids are made safe for travel. In the event of an electric mobility aid being carried:

(a) The form must be attached to the device.

(b) The form must be completed by and signed by the relevant responsible parties.

(c) Ground Crew must complete the top section of the form providing details of the mobility aid.

(d) The person who makes the device safe must complete the middle section detailing the method used.

(e) The person responsible must complete the bottom section of the form to confirm that the device in accordance with the easyJet electric mobility aid loading instructions.

1.1.6.12.5.4   Handling of Animals

easyJet do not accept live animals for carriage in the hold.

1.1.6.12.5.5   Assistance Dogs

Only recognised assistance dogs can travel on easyJet flights. A recognised assistance dog is a dog that is specially trained to perform specific tasks or functions on behalf of the owner. These include guide dogs, medical alert dogs, and dogs that are trained to support certain neurological conditions.

The customer should notify easyJet in advance to advise they are travelling with an assistance dog, and to provide details of the dog and training. Ground Crew must check that all training, health, and vaccination documents are correct and suitable for the intended destination.

Due to local customs restrictions, assistance dogs are not permitted for carriage on flights to/from Egypt, Israel, Kosovo, Turkey, Montenegro, Albania, Tunisia, or Jordan.

Assistance dogs trained by organisations accredited to the following organisations can be accepted for carriage on all permitted routes:

- Assistance Dogs International (ADI) or their regional organisations including Assistance Dogs UK (ADUK) and Assistance Dogs Europe (ADEu), or

- International Guide Dog Federation (IGDF).

For travel between or within Europe and Switzerland, other assistance dog training organisations can be accepted for travel if they are trained to a comparable standard by a recognised assistance dog training organisation.

Full details can be found in the Carriage of Assistance Dogs guidance material on the Connected Portal.

1.1.6.12.5.6   Service Animals and Emotional Support Animals

easyJet do not accept Emotional Support Animals, pets, or any other animal not classed as a recognised assistance dog.

1.1.6.12.5.7   Special Declaration of Value

If a customer wishes to make a Specific Declaration of Value for their checked in hold baggage (not including specific items of value), they may do so, however the customer is to be charged for any value included within their checked baggage that is declared over £800.00 up to a maximum of £2,500.00 at the rate of £30.00 or equivalent currency. They are required to complete a Special Declaration of Value Reporting Form. This is available on the Connected Portal within the GHM Guidance section.

Ground Crew are required to process the charge by applying a fee to the booking using the FEE code SDV. The customers booking must then be commented to display the declaration. easyJet will not accept liability for any individuals belongings that total more than £2,500.00. Additional information can be found in the GHM Guidance Material section on the Connected Portal.

1.1.6.13   Carriage of Firearms

1.1.6.13.1   General

Firearms are among the articles prohibited for carriage in the aircraft cabin. The only exemption is for persons specifically authorised to carry a firearm in the cabin as outlined below.

1.1.6.13.2   Carriage of Firearms On-Board

Firearms are only permitted on board, following approval from the easyJet Security team (UK and Austrian AOC only – carriage not permitted on Swiss AOC aircraft or on flights to and from Switzerland). Additional information can be found in the GHM Guidance Material section on the Connected Portal.

Note: Ground handlers will be informed of approval via an email from the Security Team. The information provided must only be given to operational ground crew on a need to know basis.

1.1.6.13.3   Carriage of Firearms on Italian & Spanish Flights by Police Officers (UK and Austrian AOC Only)

Police officers on Italian and Spanish domestic flights (own country) are permitted by legislation to carry firearms and ammunition in the cabin. This permission applies only to officers of recognised Italian and Spanish police forces (listed below).

It is easyJet policy that the carriage of loaded firearms is prohibited in the aircraft cabin and therefore must be unloaded.

The Security Team DO NOT need to be notified about the carriage of firearms by Italian or Spanish law enforcement.

Italian and Spanish Police must notify ground crew that they wish to carry a firearm on board. It is for the Captain to decide where the firearm is stored. If the Italian or Spanish police notify the ground crew after boarding has commenced, the officer's details are to be recorded and a GSR submitted with the officer's details included in the report. If the ground crew have been advised there is a police officer with a firearm, the aircraft commander is to be notified as soon as possible.

Ground Crew are permitted to verify any passenger's identity against the boarding card.

1.1.6.13.4   Spanish Process

Where a Spanish police officer who is travelling and declares to the ground handling partner that they are carrying a firearm, ground crew must inspect the "ORDEN DE SERVICIO" and check that it has been signed and stamped showing "SA-9 ACCOMPLISHMENT".

Where the officer is unable to show the "ORDEN DE SERVICIO", they are not permitted to travel with the firearm.

Spanish Police Forces Authorised to carry Firearms.

    (a) Las Fuerzas Armada.

    (b) Las Fuerzas y Cuerpos de Seguridad.

1.1.6.13.5   Italian Process

An Italian police officer must report to the Polizia di Stato Airport Police Office and advise them of the airline and flight number. The Polizia do Stato verify that the officer is entitled to travel with their firearm and inform the ground handling partner of the intended travel.

Italian Police Forces Authorised to carry firearms:

    (a) Arma dei Carabinieri.

    (b) Capitanerie di Porto.

    (c) Guardia di Finanza.

    (d) Polizia di Stato.

    (e) Polizia Penitenziaria.

1.1.6.14   Carriage of Firearms in the Aircraft Hold (easyJet only)

easyJet only accepts Sporting and Competition weapons:

    (a) Sporting shotguns with barrels of longer than 24 inches (50 cms)

    (b) Sporting rifles (including Air rifles of any calibre)

    (c) Sporting single shot handguns with a calibre of .22 or less

    (d) Any rifles and handguns with a calibre of .22 or less

When a firearm and ammunition is carried in the hold, the procedures shall ensure:

    (a) Firearm is not loaded and there is no ammunition in the chamber, and ammunition is carried separately from the firearm.

    (b) Firearm is suitably packed.

    (c) Ammunition is securely packed in quantities not exceeding 5 kg gross weight per person.

        Note: Only ammunition assigned to UN0012 or UN0014 may be carried.

    (d) Affix a firearm label to all accepted firearms.

    (e) Firearm and ammunition is stowed in a place that is inaccessible to any unauthorised person during the flight. Firearms are not to be carried in the flight deck or retained by any crew member.

    (f) Carriage of firearms is permitted by all states involved (including the state of departure, transit, arrival).

(g) Pilot-in-command is notified prior to a commencement of the flight and details are included in the MVT message.

(h) A firearm declaration form must be completed at acceptance.

Additional information can be found in the GHM Guidance Material section on the Connected Portal and in Appendix C.

Note 1: In the event a weapon or any item suspected to be an unauthorised weapon is discovered, follow easyJet's procedures and local security regulations.

Note 2: Local requirements may require deviation from the process outlined above.

1.1.6.15   Return of Firearms

Firearms taken from passengers at airports of embarkation are not to be returned before the passengers reach the airport at which their flight with easyJet ends. Such items should be returned to passengers by hand in the presence of a Customs officer in the baggage reclaim area, or in accordance with local laws and requirements.

1.1.6.16   Carriage of Unaccompanied Sporting Firearms (as Rush Bags)

Firearms may be accepted as rush items subject to the correct paperwork being in place, and all applicable security procedures having been followed. The Captain must be advised.

The firearm must be held securely at the destination airport, and must be collected by the registered owner. Departure airport must ensure that such arrangements are in place prior to despatching the firearm.

1.1.7   Customer Boarding

1.1.7.1   Preparation for Boarding

Prior to the arrival of customers at the boarding gate:

(a) Prepare boarding area (tensa-barrier, baggage gauges etc.), including separate queueing lane, customers with Speedy Boarding and Special Assistance customers prior to the arrival of customers.

(b) Complete flight briefing including:

1. Total number of customers expected

2. Check for special category customers (PRMs, Seat at Gate (SAG), Standby (SBY)

3. Prepare Vacant Seat Report

4. Identify maximum number of cabin bags to be accepted

5. Plan for any overbooked flights and assess the number of volunteers required

(c) Check boarding facilities and gate monitors are displaying flight information.

(d) Ensure dangerous goods and prohibited articles (See D.3.1 – List of Prohibited Articles) notices are displayed at the boarding gate.

(e) Ensure boarding is initiated no later than -30 STD.

(f) Ensure customers and their cabin baggage is security screened.

(g) If customers and staff need to walk on the ramp, ensure the route to the aircraft is safe, clearly marked and protected from the elements. Customers shall always be supervised on the ramp.

(h) For boarding with a Customer Boarding Bridge (PBB), secure the route to the aircraft and block off any unused passageways, if required.

(i) Identify passageways when there is more than one passageway in use to avoid unauthorised mixing of customers.

(j) If customer Ground Crew are trained and authorised to operate cabin access doors, refer to 4.4.2.

(k) If customer Ground Crew are trained and authorised to operate the customer boarding bridge, refer to 3.1.3.5.

(l) Obtain clearance for boarding from the flight crew, except where 'Green Light Boarding' applies.

Note: For all first wave departures passengers must be automatically released in order that the first passenger boards the aircraft at -30 STD. (Green light boarding) unless advised by the crew.

1.1.7.2   Customer Boarding Process

Customer can be boarded using a manual process or customers can use self-service devices.

(a) Set up the boarding sequence, baggage gauge in place showing customers with Speedy boarding and all other customers in separate queues.

(b) Make pre-boarding announcements in local language first, followed by English using approved scripts available on the Connected Portal.

(c) Proactively manage cabin baggage.

Apply the cabin baggage procedures and account for any gate tagged items.

(d) Ground Crew must actively manage the following areas to make sure capacity is not exceeded and social distancing is maintained:

1. Pre-boarding areas and walkways (PBB, stairs, steps etc.)

2. Busses (compliant to bus provider capacity)

(e) Boarding order is as follows:

1. Any PRMs who have requested Special Assistance

easyJet

2.   Speedy Boarding Customers

3.   Hands Free customers

4.   Families with children under 5

5.   All remaining customers

6.   Seat at Gate (SAG)

7.   Standby (SBY)

(f)   Verify each customer's identity – Ground Handlers shall have a procedure to ensure they can validate customer identity, if this can only be achieved by asking to remove mask, where applicable, we recommend this is completed behind plexiglass and/or social distanced.

(g)   Cross-check the name on the customer identity document with the boarding pass, and visually match the passenger with the photograph.

(h)   Confirm each customer's boarding acceptance in the DCS before allowing them to board.

(i)   For manual or non-automated boarding, check the flight number and date on the boarding card.

(j)   Secure the flight by matching the checked-in customers to the boarded customers.

(k)   Customers who have checked-in but failed to board must be removed from the checked-in list, and where applicable any checked bags offloaded.

(l)   Board any SAG or Standby customers if seats are available. Approve for any standby baggage to be accepted for travel.

(m)   Follow safety requirements for fuelling in progress, refer to 3.2.

(n)   Provide final customer numbers to cabin and/or flight crew.

(o)   Provide required flight documents to cabin and/or flight crew i.e. Vacant Seat report.

(p)   Advise ramp staff and/or load control of the gate baggage to be loaded.

(q)   Send required post-flight messages upon flight close-out.

Note: For all first wave departures customers must be automatically released at -30 mins STD (-25 mins for first wave departures in France only) (Green light boarding) **unless advised by the crew for flights departing in France only**.

1.1.7.3   Customer Boarding Discrepancies

If there are customer discrepancies (minus or plus), they must be resolved prior to closing the aircraft door.

(a)   Make every attempt to locate missing customers and obtain visual proof of boarding and verify documents if the missing customers are found to be already on-board the aircraft.

(b) Customers who have checked-in but failed to board must be removed from the checked-in list, and where applicable any checked bags offloaded.

(c) If there is a situation where an additional customer is on board, the Cabin Manager will establish if any easyJet employees are on board and check if they can travel in the jump seat. If there are no employees on board eligible for the jump seat, the captain will make a PA looking for volunteers offering a higher amount of money.

(d) Notify crew and load control of any last minute changes to customer and/or baggage load.

Note: The Ground Handling Partner responsible should liaise with the Flight Crew to agree if a headcount is required. If a headcount is required, the Cabin Crew will perform this.

1.1.7.3.1 Late Customer/s to Boarding Gate

In the event that a customer/s reports to the gate after closure but prior to their baggage being offloaded, the responsible ground crew member is accountable for deciding whether the customer/s should be accepted. The decision will be based on delivering the best outcome in terms of punctuality (with no compromise to safety).

If baggage has been located, the responsible ground crew member is most likely to refuse travel to the customer/s.

If baggage has not yet been located, the responsible ground crew member will assess whether an earlier 'Doors Closed' time may be achieved by accepting, rather than offloading the customer/s. The responsible ground crew member may determine that it is advantageous to accept late customer/s, however this is subject to consultation and agreement with the Commander.

1.1.7.4 Boarding in Case of DCS Breakdown

Where no DCS is available or in case of DCS failure, apply manual boarding procedures.

Ensure the final checked-in count matches the boarded customer count prior to door closure. Then prepare and board a final manifest.

1.1.8 Information to the Crew

1.1.8.1 General

Provide the flight crew with the required documents as outlined below.

1.1.8.2 Customer Information List

easyJet do not issue a Customer Information List (PIL) to the senior cabin crew member before departure.

1.1.8.3 Other Flight Documents

Other required flight documents include:

(a) Vacant Seat Report.

(b) Flight Closure information required to complete the LFC.

(c) Other special information (i.e. inadmissible (INAD) documents, forms etc.).

1.1.9 Post Flight Departure Activities

1.1.9.1 Messages

Ensure all relevant messages are dispatched to the appropriate addresses. LTNOOCR must be used for all messages.

Messages may include:

(a) Movement Message

(b) Passenger Service Message (PSM) included in Movement Signal (MVT)

(c) Delay Message where departure is likely to be delayed by 15 minutes or more

1.1.9.2 Flight Document Retention

Retain (electronically or in paper files) flight documents for a period of no less than three months unless otherwise specified.

1.1.9.3 Flight Close Out

All flights must be closed in easyJet's eRes system, including airports that use their own DCS. This is to ensure revenue accounted is correct and API data is transmitted. Further details can be found in the Connected Guidance – Non-eRes Airport Functions.

1.2 CUSTOMER SECURITY

1.2.1 Security of Documents

1.2.1.1 Boarding Passes and Baggage Tags

All materials used for customer and baggage processing (e.g. boarding passes, baggage tags, vouchers, stamps) shall be protected or under surveillance at all times to prevent unauthorised access and use.

1.2.1.2 Printed Documents

Print material such as boarding passes, customer lists and handling forms may have to be reprinted.

Disposal of the original documents should be according to data protection rules, as they contain passenger data. Unauthorised persons shall not be given access to printed documents containing personal data or their contents.

1.2.1.3 Counter and Area Security

All systems, including eRes, the local DCS, Connected etc. shall be controlled to prevent unauthorised access.

(a) Follow airport procedures to prevent unauthorised access to and use of un-issued (blank) boarding passes.

(b) Before leaving the counter, remove boarding passes and baggage tags from the printers or lock them.

(c) Before leaving the counter, sign out, log off and lock the system.

(d) Observe regulations and rules concerning the usage of sign-ins and passwords.

1.2.2 Customer Suitability for Travel

Assess each customer in terms of security risk by looking for anomalies and observing certain emotional characteristics and/or body language. Be on the lookout for overall fitness to fly, including potentially communicable diseases, medical conditions, intoxication, etc.

Further questioning may be required to assist with customer assessment:

(a) When you identify a potential problem customer, notify your supervisor.

(b) The supervisor will contact the appropriate local authority for assistance.

(c) Inform ICC, where applicable.

Note: Further guidance on Disruptive Customer is available on Connected.

1.2.3 Security of Customers and their Baggage

It is the responsibility of supervision to ensure all security threats are immediately reported to easyJet, flight crew and applicable authorities as per local requirements and procedures outlined in Appendix D.

Apply easyJet's and/or regulatory/airport authority security procedures for the handling of customers and their baggage in the event of:

(a) A bomb threat condition.

(b) An increased security threat condition.

1.2.4 Restricted Areas

Secure all gate and departure areas by keeping doors closed. Use appropriate barriers when directing customers.

(a) Ensure all access doors are closed when not in use.

(b) Position Ground Crew as required to direct customers.

easyJet

(c) The screened departing customers can only mix with arriving customers that have been screened to the same or higher standards. The hierarchic standards of screening are UK – EU – Non-EU (Highest to lowest). Departing customers in the UK can only mix with customers arriving from the UK. Departing customers in any EU country can only mix with customers arriving from EU or UK. Departing customers in non-EU countries cannot mix with any arriving customers.

(d) If customers must walk on the apron to the aircraft, ensure customers proceed directly to the aircraft and are supervised at all times.

(e) If transportation must be provided to customers to move them from the terminal building to the aircraft, make sure only authorised personnel and screened customers are allowed to board the vehicle.

1.3 PASSENGER ARRIVAL, TRANSFER AND TRANSIT

1.3.1 Pre Arrival

Review the pre-arrival information from the DCS and/or messages.

(a) Arrange facilitation for passengers requiring assistance (e.g. PRM).

(b) Check requirements for any gate delivery mobility aids.

(c) Identify the correct channel for arriving passengers.

1.3.2 Arrival

(a) If applicable, prepare passenger boarding bridge, ensuring it is free of debris and positioned as per the standard height for the aircraft type.

(b) Secure the disembarkation route for customers. If customers are required to walk across the ramp, they must be supervised.

(c) If Ground Crew are trained and authorised to operate cabin access doors, refer to 4.4.2. If Ground Crew are trained and authorised to operate the passenger boarding bridge, refer to 3.1.3.5.

(d) Ensure disembarked customers are supervised and directed to the correct arrival channel.

(e) Provide assistance to passengers requiring it. Communicate any delays in providing assistance.

1.3.3 Transfer (Passenger Handling at Connecting Airport)

Transfer customers are not supported as easyJet is a point-to-point carrier.

1.3.4 Transit

Transit customers are not supported as easyJet is a point-to-point carrier.

1.4 SPECIAL CATEGORIES OF PASSENGERS

1.4.1 Unaccompanied Minors

1.4.1.1 General

easyJet do not accept unaccompanied minors under the age of 16 for travel. Minors under 16 years or age can only travel when accompanied by a person aged 16 years or older, with whom they have an established relationship.

In exceptional circumstances, the CDO or ICC may authorise acceptance of an Unaccompanied Minor younger than the ages above. This would normally only be approved as a "service recovery" for customers on a return journey, and not normally approved on an outbound sector of a return booking. Comments must be added to the customers booking in eRes.

1.4.1.2 Young Person Travelling Alone (YPTA)

These are customer's aged 16/17 that are travelling alone. They are part of the protected Passenger Group and in times of denied boarding shall be protected.

1.4.2 Infants and Children

1.4.2.1 Infants

1.4.2.1.1 General

An infant is a minor who has not yet reached their 2nd birthday. easyJet will only permit the carriage on infants from the age of two weeks (14 days). One adult (aged at least 16 years) may take responsibility for up to two infant.

1.4.2.1.2 Seating

(a) Infants are considered children and must be assigned a seat when, during the journey, they reach the age of two.

(b) Infants may not occupy Restricted Seats. Only one infant is permitted to be seated on an adults lap – all other infants must occupy separate seats and be secured with an appropriate restraint device.

(c) The maximum number of infants allowed per aircraft is limited by the number of supplemental oxygen masks available on the aircraft. Only one infant may be seated on a lap per half row of the aircraft, as there are 4 oxygen masks per block of 3 seats.

1.4.2.1.3 Pushchairs and Other Child Mobility Equipment

Passengers travelling with an infant or young child may take a maximum of 2 of the following items (per infant/child) free of charge:

(a) Travel Cot

(b) Pushchair/Double pushchair/Buggy/Collapsible or non-collapsible pram (strollers)

(c) Car seat/Booster seat

- Only forward-facing seats are allowed on board and the crew must be able to secure it safely to the aircraft seat. Car seats that are not intended to be use onboard should be checked in into the hold at the Bag Drop desks.

(d) Baby back carrier

These items may be taken to the boarding gate/aircraft door as appropriate and will be placed in the hold. Car seats may be taken on-board as detailed in 1.4.2.2.3.

Where airport infrastructure permits it, strollers can be returned at the aircraft door/steps on arrival.

Note: Each adult can travel with a maximum of two infants. If you're travelling with two infants, you'll need to buy an additional seat for at least one of your infants, who'll need to sit in a suitable car seat.

1.4.2.2 Children

1.4.2.2.1 General
A child is a minor between two and twelve (has reached their 2nd birthday, but has not reached their 12th birthday).

If the minor reaches their 2nd birthday during the journey, they will be considered a child as of the birthday.

1.4.2.2.2 Seating
Customers under the age of 16 must occupy an individual passenger seat and may not occupy restricted seats.

1.4.2.2.3 Restraint Device
Restraint Devices, including child car seats, can be used for infants/children/ passengers on-board in accordance with the age/weight/height range as recommended by the manufacturer.

It is the parent's/guardian's responsibility to ensure that the seat is suitable.

Child car seats are not permitted at the following locations:

(a) Rows 1 & 2

(b) Emergency exit rows

(c) Any rows in front of, and immediately behind of an emergency exit row

(d) Seats C & D on the last row of the aircraft

The required restraint device by age of the infant/child is detailed below:

Age	Restraint Device
2 weeks to less than 2 years	Infant/extension seat belt or suitable child car seat
1 year to 4 years approximately for weight between 10 and 20 kg (22 and 44 lbs)	Child restraint device (CARES)
2 years or more	Seat belt or suitable child car seat

Note: Further information is available on Connected Guidance – Restraint Devices.

1.4.3 Groups

1.4.3.1 General

The minimum number of passengers travelling together in a group (not including infants) is 10. On any one booking, there must be at least one accompanying adult for every 10 children.

1.4.3.2 Check-In

(a) Check-in and accept all passengers individually.

(b) When possible assign seats together; if requested respect any special seating requirements.

(c) Issue baggage tags individually:

 1. Each piece of baggage must bear the respective passenger's identification.

 2. Exception: bag tags for family members travelling together may be issued on one family name.

1.4.3.3 Non-Standard Groups

Unusual groups, excessive weights, or anything outside the standard needs to be communicated to load control (i.e., sports teams with higher passenger weights). Generally easyJet are aware of this in advance the will brief the Ground handlers.

1.4.4 Handling People with Reduced Mobility

1.4.4.1 General

Disabled Customer and person with reduced mobility (PRM) are defined under European law as follows:

"……any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers".

Disability-equality and disability-awareness training for all airport personnel is crucial in order to ensure that persons with disabilities receive the assistance they may need and that they are treated with respect. Ground handlers must provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public.

For customer with disabilities and those requiring or requesting assistance:

(a) Ask the customer what assistance they require and how you can help them.

(b) Advise the customer of what services and assistance are available based on their needs.

(c) Provide information to customer in alternate formats upon request.

(d) Ensure accurate SSR codes and any other relevant information are recorded in the DCS and PNR.

(e) Where airport infrastructure allows, PRM customers should be able to reach the aircraft by using their own device and receive it back on arrival near to the aircraft.

Cabin Crew must be advised of all customers classified as PRMs. Such notification will normally be received from the Dispatcher or equivalent, although local variations may apply. In the cabin crew briefing pack, cabin crew will be aware of the expected PRM customer by the PRM SSR codes.

1.4.4.2 Assistance Codes for Customer with Disabilities

SSR codes are added to customer bookings to indicate the type of assistance they may need.

Code	Definition
WCHR	Customer **CAN** walk up and down stairs but can't walk long distances unaided. Requires assistance through the terminal to the boarding gate. Customer can make their own way onto the aircraft or bus. (See additional codes below if customer is travelling with their own wheelchair).
WCHS	Customer **CANNOT** walk up and down stairs or walk long distances but can move about the cabin unaided. Requires assistance to and from the aircraft door. (See additional codes below if customer is travelling with their own wheelchair).
WCHC	Customer **CANNOT** walk, stand or move about the cabin unaided and needs to be lifted into and out of the aircraft seat. (See additional codes below if customer is travelling with their own wheelchair).
WCBD	Wheelchair (Non-Spillable Battery) for transport. (Appropriate SSR code e.g., WCHR/WCHS/WCHC must also be shown in booking).
WCBW	Wheelchair (Spillable Battery) for transport. (Appropriate SSR code e.g., WCHR/WCHS/WCHC must also be shown in booking).

Code	Definition
WCLB	Wheelchair (Lithium-ion battery) for transport. (Appropriate SSR code e.g., WCHR/WCHS/WCHC must also be shown in booking).
WCMP	Customer is travelling with manual power wheelchair. (Appropriate SSR code e.g. WCHR/WCHS/WCHC must also be shown in booking).
DEAF	Customer is deaf, or hearing is significantly impaired. Customer is **NOT** travelling with an assistance dog. (If travelling with an assistance dog, the PETC code, below, must be used).
BLND	Customer is blind or significantly sight impaired. Customer is **NOT** travelling with an assistance dog. (If travelling with an assistance dog, the PETC code, below, must be used).
PETC	Customer is travelling with a registered assistance dog.
DPNA	Disabled customer with intellectual or developmental disability needing assistance.
OXYG	Customer has declared they are carrying medical oxygen with them. See Section 1.4.9 for more details.
MEDA	Customer requires medical assistance (can be used with other codes such as OXYG).
MEDB	Customer has additional baggage approved for medical equipment and/ or supplies.
NUT	Customer has a nut allergy.

1.4.4.2.1 Non-visible (Hidden) Disabilities

Non-visible disabilities are where there are no obvious visual signs of an underlying health or medical condition. A large portion of the population are living with non-visible disabilities, and because of the nature of some of these conditions, customers may have varying levels of ability each day. Non-visible disabilities can also relate to neurodivergent conditions such as Autism.

easyJet recognises the use of the sunflower lanyard, badge, or card as a way for a customer to communicate that they have a non-visible disability. The lanyard does not entitle the wearer to any specific product or service, but it should encourage Ground Crew to check if the customer requires any help or adjustment of service.

Customers can declare they have a non-visible disability during booking and online check in. The DPNA SSR code will be added to their booking, along with any other assistance codes that have been requested.

easyJet

1.4.4.3 Seating

(a) PRM customers may select their own seats on the aircraft, with the exception of the restricted seats. If a customer does not select a seat, easyJet have defined "preferred" seats for PRM customers. These are generally towards the front of the cabin.

(b) Not all seats on easyJet aircraft have lift able armrests, the following are where lift able armrests are located:

- A319 – Rows 3, 4, 5, & 25

- A320 – Rows 3, 4, 5, & 30 (left), 29 (right)

- A320 – 186, all rows

- A321 – All rows

    As the aircraft operating any route cannot be guaranteed, if a customer requires a lift able armrest, generally WCHC customers, Ground Crew must allocate them an appropriate seat in rows 3, 4 or 5.

(c) Accompanying persons will be assigned a suitable seat, generally immediately adjacent to the PRM they are travelling with.

(d) The number of PRM's on board should not exceed the number of able bodied persons.

1.4.4.4 PRM Pre-notification Process

EC1107 legislation outlines the method by which an airport (e.g. PRM provider/ Handling Partner) is notified of expected PRM customer. More advanced notice of PRMs is required.

easyJet fully complies with EC1107 by using "PAL" and "CAL" message formats to notify of expected (booked) PRM customer. These are the industry (IATA)-standard message formats and are recommended industry best-practice.

- A "PAL" ("Passenger Assistance List") message will be generated from the easyJet reservation system (eRes) by STD -36 hours for all flights where PRM passengers are booked (with appropriate SSR codes contained within their reservation).

    Note: If no PRM customer are booked on a flight, a PAL message will not be generated.

- A "CAL" ("Change Assistance List") message is generated at any time after STD -36 hours to advise of any changes (additions, deletions, or amendments) in relation to PRM customer.

Other operational message formats (e.g. MVT, ACARS) are supportive of the above but are not the primary notification process, and are not usually generated to the PRM supplier at the destination airport. PAL/CAL messages are the primary message type for PRM customer as per EC1107.

It is therefore important that at all times the reservations system is updated with any known changes to PRM requirements (on arrival or departure), in order to ensure that PAL/CAL messages are generated correctly.

Once SSR codes are added or deleted, a PRM notification is sent to all relevant airports.

A CAL message will generate from eRes (even before aircraft departure) to advise the downroute stations. (Normally CAL messages will generate within a maximum of 20 minutes from the SSR code being entered/amended.)

- Any stations for onward or return sectors will also be advised via PAL/CAL messaging.

Requests to add/amend SITA addresses utilised for PAL/CAL messaging should be sent to airport.communications@easyjet.com.

1.4.4.5   Seat Allocation for Late-notifying PRM Customer

On occasion a PRM customer may only notify easyJet close to the departure time that they require special assistance. Seats should be allocated based on remaining seats available. However, if the only available seat is a restricted seat and Ground Crew are advised of this before the flight is closed, they must move customer who have not paid for their seat to accommodate the PRM customer and if applicable, one travelling companion.

1.4.4.6   When a Travelling Companion is Required for PRM Customer

We require some customer to travel with a companion whose primary role is to assist in case of emergency by helping the person with reduced mobility to follow instructions from the cabin crew and if necessary evacuate from the aircraft. This will be required in the following cases:

- If the passenger has a learning disability that prevents them from understanding and applying safety instructions;

- If the passenger is both blind and deaf, and is therefore unable to communicate with the crew;

- If the passenger has a movement based disability that prevents them from participating in an evacuation.

All unaccompanied WCHC customer bookings made via easyJet.com or by calling the CMC will be required to declare that they meet these requirements to travel unaccompanied. These passengers will be flagged with a "Y" indicator against their name in eRes.

WCHC passengers with this "Y" comment are not to be asked "fit to fly" questions again as they have already confirmed their eligibility to travel unaccompanied.

If a passenger, who is listed above, is travelling without a companion, and has NOT previously been asked the "fit to fly" questions, Ground Crew at the Airport are required to discreetly discuss the customer requirements at the first point of contact with the customer and confirm the following:

(a) That the customer understands that the crew will not be able to assist with:

- Consuming food and beverages;

- Personal care;

- Toileting needs; (it is acceptable for the passenger to say that they will not need to go to the toilet) and

- Administering medication.

(b) That the customer is able to:

- Unfasten a seat belt;

- Leave a seat and reach an emergency exit unaided;

- Retrieve and fit a life jacket;

- Don an oxygen mask without assistance; and

- Understand the safety briefing (including information communicated in accessible formats).

If the passenger is not accompanied by a companion and unable to confirm that they can carry out all tasks as outlined previously, or if they require any assistance that the cabin crew are not able to offer, the Airport Ground crew must inform the easyJet CDO for further advice and instruction.

Under no circumstances is it permitted for another customer not associated with the customer requiring assistance to act as the companion. Ground Crew must not ask for volunteers from the other customer.

EN

I confirm that in an emergency I can:
> Unfasten a seat belt;
> Leave a seat and reach an emergency exit unaided;
> Retrieve and fit a lifejacket;
> Don an oxygen mask without assistance;
> Understand the safety briefing (including information communicated in accessible formats).

Our crew will not be able to assist with:
> Consuming food and beverages;
> Personal care;
> Toileting needs;
> Administering medication.

ES

Confirmo que, en caso de emergencia, puedo:
> Desabrocharme el cinturón de seguridad;
> Levantarme del asiento y llegar a una salida de emergencia sin ayuda;
> Coger un chaleco salvavidas y ponérmelo;
> Ponerme una mascarilla de oxígeno sin ayuda;
> Comprender las instrucciones de seguridad (incluida la información facilitada en formatos accesibles).

Los miembros de nuestra tripulación no podrán ayudarte a:
> Consumir alimentos y bebidas;
> Cubrir tus necesidades de cuidado personal;
> Cubrir tus necesidades de ir al baño;
> Tomar medicinas.

DE

Ich bestätige, dass ich im Notfall:
> Einen Sicherheitsgurt öffnen kann;
> Den Sitzplatz verlassen und ohne Hilfe zu einem Notausgang gelangen kann;
> Eine Schwimmweste herausholen und anziehen kann;
> Eine Sauerstoffmaske ohne Hilfe anlegen kann;
> Die Sicherheitshinweise verstehe (einschließlich der in behindertengerechter Form übermittelten Informationen).

Unser Bordpersonal kann nicht helfen bei:
> Dem Verzehr von Nahrungsmitteln und Getränken;
> Der Körperpflege;
> Dem Besuch der sanitären Anlagen;
> Der Verabreichung von Medikamenten.

IT

Confermo che in caso di emergenza sono in grado di:
> Slacciare la cintura di sicurezza;
> Lasciare il sedile e raggiungere un'uscita di sicurezza senza assistenza;
> Recuperare e indossare il giubbotto di salvataggio;
> Usare la maschera dell'ossigeno senza assistenza;
> Comprendere le istruzioni del personale di bordo in caso di emergenza (comprese le informazioni comunicate in formati accessibili).

Il nostro equipaggio non sarà in grado di assistervi con:
> La consumazione di cibi e bevande;
> La cura personale;
> L'uso delle toilette;
> La somministrazione di medicinali.

FR

Je confirme qu'en cas d'urgence, je peux :
> Détacher ma ceinture ;
> quitter ma place pour rejoindre une sortie de secours sans assistance ;
> Saisir et enfiler un gilet de sauvetage ;
> Mettre un masque à oxygène sans assistance ;
> Comprendre les instructions de sécurité (y compris les informations communiquées dans des formats accessibles).

Notre équipe ne sera pas en mesure de vous venir en aide pour :
> La consommation de nourriture ou de boissons ;
> Les soins personnels ;
> L'hygiène personnelle ;
> L'administration de médicaments.

UNACCOMPANIED PRM

easyJet

1.4.5 Customer Requiring Medical Clearance

1.4.5.1 General

Medical clearance may be required by customer:

(a) Who appear to have a communicable disease or condition that could pose a direct threat to the health and safety of others on the flight.

(b) Whose medical condition gives reasonable doubt that the individual can complete the flight safely without requiring extraordinary assistance during flight (e.g., persons with acute medical conditions such as a recent heart attack, stroke, embolism or persons with recent surgery).

(c) Requesting medical treatment during flight (e.g., needing extra oxygen or other medical treatment like infusions).

This list is not exhaustive.

1.4.5.2 IATA Medical Information Form

easyJet do not recognise the IATA Medical Information Form.

1.4.5.2.1 Frequent Traveller's Medical Card

easyJet do not support Frequent Traveller's Medical Card (FREMEC).

1.4.5.3 Advance Notification

Customers are asked to advise of their needs as soon as possible after booking, up to 48 hours before travel. Customers can still notify after that time and all reasonable efforts must be made to accommodate their needs.

Permission to carry certain items must be made in advance. These include but are not limited to:

Oxygen – all types

Specialist mobility equipment

Medical items that would otherwise not be permitted for carriage.

1.4.5.4 Request for Assistance Without Advanced Notice

If a customer assistance requirements were not communicated at the time of booking or a customer is identified as a PRM or potential MEDA case upon departure, make all reasonable efforts to accommodate the customer.

Ask appropriate safety questions and record SSR codes in the customer booking.

1.4.6 PRM Management

1.4.6.1 Refusal of PRM's and/or MEDA Cases

PRM customers must not be refused carriage on the grounds of their disability or lack of mobility. However, PRM customers can be refused carriage if they do not meet safety and procedural conditions of carriage, and additional options to make them compliant are not available. For example:

- Travelling alone and unable to meet the fit to fly requirements.
- They are incorrectly documented (passport, visa, assistance dog documents).
- Vital medical equipment cannot be carried.
- Carriage could endanger the health and safety of others or the aircraft.
- Disruptive behaviour.
- Arriving late for Bag Drop/Boarding*.

*Before refusing a no show PRM customer at Bag Drop or the gate, a call must be made to the PRM provider to ensure the customer has not already presented themselves to them elsewhere in the airport.

A supervisor or manager must be contacted to discuss a potential PRM offload/refusal. The CDO must then be contacted and give their permission before action can be taken.

If accommodating a late arriving PRM will delay an aircraft, the Captain and CDO must be advised.

Where a PRM customer has been refused carriage, Ground Crew must assist the customer with transferring flights or arranging hotel accommodation if required.

1.4.6.2 PRMs During Disruption

Ground Crew must identify any PRMs during disruption events and prepare to assist them if they are unable to help themselves. This may mean transferring flights and arranging hotel accommodation for these customers as they cannot self-serve online.

1.4.6.2.1 Diversions

When a flight diverts, a movement message (MVT) will be sent to the diversion airport which will include any known PRM SSR codes. The diversion airport must make the necessary arrangements with the local special assistance team to assist any PRM customers on board.

1.4.7 Stretcher Transport

easyJet are unable to accept customer who require stretcher transport on any flights.

1.4.8 Pregnant Mothers

Pregnant mothers can be accepted for travel up to the end of the 35th week for single pregnancies.

Pregnant mothers expecting more than one baby (e.g. twins) can only be accepted for travel up to the end of the 32nd week.

Medical certification is not required for expectant mothers to travel.

1.4.9 Oxygen for Medical Use

Except for emergency situations easyJet will not provide customer with supplementary oxygen.

Once easyJet has accepted a customer requiring the use of oxygen on board an aircraft:

(a) Arrange pre-boarding for the customer

(b) Add appropriate SSR codes (OXYG) for assistance

easyJet

(c) Seat the customer in accordance with Restricted Seating, Section 1.1.4.3.

Oxygen Cylinders	1. The carriage of customer own small compressed oxygen or air cylinders is permitted for personal medical use only, provided the cylinders are no longer than 50 cm long and 25 cm in diameter and weight no more than 5 kg gross.
	2. A maximum of two cylinders are permitted per customer.
	3. Customer are required to carry a medical certificate confirming the cylinders are required for medical reasons and that they are fit to fly.
	4. Customer must be advised to make themselves known to the operating crew on boarding.
	5. The gas cylinders must be manufactured specifically for the purpose of containing and transporting that particular gas.
Oxygen Concentrators (Battery/Mains)	1. Mains or battery powered oxygen concentrators are permitted for carriage. (Batteries must be utilised if required on board).
	2. Customer are required to carry a medical certificate confirming the concentrator is required for medical reasons and that they are fit to fly.
	3. Customer may bring two spare batteries in cabin baggage; these must be individually protected to prevent short circuits ideally by putting them in original retail packaging or in separate pouches.
Oxygen Generators (Chemical)	1. Chemical Oxygen generators are not permitted for carriage.
Liquid Oxygen	1. Units containing refrigerated liquid oxygen are not permitted.

1.4.10 Inadmissible Customers and Deportees

1.4.10.1 Inadmissible Customers

1.4.10.1.1 General

An INAD is an inadmissible customer who is refused entry into a state by its authorities. An INAD should depart on the first available flight, as directed by the National Authority. The INAD customer must be identified to the Senior Cabin Crew Member prior to boarding and the Commander must be informed.

Additional Guidance can be found within the GHM Guidance section of the Connected Portal.

1.4.10.1.2 Unaccompanied or Accompanied Travel

In general, INADs travel without being accompanied.

INADs need to be accompanied if:

(a) The INAD physically resists carriage.

(b) The INAD has already been denied transportation by another airline.

(c) There is any sign the INAD might endanger the safety of the flight or passengers.

For the above reasons, unaccompanied INADs may also be refused at any stage.

1.4.10.1.3 Refusal

If an INAD resists transportation or gives rise to the assumption that he/she will be the source of annoyance to other passengers or crew members, only accept him/her according to the procedures for a deportee who is escorted by authorised personnel during the removal (DEPA).

1.4.10.2 Deportees

1.4.10.2.1 General

(a) DEPU is used to designate a deportee:

1. Who was formally ordered by the authorities to leave that State.

2. Who is under arrest.

3. Who has to be transported to another State for legal reasons.

4. Who has applied for asylum and is transferred to the state responsible for the application.

5. Described by the term in the "Dublin Convention" as reasons for transportation.

(b) DEPA is used to designate a deportee who is escorted by Law Enforcement Personnel escorts during the flight (accompanied):

1.4.10.2.2 Escorted Prisoners

(a) Prisoners travelling on easyJet flights will be escorted by officers from either the Police or recognised and appointed Civilian Security Firms.

(b) Prisoner movement will require the agency wishing to transport the passenger to notify the Government Repatriation team (GovRep) or customer disruption team and provide a risk assessment.

(c) Prisoners will only be accepted for carriage on the approval and authority of the easyJet Government Repatriation team (GovRep) or customer disruption team.

(d) Each prisoner will be accompanied by at least two escorts.

(e) Escorts will be in plain clothes. They will carry restraints but not firearms or Tasers.

(f) Escorts and prisoners will be subjected to a pre-boarding search on entry to the Critical Part.

(g) Prisoners can be handcuffed whilst boarding and disembarking the aircraft, to prevent escape, but must be removed whilst the doors are closed.

(h) In the event of a diversion, assistance must be sought from the local airport police.

1.4.10.2.3 Escorted Deportees

(a) Escorted deportees will require the agency wishing to transport the passenger to provide a risk assessment and notify:

   1. The easyJet Government Repatriation team or ICC on the day.

   2. Customer Disruption team if out of hours.

(b) Escorted deportees will only be accepted for carriage on the approval and authority of.

   1. The easyJet Government Repatriation team or ICC on the day.

   2. Customer Disruption team if out of hours.

The escorts will be given an authorisation number, which will also be added to the eRes booking by the easyJet Government Repatriation team or ICC on the day. This authorisation number confirms that the carriage of the escorted prisoners/deportees has been approved by the relevant easyJet teams (see above). If the authorisation number is not available in eRes or from the escort, confirmation will be required from ICC or the easyJet Government Repatriation or Customer Disruption that travel has been authorised. Notification to the Ground Handling Partners will come from the ICC.

Note: Notification/approval from the easyJet Government Repatriation team or ICC 'or the day' is dependent on the service level agreement defined by each respective AOC.

DEPU is used to designate a deportee who is not escorted by escorts during the flight (unaccompanied).

DEPU will require the agency wishing to transport the passenger to provide a risk assessment and notify:

   1. easyJet Government Repatriation team or ICC (on the day).

   2. Customer Disruption team if out of hours.

      • Under the Swiss AOC – the EZS SECM.

They will only be accepted for carriage on the approval and authority of:

   1. The easyJet Government Repatriation team or ICC (on the day).

   2. Customer Disruption team if out of hours.

Deportees will be given an authorisation number, which will also be added to the eRes booking by the easyJet Government Repatriation team or a member of the easyJet Customer Disruption team or under the Swiss AOC by the EZS SECM.

Note: DEPU may be accompanied by a medical escort.

The responsibility for deportees lies fully with the State(s) concerned.

At the Airport, the following procedures must be followed:

(a) The escorts will make themselves known to a member of Ground Crew.

(b) The supervisor on duty must handle these customers.

(c) Booking details must be checked and verified against the prisoner/deportee and Escorts. Often they will not hold any positive forms of identification, it is therefore imperative that:

1. Credentials and ID's of the Escorts are verified, along with the authorisation number found in eRes.

2. In the case of doubt the telephone number on the booking must be contacted to verify details.

(d) The supervisor must check in the prisoner/deportee and escorts away from the normal customer queue and escort them to the gate ready for boarding.

(e) The Ground Crew must pre-advise the Flight Crew and Cabin Crew of prisoner/deportee and escorts on board.

(f) Prisoners/Deportees must be fully clothed.

(g) Prisoners/Deportees should be boarded first and disembarked last. They must be able to be boarded and sat in their seats without delaying on time departure.

(h) Prisoners/Deportees must be able to board the aircraft normally (i.e. not carried).

(i) Prisoners/Deportees under Law Enforcement Personnel (DEPA) and escorts should ideally be seated at a window seat at the rear of the cabin, away from the aisles, near a toilet and not in a restricted seat.

(j) The aircraft Commander retains the option to refuse to carry a prisoner/deportee.

(k) Prisoners/deportees are entitled to the same safety and welfare provisions as other passengers. If unable to comply with these conditions, the prisoner/deportee must be refused travel.

1.4.10.2.4 Seating

Assign inadmissible passengers, deportees under police escorts (DEPA) and their escorts seats in the rear of the cabin, but not directly adjacent to exits, in accordance with Restricted Seating, Section 1.1.4.3.

1.4.10.2.5   Travel Documents

Hand the travel documents to the crew if required by the local authorities, local regulations in conjunction with Appendix D.

1.4.10.2.6   Refusal

Refuse the carriage of deportees or inadmissible passengers if they are likely to:

(a) Involve any risk to the safety of the flight.

(b) Involve any hazard or risk to themselves, other passengers or crew members.

(c) Cause discomfort or make themselves objectionable to other passengers.

Require special assistance from ground or cabin crew.

1.4.11   Disruptive Passengers

Air travel should be safe, enjoyable and crime-free. easyJet therefore aims to protect passengers, flight crew and ground crew from disruptive passenger behaviour. This behaviour will not be tolerated by easyJet.

In supporting this, easyJet will implement the following actions:

• Require Ground Handling Partners to provide training for conflict management, including recognition of potentially disruptive passenger events.

• Require ground crew to take all reasonable steps to prevent disruptive and drunken behaviour, including denying carriage, where appropriate, and to identify passengers who are acting in a way that causes concern in relation to safety and security.

• Encourage ground crew to seek police assistance during a disruptive incident that threatens the safety of the ground crew, other passengers or the aircraft.

• Require ground crew to identify such passengers by obtaining a positive identification.

• Encourage the police to prosecute disruptive passengers that have threatened the safety of easyJet passengers, crew or aircraft.

• Support easyJet and ground crew acting as witnesses if offenders are brought to trial.

1.4.11.1   Behaviours of Disruptive Passengers

Passengers are considered disruptive and should be offloaded if they are displaying any of the following:

- Acting in a manner that causes concern for the safety or security of the aircraft, crew or passengers. Their behaviour is such that there are concerns they may be unable to comply with safety instruction of crew in the event of an emergency.

- Appearing under the influence of alcohol or drugs.

- Unlawful possession of drugs.

- Behaving violently towards other people including ground crew.

- Using threatening, seriously abusive or insulting language or behaviour.

- Refusing to comply with any safety or security procedure/instructions.

- Committing a criminal offence at the airport or on board the aircraft.

1.4.11.2   Ground Handling Partner Responsibilities

Ground Handling Partners must be aware of both their authority and responsibility to refuse carriage of a passenger due to disruptive behaviour and the correct procedures for doing so. Ground crew can offload a passenger at the boarding gate without reference to the flight crew. The flight crew will not be involved in the decision making process but must be advised. Where applicable, ground crew should see assistance from a duty manager/supervisor when handling the disruptive passenger event.

1.4.11.2.1   Bag Drop/Boarding Gate

Ground crew should be encouraged to identify any passengers whose behaviour would suggest they might be unsuitable for carriage to their duty manager/ supervisors as early as possible.

Where a potential problem is identified, an assessment must be made by the ground crew member and the duty manager/supervisor whether to deny carriage of a passenger. Consider the situation presented and the behaviours listed above in Section 1.4.11.1 – Behaviours of Disruptive Passengers. Ground crew must use all appropriate de-escalation skills.

Aggressive Passengers
- Attempt to calm the passenger and defuse the situation using de-escalations skills, however, it may be necessary to walk away or let another staff member take over. An over assertive initial reaction might cause the incident to escalate further.

- Be aware of different cultures and treat disruptive passengers politely but firmly in a way that is appropriate to their conduct.

- Be aware that sometimes people with hidden disabilities or medical conditions may display behaviour similar to a disruptive passenger, bear in mind they are not in a familiar environment and this may be the reason for their behaviour.

- Physical intervention should be avoided and only used if you or colleagues are physically attacked, and no other course of action is available.

Videos and Photographs

If passengers attempt to video or photograph a disruptive incident they should be politely asked to stop. Any film or photographs remain the property of the passenger; operating crew/ground crew cannot confiscate cameras or film but should take the passengers contact information.

1.4.11.3 Requesting Police Attendance

Depending on the airport and the disruptive event, it may be necessary to call the police to intervene. When the police attend, ground crew must:

- Give them all necessary information about the incident so that a successful prosecution of the disruptive passenger can be mounted.

- Identify the disruptive passenger to the police.

- Seek police assistance to obtain a positive identification of the disruptive passenger.

- Request the following information from the police officers in attendance:

    – ID number of Police officer(s) in attendance and or the investigating officer(s).

    – Crime number or incident number.

    – Name and contact details of Police authority.

1.4.11.4 Positively Identifying Disruptive Passengers

In order to cancel a passenger's return sector or take any legal action, the disruptive passenger must be positively identified. Positive identification must be achieved by one of the following methods:

- A member of crew, an easyJet employee or member of the ground crew is shown a photographic identity document which clearly shows the identity of the disruptive passenger.

- The disruptive passenger's identity details are passed to a member of crew, an easyJet employee or member of the ground crew by a police officer.

Seat numbers and/or passenger manifests must not be relied upon to identify disruptive passengers.

In the case of groups travelling, each disruptive passenger in the group must be positively identified. Generally it is difficult to do this so it is recommended for Ground Crew to positively identify the main offenders.

1.4.11.5 Notification to easyJet

Where Ground Crew are concerned that a passenger's state or behaviour indicates they should be denied boarding, the passenger must be informed at the earliest appropriate moment that easyJet has decided to deny carriage.

easyJet's Conditions of Carriage allows for refusal of travel on the return or onward sector of a particular booking following a disruptive event, providing the company policy has been adhered to.

Where an event occurs and ground crew have been involved, they must:

- Add comments to the eRes booking with details of why the customer was denied boarding. There is a pre-defined comment available for use (Disruptive Passenger).
- Raise a GSR.

In addition when a passenger is denied boarding, they must also:

- Inform the Customer Disruption Officers (CDO) team in the easyJet.
- Integrated Control Centre (ICC).

When completing the GSR, Ground Crew should use the "Aide Memoir" (see below) to help give enough information in the report which may be used for prosecution. Confirmation of a positive ID should be added to the GSR with details of who confirmed it.

Ground Crew must also add the police details as outlined above if police are involved in the event. Flight crew and ground crew should co-operate fully with the police and give statements as requested.

1.4.11.6 Refusal of Travel Including Future/Return Travel

The decision whether to cancel a passenger's return sector rests with the CDO team and will be based on the circumstances of the event as advised by the Ground Crew and whether the passenger has been positively identified. In cases of doubt the CDO team will liaise with the Security Team and/or on call security manager.

Where a decision to refuse travel is taken, the passenger will be advised by a member of the easyJet CMC team.

1.4.11.7 Assessment of Disruptive Passenger Events

Based on the GSR that has been raised by Ground Crew and a positive identification has been confirmed, the event will be assessed by the easyJet security team against the easyJet banning matrix. Only with confirmed positive identification of the passenger(s) involved can any legal action or banning be taken.

The outcomes of the assessment are:

No Further Action (N.F.A.)

- The behaviour of the passenger is assessed against the matrix and does not meet the threshold for a Warning or No Fly sanction.

- No further action will be taken against the passenger.

No Fly List

- The behaviour of the passenger is assessed against the matrix and meets the threshold for a No Fly letter.

- The term of the No Fly will be dictated by the level of behaviour.

- The letter will be addressed to the Booker of the relevant flight.

Where there is a sanction imposed, an update will be sent to the reporter.

For events where positive identification has not been confirmed, GSR must still be raised and will be investigated, these are reviewed to see if any additional support can be given to the teams locally.

Court Support

Should Ground Crew be required to attend court as witnesses to a disruptive passenger incident, the easyJet Security Team will, whenever possible, provide the following support:

- Liaise with the police officers investigating the case.

- Meet with the ground crew to discuss court procedure.

- Accompany the ground crew to court.

1.4.11.8　Aide Memoir

Aide Memoire Regarding Evidence Required in SafetyNet Reports

The Security Team are keen to support our people following any incident particularly as a result of disruptive behaviour. Therefore it is important that as much information as possible is included in the initial report.

Please cover in your report the details below which will help in providing a comprehensive and detailed account of the incident for assessment.

Event

    (a) What was actually said by the disruptive passenger? (Please provide as much detail of exact words used/ threats/tone).

    (b) What exactly did the disruptive passenger do?

    (c) Were you assaulted? If so, how and what injuries did you sustain? (Take a photograph).

    (d) If police attend, obtain details of officers and contact details.

Disruptive Passengers

    (a) What was the disruptive passenger's name?

    (b) What was the passport number?

    (c) What was the date of birth?

    (d) How was positive identification made? (i.e. Did you or one of the crew see photographic ID or did a police officer confirm the passenger's details with you/show you the passport?)

    (e) Please supply name of staff member who made positive identification.

Disruptive Groups

We understand that disruptive incidents involving groups are challenging especially when trying to obtaining positive identifications and detailing the behaviour of individuals. The Security Team recommends that staff identify the main protagonists who are causing the most disruption and obtain and record their individual actions and positive identification in detail.

We believe it is better to be able to assess and take sanctions against one or two passengers than not to be able to assess any of the group at all.

1.5   PASSENGER DISRUPTIONS

1.5.1   What is Disruption?

Disruption occurs where a passenger is unable to travel on a flight as expected, or their flight arrives significantly later than expected. Wherever a passenger is disrupted through no fault of their own, easyJet must provide recovery, care and in certain circumstances, compensation in line with EC Regulation 261/2004.

This document does not apply to the following:

- Missed Connections
- Missed Flights
- Passengers refused carriage in line with easyJet Terms and Conditions

Types of Disruption

- **Delay** – Where we expect the flight to arrive at least 2 hours later than STA

- **Overnight Delay** – The flight will still operate, but postponed until the next possible flying day. To avoid operational conflict, these flight numbers will now start with a 9

- **Schedule changes** – Where we have retimed the flight to earlier or later than the original STD and notified the booker as soon as we reasonably can

- **Cancellation** – We're not able to operate the flight and it will be removed from the flying programme

- **Aircraft diversion** – The aircraft is forced to land at an unintended destination. We may continue to the intended destination or make other arrangements to get passengers to their final destination. On occasion the passenger may also depart from a different airport

- **Denied boarding** – See section 1.6

1.5.2 Passenger Entitlements

In line with EC Regulation 261/2004, passengers may be entitled to the following should their flight be disrupted for reasons beyond their own control:

- Right to re-imbursement or rerouting

- Right to care

- Right to compensation

The 'Customer Entitlements Table' on Connected provides clarity on when which entitlements are due.

1.5.3 Notification of Delays or Cancellations

Passengers can receive notification of a disruption to their flight through the following channels:

- **Flight tracker**

  – Available on easyJet.com or the easyJet mobile app for any flight delayed over 30 minutes and all cancellations and diversions

  – A specific reason and links to passenger entitlements will be provided for every delay over 1 hour and all cancellations

  – Prompts to collect refreshment vouchers (LRVs) will be posted for delays over 2 hours

  – For cancellations and delays over 3 hours, the reason may be categorised as an 'extraordinary' circumstance and therefore not eligible for compensation

  – For cancellations prompt the passenger to seek reimbursement, re-routing or care by providing them access to the Self-Service Disruption Portal (SSDP)

ICC can be contacted to update Flight Tracker should important information be missing.

- **SMS**
    - These may be sent for delays over 2 hours
    - Prompts to collect refreshment vouchers (LRVs) for delays over 2 hours
    - Will include new flights details for overnight delays
    - Will prompt passengers to use SSDP for cancellations
    - They are not sent for delays under 2 hours
- **Email**
    - Most commonly used to provide advance notification of schedule changes and cancellations
    - Will include new flight details for overnight delays and schedule changes
    - Will prompt passengers to use SSDP for cancellations
    - Will detail any options
    - May be sent after a disruption to apologise
- **Airport Information Screens** – Airport and Gate FID's should be updated at a minimum, every 30 minutes with accurate information.
- **Face-to-Face** Interaction from Ground Crew. Exact location and arrangements will vary depending on airport layout and size.
- **Announcements from Ground Crew**
    - Only easyJet approved announcements are to be used by Ground Crew
    - Outside of English speaking countries, announcements must be made in the local language, followed by English
    - At a minimum, announcements must be made every 30 minutes
    - If Flight Tracker or ICC SITA messaging has explicitly confirmed the flight is 'extraordinary' (therefore beyond easyJet's control and not entitled to claim compensation) Ground Crew must update passengers to this effect using the appropriate announcement template
    - The latest announcements can be found on the Connected Portal

1.5.4   Disruption Handling Procedures

Managing a Delay – Ground Crew Must:

- Update passengers using eRes updates at bag drop
- Provide Delays and Cancellations leaflets detailing passenger rights where a delay is over 2 hours
- Make announcements
- Advise passengers where to collect LRVs
- Support passenger requests

- Complete a Disruption Welfare Report

Where LRV redemption is not possible or would delay the flight further, the easyJet ICC and operating crew must be informed.

Managing an Overnight Delay – Ground Crew Must:

- Update passengers using eRes updates at bag drop
- Provide Delays and Cancellations leaflets detailing passenger rights
- Provide passengers with additional local information where available on the Connected Portal (e.g., Egypt, Morocco and Tel Aviv)
- Make announcements
- Advise passengers where to collect LRVs
- Advise passengers where to collect luggage
- Contact the relevant travel management company to organise hotel rooms, ensuring special room types are requested as necessary
- Organise local transport to and from hotels as necessary
- Inform passengers about Flight Tracker to receive any further updates once they have left the airport
- Support passenger requests
- Complete a Disruption Welfare Report

Where LRV redemption is not possible, the easyJet ICC must be informed. Hotels must be requested to provide refreshments.

Managing a Cancellation – Ground Crew Must:

- Update passengers using eRes updates at bag drop
- Provide Delays and Cancellations leaflets detailing passenger rights
- Make announcements
- Advise passengers where to collect LRVs
- Advise passengers where to collect luggage
- Contact the travel management company with expected numbers or rooms required and any special requests
- Direct passengers to Flight Tracker and SSDP
- Organise local transport to/from hotels as necessary
- Support passenger requests
- Complete a Disruption Welfare Report

Managing a Diversion (Departure)

Where disembarkation back into the terminal is required, delay/overnight delay/ cancellation procedures should be followed in addition to ensuring all flights must have the correct manifest.

Where eRes is unavailable, the process will be co-ordinate via easyJet ICC.

Managing a Diversion

- Provide Delays and Cancellations leaflets detailing passenger rights where the delay is expected to exceed 2 hours

- Provide passengers with additional local information where available on the Connected Portal (e.g., LYS-GVA, AGP-GIB, MUC-INN & KTW-KRK)

- Make announcements

- Advise passengers where to collect LRVs

- Where the flight will not continue to the arrival airport:

    – Advise passengers where to collect luggage

    – Where the flight has landed after midnight and coaches are not available to the arrival airport, ICC will initiate contact with the relevant travel management company to source accommodation

    – Organise local transport to and from hotels as necessary

    – Where ICC advise that transport and/or accommodation are not provided to the arrival airport, passengers can make their own arrangements and reclaim reasonable costs via the easyJet website

- For overnight diversions, inform passengers about Flight Tracker to receive any further updates once they have left the airport

- Support passenger requests

- Complete a Disruption Welfare Report

- In the case of offloads,

    – Access the original flight passenger and baggage manifest to ensure appropriate passenger and baggage offloads are accounted for

    – Gate bag manifest must be sourced from the origin station

    – All flights must have the correct manifest

1.5.5   How Do We Provide 'Right to Reimbursement or Re-routing'?

A passengers right to reimbursement or re-routing can be confirmed using the 'Customer Entitlements' matrix. We encourage all passengers to manage their disruption using our Self-Service Disruption Portal (Cancellations only). This can be accessed through 'Manage Bookings' on easyJet.com or via Flight Tracker. Where available, we direct passengers to SSDP in the first instance. Passengers may also claim a refund, voucher, change their flight and book hotel accommodation via the SSDP.

Re-routing Via easyJet

Ground Crew must direct passengers to SSDP to source re-routing.

Where necessary, Ground Crew can support passengers who cannot self-serve using the IROP function in Option 15 of eRes (further details available in eRes Manual). Flights cannot be oversold unless explicitly approved by ICC.

easyJet flight options must be provided in the following order:

- Direct easyJet flight – same route within 24 hours

- Direct easyJet flight – to or from an alternative airport within the same country as the original flight

- Indirect easyJet flight – same as above (this cannot be done via SSDP, Ground Crew will need to help passengers)

- Direct flights with alternate carriers within 24 hours

Where no re-route can be found with easyJet within 24 hours, Ground Crew should review availability for airlines with whom we have reciprocal agreements. If found, Ground Crew must then contact ICC with the flight options for that airport. Our reciprocal agreements are available on the Connected Portal.

Where re-routing cannot be found through reciprocal agreements, re-routing via Alternative Modes of Transport should be followed as described below.

For indirect options, an IROP should be performed for the first sector. The second sector must be added and paid for using the designated credit file for that airport (Top 50). If no credit file has been issued. Ground Crew must document the transfer requirement in the comments section of the booking and contact the Airport Support Line (ASL) or CDO outside of 0800–2000 UK Local time. Re-routing is only permitted country to country e.g., a LTN-MAD route can change to any UK–Spain route.

Documents and visas must be appropriate for any alternative routes booked.

Re-routing Via Alternative Modes of Transport (Non-easyJet)

If there are no easyJet flights available within 24 hours, passengers are entitled to use another mode of transport to reach their destination (e.g. another airline, trains, national bus etc.) and reclaim reasonable costs via easyJet.com.

Ground Crew can advise passengers to make their own booking with an alternate carrier and claim the money back via easyJet.com. This is the preferred option. Where a passenger insists that they cannot make the booking themselves, they can call the Customer Management Centre to help them with booking an alternate carrier.

Ground Crew must comment the booking so the Customer Management Centre Agents have as much information as possible.

1.5.6 How Do We Provide 'Right to Care'?

The following must be provided by Ground Crew for all delays over 3 hours (or 2 hours if flight distance is 1500 km or less) and all cancellations:

- Delays and Cancellation Leaflets

- 2 telephone calls, telex, fax or email messages per passenger

- Refreshment vouchers (LRVs)

These can be paper or electronic format and must be widely accepted, with any restrictions communicated to passengers.

Should issuing LRVs further delay the flight (40 minutes or less to ETD) or redemption will not be possible, advise ICC and operating crew.

Amounts must be offered in line with this table:

Sector Length	Sector Category	LRV Amount
Up to 1500 km	A	€4.50 or £3.00 (or local currency equivalent) for every 2 hours of delay
1500–3500 km	B	€4.50 or £3.00 (or local currency equivalent) for every 3 hours of delay
Over 3500 km	C	€4.50 or £3.00 (or local currency equivalent) for every 3 hours of delay
A Distance Matrix is available on the Connected Portal to support identifying Sector Length. The above amounts do not apply to Switzerland; amounts are detailed on the Connected Portal.		

The following must be provided to passengers where detailed in the 'Customer Entitlements' matrix:

- Hotel accommodation, including subsistence appropriate to the wait time. Passengers can source their own hotel using SSDP.

- Where we aren't able to source accommodation, passengers can make their own arrangements and reclaim reasonable costs via the easyJet website. If no accommodation can be sourced, and the passengers only option is to remain at the airport ICC must be informed.

- Passengers are permitted to return home instead of taking hotel accommodation.

- Subsistence appropriate to the wait time – Where hotels are provided they should include an evening meal and breakfast. Where it is not, the passenger can reclaim reasonable costs via easyJet.com.

easyJet

- Local Ground Transport – Must be provided where we expect a passenger to:

    – Travel to a hotel due to overnight delay

    – Travel between airports in the event of a diversion (only applicable where ICC confirm they will not arrange transport)

If transport cannot be arranged by easyJet, passengers can source reasonable arrangements and reclaim reasonable costs via easyJet.com.

1.5.7   How Do We Provide 'Right to Compensation'?

If the flight arrived 3 or more hours after the STA or is cancelled within 14 days of departure the passenger may be entitled to claim compensation.

If the cause of the disruption is classified as an 'extraordinary circumstance' passengers are not entitled to claim compensation. If Flight Tracker or ICC explicitly confirms the flight is 'extraordinary' (therefore beyond easyJet's control) you must update passengers to this effect to prevent unnecessary claims.

Compensation must be claimed on easyJet.com. How to claim is detailed on our Delays and Cancellations leaflet which must be provided for all delays over 2 hours, cancellations and denied boarding. Ground Crew should not promise compensation except where instructed by ICC.

Compensation amounts are set out as per EC Regulation 261/2004, and in line with the regulation we may reduce the amount payable by 50% should re-routing or alternative transport mean the passenger arrives at their final destination within:

- 2 hours of STA for Category A sectors (up to 1500 km)

- 3 hours of STA for Category B sectors (1500–3500 km and intra-Community)

- 4 hours of STA for Category C sectors (3500 km or more)

A Distance Matrix is available on the Connected Portal to support identifying Sector Length.

1.5.8   Ground Transportation

Ground Crew are expected to arrange ground transport when a large number of passengers require moving to another location e.g. from airport to hotels or between airports in the event of diversion etc.

Note: Some hotels will provide their own transport and this will be advised when the hotels are confirmed.

If transport cannot be arranged for the passengers, claims can be made for the cost of taxis, buses or local metro services to and from the airports but not unreasonable costs such as private limousines. Passengers must keep their receipts and make their claim on easyJet.com.

UK and French Ground Transport Providers – First Travel Solutions (FTS)

First Travel Solutions (FTS) provide all ground transportation during disruption in France (mainland) and the UK (including Northern Ireland). Ground Crew must phone all orders for ground transportation in to the FTS control room which is manned 24 hours per day. Contact details (these details MUST NOT be given to passengers):

UK Telephone: 01282 688110
UK Mobile: 07921 400833
French Telephone: +33 456 099 994 (French speaking)
Fax: 01282 688141
E-Mail: easyJet@firstgroup.com

Ground Crew will need to provide details of what is required, how many passengers need transport and where the transport will need to go (alternative airport name, hotel names etc.). FTS will respond to the Ground Crew by confirming what transport has been arranged, the name of the coach provider, estimated time of arrival and any other relevant details. Ground Crew should liaise directly with FTS in relation to any operational issues. For any issue that cannot be resolved directly with FTS, the event must be escalated to the CDO who has the authority to deviate from this policy.

Passengers who have requested assistance may also require access to an accessible vehicle. Where an accessible vehicle cannot be provided by FTS, Ground Crew must make alternative arrangements with another transport supplier that can provide accessible vehicles.

1.5.9   Disruption Welfare Reporting

- For all disruption events (cancellation, overnight delay, diversion, delay +2 hrs or denied boarding) Ground Crew are required to raise a report detailing the event.

- This report is available on the Connected home page and this link.

1.5.10   SSDP (Self Service Disruption Portal)

The SSDP will be activated by the CDO when flights are cancelled. Activating the portal allows passengers to manage their disruption by either requesting a refund, transferring to another easyJet flight or requesting a hotel if required.

A full guide to the passenger journey in the SSDP is available on the Connected Portal.

1.5.11   Travel Management Company Contacts

These details must not be given to passengers and are strictly provided for Ground Crew to arrange hotel accommodation as stated in this document:

TA Connections
Phone: 0044 (0) 800 041 8793
Email: dp.ezy@hotelconnections.com

1.6 WHAT IS DENIED BOARDING?

Denied boarding happens when a passenger or group of passengers are refused carriage on a flight, through no fault of their own and they have presented themselves for boarding before gate closure. This does not include situations where there are reasonable grounds to deny them boarding, such as reasons of health, safety or security, or inadequate travel documentation.

Passengers holding a confirmed reservation may be denied boarding due to a variety of reasons, for example:

- Overbooking of the flight

- Reduced aircraft seating capacity

- Reduced weight capacity

- Change of aircraft or version

If an aircraft downgrade or technical situation occurs on the day, ICC will advise Ground Handlers at the earliest opportunity.

1.6.1 Passenger Entitlements

In line with EC Regulation 261/2004, passengers may be entitled to the following:

Right to Compensation

Sector Length	Sector Category	Compensation Amount (Voluntary)	Compensation Amount (Involuntary)
Up to 1500 km	A	€300/£260 per customer	€250/£220 per passenger
1500–3500 km	B	€450/£390 per customer	€400/£350 per passenger
Over 3500 km	C	€650/£570 per customer	€600/£520 per passenger
A Distance Matrix is available on the Connected Portal to support identifying Sector Length.			

Compensation will be reduced by 50% if the passenger is re-routed on an alternative flight to their final destination, provided they arrive:

- Within 2 hours of the original flight arrival time, in respect of flights of 1500 km or less.

- Within 3 hours of the original flight arrival time for all flights between 1500 and 3500 km provided they are flying in Europe; or

- Within 4 hours of the original flight arrival time for any other flights.

Please note that compensation is only payable where the cause of the delay or cancellation is for reasons other than extraordinary circumstances e.g. weather.

Right to Reimbursement or Re-routing

If a passenger has been denied boarding they can also obtain the following:

- Reimbursement of the cancelled flight; or

- Reimbursement for the part or parts of their journey already made if the flight no longer serves any purpose in relation to their original travel plans, together with, where relevant, a return flight to the first point of departure, at the earliest opportunity; or

- Re-routing, under comparable transport conditions, to their final destination at the earliest opportunity; or

- Re-routing, under comparable transport conditions, to their final destination at a later date at your convenience, subject to availability of seats.

Note: Flights at the "earliest opportunity" can be with an alternate carrier.

Ground Crew should review availability for airlines with whom we have reciprocal agreements. If found, Ground Crew must then contact ICC with the flight options for that airport. Our reciprocal agreements are available on the Connected Portal.

For indirect options, an IROP should be performed for the first sector. The second sector must be added and paid for using the designated credit file for that airport (Top 50). If no credit file has been issued. Ground Crew must document the transfer requirement in the comments section of the booking and contact the Airport Support Line (ASL) or CDO outside of 0800–2000 UK Local time. Re-routing is only permitted country to country e.g. a LTN-MAD route can change to any UK–Spain route.

Documents and visas must be appropriate for any alternative routes booked.

Re-routing Via Alternative Modes of Transport (Non-easyJet)

If there are no easyJet flights available, passengers are entitled to use another mode of transport to reach their destination (e.g., another airline, trains, national bus etc.) and reclaim reasonable costs via easyJet.com.

Ground Crew can advise passengers to make their own booking with an alternate carrier and claim the money back via easyJet.com. This is the preferred option. Where a passenger insists that they cannot make the booking themselves, they can call the Customer Management Centre to help them with booking an alternate carrier.

Ground Crew must comment the booking, so the Customer Management Centre Agents have as much information as possible.

Right to Care

If passengers have been denied boarding involuntarily? They may be entitled to:

- Meals and refreshments in reasonable relation to the waiting time.

easyJet

- Hotel accommodation and transport between the airport and the hotel, where a stay of one or more nights becomes necessary.

- Two telephone calls, or telex or fax messages, or emails.

1.6.2   Protected Customer Groups

Within easyJet there is a 'protected' group of passengers. Wherever there is an operational reason to deny passengers from a flight, protected passengers must always be given priority over other passenger groups. If protected passengers are on a SAG list they will be given priority over other passengers. See SAG section below. Ground Crew must assist these passengers as they are less likely to be able to self-serve.

Order	Passenger Type	Identified by	Details
1	Passenger with reduced mobility	PRM SSR codes	Priority
2	Young Person (16/17-year-old) travelling on their own	YPTA SSR code	Priority
3	Holiday passengers	H or HOLS SSR code	Priority
4	Series Seat sale passengers	S in the booking	Other
5	Families with children under 12	CHD within the booking	Other
6	Other Passengers as directed by easyJet ICC	ICC to advise	Other

Passengers in groups 1, 2 and 3 may not be denied boarding without explicit authorisation from easyJet ICC. Where all passengers manifested are in a protected group, the group with the lowest priority group must be offloaded first, followed by the next lowest and so on.

These passengers cannot be volunteers.

Identifying Passengers in the Protected Passenger Group

For PRM and YPTA – Option 17 SSR Report

For Holiday and Series Seat sales – Option 10 – Flight Load Report

For children in a booing – Option 21 Manual Boarding

1.6.3   Denied Boarding – Voluntary

When we expect to deny boarding to passengers, Ground Crew must always ask for volunteers at the earliest opportunity. This will usually be at bag drop but may be at the boarding gate before or during boarding. Passengers from the protected passenger group cannot be volunteers.

The number of required volunteers may not be known until the last minute. For this reason, Ground Crew must continue to ask for volunteers at all touch points in order to satisfy our legal obligation and to make sure we have enough passengers who are willing to offload if required.

Note: When asking for volunteers, please consider any country entry restrictions that could affect the passenger if they are denied boarding or rerouted.

Any flight where there could be a need to deny passengers must be identified as early as possible. Examples of these are as follows:

(a) For operational/technical reasons e.g., aircraft downgrades, weight limitations, broken seat, fuelling, crew, etc.

(b) Overbooking on a flight, where the number of seats sold is greater than the number of seats available on the aircraft. Overbooked flights can be identified using option 10 in eRes.

(c) As directed by ICC, for example an Immigration Authority requires a seat on a fully booked flight and a passenger is offloaded to accommodate this. ICC will coordinate with the local ground handler.

Volunteers at Bag Drop

Where possible passengers should be advised at bag drop that there are more passengers than seats available and asked if they would be willing to surrender their seat (if required) in exchange for a seat on the next available flight and compensation.

Compensation amounts will vary depending on the length of the flight and will only be payable if the passenger does not travel on their original flight.

Ground Crew must check the amount before confirming to the passenger. A distance matrix is available on the Connected Portal.

Where a passenger volunteers at bag drop:

• Add the VDBC SSR code to the eRes booking

• Provide them with an airport reprinted boarding pass indicating they are a volunteer and destroy their original boarding pass

• Ask the passenger to make themselves known to Ground Crew at the boarding gate

• Any hold baggage must be processing as standard with a 'Standby' tag affixed so it is not loaded unless confirmed for travel

Volunteers Are the Boarding Gate

On affected flights, Ground Crew at the boarding gate are legally required to make a minimum of 3 announcements throughout the boarding process to advise passengers that we are looking for volunteers to give up their seats. Please check the distance matrix and the denied boarding compensation table for the correct details before making an announcement.

These announcements must be made at the following stages of boarding:

(a) After the initial boarding announcement

(b) After eJ+ and Special Assistance passengers have been boarded

(c) During "all remaining" group boarding

Where not enough volunteers come forward, the last passenger(s) to check-in must be identified and placed on SAG. **These must not be passengers listed in the protected passenger group.**

Accepting or Declining Volunteers onto a Flight

Where a passenger volunteers at the boarding gate, they should be asked to wait until boarding has finished.

When boarding is complete Ground Crew must offload any no show passengers from the system and ensure any hold bags are offloaded from the aircraft by passing the full bag tag numbers to loaders. If seats are available on the aircraft. SAG passengers must be accepted for travel before any volunteers.

Once all other passengers and SAGs have been boarded, seats can be allocated to the volunteers. If all volunteers can be seated on the aircraft there is no reason to deny them boarding.

If there are not enough seats available to accommodate all volunteers:

- Advise the passenger their request to volunteer is gratefully accepted.

- Inform the passenger they have been voluntarily denied boarding and provide them with a 'Denied Boarding' leaflet detailing their entitlements and the denied boarding direct contact numbers.

- Denied boarding passengers must be transported as soon as possible to their destination. If an alternative transport option is available prior to the next easyJet flight, they are able to take this option and claim via the easyJet website.

- Document the reservation to support compensation and welfare claims where any passenger is denied boarding. This must include:

    – The amount of compensation offered

    – Voluntary of involuntary denied boarding

    – Reason for denied boarding (commercial or operational)

    – Explicitly who was denied

1.6.4   Denied Boarding – Involuntary

Involuntary denied boarding will take place when volunteers have been requested at least 3 times during boarding and when not enough or no volunteers have come forward.

In this situation Ground Crew must identify the last passenger(s) to check in either online or at the airport. If any of these passengers are in the protected passenger groups they must remain on board and the next passengers must be identified until enough passengers have been selected for offload. The last passengers to check in (excluding the protected passenger's group) must be prevented from boarding wherever possible.

How to See the Last Checked-in Passenger

- Online check in will close at -2 hours so the last checked in passengers will be those who checked in at the airport. That sequence number starts at 1.

- Passengers who have checked in online/app will have a sequence number starting with S501.

- To select the last checked in passengers, start with the highest airport check in sequence number and work down, followed by the highest online sequence number and work down until you have the required number of passengers that you need to offload.

- The sequence number can be found in the Flight Close report and Ground Crew must.

- Ground Crew must ensure that the protected groups are excluded.

Once the offloaded passengers have been selected, Ground Crew must remove them and their bags from the flight. Ground Crew must provide assistance for the passenger where applicable.

1.6.5 Denied Boarding Leaflet

Passengers who have been denied boarding (voluntarily and involuntarily) must be provided with the 'Denied Boarding' leaflet that will explain their entitlements, how to claim their compensation and what happens next. This is available in a number of languages on the Connected Portal.

1.6.6 Travel Companions

Ground Crew must encourage all passengers who have not been denied boarding to travel. Where a passenger is denied boarding and their travel companions choose not to travel as a result, they can be offered the following:

- Compensation to those denied boarding, and one other companion only (regardless of how many people chose to offload with the passenger). Compensation will be offered to children who could not otherwise travel without the parent/guardian who is being denied boarding

- Denied boarding passengers and their travel companions will be able entitled to 'Rights to Care' and 'Rights to Reimbursement or Re-routing'

- Denied boarding passengers and their travel companions must be transported as soon as possible to their destination. If an alternative transport option is available prior to the next easyJet flight, they are able to take this option and claim via the easyJet website

1.6.7 Passengers Who Have Purchased Extra Seats

Passengers who have purchased extra seats can be asked to volunteer these seats and would receive compensation per seat they surrender (providing the booking is correctly documented to this effect). They do not have to surrender their additional seats.

1.6.8 Managing "Seat at Gate" Passengers

A Seat at Gate (SAG) passenger is a passenger who has not had a seat confirmed as part of the check in process and is put on a list to wait for seat allocation at the boarding gate.

This will usually happen because of overbooking or capacity restrictions on a flight, but this can also occur for other seating irregularities (e.g., passenger requiring assistance is seated in a non-preferred seat).

Whenever a passenger is given SAG status because of capacity, Ground Crew must issue the passenger with the 'Seat at Gate Explained' leaflet which further explains the process. This is available in a number of languages on the Connected Portal.

Accepting SAG Passengers
- At bag drop, if seats are available, Ground Crew can allocate confirmed seats to these passengers which will remove them from the SAG list.

- At the boarding gate, once boarding is complete:

    – Offload any No Show passengers and release seats

    – Release seats from volunteers, as needed

    – Ensure hold bags are offloaded from the aircraft by passing the bag tag numbers to loaders

    – Identify any available seats

– Accept priority passengers on SAG list

– Accept remaining SAG passengers on-board prior to any volunteers

– Accept volunteers on-board in sequence order

Looking for Volunteers

• If a flight has Seat at Gate passengers listed, there is a chance that passengers may be denied boarding. Ground Crew shall follow the denied boarding processes outlined above with regards to requesting volunteers.

Denied Boarding of SAG Passengers

• If there are not enough seats available to accommodate all SAG passengers:

– Advise the passenger we asked for volunteers, but unfortunately not enough have come forward

– Inform the passenger they will be involuntarily denied boarding and provide them with a 'Denied Boarding' leaflet detailing their entitlements and the denied boarding direct contact numbers

– Denied boarding passengers must be transported as soon as possible to their destination. If an alternative transport option is available prior to the next easyJet flight, they are able to take this option and claim via the easyJet website

– Document the reservation to support compensation and welfare claims where any passenger is denied boarding. This must include:

◆ The amount of compensation offered

◆ Voluntary or involuntary denied boarding

◆ Reason for denied boarding

◆ Explicitly who was denied

– Use the pre-defined and free format comments to document eRes with accurate information

Protecting PRM, Young Person's Travelling Alone (YPTA) and Holiday Passengers on SAG

Under no circumstances should a PRM, YPTA or Holidays passengers be denied boarding unless approved by the CDO.

Below is what is required if a PRM, young person travelling alone (YPTA) or a Holidays passengers appear on the SAG list:

• Ground Crew must identify who is the last passenger(s) to check in.

• Boarding must not begin until this situation is resolved.

• The number of passengers that need to be identified should at least match the number of priority passengers on the SAG list.

- Ground Crew must make at least 3 announcements offering compensation as outlined above for voluntary denied boarding, to offload on to the next available flight.

- If no volunteers have come forward for this amount, the supervisor must call the CDO to advise that a PRM, YPTA or Holidays passenger still remains on the SAG list. They will discuss the options and increase the amount of compensation being offered.

- If no-one volunteers for any amount, Ground Crew must call forward the already identified last checked in passenger(s) and advise them they are being denied boarding on this flight. Ground Crew must state that volunteers were asked for but there were no volunteers, and they will be offered €1500 compensation and all associated welfare and assistance.

- Comments must be added to the eRes booking including free format comments to record the additional amount of compensation agreed and why.

- Assistance must be given to the passengers who have been denied boarding.

1.6.9 Additional Passengers on Board

If there is a situation where an additional passenger is on board, the Cabin Manager will establish if any easyJet employees are on board and check if they can travel in the jump seat. If there are no employees on board eligible for the jump seat, the captain will make a PA looking for volunteers and offering a higher amount of money. If no-one volunteers, the captain will discuss options with the CDO/NDM, and the people involved to find a resolution so the flight can depart. Generally, it will be the last checked in or SAG passenger who will be removed.

When asking for volunteers, please consider any visa restrictions that could affect the passenger if they are denied boarding or rerouted.

1.6.10 easyJet Holidays

easyJet Holidays offer ATOL protected package holidays to passengers who want to book flights and hotels together. These package holidays can be purchased via www.easyjet.com/holidays.

Ground Crew can identify an easyJet holidays passenger by the 'H' or 'HO' next to their name in the reservation. These passengers are included in the Protected Passenger Groups and have the following entitlements as part of their reservation:

- easyJet return flights

- 23 kg bag per person

- Hotel accommodation

- Transfers (beach holidays only)

Ground Crew are NOT permitted to make any changes to any part of an easyJet Holiday's booking. A warning will be displayed if you are entering an easyJet Holiday's reservation. If changes are required Ground Crew must apologise and explain to the passenger that they will need to call the dedicated customer service team for easyJet Holidays. The easyJet Holiday's customer service team will manage all aspects of the booking including all forms of disruption such as delays, cancellations and missed flights.

easyJet Holiday's passengers must NEVER be accepted as a volunteer to offload from a flight.

1.6.11   Adding Comments to the Booking

In any event where a passenger is denied boarding comments must be added to the reservation. This is, in the event of an investigation and/or claim, the Customer Management Centres (CMC) can see what the passenger has been provided or offered and can resolve the query as quickly as possible.

Pre-defined and free format comments must be added to the reservation.

Note: If not all members of a group booking are affected, ensure the name of the affected passenger(s) is stated in free format comments.

1.7   BOOKING HOTELS

For more detailed information on booking hotels, please refer to Connected Guidance – Booking hotels.

1.8   MISHANDLED OR UNCLAIMED BAGGAGE

1.8.1   General

(a) Mishandled or unclaimed baggage include one or more of the following baggage disruption incidents:

1. Delay of checked baggage

2. Loss of checked baggage

3. Damage or partial loss of checked baggage

4. Pilferage of baggage or items from baggage

(b) Enter mishandled or unclaimed found baggage details into World Tracer.

(c) Passengers must be provided the relevant easyJet Baggage Letter and their World Tracer file reference number.

(d) Legal time limits apply to the reporting of loss, delay, damage or pilferage of baggage.

(e) Reason for loss codes – these are available on Connected and must be used by Ground Crew.

(f) Fault station – this is assigned depending on the type of World Tracer file created.

1.8.2 Storage of Mishandled Baggage

Store mishandled baggage in a safe and secure area where access is controlled. Make sure baggage is subject to security controls before being loaded into an aircraft.

1.8.3 Handling of Mishandled Baggage

1.8.3.1 Unaccompanied Hold Baggage

The carriage of unaccompanied hold baggage is permitted on easyJet aircraft providing the baggage has been re-screened prior to acceptance and documented as such. It is the duty of the appointed person to ensure that all unaccompanied hold baggage has been subject to additional security screening prior to acceptance.

Unaccompanied hold baggage must be:

- Forwarded without charge by the fastest possible means

(a) Included in baggage counts for load control purposes

(b) Re-screened to the appropriate standard before loading unless:

    1. The baggage is exempt from rescreening (See 1.8.3.2); or

    2. The baggage has become unaccompanied due to factors beyond the customers control (See 1.8.3.3)

(c) Labelled with a completed easyJet rush form/electronic form with a copy retained within the flight file

Note: Local procedures for the rescreening of unaccompanied baggage must be approved by the competent authority

1.8.3.2 Exemptions from Re-screening

1.8.3.2.1 Within EU Member States (including Iceland, Liechtenstein, Norway and Switzerland)

Hold baggage that becomes unaccompanied baggage may be exempted from rescreening provided that:

(a) A risk assessment has been completed by the air carrier

(b) The air carrier has established that:

    1. The baggage has been screened at least with standard 3.2 equipment or higher or

    2. The baggage has already been screened at least with EDS equipment and the images of the screened baggage have been re-examined by:

        i. By two different screeners, independently, in case standard 2 EDS equipment was used or

easyJet

ii. A single screener in all other cases

Note: Procedures developed to exempt baggage from re-screening must be developed with the airport authority and notified to the competent authority prior to implementation

1.8.3.2.2 Within the UK

Hold baggage that becomes unaccompanied baggage may be exempted from re-screening providing the air carrier has an operational protocol in place, which has been approved by the UK Civil Aviation Authority that ensures the following conditions are met:

(a) Standard 3 (or higher) EDS equipment was initially used to screen the hold baggage and is used to re-screen the hold baggage that becomes unaccompanied

(b) The correct bag image is reviewed and that information about the outcome of the original screening process is available to the screener

(c) The operational protocol implemented by the air carrier must specify an agreed list of circumstances in which the option to rescreen hold baggage that becomes unaccompanied will never be used. This list must include any circumstances in which the customer:

1. Has not entered the security restricted area

2. Has been detained and/or not allowed to board the flight for security related reasons

3. Has voluntarily disembarked the aircraft

4. Has left the security restricted area

(d) A process must be in place that has been agreed by the airport authority to ensure that the person making the decision described in (e) is reasonably able to ascertain that none of the circumstances described in (c) apply

(e) The air carrier must designate a person responsible for making the decision to offload the baggage

(f) The decision to offload baggage must take into account all the available relevant information about the customer and the customers whereabouts, including factors listed in (c) and in accordance with the operational protocol

(g) When reviewing the image, the screener must be aware of the possibility that the baggage has become unaccompanied because of the customers own actions

(h) The baggage must only be cleared for carriage if the screener conducting the review is fully satisfied that it does not contain a prohibited article

(i) Where the baggage is not cleared for carriage by the screener, the person making the decision to offload baggage must be informed and the baggage must not be loaded

(j)   The air carrier must provide messaging agreed with the UK Civil Aviation Authority to passengers whose baggage are transported without them to underline that the baggage was subject to additional screening procedures before being flown

(k)   The air carrier must have a quality assurance programme in place, agreed with the airport and the UK Civil Aviation Authority to verify its effective operation

1.8.3.3   Factors Beyond the Customers Control

Where a bag has not been loaded on its intended flight, no additional screening is required for the bag to be carried unaccompanied providing the bag has remained in the critical part and the reason for the bag not being loaded has been determined as beyond the customers control as follows:

(a)   The customer was denied boarding and did not volunteer to give up their seat; or

(b)   The customers baggage was re-routed onto another flight, and it was not at the customer's request; or

(c)   The baggage failed to transfer between two flights due to unforeseen reasons, causing it to miss the departing flight; or

(d)   There was a malfunction of the baggage system, causing the baggage to miss the departing flight; or

(e)   The baggage was loaded onto an aircraft other than that for which it was checked in; or

(f)   A risk assessment has been completed by easyJet via ICC and a decision not to load or unload a bag for operational reasons has been taken and the customer has not influenced the decision by changing their travel itinerary

If it has been established that the reason for the bag not being loaded onto the intended flight was beyond the customer's control and the customer travelled on the intended flight the alternate rush procedure may be followed (see 1.8.3.4)

Note: The person completing the assessment to determine whether the reason for the bag not being loaded on the intended flight was beyond the customers control must not have been involved with the flight on which the bag was originally intended to travel

1.8.3.4   Alternate Rush Procedure

If it has been established that the reason for a bag not being loaded onto the originally intended flight was beyond the customers control and the customer travelled on the intended flight, the following procedure may be applied for the bag to be carried unaccompanied in place of the standard rush procedure:

(a)   Place completed 'mini rush' stickers either side of the original bag tag

(b)   easyJet mini rush checklist must be completed and retained with the flight file

easyJet

1.8.4   Delivery of Mishandled Baggage

Mishandled baggage shall be delivered in line with easyJet delivery process. Additional information can be found in the GHM Guidance Material section on the Connected Portal – 'Delayed Luggage Deliveries'.

1.8.5   On-hand Baggage

On-hand baggage or unclaimed found baggage is baggage that has missed the flight upon which it was intended to travel. The ground handler that created the on-hand file is responsible for the tracing for the first 5 days. Then it is sent to secondary tracing for further action.

A delayed bag is a checked bag that was not available to the passenger when he arrived at his destination.

1.8.6   Secondary Tracing

Secondary tracing is completed from day 6 to 45 and this is the process of taking over the responsibility and further actions for open mishandled baggage tracing files. Secondary tracing is handled by easyJet's Central Baggage Services department. Contact details can be found on the Connected Portal.

1.8.7   Mishandled Mobility Aids

Damaged, delayed or missing mobility aids must be handled as a priority.

(a) Provide a suitable equivalent loaned item or replacement

(b) Document the reservation and create a file in World Tracer

(c) Notify easyJet in line with Urgent Claims process in the GHM Guidance Material section on the Connected Portal

(d) Arrange for the repair or replacement of the item, if needed.

Intentionally Blank

Ground Handling Manual - Expiry Date: **31-Mar-2025**
Uncontrolled if printed

easyJet

2 BAGGAGE HANDLING PROCEDURES

2.1 THE BAGGAGE JOURNEY

This chapter presents the flow of baggage handling from the planning and preparation of activities, though execution and monitoring of the processes with the exception of baggage check-in procedures which are addressed in Chapter 1 of this manual.

This chapter covers standard baggage handling procedures that can be implemented. Since airlines and airports are different, deviations from these procedures are possible.

Note: INFORMATION SHARING: easyJet does not share tracking information.

Hold baggage needs to be protected from unauthorised access from the point that it accepted (See D.7).

2.2 BAGGAGE ACTIVITIES

2.2.1 Introduction

There are several baggage activities that take place in an airport. These can be broadly classified as:

(a) Passenger Baggage Acceptance – See GHM 1.1.6

(b) Baggage Handling – This Chapter 2

(c) Aircraft Loading – See GHM 4.5

Note: Passenger Baggage is baggage that remains with the passenger during their journey and travels in the hold of the same aircraft as the passenger. This may include cabin baggage retrieved due to various reasons and may need to be checked in. Refer to GHM 1.1.6.

2.2.2 Personnel Roles

Throughout this chapter reference is made to tasks that are performed in order to execute baggage operations. These tasks may be undertaken by different types and groups of staffing depending upon the operation size and structure at the airport. Typical roles include:

(a) Management: Responsible for overseeing the performance of the operation, making decisions on how to operate based upon feedback from the Ground Crew.

(b) Support Ground Crew: Responsible for planning baggage operations and collecting metrics, including rerouting misconnection to ensure a smooth baggage operation.

(c) Baggage Ground Crew: Operational Ground Crew who are responsible for the movement and monitoring of baggage through the dedicated baggage makeup areas, (including immediate reporting of any unauthorized persons in the baggage make-up area) reconciling baggage and collecting/delivering baggage from/to the aircraft.

(d) Ramp loading Ground Crew: Operational Ground Crew who are responsible for ramp activities including loading and/or offloading and immediate reporting of any unauthorized persons on the ramp (without airport badge in a visible place).

2.3 SAFE BAGGAGE HANDLING

It is important that personnel are aware of all risks associated with baggage handling, and that they are properly trained, and follow the guidance below as a minimum to ensure their health and safety:

(a) Handling techniques:

1. Baggage handling operations require personnel to manually handle equipment and baggage such as pushing and pulling non-motorized GSE (e.g. Baggage cart), loading heavy bags, ULDs, etc.

2. Baggage Ground Crew member should be aware of best lifting techniques to be utilized at all times to reduce the risk of injury whilst handling baggage.

3. Refer to AHM 462 for handling techniques and principles of manual handling.

(b) Baggage Ground Crew members should not lift more than their physical capabilities to avoid injuries. Where available, make use of assistive devices for moving heavy loads.

(c) Ensure that appropriate personal protective equipment (PPE) is available and used.

(d) Ensure that baggage is handled in an appropriate manner, e.g. positioned rather than thrown onto the belts.

(e) When using baggage carts or dollies use the safety precautions in GHM 3.1.3.3.

(f) Verify the coupling/uncoupling of the baggage carts, dollies/trailers and ensure nobody is working between or nearby prior to moving.

Danger:
Be extra careful of your hands, fingers, and feet when moving and connecting baggage carts or dollies to the tractor or equipment.
Always use the handle and never the tow ring. Seek assistance, if required.

2.4 DEPARTURE BAGGAGE HANDLING

2.4.1 Planning

Depending on the size of operation in a station it is important that for each departing flight, a pre-planning process is put in place to ensure:

(a) Review expected baggage for each departing flight and plan for:

1. The numbers of baggage items and their types.

2. Equipment such as baggage carts (dollies).

3. Handling of any special baggage items that are planned for departure.

4. Ground Crew assigned to deliver baggage to/from the aircraft staging area, refer to 4.5.6.2.

(b) Review of the departure flight parking stand location to plan for on-time delivery of bags.

1. Determine the driving time to the departure stand.

2. Determine any special conditions for the use of the stand, such as supervision of baggage awaiting loading or additional security measures in place for the flight.

(c) Plan any special handling equipment that will be used and brief on the use as needed. This may include processes and procedures for handling mobility devices, weapons etc.

(d) Determine the duration of the planned activities so that the personnel and equipment can be scheduled for further tasks.

2.4.2 Preparation for Departing Baggage

(a) Verify the build location that has been allocated for the departure flight:

There may be more than one build location for the flight, such as:

1. Specific segregations being built in different areas.

2. There may be a specific build location for out-of-gauge items, e.g. sporting equipment etc.

(b) Ensure that the baggage personnel working at the out-of-gauge baggage point are aware of the build and/or allocated stand for delivery of items that arrive at the out-of-gauge point.

(c) Ensure that the signage for the flight departures is up to date (stand information is appropriately displayed).

(d) Ensure that the ground personnel handling the flight are aware of any special baggage item processing, especially mobility devices.

2.4.3   Execution of Departing Baggage

(a) Ensure that the baggage build location (e.g. baggage chute/carousel/ lateral) for the departing flight and segregation is correct by validating against the baggage sortation plan;

If bags that are destined for another build area arrive at the build output, then ensure that:

1. The baggage handling system team are notified.

2. Move these bags to the correct build output/pass to baggage handlers.

(b) Ensure that any baggage carts being used are serviceable refer to GHM 3.1.3.3.

(c) Ensure all mandatory screening and securing of baggage is performed as required.

(d) Produce hold baggage manifest showing the correct flight and segregation of baggage for that baggage cart.

To identify baggage carts, and to allocate the appropriate segregation and flights, it is necessary to number the hold baggage manifest. Apply sorting and loading procedures for carts based on easyJet's procedures with respect to checked items tagged as:

1. Priority baggage

2. Heavy baggage

3. Late baggage

4. Fragile baggage

5. Sporting equipment

6. Mobility aids or devices

7. Crew baggage

8. Baby Strollers/Push chairs

9. Gate Delivery Items

10. Standby baggage

11. Items with a limited release tag.

(e) All baggage handling systems are subject to errors. This means that occasionally baggage will be directed to either a default output point or arrive at the wrong output point. Without human action, these bags will miss their intended flight. Therefore, based on the local provider and/or airport authority, and subject to airline and ground handler's agreement, it is advised to have baggage teams that can take these bags from the incorrect output location to their intended location or flight.

(f) When the baggage cart is filled and an appropriate number of baggage carts are available for delivery, the build is complete or at an operation specified time before departure:

(g) At the completion of the baggage build process the baggage personnel should make a cross-check that the baggage has been built according to the loading instructions for the departing flight with load control.

2.4.4 Handling Gate Delivery Items

(a) The passenger team will identify and label any baggage that is taken from a passenger at the gate due to size and weight restrictions.

(b) The passenger is advised to leave the item at the designated area and the handler will take it to the aircraft for loading.

The baggage is then loaded as per the loading instruction.

Note: Refer to 1.1.6.12 for Delivery at Aircraft procedures.

2.4.5 Monitoring the Departing Baggage Operation

Baggage performance monitoring is a key element of an airline and baggage handling operations. There are a number of metrics that can be captured and applied to key performance indicators. The actual metrics used to monitor the operation depend upon the ground handling services providers and airlines involved. Figures that may be useful include:

(a) Left behind baggage numbers.

(b) Numbers of bags accepted late from check-in/baggage system.

(c) Number of bags received that are tagless.

(d) First Bag Loaded.

(e) Last Bag Loaded.

(f) Number of gate bags.

(g) Number of bags delivered to the incorrect system output.

A list of 'Reason for Loss and Fault Station Guidance' can be found to support on the easyJet Connected Portal. Each delayed/damaged luggage file will have a Reason for Loss (RL) code that will help identify the reason.

2.5 TRANSFER BAGGAGE

easyJet does not accept transfer baggage.

2.6 TERMINATING BAGGAGE (ARRIVAL BAGGAGE)

2.6.1 Planning

(a) Review the information messages (Baggage Manifest Message, Load Distribution Message, etc.) for the arriving flight to determine the number and location of terminating and transfer bags.

(b) Review the arrival flight parking stand details.

(c) Determine the aircraft arrival activities including the time at which the ramp team should be at the stand in order to ensure they are there before the flight arrives.

(d) Plan any special handling equipment and briefing needed to meet the incoming aircraft.

2.6.2 Preparation for Terminating Baggage

(a) Allocate/confirm a reclaim point for the arrival flight based on the number of terminating bags expected.

(b) Allocate/confirm the terminating baggage "inject" point.

(c) Verify that all the equipment allocated is in good working order.

(d) Ensure that the baggage team are aware of the delivery locations for terminating baggage.

(e) Ensure that the signage for the arrival flight is up to date and appropriately displayed.

(f) Ensure the team meeting the aircraft are aware of any special items, especially mobility aids.

2.6.3 Execution of Terminating Baggage

2.6.3.1 Collection

All easyJet baggage is terminating.

2.6.3.2 Delivery

(a) Deliver the baggage to the designated location for terminating baggage.

1. Observe the priority plan for the offload. Typically, the priority plan is to place commercially important baggage (bags tagged with a Hands Free tag) onto the reclaim first, then to place all remaining baggage onto the reclaim.

2. Observe such government required screening and securing of baggage as appropriate.

easyJet

3.   First Bag/Last Bag Time Recording: These times are often key metrics for monitoring baggage performance. Some systems can record this time automatically when a bag is scanned by an Automatic Tag Reader (ATR), whilst others require manual action such as pushing a button.

     i.   Where a system is provided that requires a manual operation to indicate the delivery of the first bag then use this when the first bag is delivered.

     ii.   If no system exists then record the flight number and time of first bag delivery manually if this is required by local procedures.

     iii.   Once baggage delivery is complete, record the time of the last bag either manually or using a system if such a system is provided.

(b)   Ensure that there is good communication between the ramp and baggage operations teams and the passenger team regarding the process of the unload, especially in the event of issues or delays.

(c)   If a bag is visibly damaged, then the bag should be secured as per local requirements.

(d)   Baggage that has been delivered to the arrival hall must be rescreened before being loaded onto another aircraft.

(e)   Transfer baggage that is accidently delivered to the arrival hall should be stored securely until processing for transfer.

2.6.3.3   In the Arrivals Hall

(a)   If the reclaim belt is overloaded with bags, then bags should be removed from the belt and set aside in a secure manner (i.e. can be observed) in an area that does not present a safety risk for passenger.

(b)   Once all bags have been delivered to the reclaim and passengers have progressed away from the reclaim area then a sweep of the baggage belt should be undertaken to remove RUSH bags and any unclaimed/remaining bags to the lost and found office or other designated area for further processing.

See GHM 4.5.6 for Load handover and inspection of the load.

2.6.4   Monitoring of Terminating Baggage Processes

It is important that handlers ensure passengers do not have to wait for an excessive amount of times and Ground Handlers should monitor performance times.

(a) First Passenger to First Bag

This is the time between the first passenger from an arrival flight arriving at the baggage carousel and the first bag from the same flight being delivered to the carousel. This is a measure from the Airport Design Reference Manual.

(b) Last Passenger to Last Bag

This is the time between the last passenger from an arrival flight to the last bag from the same flight being delivered to the baggage carousel. This is a measure from the Airport Design Reference Manual.

Note: Both the above measures are very hard to record, as it is not always evident when the first and last passengers arrive at a reclaim carousel, especially if that carousel is allocated to several flights.

(c) First Bag Delivery Time

This is the time of delivery of the first bag to the baggage reclaim belt.

(d) Last Bag Delivery Time

This is the time of delivery of the last bag to the baggage reclaim belt.

(e) Baggage Delivery Duration

This is the duration of the delivery of baggage for an arrival flight, measured from the first bag delivery time to the last bag delivery time. It is also possible to record the delivery time for specific baggage types, such as all priority baggage.

(f) Bags Damaged on Arrival

This is a count of the number of bags delivered to the baggage reclaim belt that have been damaged during their journey. This damage can occur at any point in the journey, or the passenger may have used a bag that was damaged before their journey started. It is useful to record this as it allows the number of damaged bags on different flights to be compared

(g) Bags Delivered Out of Plan

This is a count of the number of bags that have been delivered out of the intended delivery plan. This can include priority baggage delivered after economy baggage or special baggage delivered to the regular reclaim area, etc.

2.7 SPECIAL BAGGAGE

2.7.1 General

(a) Ensure that appropriate care is taken regarding health and safety to ensure that ground crew do not sustain injuries whilst handling baggage. Where available, make use of assistive devices for moving heavy loads.

(b) Ensure that special baggage to be accepted meets the dimension requirements – total dimensions (length + width + height) of 275 cm, except for items accepted for carriage as Sporting Goods.

(c) Ensure that appropriate personal protective equipment (PPE) is available and used.

(d) Ensure that any special baggage accepted for carriage that has not been pre-declared has the required documentation.

(e) Ensure that all special baggage items are packed in a manner that is suitable for transport.

2.7.2 Planning for Departing Special Baggage

(a) Review the departure flight load for the numbers of special baggage items and their type.

(b) Review the departure flight parking details.

(c) Plan ground crew to deliver special baggage to the allocated baggage make up area in order to load the special baggage together with standard baggage into carts if possible or deliver it to the aircraft.

(d) Plan any special handling equipment and briefings for its use if required.

(e) Determine the duration of activities so that later activities can be planned.

(f) Ensure that any pre-booked special baggage has the required documentation for transport, if applicable.

2.7.3 Special Baggage Handling

(a) Handling of Wheelchairs and Mobility Devices please refer to GHM 1.1.6.

It is recommended that passengers travelling with battery powered wheelchairs as much as possible pre-book their flights to enable the baggage team to prepare for the loading process.

(b) Wheelchairs and Mobility Devices

Passengers with reduced mobility may wish to continue to use their own mobility device until they are boarded onto the aircraft. In such circumstances:

1. Confirm with the passenger the delivery of the mobility device at the aircraft door on arrival.

2. Inform the gate team about the mobility device type.

3. Inform the passenger services team of the passenger needs for boarding and ensure they are available to assist the passenger.

4. At the gate/agreed location, collect the mobility device once the passenger has boarded.

5. Handle the mobility device in accordance with the IATA DGR and IATA Recommended Practice 1708.

6. Inform the arrivals team at the next station of the mobility device type and delivery at the aircraft side.

(c) Wheelchairs and Mobility Devices as Hold Baggage If customers cannot remain in their own mobility device until boarding:

1. Collect the mobility device from the check-in area and take it airside via the allocated out of gauge (OOG) baggage route.

   i. Smaller mobility devices may be sent through the OOG conveyor system.

   ii. Larger mobility devices should be taken through the "Super" OOG route, normally by being walked through a security checkpoint and then delivered to the baggage build area.

2. Handle the mobility devices in accordance with the IATA DGR and IATA Recommended Practice 1708.

3. Inform the arrivals team at the next station of the mobility device type and the location of the item onboard.

(d) Handling of Cabin Seat Baggage – please see GHM 1.1.6.

(e) Handling of Crew Baggage – please see GHM 1.1.6.

(f) Handling of Firearms – please see GHM 1.1.6.

(g) Handling of Sporting Goods – please see GHM 1.1.6.

(h) Handling of Baggage Delivered at Aircraft (DAA) – please see GHM 1.1.6.

2.7.4 Handling AVIH

easyJet do not carry animals.

2.7.5 Planning Terminating Special Baggage

(a) Review the incoming flight load for the numbers of special baggage items and their type (transfer or terminating).

(b) Review the incoming flight parking details.

(c) Plan to meet the aircraft at the parking location.

(d) Plan any special handling equipment and briefings needed to meet the incoming aircraft.

(e) Determine the duration of activities so that later activities can be planned.

2.7.6   Preparation for Terminating Special Baggage

(a) Verify the reclaim allocated for the arriving flight (see terminating baggage and preparation).

(b) Verify that any equipment allocated is in good working order.

(c) Ensure that the arrivals ground crew meeting the aircraft are aware of any special items processing, especially mobility devices. Where airport infrastructure permits, return the mobility device to the customers as close to the aircraft as possible.

easyJet may require company Air Carrier Mail & Materials (ACM) to be transported on its aircraft. Examples of materials include loading documentation, bag tags/boarding passes, security seals, posters and other airport material (stationery) including baggage gauges and tensa barriers.

ACM may only be carried within the EU (e.g. EU-EU) or on Domestic UK routes (Including Jersey & Isle of Man). Only easyJet ACM is permitted for carriage on easyJet aircraft.

The airport sending stock must:

(a) Prepare the items in suitable, sealed packaging e.g. a box, sealed jiffy bag etc (baggage gauges do not need to be packaged).

(b) Print a copy of the 'Air Carrier Mail and Materials Screening Certificate UK' or 'Non-UK' form which may be found on the Connected Portal.

(c) Tag each item with a rush tag and attach the bingo stub to the Air Carrier Mail and Materials Screening Certificate form.

(d) Weigh each item and record the actual weight on the Air Carrier Mail and Materials Screening Certificate form.

(e) Screen each item at security and record the level of screening on the Air Carrier Mail and Materials Screening Certificate form.

(f) Label any items over 23 kg in weight with a 'heavy tag'.

(g) Ensure Items are held in a secure location until the flight.

(h) Agree the loading instruction report form with flight deck prior to the start of loading.

(i) Ensure the weight and the loading position of ACM are correctly reported on the Loading Instruction Report Form (LIRF) and Loading Form and Certificate (LFC).

(j) Retain the Air Carrier Mail and Materials Screening Certificate as part of the flight file.

If items are not sent as planned, the sending airport must liaise with the easyJet AOCM to ensure items are sent at the earliest opportunity.

The receiving airport must:

(k) Confirm once the stock has been offloaded from the aircraft and received to the easyJet AOCM.

2.7.7   Transportation of Air Carrier Materials – Lost Property

easyJet may require company Air Carrier Materials – Lost Property to be transported on its aircrafts. Transportation is permitted only for Lost property found on board easyJet aircraft. Items lost within the airport/terminal will remain the sole responsibility of the airport involved and therefore the process described here is not applicable to those items.

The airport sending Lost Property Items on board easyJet aircrafts must:

- Prepare the items in suitable, sealed packaging e.g. a box, sealed bag etc.
- Print a copy of the 'Air Carrier Mail and Materials Screening Certificate UK' or 'Non-UK' form which may be found on the Connected Portal.
- Tag each item with a rush tag and attach the bingo stub to the Air Carrier Mail and Materials Screening Certificate form.
- Weigh each item and record the actual weight on the Air Carrier Mail and Materials Screening Certificate form.
- Screen each item at security and record the level of screening on the Air Carrier Mail and Materials Screening Certificate form.
- Label any items over 23 kg in weight with a 'heavy tag'.
- Print a copy of Air Carrier Materials Lost Property Only Label and attach on the outside of the package to ensure this is easily identified (this can be found on he Connected Portal).
- Complete the "Lost Property Table of Contents" list, print and place this inside the package together with the Lost Property items (this can be found on the Connected Portal).
- Ensure Items are held in a secure location until the flight.
- Ensure Dangerous Goods are not accepted for travel and there is a limitation of 15 Portable Electronic Devices per shipment.
- Ensure maximum weight per shipment is 100 kg.
- Agree the loading instruction report form with flight crew prior to the start of loading.
    - Ensure the weight and the loading position of Air Carrier Materials – Lost Property are correctly reported on the Loading Form and Certificate (LFC).
    - Ensure that if the aircraft is overweight, lost property items shall be offloaded as the first priority.
    - Retain the Air Carrier Mail and Materials Screening Certificate as part of the flight file.

If items are not sent as planned, the sending airport must liaise with the easyJet AOCM to ensure items are sent at the earliest opportunity.

Exceptional Items:

There are certain items such as Duty Free, Passports & other items which may not be accepted by Baggage Services due to local regulations. These items will be held by customs. This is explained in the Customer Lost Property Letter (available in the Baggage Section of the Connected Portal).

Airports with Exemptions:

Repatriation and transportation of Lost Property on board easyJet aircrafts from following countries is not permitted in any circumstances:

- **Egypt**
- **Tunisia**
- **Jordan**
- **Turkey**

2.8 DISRUPTION

2.8.1 Introduction

When planning for disruption, review any known disruptions planned for the operation and the contingency measures planned for the day:

(a) Anticipate any likely disruption scenarios

(b) Plan any equipment that is needed to cope with the anticipated disruptions

(c) Where planned software maintenance is taking place, ensure that there are manual processes available in case the systems being modified fail to restart

2.8.2 Dealing with Specific Outages

2.8.2.1 Baggage Reconciliation System (BRS) Outages

easyJet does not mandate the use of automated BRS at airports. The baggage reconciliation system typically records the loading of the baggage into a container or aircraft hold. BRS failure can severely disrupt an operation, as the manual replacement processes are time consuming. Some BRS can fail "gracefully" where the most recent data remains available in the system and bags are reconciled against this data with changes highlighted when connectivity is restored. Training and guidance for such systems should be followed when disruption occurs. Where no graceful degradation is possible, manual processes should be adopted.

2.8.2.2   Baggage Handling System (BHS) Outages

Most major airports have a baggage handling system to move bags from the check-in area to the build area. These systems vary in complexity, often having fallback modes and graceful degradation modes before the system fails totally.

When the baggage handling system fails there are 2 issues that need to be dealt with. These are the bags that are trapped in the baggage handling system and need to be removed, and the bags that are waiting to be checked in.

Local procedures will vary for when the BHS fails, as the system design will determine the state of the bags when there is a failure. Whilst the key stages of baggage processing (cleared as safe for transport, storage and building the bags) can be completed without a baggage handling system the capacity of the airport will be reduced.

2.8.2.3   Equipment Issues

Where equipment is found to be un-usable, damaged or non-functional during the planning phases of the operation then this equipment should be flagged as un-usable and moved to a location where it can be collected for repair or repaired.

2.8.2.4   Staffing Issues

If you are expecting significant delays, staff shortages, equipment issues or any other problems that may affect the delivery of the operation, please contact ICC to make them aware.

2.8.2.5   Diversion

When a flight is diverted to a station, ensure that:

(a) Review the flight documentation (Baggage Manifest Message, Load Distribution Message) for mobility aids, and other items requiring special processing. Ensure that the guidance under "Special Baggage Handling" is followed.

(b) There is a plan to unload the baggage from the flight in line with the intention for the passenger movements:

    1. If the aircraft is being replaced, then transfer the bags to the new aircraft.

    2. If passengers are being transferred to other flights, then either move the baggage to the next flight or allocate a reclaim carousel for the flight so that passengers can collect their bags before continuing with their journey.

    3. If the passengers will be moved using ground transport, then ensure a reclaim carousel is allocated to the baggage and deliver the baggage to that reclaim carousel.

2.8.2.6 Cancelled Flights

When a flight is cancelled then either:

    (a) Deliver baggage to the alternative provided flight or;

    (b) Deliver bags to a reclaim allocated to the original flight so that the passengers' can collect their bag.

2.9 MISHANDLED BAGGAGE

2.9.1 Introduction

Despite the best efforts of airlines and ground handling services providers, mishandling will always occur, mainly due to air traffic delay on arrival flights. When mishandling does occur then the following procedures should be followed:

2.9.2 Pre-Departure Mishandling

Pre-departure baggage can have 2 possible issues: tagless bags where the baggage tag has become detached from the bag, and bags that have been delivered to the wrong build location or the default baggage system output.

    (a) Bags without tags

        1. Take the bag to the lost and found baggage office (note, a specific handler should have been nominated for tagless bags, as the actual intended flight is not known)

        2. Create an On-Hand Report (OHD) for the bag in the tracing system

    (b) Bags with tags in the wrong location

        1. Run the bag to the correct build location

2.9.3 Departure Mishandling

    (a) Baggage arriving for the flight post departure:

        1. RUSH the bag onto the next available flight to the same destination, regardless of carrier (as per IATA Resolution 780).

        2. Send a Forward (FWD) message for the bag to the Lost Luggage office of the destination and any connection stations).

        3. Send a Baggage Transfer Message (BTM) for the reflighting (if not done automatically).

        4. Follow any additional screening requirements as per local regulations.

2.9.4 Tail to Tail Baggage

easyJet does not permit transfer baggage.

2.9.5   Missing Baggage

Missing baggage is baggage that was anticipated for a departing flight but has not been received by the operating carrier.

(a) Create appropriate tracing files in the baggage tracing system.

(b) Create an On-Hand (OHD) and Forward (FWD) messages for the baggage once it is received.

easyJet have self-service functions at selected airports and online for passengers to register their delayed luggage.

As a mobility device is vital for the passenger, it is important that any delay or damage to a mobility device is escalated following the 'Urgent Claims Process' on the easyJet Connected Portal.

2.10   BAGGAGE SYSTEMS

2.10.1   Introduction

This section presents a brief overview of the baggage systems that are typically used. Not all airports and airlines will make use of all the systems, and sometimes systems will have different names depending upon where they are being used.

2.10.2   Baggage Reconciliation Systems

(a) Baggage reconciliation ensures that only accompanied or authorized unaccompanied checked baggage is loaded and transported.

(b) Baggage reconciliation procedures, either manually or automated, shall be in place where required by local regulations and easyJet's procedures. Baggage reconciliation systems automate the process of recording where bags are loaded onto the aircraft and matching baggage details to passengers.

(c) In the event that the passenger is not onboard at departure then the bag must be located and removed.

(d) A baggage reconciliation system will typically maintain passenger/baggage reconciliation as required, including:

1. Standby passengers

2. Off-airport and group check-in passengers

3. Voluntary or involuntary deplaning

(e) Checked baggage of any passenger who is withdrawn from the flight or didn't board (no-show) is to be considered unaccompanied and handled in accordance with easyJet's procedures and local regulations, which may include off-loading and additional security controls.

(f) The system is not the only component in reconciliation and once a flight has been closed for check-in, the baggage room flight lead, or the baggage supervisor will:

1. Review total pieces for each cart.

2. Pass on all baggage figures, including baggage counts for each cart, so that the total load summary can be prepared.

3. Conduct a baggage room sweep to ensure there are no left-behind bags.

(g) If baggage is left behind, report this to Baggage Services. Appropriate messages shall be sent to the downline station and arrangements made to expedite the return of the bag to the passenger.

2.10.3 Baggage Handling Systems

A baggage handling system is used to move baggage through the airport. The system will also often be responsible for key aspects of ensuring baggage security, as the baggage screening machines are integrated into the system. Baggage handling systems often have many outputs that allow baggage to be built for an individual flight or segregations for a single flight. Other baggage handling systems output bags to carousels where several flights may be being built at the same time.

2.10.4 Baggage Messaging Systems

Baggage messaging underpins all the movement and processing of baggage. Baggage messages are defined in RP 1745 and RP 1755 – for type B and Modern Baggage Messaging respectively. Messages are sent to the airport from the airline either via a direct connection or through a message distribution provider such as SITA or ARINC.

2.10.5 Baggage Management Systems

A baggage management system combines baggage source messages and baggage process messages to provide a real time picture of the movement of baggage through an airport, often combining information from other systems (such as security, handling, reconciliation, flight data, etc.) in order to provide a complete picture for the check-in, handling and loading of aircraft. The system may also allow tasks to be allocated to different teams in order to handle the baggage. The Baggage Management System is often a component of an overall airport management system.

2.10.6   Baggage Re-flighting Systems

A baggage re-flighting system is used to allocate baggage to a new flight when mishandling occurs. The system will typically have a complete flight schedule for the airport and be capable of generating baggage messages and labels to support the new baggage movement. Some baggage handling systems incorporate baggage re-flighting, allowing bags to be allocated to a new flight automatically and sent directly to the build for that flight.

Transit baggage is not supported as easyJet is a point-to-point carrier.

3 AIRCRAFT GENERAL SAFETY AND SERVICING OPERATIONS

3.1 RAMP SAFETY IN AIRCRAFT HANDLING

3.1.1 Introduction

Ramp safety rules and procedures promote safe ground handling. Therefore, the minimum safety rules and procedures defined in this section shall always be applied and understood by all personnel working on the ramp.

Aircraft damage can endanger passengers, employees and aircraft. Disruptions may also negatively impact safe airline operations.

Even a slight scratch or dent on an aircraft may result in a serious accident.

If you see or cause any aircraft damage, you shall report it along with photographic evidence as follows:

(a) The Operating Flight Crew must be advised immediately of any aircraft damage.

(b) easyJet ICC must be notified.

(c) A Ground Safety Report (GSR) must be submitted.

It is not permitted to smoke or to use lighters/matches/e-cigarettes airside unless in a designated area defined by the local airport operator/regulator.

3.1.2 General Ramp Safety

3.1.2.1 Engine Danger Areas

There is a particular risk of injury or damage in areas affected by aircraft engine intakes, and exhausts. The risk is further increased, if for any reason, an aircraft stops and then applies the additional thrust required to "break away" and continue its manoeuver.

(a) Vehicles and personnel shall remain clear of aircraft danger areas when aircraft engines are running and/or the anti-collision lights are on.

(b) If the aircraft is dispatched with inoperative anti-collision lights, the wing tip strobe lights will be activated by the flight crew. If the wing tip strobe lights have been activated, Ground Crew must stay clear of the aircraft until they have been turned off and the engines have spooled down.

(c) To prevent incidents and accidents caused by aircraft engines, personnel shall never position themselves or equipment in the following critical areas before/during aircraft departure and arrival:

  1. Engine intake area

  2. Engine blast area

(d) Ensure the engine intake rotation is clear at all times when engines are running or when the engine is about to start.

(e) It is forbidden to pass through the blast area while the engines are running.

Danger:
Ground personnel and/or equipment shall stay clear of the engine intake and blast areas.

3.1.2.2 Engine Danger Area Diagrams

Note: The extent of these areas varies for each aircraft type as well as whether the engines are at IDLE or BREAKAWAY thrust.

EXAMPLE OF ENGINE DANGER AREA – JET AIRCRAFT
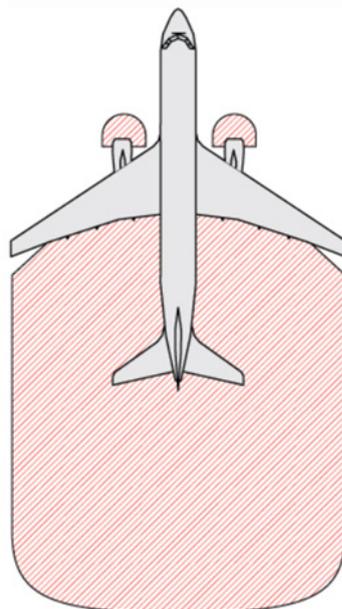
3.1.2.3 Equipment Restraint Area and Equipment Restraint Line

(a) The equipment restraint area (ERA) is defined as the area of the apron in which an aircraft is parked during ground operations. It may be indicated by a painted line. If no markings exist, local procedures shall establish safe parking areas, etc. Figure 3.1 provides an example of the markings used at some locations.

(b) The ERA shall be free of personnel not involved in the aircraft arrival, obstructions, equipment and Foreign Object Debris (FOD) before and during aircraft arrival and departure.

CAUTION: *For safety reasons, spillages should be cleaned immediately to reduce the risk of personnel falling or risk of fire in the case of a flammable substance spillage.*

Figure 3.1 Illustration of ERA Markings
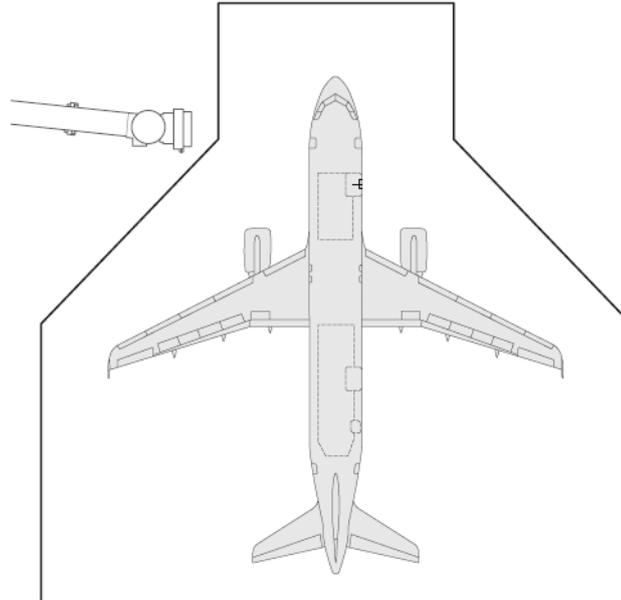
3.1.2.4 Foreign Object Debris

(a) Foreign Object Debris (FOD) applies to all loose objects that are a danger to the safety and integrity of an aircraft or personnel. FOD, therefore, shall not be left in any area where it would pose a hazard.

(b) All personnel have a responsibility to ensure that the risk of damage to aircraft from FOD is minimised. All waste material shall be properly disposed of such that it does not become FOD and all FOD shall be removed and properly disposed of as soon as it is discovered.

(c) Proper management of waste and debris is critical, as, if not disposed of correctly, it may become FOD. FOD can also move into airside locations during high winds.

Examples of FOD:

Plastic and paper: bags, sheets and towels

Metal: nuts and bolts, empty oil and hydraulic fluid cans, tools and equipment

Natural objects: rocks, pebbles and wood

Other debris: burst ballast bags luggage handles and wheels, etc.

CAUTION: *FOD can:*

    (a) Be sucked or ingested into aircraft engines, causing damage leading to engine failure.

    (b) Cause damage to tires, the undercarriage, control systems and other parts of the airframe, which can lead to in-flight failures.

  (c) *Become a trip hazard for personnel working on or around aircraft.*

  (d) *The following FOD checks shall be conducted prior to any aircraft movement and after servicing operations:*

   1. *Check GSE staging and parking areas near the area of operation.*

   2. *Do routine checks of GSE (including floors of enclosed cabins) to ensure everything is secure and operational, and not about to fall off and become FOD.*

   3. *In ramp areas, ensure that anything carried in or on a vehicle is secured.*

   4. *Before aircraft arrival, conduct a FOD check of the aircraft parking stand, removing all FOD found.*

   5. *Dispose of all FOD in designated garbage bins, where provided or as per local arrangements. FOD bins should be enclosed, to avoid FOD being blown out by wind.*

   Note: *Refer AHM 465 for FOD Prevention Program.*

3.1.2.5 Personal Protective Equipment (PPE)

All personnel shall be issued with and wear appropriate PPE as required for their role and as per local regulations to include:

 (a) Safety footwear

 (b) Hearing protection

 (c) High visibility clothing

 (d) Gloves

 (e) Any other specified PPE as local requirements

Note: Neckties, lanyards and other loose hanging accessories which may pose risk shall be of the quick release type (clip).

3.1.3 Safety Instructions for Operating and Working with Ground Support Equipment on the Ramp

3.1.3.1 General Safety Instructions

Apply these procedures whenever operating Ground Support Equipment (GSE) on the ramp.

 (a) Personnel shall only drive or operate GSE if they are trained and authorised for that specific equipment type.

 (b) GSE shall not be moved or driven across the path of:

   1. Taxing aircraft or aircraft under tow/pushback.

2. Embarking and disembarking passengers on the ramp.

3. Emergency vehicles.

(c) When operating any GSE, check the aircraft for possible damage in the equipment contact zone before positioning and after removal of GSE to/ from the aircraft.

(d) Immediately report any damage found or where contact has taken place or suspected to have taken place, especially for composite aircraft.

(e) Where damage has been found or where contact has taken place or is suspected to have taken place, do not move any GSE to/from the aircraft in the area where damage has been found until photographs have been taken and an inspection has been completed, and clearance given to proceed.

(f) Personnel working with and around vehicles and equipment must protect themselves from loose clothing long hair, and/or hanging accessories/ jewelry from becoming a hazard, e,g., caught or trapped in equipment.

3.1.3.2 Basic Operating Requirements for Ground Support Equipment

(a) Securely stow GSE cables and hoses, where fitted, prior to transportation and when not in use.

(b) GSE shall not impede the accomplishment of other aircraft handling operations in progress unless there is an important reason to do so.

(c) Check that all areas of GSE are free of contamination, FOD and safe for use prior to and throughout the operation.

(d) Operators shall check the GSE assigned to them prior to initial use, particularly the parking brakes, rubber protective bumpers, safety systems and in-life service date of onboard firefighting equipment's. If found to be defective, the GSE shall be reported, tagged as "Out of Service" and removed from operations, when applicable.

(e) All safety rails shall be fully retracted/lowered prior to positioning and removal, where possible.

(f) Extra personnel shall not be carried on moving GSE without an approved seat (i.e., apply the no seat–no ride principle).

(g) Seat belts shall be worn, where fitted, except where repositioning equipment is within the same operational area, e.g., within the parking stand or baggage makeup area.

(h) Before moving any GSE/Vehicle ensure all its doors are closed, where fitted.

(i) GSE shall not be operated while using handheld Portable Electronic Devices (PEDs), including cellphones, portable music players, portable game units or earpiece or headset.

(j) GSE shall only be used for its intended purpose, including for specific aircraft types.

(k) Prior to movement of any GSE/Vehicles, the intended travel path shall be checked and confirmed clear of personnel, equipment or other obstacles.

(l) GSE with lifting devices shall not be driven or towed in the raised position, except for final positioning onto the aircraft.

(m) The GSE platform shall not be operated while in motion.

(n) Use a guide person when vision is restricted. The guide person shall be able to accurately judge clearances and communicate signals to the driver/operator. Stop immediately if visual contact with the guide person is lost. Movement shall not continue until visual contact is re-established.

(o) Once motorized GSE is in its servicing position at or near the aircraft:

1. Apply the parking brake with the gear selector in park or neutral (if no selection for park).

2. Turn off the engine, unless required when in operating/servicing mode.

3. Install GSE wheel chocks, where equipped.

4. If equipped with stabilizers, ensure they are deployed before the GSE is used for servicing. Deploy other safety devices (e.g., active proximity sensors, safety rails), if fitted.

5. When motorized GSE is in operating/servicing mode, remain in a position whereby the emergency controls can be promptly accessed. This includes the immediate vicinity of the controls or an immediately adjacent and accessible location; for example, the cargo hold in the case of a ULD loader, where required to operate the aircraft cargo loading system (CLS), restraints and/or nets.

6. If motorized GSE is not fitted with external emergency controls, the operator shall remain in the operating position and in control of the equipment when in operating/servicing mode.

(p) **Note:** As an exception for pushback tractor, the engines may need to be left running unattended:

1. While conducting a single person pushback operation.

2. To avoid specific restart by maintenance function.

If unattended, apply the parking brake and place the gear selector in park, or neutral if no selector for park.

(q) When GSE is chocked:

1. Place one chock at the front and one chock at the rear of the same wheel.

2. Chocks shall be centered on and in contact with the wheel.

(r)   When unattended motorized GSE/vehicle is positioned in or adjacent to the ERA, other than as described in GHM, Section 3.1.3.2 (o):

    1.   Turn off the engine. In extreme cold weather conditions where local procedures permit engines running unattended, the motorized GSE shall be chocked.

    2.   Apply the parking brake with the gear selector in park or neutral, (if no selection for park) and, when equipped, install wheel chocks.

(s)   The ground power unit (GPU) and preconditioned air (PCA) may be left running unattended when connected to the aircraft, provided the serviceability and fuel levels are checked periodically.

(t)   A No-Touch policy (i.e., GSE/PBB shall not touch the aircraft) shall be employed for all GSE/PBB types that are not equipped with self levelling sensors. The equipment shall be positioned in a way that ensures:

    1.   The protective rubber bumpers do not touch the aircraft fuselage.

    2.   The gap between GSE/PBB and aircraft shall not allow a person or large piece of equipment to fall through. As a guideline, a gap of 5 cm (2 in.) or two fingers should be maintained between the device and the aircraft.

    3.   Check that throughout the turnaround process a clearance is maintained between the GSE and the fuselage to allow vertical movement.

(u)   or GSE and PBB equipped with self-levelling sensors. Continue movement until the protective rubber bumpers just touch the aircraft (but shall not be compressed against the fuselage) or the proximity sensors stop the movement.

(v)   After positioning equipment on the aircraft, raise or extend all safety rails on conveyor belts, loaders, and other elevated devices, except where restricted by the aircraft type.

(w)   GSE shall be parked in the designated airside equipment parking areas when not in use.

(x)   Access to firefighting equipment or the fuel hydrant emergency stop switch shall not be obstructed.

(y)   Where fitted visual aids shall be used in the positioning of GSE.

Note: For GSE operations during adverse weather refer to GHM, Section 3.3, Adverse Weather Conditions.

3.1.3.3 Non-Motorised Ground Support Equipment

The following precautions shall be taken when operating non-motorised GSE:

(a) When parked and/or when not connected to motorised vehicles, all non-motorised GSE shall have brakes set or chocks in place. Dollies/carts shall be connected as a chain, where possible. With the exception of aircraft towbars.

(b) The number of carts allowed is usually limited by the local airport authority or Ground Handling Partner; however, in critical conditions (e.g. slippery surface conditions, congested facilities, low visibility) this number should be re-evaluated and might be reduced to ensure safe operations on the ramp.

(c) During transportation with carts, the load shall be properly secured by using appropriate, curtains and straps.

(d) The overall height of loads shall permit safe lifting of each piece of the load during loading and offloading of carts by personnel standing on the ground.

(e) Light packages shall not be wedged between heavier items.

(f) When using tarpaulins, all straps shall be securely fastened to the baggage cart.

(g) If equipped with stabilisers, ensure they are deployed before the GSE is used for servicing. Deploy other safety devices, if fitted.

(h) If using maintenance stairs e.g., to open and close cargo hold doors:

    1. The stairs shall be fitted with safety rails to prevent falls.

    2. Maintenance stairs should be facing towards the panel which is being accessed. Retractable/extendable safety rails shall be lowered or retracted during positioning.

    3. Raise or extend retractable/extendable safety rails prior to personnel accessing the stairs.

    4. Moving or repositioning the stairs not permitted while personnel is on the stairs.

(i) When not in use, the braking system shall be engaged on all strings of baggage carts.

(j) If using access steps to open and close cargo hold doors, position and remove the steps in a straight line.

(k) Do not move or re-position the steps while a staff member is on the steps.

(l) Towable Air Start Units (ASU), PCA, and GPU shall not be connected to the tow vehicle and aircraft at the same time, where possible. Before towing the unit away, the operator shall make sure the unit is disconnected from the aircraft.

easyJet

Danger:
While the movement of carts and dollies by hand is very simple, it can result in injuries. Therefore, additional care shall be taken.

3.1.3.4 Safety Driving and Parking Ground Support Equipment Inside the Equipment Restraint Area

To verify serviceability of GSE and to test the apron surfaces, operators shall apply the following precautions when driving or parking GSE within the Equipment Restraint Area (ERA):

(a) Make one complete stop with all motorised vehicles/equipment prior to entering the ERA or at 5 m from the aircraft. This action shall be carried out even if there is no Equipment Restraint Line marked on the apron.

(b) GSE shall not be driven faster than 5 km/h or 3 mph (Walking speed).

(c) Manoeuvre GSE carefully to prevent personnel injury and/or aircraft damage.

(d) Avoid performing any sharp turns near the aircraft, particularly when towing equipment.

(e) When GSE/PBB is being moved near the aircraft, and when the vision of the operator is or might be restricted, the operator shall be either:

    1. Guided by a guide person using standard IATA signals. If visual contact with the guide person(s) is lost, the operator shall stop movement of the GSE/PBB immediately. Movement shall not restart until visual contact is re-established.

    or

    2. Assisted by means of appropriate proximity sensing and warning systems and/or visual aids such as cameras and mirrors.

(f) GSE that is not directly involved in the handling or servicing of the aircraft shall not be driven through or parked within the ERA.

(g) Any GSE (e.g., tractors, pallet transporters, cart and dollies) shall not be driven or positioned under the aircraft fuselage unless specifically required e.g., lavatory servicing, aircraft maintenance, towbarless tractor etc.

(h) Driving or parking under aircraft wings is forbidden, see exception.

Exceptions due to aircraft type or local restrictions may apply. Prior operator approval shall be given.

3.1.3.5 Passenger Boarding Bridge (PBB)

The operator of the PBB shall:

(a) Be trained and authorized to operate the PBB.

(b) Check that the PBB is serviceable before use.

(c) Report any malfunction of the PBB to the appropriate person/authority.

(d) Check that the walking surfaces are free of FOD, obstacles and safe for use.

(e) Only personnel required for the PBB operation shall be in the PBB while it is moving.

Danger:
There is a risk of entanglement, fall from height and distraction to operator.

(f) Ensure the PBB is fully retracted or parked in its safe designated parking position prior to aircraft arrival and departure.

(g) Ensure the safety barrier is in place whenever the PBB is not in use.

(h) Ensure that the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving PBB.

(i) When positioning the PBB at the cabin doors and driver/operator vision is restricted, use a guide person.

(j) Prior to positioning/removal, ensure that all safety rails/canopies on PBB are fully retracted.

(k) Move the PBB slowly towards the aircraft, avoiding any aircraft sensors or protrusions:

1. Where the PBB is equipped with self levelling device, continue movement until either the protective bumper just touch the aircraft or the PBB's proximity sensors stop the movement.

2. When not equipped with self levelling device, maintain a gap in accordance with No-Touch policy. 3.1.3.2.

(l) Ensure the PBB does not contact the wing root leading edge fairing that extends under certain cabin access doors or any other sensors or fairings.

(m) Once the equipment is positioned, ensure any safety rails and canopies on the PBB are fully extended.

(n) When positioning/removal is complete, secure/isolate the PBB controls to prevent movement by non-authorized persons.

(o) Maintain adequate clearance between the PBB and the underside of the cabin access door, or as directed by the cabin door markings to prevent damage. This reduces the possibility that the aircraft door will rest on the PBB as the aircraft settles during loading and unloading.

(p) Engage any safety systems (e.g., safety shoe) and auto-leveller features if applicable. If the PBB is not equipped with an auto-leveller, the PBB shall be attended by an operator whenever it is positioned at an aircraft.

(q) Ensure that the cabin door is closed before removing the PBB.

easyJet

(r) Where integrated with the PBB, ensure ground power cables and PCA hoses are disconnected from the aircraft prior to moving the PBB unless required for operational purposes.

Note: A permit to remove steps is required for PBB repositioning.

3.1.3.6 Passenger Stairs

The following precautions shall also be taken when operating passenger stairs:

(a) Check that the passenger stairs are serviceable before use.

(b) Check that the walking surfaces are free of contamination and safe for use.

(c) Ensure the movement path is clear of personnel, equipment/vehicles and all other obstacles before moving passenger stairs.

(d) If passenger stairs are towed, disconnect them from the tractor and manually position them at the aircraft. Ensure brakes are engaged once stairs are positioned to the aircraft.

(e) Ensure safety rails and canopies, if any, on the passenger stair platform are fully retracted prior to positioning.

(f) Move the passenger stairs slowly toward the aircraft, avoiding any aircraft sensors or protrusions, adhering to the easyJet no touch policy.

   1. Where the passenger stairs are equipped with self-leveling device, continue movement until the protective bumpers just touch the aircraft, or the passenger stair proximity sensors stop the movement.

   2. When not equipped with self levelling device, maintain a gap in accordance with the easyJet No-Touch policy.

(g) The controls shall only be operated from inside the drivers cabin of the passenger stairs except where equipped with external controls.

(h) Maintain adequate clearance between the passenger stairs and the underside of the cabin door, or as directed by the cabin door markings to prevent damage.

(i) Engage any safety systems and auto-leveller features, if applicable. If the passenger stairs are not equipped with an auto leveller, the level of the passenger stairs shall be monitored and adjusted, as required.

(j) Deploy stabilisers, if fitted. Do not allow anyone (except the operator) to use the stairs until the stabilisers are deployed.

(k) Ensure passenger stairs are positioned so that the cabin door can be used as an unobstructed escape route in the event of an emergency/evacuation.

(l) Obtain a permit to remove stairs from the crew, who will then close the door prior to removal of the passenger stairs.

(m) After the cabin door has been closed, confirm there are no staff on the stairs prior to retracting stabilisers, steps must only be removed once the step permit has been given to the operator by the crew and the door is closed.

(n) If the stairs are not positioned on the aircraft, they shall be pulled back sufficiently to allow the deployment of slides in case of emergency.

(o) If passenger stairs are towed when removed from the aircraft, manually position them clear of the aircraft to a suitable position before connecting them to the tractor.

Note: A permit to remove steps is required for stair repositioning.

Danger:
1. Cabin doors shall only be in the open position if there is a GSE or boarding device positioned at the door.
2. Cabin doors may never be opened without any equipment positioned at the aircraft.
3. There is a risk of falling while operating cabin doors.
4. Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed by doing so.

3.1.3.7   Belt Loader

The following precautions shall be taken when operating a belt loader:

(a) Do not operate the conveyor belt or raise or lower the boom when personnel are on the belt.

(b) Do not stand or walk on the conveyor belt when the safety rails are lowered/retracted.

(c) Do not sit or stand on a conveyor belt while it is in operation, nor while the boom is raised or lowered.

(d) Belt loader shall not be used to transport baggage, cargo or other items across the ramp.

(e) The boom of the belt loader shall never be positioned inside the cargo hold of any aircraft.

Exception: The rule does not apply to specially designed belt loaders (e.g., Ramp Snake and Powerstow) that require the equipment to be positioned inside the cargo hold.

(f) Position and remove a belt loader to/from the aircraft in a straight line.

(g) Position the boom at an angle to the cargo hold doorsill that will:

1. Allow tractors/trailers to access the belt loader without impeding slide deployment areas and passenger evacuation routes.

2. Prevent items and personnel from falling between the boom and doorsill.

easyJet

(h)   Once the belt loader is positioned ensure the wheels are left in straight ahead position.

> ⚠️ **CAUTION:**   *Speeding up operation of the conveyor belt using the accelerator pedal is not permitted.*

(i)   Where clearance allows, always raise the side safety rail as soon as the belt loader is positioned. Ensure it does not touch the aircraft fuselage.

> ⚠️ **CAUTION:**   *Care shall always be taken when working around a moving belt.*
> *Belt movement shall be stopped before any attempt to clear any obstructions.*
> *Personnel shall remain vigilant to trap hazards while raising/lowering the safety rails. Keep hands/fingers away from the edges/ends of belt where they may become trapped.*

(j)   The safety rail shall be deployed when a belt loader is used to gain access to aircraft cargo holds or cargo door controls.

(k)   Ensure proper separation between articles on the conveyor belt to avoid jamming.

(l)   When unloading or loading items onto a belt loader, ensure they are stable, and correctly positioned on the conveyor belt to avoid items falling off.

(m)   When unloading or loading items between the belt and aircraft cargo hold, ensure items do not come into contact with aircraft fuselage/cargo hold door.

(n)   Adjust and contr the back of the conveyor belt correctly to avoid dropping items from the belt.

(o)   The handrail may be lowered to accommodate large items during loading and unloading.

(p)   Ensure the boom is clear of the aircraft or other obstacles before making a turn.
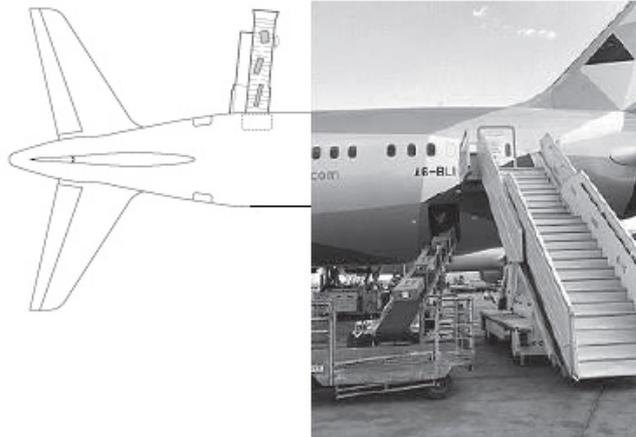
3.1.3.8 Unit Load Device Loader

easyJet do not operate Unit Load Devices.

3.1.3.9 Elevating Equipment

The following precautions shall also be taken when operating elevating equipment:

(a) The final position of the elevating equipment shall allow for a safe working area while in the raised position at the aircraft door.

(b) Raise the body of the elevating equipment to the correct height for operation.

(c) Check the security of seals, as required.

(d) Check security documentation, as required.

(e) Any elevating equipment doors not being used for servicing at the aircraft shall be closed and latched.

(f) Carefully place the portable ramp/bridge on the doorsill from the platform side, as necessary.

(g) Equipment (e.g. catering cart) and passengers in wheelchairs shall be pushed on and off the aircraft. Always ensure a hand-to-hand exchange. No elevating equipment is to be staged on the platform, and no loose items are to be transported on top of carts (e.g., catering equipment).

(h) Continually observe and be aware of the clearance between the aircraft door and the elevating equipment platform.

(i) When the servicing is finished, carefully remove the portable ramp/bridge from the platform side and stow securely and close the aircraft door as per 4.4.2.7.

(j) The passengers and/or the load shall be secured properly inside the elevating equipment. Passengers shall be seated and wearing seat belts. Passengers seated in wheelchairs shall have the wheelchair secured during elevating equipment movement.

(k) Visually check for any obstructions over both sides of the elevating equipment before lowering.

(l) Lower the truck body into the fully lowered position.

(m) Close and secure all the doors of the elevating equipment when the servicing is finished.

(n) Perform a walk-around to check for FOD and clearance around elevating equipment stabilisers.

(o) Use a guide person when vision is restricted. The guide person shall be able to accurately judge clearances and communicate signals to the driver/ operator. Stop immediately if visual contact with the guide person is lost.

(p) All elevating equipment shall stop operating when the wind speed reaches 40 knots (gusting).

> **Danger:**
> Do not enter or place any part of the body inside the 'scissor' area beneath the elevating equipment.

3.1.3.10 Tractor/Electric Baggage Tug (EBT)

The following precautions shall also be taken when operating a tractor or an electric baggage tag, EBT and towing dollies/baggage carts:

(a) Drive tractors within speed limits according to local airport regulations, and take care to avoid sharp turns, jerks and sudden stops.

(b) Limit the number of carts and dollies in a train to the maximum specified by local airport regulations.

(c) Do not attempt sharp turns close to the aircraft.

(d) Keep at least 1 m (3 ft.) away from the fuselage.

(e) Ensure that no staff or crew walk between the baggage carts or dollies.

3.1.4 Fire

3.1.4.1 Fire Prevention and Protection

Personnel must always be vigilant for fire hazards and potential sources of fires in their areas of operation and try to mitigate or eliminate them during the operations (e.g., fueling and defueling operations, open wires, dangerous goods handling, GPU connections and use of electrical equipment). To eliminate conditions that may lead to fire:

(a) Personnel must never smoke airside except in a designated smoking area.

(b) All personnel shall be familiar with the location and use of firefighting equipment, fire alarms, fuel hydrant emergency shut-off valve, etc.

(c) All personnel must be familiar with assembly points.

(d) Emergency exits must be kept clear/unobstructed at all times.

(e) Exercise good housekeeping in the airside areas to eliminate the risk of fire.

(f) Dispose of garbage into the designated waste bin and do not allow garbage to accumulate.

(g) All fuel/oil leakages must be contained as soon as possible, and the area cordoned off. (e.g., using safety cones, caution tape).

(h) Smoke from GSEs/vehicles must be reported immediately.

(i) Do not refuel any GSE/equipment while the engine is running any GSE/equipment while the engine is running or while using electronic devices.

(j) GSEs/vehicles should only be parked as follows:

   1. Within the defined equipment parking areas;

   2. In a manner that does not obstruct access to firefighting equipment and the fuel hydrant emergency shut-off valve.

3.1.4.2   Actions in The Event of a Fire

(a) In the event of a fire, carry out the immediate actions specified in GHM, Section 6.5.2.

(b) In event of GSE/vehicle fire, additionally, carry out an assessment and only if considered safe to do so:

   1. Fight the fire using available fire extinguishers.

   2. Move affected GSEs/vehicles away from the aircraft and operational area to the extent practical.

   3. In case the affected GSEs/vehicles cannot be moved, move adjacent GSEs/vehicles away to avoid spreading the fire.

3.2   SAFETY DURING FUELLING/DEFUELING

3.2.1   Fuelling Safety Zone

The Fuelling Safety Zone (FSZ) is defined as an area of at least 3 m (10 ft.) in any direction from the centre point of all fuel vent exits, refuelling plugs, aircraft refuelling ports, fuel hydrants, fuel hoses and fuelling vehicles. This distance may be increased as required by local airport or civil aviation authorities.

The airline will appoint a responsible person for oversight of the technical aspects of aircraft fuelling for each fuelling operation; this will usually be the Crew. They must remain in the vicinity of the aircraft whilst fuelling is in progress to ensure all safety procedures are adhered to.

The responsible person for the technical aspects of fuelling may also have responsibility for ensuring the safety requirements of ground servicing activities are met whilst fuelling. The Captain has final authority for fuelling operations.

Example of Fueling Safety Zone – Jet Aircraft
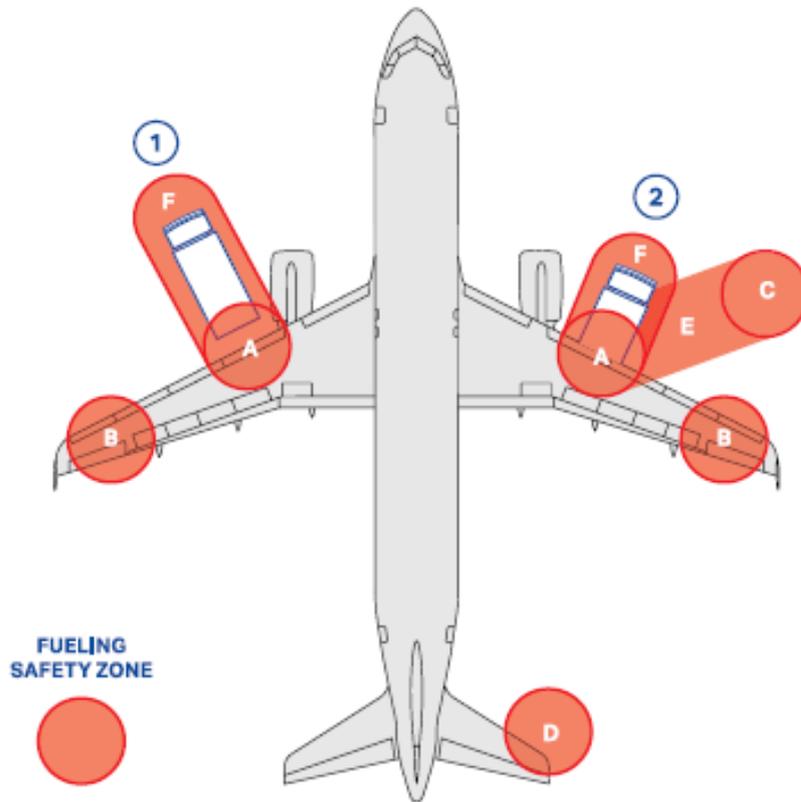
REFERENCE	DESCRIPTION
A	Aircraft refuelling port/plug
B	Fuel vent exit
C	Fuel hydrant pit
D	Fuel vent exit (according to the aircraft type)
E	Hoses
F	Fuel truck or hydrant dispenser
1	Fuel Truck
2	Hydrant Dispenser

Within the FSZ, all personnel shall ensure that they:

(a) Do not smoke.

(b) Do not use any handheld portable electronic devices including cell phones, portable music player, portable game units or earpiece or headset.

(c) Enter the FSZ only when required by your current job task/responsibility.

(d) Assume that fuelling is taking place anytime a fuel vehicle is on the stand during aircraft servicing and fuel hoses are connected.

(e) Do not leave vehicle engines running unnecessarily.

(f)   Position all GSE and vehicles so they do not obstruct the fuelling vehicles' escape route; this is not a mandatory requirement for hydrant type fuelling vehicles but every effort should be made to ensure a clear exit pathway.

(g)   Do not allow any passengers to enter the FSZ.

(h)   Avoid the use of motorised GSE within the FSZ.

(i)   Do not park any equipment in the FSZ.

(j)   Ensure fuel hoses are protected and all equipment is kept a minimum of 1 m (3 ft) away from any fuel hose on the stand that is connected between a fuel truck and an aircraft.

(k)   De-fuelling of the aircraft is not permitted with passengers on board.

3.2.2   Fuelling/Defuelling with Passengers Onboard

It is easyJet policy that refuelling may be undertaken with passengers on board provided that it is approved by the Commander and permitted by local regulations.

The Commander is responsible for ensuring that the correct technical and safety procedures are in place whist refuelling with passengers onboard.

3.2.2.1   Preconditions

(a)   The required interior lighting to enable emergency exits to be identified must be serviceable

(b)   All doors must remain disarmed. Door 1 left must be open and the steps or PBB must be in position

(c)   A clear evacuation route from the aircraft must be available, via an PBB or steps

(d)   The rear passenger door should be open with steps in position, however it may remain closed with no steps attached, provided the slide is serviceable. The ground area beneath the exits that are intended for emergency evacuation and the slide deployment areas must be kept clear

(e)   The position of the fuelling vehicle relative to the aircraft is such that it will not impede the rapid exit of passengers if an emergency evacuation becomes necessary

(f)   If required by the local, national or airport authorities, air traffic control and the aerodrome fire service shall be advised that refuelling will be taking place with passengers on board

(g)   For a crew swap, refuelling may commence if acknowledgement has been received from the flight crew and refuelling is monitored by the off-going crew

(h)   The procedure is not permitted when operating with reduced cabin crew

(i)   All crew must be on board. At least one cabin crew member must be in attendance at each set of main exits to assist passengers in the event that an evacuation or an emergency situation occurs

(j)   The cabin crew must brief the passengers not to smoke at any time on the ground and to keep seatbelts unfastened until refuelling has been completed

(k)   Use of aircraft toilets by passengers must be limited, so there is no queuing in the aisles

3.2.2.2   Prior to Refuelling

(a)   The flight crew shall switch the FASTEN SEAT BELT sign OFF and the NO SMOKING sign ON. Cabin crew will assume that refuelling is taking place at any time that passengers are onboard and the seat belt signs are switched OFF

(b)   The Commander will ensure a pilot remains in the right-hand seat for the entire procedure

(c)   The flight crew will display the 'refuelling with PAX in Progress' sign on the pedestal and open the cockpit door

(d)   The flight crew will open the right-hand seat cockpit window sufficiently for outside ambient sound to be heard

(e)   The flight crew will place the fuel card that will include the 'refuelling with PAX in progress' signal in the right-hand side window of the cockpit

(f)   The fueller should communicate acknowledgement of the fuel card to the flight crew; this establishes communication and confirms that refuelling with passengers on board is taking place

Note 1: Environmental conditions could prevent the cockpit window being open(ed). In these cases, refuelling during boarding must not commence or be suspended if already in progress. However, where the Commander is able to nominate a person on the ground who has an unobstructed view of the fuelling operation and is able to communicate with the flight deck, refuelling may commence/continue.

Note 2: For all Italian airports, a nominated ground handling agent must oversee the refuelling process and make themselves known to the flight deck before refuelling commences. This person needs to maintain 2-way communication with the flight deck visually (line of sight) and alert the flight deck in the event a hazard arises relating to the refuelling process.

Note 3: For all flights operated on Swiss registered aircraft, the commander will ensure a person is nominated to oversee refuelling during boarding.

Boarding in Progress Symbol

3.2.2.3 During Refuelling

A pilot must remain in the right-hand seat who shall:

(a) Ensure there is an unobstructed view of the apron area from the flight deck. In case there is an obstruction during refuelling whilst passengers are onboard, refuelling must be suspended. However, where the captain is able to nominate a trained person on the ground who has an unobstructed view of the fuelling operation and is able to communicate with the flight deck, refuelling may continue

(b) Be ready to handle emergency procedures including initiating and directing an emergency evacuation of the aircraft

Note: Local procedure shall be in place to ensure that there is an unobstructed view of the apron area from the flight deck.

3.2.2.4 After Refuelling Complete

The flight crew shall:

(a) Remove the fuel card from window (to avoid miscommunication on next sector)

(b) Remove the 'Refuelling with PAX in progress' sign

(c) Close the cockpit window

(d) Switch the seat belt sign on

3.2.3 Emergency Procedures

3.2.3.1 Hazard Identified During the Refuelling Process Onboard the Aircraft

If the presence of fuel vapour is detected, or any other hazard inside the aircraft arises:

- The flight crew shall turn on the Anti-Collision Beacon (ACB) and stop refuelling by pulling the appropriate circuit breakers onboard the aircraft

easyJet

- Ground crew shall:

    (a) Stop refuelling and halt all ground handling operations

    (b) Activate the emergency fuel shut-off valve, where available

    (c) Secure/make safe the fuelling truck where necessary and safe to do so

    (d) Stop the boarding process

    (e) Evacuate the immediate vicinity of the aircraft

    (f) Contact the local fire service

- Flight crew shall make use of the ground call button where possible to alert the refueller and ground crew of the hazard

- Where possible and safe to do so, ground crew shall establish direct communication with flight deck

3.2.3.2 Hazard Identified During the Refuelling Process on the Ramp

If a hazard arises outside the aircraft during refuelling:

- The refueller will stop the refuelling process and use a clear audio signal that can be heard in the flight deck and on the ramp (eg. vehicle horn, whistle or claxon) to communicate that an emergency situation exists to flight and ground crew

- Ground crew shall:

    (a) Stop refuelling and halt all ground handling operations

    (b) Activate the emergency fuel shut-off valve, where available

    (c) Secure/make safe the fuelling truck where necessary and safe to do so

    (d) Stop the boarding process and all other ground handling activities

    (e) Evacuate the immediate vicinity of the aircraft

    (f) Contact the local fire service

- Where possible and safe to do so, ground crew shall establish direct communication with flight crew

Note 1: In the event of a fuelling hazard no additional electrical equipment shall be switched on. Unless electrical equipment already running is likely to cause a specific hazard, it should continue to run until the hazard has been declared safe.

Note 2: In the case of a fuel spillage, as far as possible, restrict all activities inside and outside the spill area to prevent access and to reduce the risk of ignition.

Note 3: In the event of a fuelling hazard being identified onboard the aircraft or on the ramp, crew may commence a precautionary rapid disembarkation of the aircraft/evacuation
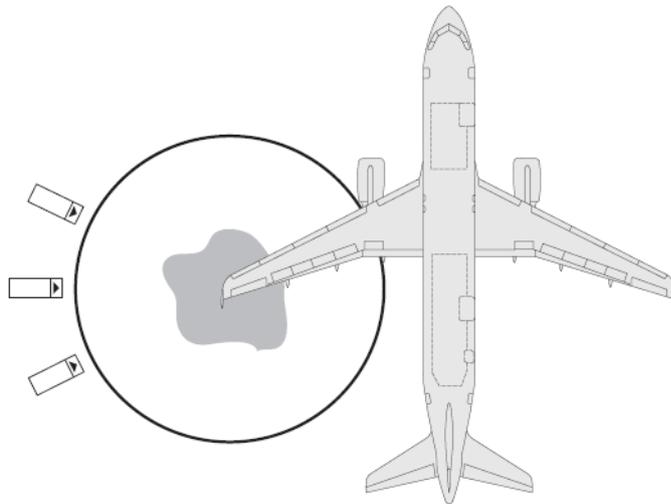
3.2.4   Driving and Positioning of Fuelling Vehicles

Standards as published by the "JIG" (Joint Inspection Group) and endorsed by IATA should be considered as Best Practice and should be adhered to at all times. Extracts of the JIG standards are detailed below.

(a) Vehicles shall not approach the aircraft until the aircraft anti-collision lights have been switched off.

(b) The approach to an aircraft shall be such that in the event of vehicle brake failure, collision shall be avoided. Vehicle brakes shall be safely tested on approach to the aircraft parking stand (approx. 15 m from the stand).

(c) Vehicles should, always move forward into the fuelling position such that there is a clear forward exit path.

(d) If a fuelling vehicle has to be reversed into or out of the fuelling position, the manoeuvre shall be performed with the assistance of a competent guide person (banksman) positioned behind the vehicle and visible to the driver at all times reversing is required, a banksman must be used to prevent contact with the aircraft or other equipment.

(e) Truck and trailer combinations shall not be reversed into position.

(f) At locations where the obstruction of the exit path is a continuing problem, this should be brought to the attention of easyJet and the Airport Authority. Vehicle Emergency Exit requirements are as follows:

Vehicle type	Emergency Exit requirement
Fuel Tanker	A clear exit path must be maintained throughout the fuelling operation to allow the fuelling vehicle to be driven away quickly (in a forward direction) in the event of an Emergency. If the exit path becomes obstructed by vehicles or equipment then the fuelling operation shall be stopped until the vehicle/equipment is moved clear of the fueller exit path.
Hydrant vehicle	Given the lower inherent risk (with no large quantity of aviation fuel on board) and that the hydrant vehicle is not required to be driven away in the event of a fuelling emergency, it is **not** mandatory to maintain an exit path. (Ref. JIG Chapter 6)

(g) Only fuelling vehicles which are specifically designed/approved to drive under the aircraft wing are permitted to do so.

(h) For easyJet A319 and A321 aircraft, loading activity for most turnarounds is restricted to the rear hold only. Therefore the fuel vehicle should be positioned to allow continued access of loading equipment in this area, without restricting the fuelling activity.

(i) For A320 aircraft, loading on some flights is limited to forward hold only, but with higher baggage loads both forward and aft baggage holds are utilised.

(j) The position and approach of fuelling vehicles must take account of operational factors, infrastructure and stand layout, in order to permit the simultaneous servicing/loading of aircraft whilst meeting all safety requirements.

(k) Where tanker vehicles are designed to be positioned under-wing, local assessment must take place to establish the optimum parking position, taking into account vehicle design. In most cases, the preferred option is to turn the vehicle approximately 30° away from the aircraft centre-line prior to stopping the vehicle. This will allow safe vehicle exit, whilst also allowing loading activities to take place.

3.2.5 Required Fuel Quantity

At airports where easyJet bases aircraft and crews, specific local procedures will be in place (where required) to brief the fuel supplier in relation to required fuel uplifts for aircraft on long turnrounds and/or night-stops. For other airports, and for routine turnrounds,easyJet operate a "Fuel Card" system to indicate to the fuelling operative the required total fuel quantity.

(a) The card will be displayed prominently in the First Officers flight deck window.

(b) The fuel card will not be displayed whilst taxying in. When the crew display the fuel card after arrival, this indicates that the appropriate Flight Deck requirements for fuelling the aircraft have been met.

(c) In the event that no fuel is required the fuel card will be set to zero (0.0).

(d) On some occasions, the Fight Crew might need to pass provisional figure i.e. when a top-up is required, and will therefore display "+" after the fuel figure.

(e) Once the final fuel required value is decided by the Flight Crew, the "+" will be removed.

3.2.6   Fuel Receipts and Confirmation of Uplift Quantity

Whilst it is preferable for the operating crew to have sight of the fuel receipt, the signing of a fuelling receipt by an easyJet representative other than the crew acts only to confirm that a fuelling event has occurred and that the event can be invoiced accordingly. The easyJet representative's signing of the form does not warrant that they have performed any check of the quantity uplifted.

(a) In selected airports, there is NO requirement for a fuel receipt. Approved suppliers are issued with a fuel "flip chart".

(b) On completion of fuelling, the Refueller will attract the attention of the Flight Deck crew (e.g. by banging on the side of the fuselage), and display the fuel "flip chart" confirming the supplier name (e.g. "SH" = Shell) and uplift quantity.

(c) If the flight crew are not present, such as first flight of the day, the Refueller will leave a paper receipt in the fuel panel door.

3.2.7   Precautions Prior to Fuelling

(a) Servicing vehicles and equipment must be positioned to allow the unobstructed exit of person(s) from the aircraft in an emergency.

(b) The ground area beneath the exits and the slide deployment areas must be kept clear.

(c) When an aircraft arrives on stand, with either flight deck fire warning lights or brake overheating warning lights illuminated, fuelling is not to begin until the causes of these warnings have been established and appropriate action taken to make sure the fuelling operation can be safely carried out.

3.2.8   Fuel Caps

(a) If the fuel cap is found to be missing, the fuelling operator should not attempt to connect to the aircraft and should immediately inform the Captain of the aircraft.

(b) If the fuel cap is found to be not attached to the aircraft by a lanyard, the Captain of the aircraft should be informed.

3.2.9 Earthing/Bonding of Aircraft

(a) Prior to the commencement of fuelling activities, the aircraft and fuelling vehicles must be electrically bonded together throughout the fuelling operation to ensure that no difference in electrical potential exists between the units and earthed to ensure there is no electrical discharge.

(b) Bonding between the fuelling vehicle and aircraft shall be completed before any hoses are connected or tank filler caps opened.

(c) Bonding shall be maintained until all hoses have been disconnected. The bonding point is on the Right Hand main-gear undercarriage leg as shown below.

(d) Bonding cables must be in a serviceable condition to ensure a good bond/ earth connection between aircraft and fuelling equipment. Cables with exposed wiring due to the cover becoming detached or those with joins in them should not be used.

3.2.10   Hydrant Fuelling Operations

Hydrant servicer inlet hoses, inlet couplers and hydrant pit valves are vulnerable to damage caused by other aircraft servicing vehicles. In order to improve the visibility of the hydrant pit valve area:

(a) A high visibility hazard marker shall be displayed above the pit opening. A four-winged flag constructed from high visibility material is preferred but alternative designs/equipment providing a similar degree of all round visibility may be used.

(b) During the hours of darkness the hydrant pit valve and inlet hose shall be illuminated. Red or orange safety lamps or vehicle-mounted searchlights (intrinsically safe) may be used for this purpose.

Additional methods of protecting and increasing the visibility of the hydrant pit and hydrant servicer inlet hose should be considered. This may include a risk assessment at the location. Examples of such additional methods include the use of high visibility road cones, inlet hose collars and warning signs.

3.2.11   End of Fuelling

(a) Before leaving the aircraft at the completion of the fuelling, the Refueller shall make a final check, including a complete "360 degree" walk around the vehicle to check the fuelling vehicle is properly disconnected from the aircraft and that all equipment is stowed correctly.

(b) The Refueller shall ensure that aircraft fuel caps have been correctly re-fitted and the fuel panel is closed and secure.

(c) Fuelling vehicles shall be driven away from the aircraft slowly in a forward direction.

3.3   ADVERSE WEATHER CONDITIONS

3.3.1   General

Airside operational ground crew should use the following procedures during adverse or poor weather conditions, which may have a negative impact on aircraft handling activities and ground safety. If additional information is required, refer to supervisory ground crew.

3.3.2   Wintery or Slippery Apron Conditions

Winter weather brings extra hazards, which require awareness and more care on the part of personnel working on the apron to prevent accidents. The following precautions to reduce accident risk shall be taken:

(a) Plan additional time for all ramp activities and take extra care when walking across apron surfaces, which can be slippery.

(b) Take extra care when driving, especially when approaching the aircraft. Remember that GSE require greater distances to stop safely on slippery surfaces.

(c) Operators of potable water tankers and toilet servicing units shall be vigilant that there is no spillage or leakage that can lead to subsequent freezing. Care shall be taken to keep spillage and overflow to a minimum.

(d) If apron conditions are hazardous, contact the competent authority to mitigate the hazard. In the event the hazard cannot be mitigated, suspend the affected operations.

(e) Close all entrance and cargo hold doors as soon as possible and keep them closed to avoid precipitation entry into the aircraft.

CAUTION: *Reduce speeds in slippery apron conditions. Adjust all activities and operations on the ramp to suit the conditions at the time.*

3.3.3 Thunderstorms and Lightning

3.3.3.1 Work Instructions During Thunderstorms and Lightning
On receipt of an ALERT:

(a) Make preparations for the STOP phase:

1. Suspend non-essential activities in open areas and ensure any ground crew using or about to use headsets are informed of the alert.

2. Fuelling operations can continue, however the proximity of the thunderstorm/lightning should be continually monitored.

3. Avoid using highly conductive equipment.

On receipt of a STOP instruction:

(a) Stop fuelling. Fuelling hoses cannot be left attached to the aircraft during any Thunderstorm/Lighting event.

(b) Discontinue aircraft communication by head set.

(c) Stop all ramp activity and clear ramp.

(d) Personnel should seek shelter inside buildings or inside metal bodied vehicles. No one should seek shelter under any part of the aircraft, loading bridge, near light poles, fences, under trees.

(e) In accordance with local procedures, the aircraft may come on stand but the aircraft doors should remain closed and ground servicing suspended.

Danger:
Failure to follow procedures could result in a fatal accident.

LEVELS	ACTION
Amber–ALERT Lightning activity is detected at a distance in excess of 8 km (5 miles) from your operation.	Disseminate lightning warning to airside operating staff so they can prepare and plan their activities to be ready in case of a Red Alert in accordance with local regulatory requirements.
Red–STOP/SUSPEND Lightning activity is detected within 5 km (3 miles) of your operation.	Disseminate the order to stop all airside activities and seek shelter to all airside operating staff.
Green–ALL CLEAR Lightning activity has moved beyond 5 km (3 miles) and is heading away from your operation.	Disseminate the order to resume normal activities to all airside operating staff.

The distances referred to above may vary depending on local climatic parameter.

> **Note:** The distance referred to above may vary depending on local climatic parameters.

3.3.3.2   Lightning Alert Callout

In the absence of an integrated airport notification system, all airside operating staff shall be aware of the following procedures:

(a) Use the counting method to detect/predict lightning activity. Determine the corresponding level based on the counting method diagram, see 3.3.3.3.

(b) The responsible person notifies all airside operating staff of the lightning alert level. If the person responsible is not available, the counting method should be used by all airside operating staff for self-protection.

(c) In case of a Red Alert, proceed to a designated shelter.

3.3.3.3   Counting Method

The counting method is used when an integrated airport notification system is absent. It is used to estimate the level of lightning activity.

easyJet

Counting Method Chart
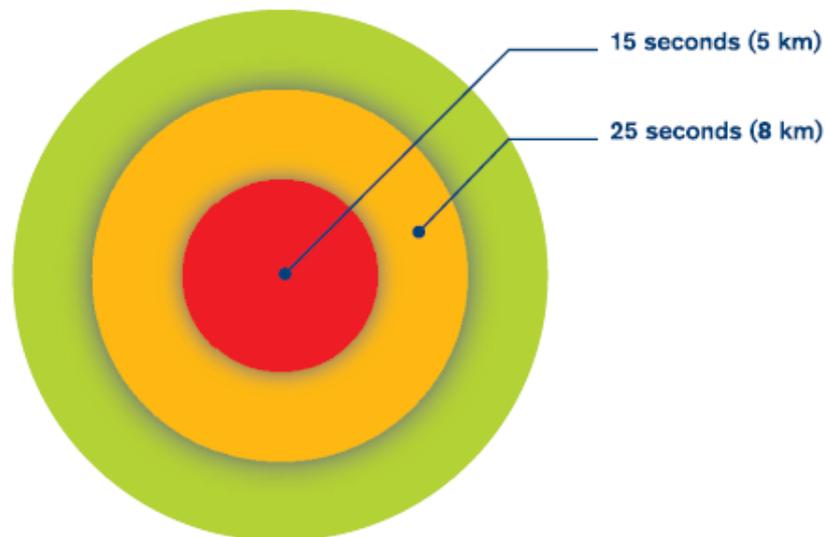
Note: 1. The time indicated is the time between the lightning and the sound of thunder.

2. If the counted time is less than 15 seconds, the lightning activity is less than 5 km from the airport.

3. If the counted time is between 15 seconds and 25 seconds, the lightning activity is between 5 and 8 km from the airport.

3.3.4 High Wind Conditions

High winds pose a great risk of damage and the following minimum precautions should be taken:

(a) Ensure the safety of the aircraft by installing additional chocks and removing all equipment from around the aircraft.

(b) Take extreme care when opening or closing any aircraft doors.

(c) Make sure parking brakes are set on all parked GSE.

(d) Set parking brakes and secure by additional means, if necessary, all non-motorised ramp equipment. (i.e., baggage carts).

3.3.5 High Winds Activity Table

The following actions shall be taken when sustained winds and/or gusts of wind 25 knots or greater are predicted, however, it is the actual wind speed at the aircraft parking position, which constitutes the risk for injuries and damages.

Airbridge/Jetty	Limits will be subject to local airport definition, above which airbridges should normally be retracted and lowered, and positioned to minimise potential damage. Ground Crew should be aware of the limitations of airbridge types on their station. Some airbridge types cannot be operated in wind speeds exceeding 30 knots, therefore it is recommended that local assessments are conducted above this speed.
Mobile Boarding Devices	In high wind conditions stations must consider limiting the use of mobile boarding devices to forward door only (1-step operation) at wind speeds above 40 knots (inc. gusts) in order to reduce the risk of ground damage. Operation of mobile boarding devices must cease when wind speeds exceed 45 knots (inc. gusts). Lower limits may be applied depending on the manufacturer limitations.
Passenger doors	Can be opened in wind speeds up to 65 knots (inc. gusts).
Hold doors	Can be opened in wind speeds up to 40 knots (inc. gusts) or 50 knots (inc. gusts), if the aircraft nose is oriented into the wind, or the cargo door is on the leeward side). Must be closed before the wind speed exceeds 65 knots (inc. gusts).

easyJet policy is to stop all passenger and ramp operations when the ATC reported "mean" wind speeds exceed 50 knots, or if local ramp conditions present a risk to the safety of our passengers, ramp personnel or safety of the aircraft.

Danger:
High winds pose a great risk of damage and injury.

3.3.6   Sandstorms and Low Visibility

The following minimum precautions should be taken:

(a) Issue appropriate Personal Protective Equipment (PPE) such as goggles, masks, covered clothing.

(b) Ensure the provision of shelter, as required.

3.3.7   Intense Heat

For Ground crew working outside, the following minimum precautions should be taken:

(a) Apply sunscreen generously and often

(b) Wear sun protective clothing (hat, sunglasses)

(c) Avoid excessive UV exposure

(d) Routinely hydrate by drinking plenty of water

(e) Ensure the wellbeing of yourself and colleagues is priority

Ground Crew must not hold customers in transient areas such as stairwells, jet bridges, outside queuing spaces, that are not air conditioned or have direct exposure to the sun.

3.4 HAND SIGNALS

3.4.1 Hand Signals – Introduction

To standardise "ground crew-to-ground crew" communication and/or "ground crew-to-flight crew" communication and/or flight crew-to-ground crew communication, the following hand signals are defined:

(a) **Guide Person Hand Signals** – to be used by a specific guide person in direct liaison with the equipment operator to facilitate movements of any type of GSE.

(b) **Marshalling Hand Signals** – to be used by ground crew, to assist the flight crew during manoeuvring of the aircraft and engine starting.

(c) **Technical/Servicing Hand Signals** – to be used by ground crew to communicate technical/servicing information to flight crew, and by flight crew to communicate technical/servicing information to ground crew.

Note 1: Only use hand signals when verbal communication is not possible

Note 2: Make sure acknowledgement of all signals is received from flight crew

(d) **Aircraft Movement Hand Signals** – to be used during the tractor/tow bar, towbarless connection/disconnection process, as well as at the start and end of the aircraft ground movement operation.

3.4.2 General Conditions for Using Hand Signals

The person giving the hand signals shall:

(a) Use only approved hand signals.

(b) Wear a high visibility vest.

(c) Maintain the same role throughout the procedure.

(d) Keep in constant, visual contact with the other ground crew and flight crew throughout the manoeuvre. If visual contact is lost, the operation must stop and not re-commence until visual contact is re-established.

(e) Remain clear of the intended pathway of the vehicle/aircraft where possible.

3.4.3 Specific Requirements for Using Marshalling Hand Signals

(a) Perform aircraft marshalling only if permitted by the local airport authority and personnel have been trained and authorized.

(b) Given marshalling hand signals from a position forward while facing and within view of the flight crew.

    (c)   Wear a high visibility vest.

    (d)   Use illuminated flashlights/wands to improve the visibility of hand signals in the following situations.

        1.   Insufficient apron lighting

        2.   Poor visibility

        3.   Night conditions

        4.   When required by airport authorities or regulations

CAUTION: *To avoid any possible confusion by the flight crew, do not use guide person hand signals for equipment until all aircraft marshalling has been completed.*

Note 1: The hand signals on the following pages are illustrated with the use of wands. The meaning of signals remains the same when bats, gloves or illuminated flashlights are used.

Note 2: It is not possible to give signals for engaging/releasing parking brakes with the use of bats or illuminated flashlights.

3.4.4   Guide Person Hand Signals for Ground Support Equipment

3.4.4.1   To Attract the Operator's Attention and Take Command

Arms held above head in vertical position with palms, facing forward.

Meaning: I am in charge of this manoeuvre. You will take orders only from me.

3.4.4.2   Forward Movement

Arms held above the head with elbows a little bent and palms facing backwards; repeatedly move arms upwards and backwards, beckoning onwards.

Meaning: Move towards the guide person.

3.4.4.3   Backward Movement

Arms by sides, palms facing forward, swept forward and upwards repeatedly.

Meaning: Move directly away from the guide person.

3.4.4.4 Turn Right (from the Driver's Point of View)

Left arm pointed downward, hand extended; right arm repeatedly moved upwards and downwards towards the guide person's left. Speed of arm movement indicates rate of turn.

3.4.4.5 Turn Left (from the Driver's Point of View)

Right arm pointed downward, hand extended; left arm repeatedly moved upwards towards and downwards towards the guide person's right. Speed of arm movement indicates rate of turn.

easyJet

3.4.4.6 Lift

Stretch both arms toward load or equipment, palms up; hand movement in upward direction.

3.4.4.7 Lower

Stretch both arms toward load or equipment, palms down; hand movement in downward direction.

3.4.4.8   Accompanied Movement

Come with load or equipment. Maintain eye-to-eye contact with operator/driver. Swing down opposite arm.

3.4.4.9   Indicate Distance

Raise arms above head, palms facing inward. Distance shown between hands shall correspond exactly with actual margin.

3.4.4.10   Stop

Arms raised and crossed over head. Palms forward.

Immediate stop: Hands cross over head with clenched fists.

3.4.4.11   OK

Lift right arm above head, hand closed, thumb raised.

Meaning: All is clear or continue on your own or drive away.

3.4.4.12   Chocks Inserted; Stabilisers On

Arms down, hands closed, palms facing backwards, thumbs extended; move arms in towards sides.

3.4.4.13   Chocks Removed; Stabilisers Off

Arms down, hands closed, palms facing forwards, thumbs extended; move arms out away from sides.

easyJet

3.4.4.14 To Interrupt Power Source (Electricity, Fuel, Air)

Right arm and hand level with shoulder, palm downward; swing extended arm horizontally toward throat by bending elbow.

3.4.4.15 Stop Engine

Right arm and hand level with shoulder, palm downwards, hand on throat making horizontal move to the right, passing hand across throat.

easyJet

3.4.4.16   To Connect or Disconnect

Raise left arm and hand in front of body, fingers extended horizontally, palm down.

Connect: Right hand with clenched fist moving upward to contact left palm

Disconnect: Right hand with clenched fist leaving left palm downward.

3.4.4.17   Brakes On/Off

Right arm and hand raised horizontally in front of body.

Release brakes: With fist clenched, extend fingers, palm inward.

Engage brakes: With extended fingers, clench fist, palm inward.

easyJet

3.4.5 Aircraft Movement Hand Signals – Headset Operator to Tractor Driver

3.4.5.1 Vehicle Brakes Off

Raise right hand just above shoulder height with closed fist and **ensuring eye contact with tug driver** open palm.

3.4.5.2 Clear to Push

Hold arm straight out at a 90° angle from shoulder, and display hand with thumb up.

Meaning: Indicates to tug driver that all equipment is clear of aircraft, chocks have been removed, the aircraft brakes are off and flight crew has given clearance to commence pushback.

3.4.5.3   Negative/Hold

Hold arm straight out at 90° angle from shoulder, and display hand with thumb down.

Meaning: Indicates to tug driver that aircraft is not ready for pushback and to hold position.

3.4.5.4   Vehicle Brakes On/Stop

Raise hand just above shoulder height with open palm and **ensuring eye contact with tug driver**, close into a fist. At the end of the pushback, also indicates to tug driver that aircraft brakes have been set. Tug driver should return signal to the headset operator to confirm vehicle brakes set.

easyJet

3.4.5.5 Slow Down

With hand at a 45° angle downward to the side, make a "patting" motion.

3.4.5.6 Change of Pushback Direction

Touch nose with finger with arm at a 90° angle to the shoulder, extend arm to point in the direction that aircraft needs to be turned to.

3.4.6 Aircraft Movement Hand Signals – Wingwalker to Headset Operator/Tug Driver, Marshaller, Flight Crew (as Applicable)

3.4.6.1 Clear to Move Aircraft

Raise right arm fully extended above head with wand held straight and left arm and wand at a 45° angle downward to the side.

3.4.6.2 Stop Movement of Aircraft

Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

easyJet

3.4.6.3   Hold Movement of Aircraft

Fully extend arms and wands downwards at a 45° angle to the sides. Hold this position until it is clear for the aircraft to move.

3.4.7   Marshalling Hand Signals for Aircraft

3.4.7.1   Identify Gate/Stand

Raise fully extended arms forward at shoulder level; raise straight above head with wands pointing up, move hands forwards and backwards to keep from blending into background.

3.4.7.2   Continue to Taxi Straight Ahead

Holding arms extended to the side; bend arms at elbows; move arms and wands up and down from waist to head.

3.4.7.3   Slow Down

Arms held at sides and slightly bent at elbows; move arms downwards in a patting gesture, moving wands up and down from waist to knees.

easyJet

3.4.7.4   Turn Right (from the Pilot's Point of View)

With left arm and wand extended at a 90° angle to the body, right hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

3.4.7.5   Turn Left (from the Pilot's Point of View)

With right arm and wand extended at a 90° angle to the body, left hand makes the come ahead signal. The rate of signal motion indicates to the pilot the rate of aircraft movement desired.

3.4.7.6   Stop

Fully extend arms and wands horizontally 90° at shoulder level; raise arms and wands to cross above head.

3.4.7.7   Hold Position/Stand-by

Fully extend arms and wands downwards at a 45° angle to the sides. Hold the position until the aircraft is clear for the next manoeuvre.

3.4.7.8 Proceed to Next Marshaller or as Directed by Tower/Ground Control

Point both arms upward, move and extend arms outward to side of body and point with wands to direction of next marshaller or taxi area.

3.4.7.9 Dispatch Aircraft

Perform a standard military salute with right hand and/or wand to dispatch the aircraft. Maintain eye contact with the flight crew until the aircraft has begun to taxi.

3.4.7.10 Fire
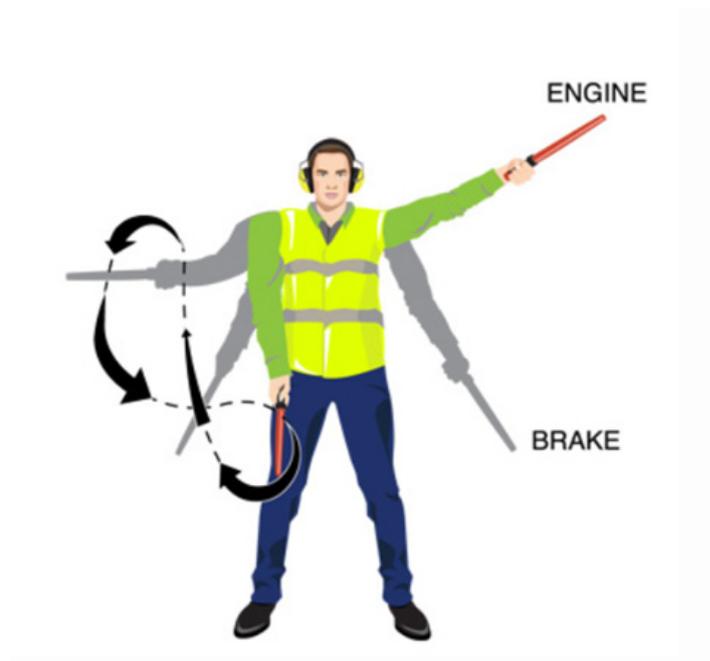
Holding right arm straight, move right hand in an exaggerated figure eight (8), or a fanning-type motion, from the shoulder to the knee, while at the same time pointing with the left-hand wand to the area of the fire.

At night use same process with wands.

3.4.7.11 Set Brakes

Raise right hand just above shoulder height with open palm facing forwards. Ensuring eye contact with flight crew, close hand into a fist. **DO NOT** move until receipt of thumbs up acknowledgment from flight crew.

3.4.7.12   Release Brakes

Raise hand just above shoulder height with hand closed in a fist. Ensuring eye contact with flight crew, open palm facing forwards. **DO NOT** move until receipt of thumbs up acknowledgment from flight crew.

3.4.7.13   Chocks Inserted

With arms and wands fully extended above head, move wands inward in a "jabbing" motion until wands touch.

Ensure acknowledgement is received from flight crew.

3.4.7.14 Chocks Removed

With arms and wands fully extended above head, move wands outward in a "jabbing" motion. **DO NOT** remove chocks until authorised to do so by flight crew.

3.4.7.15 Start Engines

Raise right arm to head level with wand pointing up and start a circular motion with hand; at the same time, with the left arm raised above head level, point to engine to be started.

3.4.7.16   Emergency Engine Shut Down/Cut Engines

Extend right arm with wand forward of body at shoulder level, move hand and wand to top of left shoulder and draw wand to top of right shoulder in a slicing motion across throat. Hold left arm above head with closed fist.

3.4.8   Technical/Servicing Hand Signals – Ground Crew to Flight Crew

(a) Only use hand signals when verbal communication is not possible.

(b) Make sure acknowledgement of all signals is received from flight crew.

3.4.8.1   Connect Towbar

Bring arms above the head and grasp forearm with opposite hand.

3.4.8.2   Air Up

Wave arms up and down from thigh to waist with palms up.

Meaning: Supply pressurised air for engine start.

3.4.8.3   Connect/Disconnect Ground Power

To connect ground power:

Hold arms fully extended above head; open left hand horizontally and move finger tips of right hand up to touch the open palm of left hand (forming a "T"). At night, illuminated wands can also be used to form the "T" above the head.

easyJet

To disconnect power:

Hold arms fully extended above head with finger tips of right hand touching the open horizontal palm of the left hand (forming a "T"); lower right hand away from the left. **DO NOT** disconnect power until authorised by the flight crew. At night, illuminated wands can also be used to open the "T" above the head.

3.4.8.4 Affirmative/All Clear

Raise right arm to head level with wand pointing up or display right hand with thumbs up; left arm remains at side by knee.

3.4.8.5   Negative

Hold right arm straight out at 90° from shoulder and point wand down to ground or display right hand with thumbs down; left hand remains at side by knee.

3.4.8.6   Interphone

Extend both arms at 90° from body and move hands to cup both ears.

easyJet

3.4.8.7   Do Not Touch Controls

Raise right hand above head level and close fist or hold wand in horizontal position; left arm remains at side by knee.

3.4.8.8   Open/Close Stairs

With right arm at side and left arm raised above head at a 45° angle, move right arm in sweeping motion towards top of left shoulder.

Note: This signal is intended mainly for aircraft with a set of integral stairs at the front.

3.4.9   Technical/Servicing Hand Signals – Flight Crew to Ground Crew

3.4.9.1   Brakes Engaged
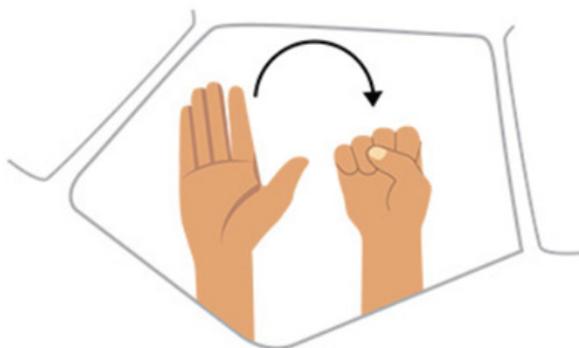
Raised arm and hand, with palm facing forward and fingers extended in front of face; close hand into a fist.

3.4.9.2   Brakes Released
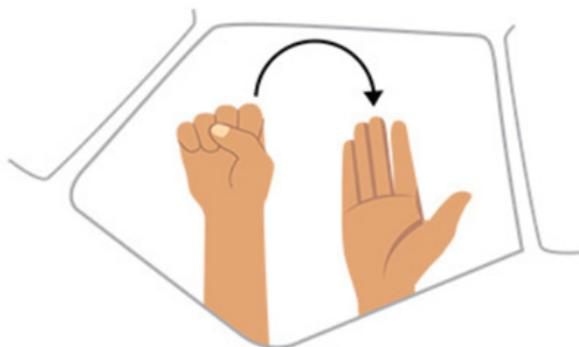
Raised arm, with fist clenched in front of face; extended fingers to open palm facing forward.

easyJet

3.4.9.3   Insert Wheel Chocks
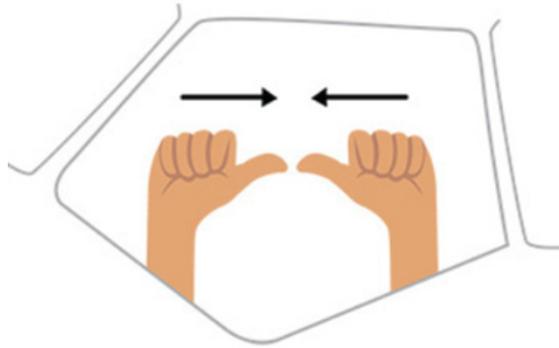
Hand held in front of face, palms facing forwards with fingers closed and thumbs extended, move hands inwards.

3.4.9.4   Remove Wheel Chocks
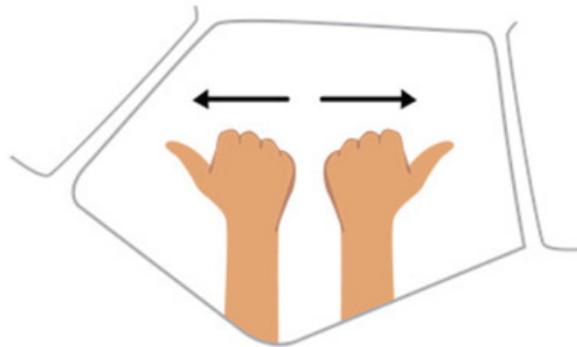
Hands held in front of face, palms facing backwards with fingers closed and thumbs extended; move hands outwards.

3.4.9.5   Ready to Start Engine(s)

One hand raised with the appropriate number of fingers outstretched to indicate the number of the engine to be started.

3.4.9.6   All Clear

One hand raised with closed fingers and extended. Acknowledgement of all ground actions.

3.5   TOILET SERVICING

3.5.1   Introduction

The complete procedure for servicing the aircraft toilet waste tank(s) consists of the following three steps:

(a) Draining of the waste tank(s)

(b) Flushing of the waste tank(s)

(c) Adding an amount of pre-charge and/or a concentrated deodorant pre-charge product – as applicable.

CAUTION: 1.   *Toilet fluids are corrosive.*

2.   *Prior to servicing, inspect the toilet servicing panel on the aircraft for signs of leakage.*

easyJet

3. If any horizontal blue streaks are observed, the blue streak shall be cleaned prior to servicing.

4. After cleaning, look again for signs of leakage.

5. Blue ice build-up at higher altitudes may influence airworthiness. In case of a possible leak, immediately inform the airline representative, ground engineer, or advise the flight crew.

3.5.2   Hygiene Precautions

(a) Wear heavy rubber gloves, full face protection and protective clothing against harmful wastes when performing toilet servicing.

(b) Do not park the toilet service unit in the same area as the water service unit nor at the water filling point.

> *CAUTION: Once an agent has performed toilet servicing on an aircraft, the same agent cannot perform water servicing during the same task.*

3.5.3   Toilet Servicing Procedure

3.5.3.1   General

All easyJet aircraft types are serviced via a single aft servicing panel.

(a) Open servicing panel and Toilet Service Door.

(b) Open the cap on the service panel drain valve assembly.

(c) Connect the waste drain hose from the toilet service equipment to the service panel drain valve assembly.

(d) Push the PUSH-TO-OPEN lever on the service panel drain valve assembly.

(e) Drain the waste tank. Pull the handle to open the waste drain ball valve. While the tank drains, feel the waste drain hose to make sure the liquid flows.

(f) Flush the Waste Tank.

(g) Open the cap on the rinse fitting assembly.

(h) Connect a rinse water hose from the toilet service equipment to the rinse fitting assembly. Make sure that the water pressure is a minimum of 35 psi.

(i) Flush the waste tank with water.

(j) At the service panel, push the handle to close the waste drain ball valve.

(k) Add the pre-charge chemical to the waste tank. (Do not add the precharge chemical to the waste tank if the aircraft can freeze. (If temperatures are below freezing) Frozen pre-charge can cause damage to the waste system.)

(l) Disconnect the waste drain hose from the service panel drain valve assembly.

(m) Make sure there is no liquid leakage from the waste service panel.

(n) Push the flapper on the service panel drain valve assembly to close the service panel drain valve assembly.

(o) Close the cap for the service panel drain valve assembly.

(p) Clean all the components and the door for the waste service panel. Ensure that all latches and panels are wiped clean of any contamination.

(q) Close the Toilet Service Door and service panel.

(r) On completion of adhoc toilet services during the operating day, the online Smartsheet file must be updated daily by the service provider with total number of services completed as per the "Potable Water and Toilet Servicing Procedure".

On completion of adhoc toilet services during the operating day, the online Smartsheet file must be updated daily by the service provider with the total number of services completed as per the "Potable Water and Toilet Servicing Procedure".

Make sure all the toilets operate. See also separate precautions in relation to freezing conditions.

Note: Inform aircraft maintenance or flight crew, if:

(a) Fluid leakage is observed.

(b) The drain valve will not open or the waste tank cannot be drained.

(c) There is any visible damage to the water servicing panel.

Report any spillage of waste to the supervisor.

3.5.3.2   Draining

(a) Drain the aircraft waste system into the waste tank of a toilet service unit.

(b) Observe the waste drain hose during draining to confirm that the waste tank is completely emptied. The hose will also vibrate for a few seconds as the contents of the waste tank pass into the waste tank of a toilet service unit.

Note: Drain the waste tanks one at a time for optimal results.

3.5.3.3 Servicing During Freezing Conditions

Take the following measures to prevent freezing of the fluid in the aircraft toilet tanks and lines during freezing conditions:

(a) It is very important that throughout the winter period, all cold weather stations have processes and procedures in place that protect aircraft that are night stopping. Not following procedures can potentially lead to damage to aircraft systems and aircraft becoming unserviceable.

(b) In freezing conditions, below 0°C, draining and purging of the potable water system must take place after aircraft arrival. When these services are needed, the following must be adhered to;

1. The draining service must only be completed on the request of the Engineer in charge of the aircraft, as they must arrange for the system to be purged;

2. The Engineer in charge of the aircraft will coordinate the draining service, to ensure the requirements of the AMM are met;

3. After the draining service has taken place, the drain valves must be left OPEN.

CAUTION: *Not following the above procedures can lead to damage to the aircraft piping system, resulting in the system and aircraft becoming unserviceable.*

Note: 1. Ground Crew must NOT attempt to drain or purge the potable water and waste system prior to the request of the Engineer and without the Engineer present.

2. Exceptions to the above may apply in case the aircraft is powered up and heated, however this decision will still sit with the Engineer in charge of the aircraft.

(c) Fill the aircraft toilet system only after electrical power supply has been restored, and as close to flight departure time as possible.

(d) Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid in the fill line.

CAUTION: *Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact maintenance immediately.*

3.5.3.4 Inoperative Toilet Systems

If defects of the toilet system prevent regular servicing, ask qualified technical staff – if available – for assistance (e.g., removal of panels).

If no technical staff is available, inform the flight crew or an airline representative.

easyJet

3.6   POTABLE WATER SERVICING

3.6.1   General

(a)   The water used for uplift shall fully meet the hygiene and testing requirements detailed in AHM 440, those detailed in Section 3.6.3 and as per the easyJet Potable Water Policy.

(b)   The Potable Water Policy is designed to ensure the safety of potable water that is consumed on-board easyJet aircraft. The Policy outlines the roles, responsibilities and requirements of Potable Water Service Providers ("Service Providers"). It also clearly defines the roles and responsibilities of departments within easyJet. This Policy covers the means by which suppliers are 'approved' to provide potable water services to easyJet aircraft.

(c)   Equipment used shall fully comply with the specifications detailed in AHM 970 for water servicing vehicles, or AHM 981 for towed service carts.

(d)   All equipment shall be serviced according to the manufacturer's recommendations. Records shall be kept of all servicing, cleaning, disinfection and maintenance tasks performed.

(e)   All equipment and facilities used shall be maintained to the highest possible hygienic standard.

(f)   Only uplift water to aircraft if authorised or requested by the operating airline.

(g)   Replenish the aircraft tank according to the operating airline instructions. Any deviation shall be reported to the supervisor or airline representative.

(h)   easyJet ICC (dutymanager@easyjet.com), the Potable Water Accountable Manager (Aircraft Appearance Manager) (sophie.michelson@easyjet.com and appearance@easyjet.com), and the applicable AOCM/GOM shall be informed of any impending risk of potential harm to persons due to water contamination or pollution (water analysis fail), or water supply being disrupted or any issue that may affect (or may have affected) the standard of water uplifted to the aircraft, including contamination incidents, maintenance findings and test failures as per the easyJet Potable Water Policy.

3.6.2   Potable Water Servicing Procedures

3.6.2.1   Filling Aircraft Water Tanks

(a)   Before connecting the aircraft filling hose to the aircraft, flush the hose.

Note: The hose needs to be flushed in a basket or waste container before connecting the hose to the aircraft filling point (Not required on consecutive servicing).

(b)   Do not place hose ends on the ground.

(c)   On immediate turnaround sequence, the water service shall always be performed before the toilet service.

(d) Aircraft filling port shall be cleaned/wiped dry with antiseptic wipes before hose is connected to the aircraft adaptor.

Note: Cleaning may be carried out either by wiping with a towelette or equivalent soaked with a disinfecting solution or wiping with a disinfectant pre-soaked 'towelettes'. The spray- and wipe procedure is accepted if sprayed directly on the towelette. However, they should not spray directly into the aircraft coupling.

(e) Fill the water tank(s) to the required level.

(f) Each aircraft type has specific requirement for filling and draining.

(g) When not in use, hose-ends shall be:

    1. Kept capped or;

    2. Attached to a dummy connector or;

    3. Kept in a container filled with disinfectant solution or;

    4. Treated with disinfectant before use.
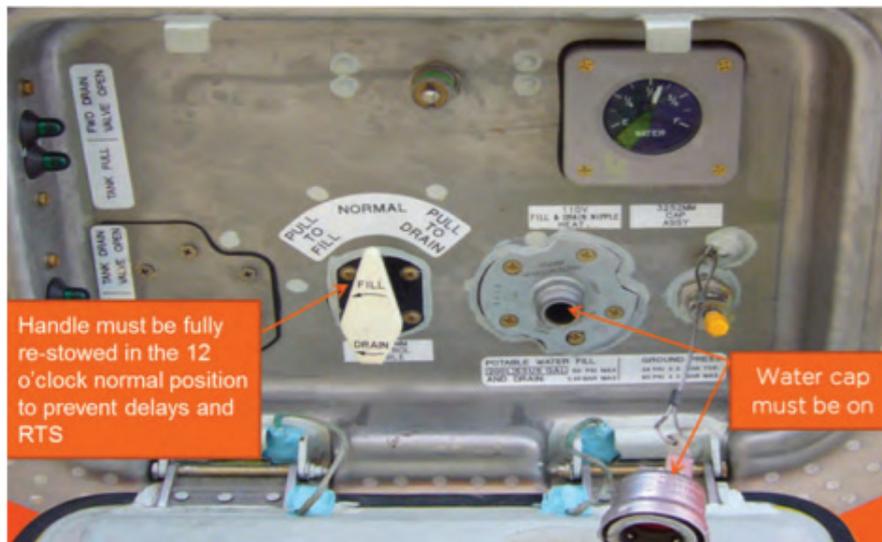
    5. The potable water system is filled through a connector in the service panel and another connector is provided for overflow of the system.

    6. A drain handle is located in the service panel for drainage of the system.

    7. Access Panel – The operator MUST ensure the fill/drain handle is fully closed at the 12 o'clock position and all other valve handles are also in the closed position once servicing complete.

    8. Fill and Overflow Valve Handle.

    9. Tank Drain Valve Handle.

        i. Open – drains water from tank.

        ii. Closed – normal position.

3.6.2.2 Water Servicing During Freezing Conditions

The following actions shall be followed to prevent freezing of the water in the aircraft water tanks and lines during freezing conditions:

(a) Drain the aircraft water tanks if instructed by easyJet, as per the easyJet Winter Operations Manual.

Dispose of water in accordance with airport operator requirements.

(b) Ensure the fill line is fully drained before closing the cap to prevent freezing of fluid inside.

CAUTION: *Keep aircraft cargo doors closed to prevent water lines from freezing when the cargo compartments are not being loaded or unloaded.*

Do not attempt to remove the frozen substance in the fill lines or connections or on the service panels. Contact maintenance immediately.

3.6.3 Potable Water Hygiene Requirements

3.6.3.1 Fill Points and Water Cabinets

(a) Daily, weekly and monthly tasks shall be conducted and recorded as per AHM 440.

(b) Hoses, connectors and water quality shall meet AHM specifications and hygiene requirements.

(c) The water shall only be used as potable water for aircraft.

(d) The area around the fill point/water cabinet shall be kept clean and free from rubbish.

(e) When not in use, all fill point hoses shall be secured and locked in a metal pest proof enclosure. Fill points without attached hoses shall be capped.

(f) When not in use, hose-ends shall be:

1. Kept capped or;

2. Attached to a dummy connector or;

3. Kept in a container filled with disinfectant solution or;

4. Treated with disinfectant before use.

(g) Do not place hose ends on the ground.

3.6.3.2 Water Service Vehicles & Towed Service Carts

The water service vehicles and towed service carts shall:

(a) Daily, weekly and monthly tasks shall be conducted and recorded as per AHM 440.

(b) Only be filled at a designated potable water fill point using approved hoses and couplings.

(c) Only be used to fill aircraft potable water tanks.

(d) Be parked in a clean and secure area, **a minimum of 30 metres** away from toilet servicing vehicles.

(e) Not be positioned close to toilet servicing units at any time, particularly when toilet servicing or toilet waste disposal is taking place.

Note 1: The water service vehicles and towed service carts should be parked in a shaded area during hot sunny weather, particularly if filled.

Note 2: The tank shall be drained completely at least once per calendar day.

3.6.3.3   Water Servicing

The water servicing ground crew shall:

(a) Be dressed with clean working clothes in accordance with the WHO Drinking Water Quality Standard and shall be assigned to the drinking water servicing.

(b) For hygiene reasons; if an operator conducts both toilet and water servicing functions during the course of their shift, the operator must service potable water before servicing aircraft toilet.

CAUTION: Should the operator be reassigned to perform water servicing after he/she has performed toilet servicing, the operator shall shower and change into clean external clothes/overalls and PPE.

(c) The operator should wear single wear use or disposable gloves during the drinking water servicing as per AHM 440.

3.6.3.4   Water Treatment Chemicals (Sanitiser)

Water uplifted to aircraft potable water tanks may contain a low concentration of disinfectant chemical (sanitiser), of a type suitable for potable water. The most common sanitisers are based on chlorine or hydrogen peroxide. Refer to AHM 440 for details.

3.6.3.5   Water Service Vehicle Cleaning and Disinfection

Water service vehicles, towed service cart tanks and hoses shall be checked every day, disinfected at least once per week and 'deep' cleaned at least once per month. Refer to AHM 440 for details.

3.6.3.6   Fill Point and Water Cabinet Cleaning and Disinfection

(a) Fill points, hose cabinets and their surroundings shall be checked daily for general cleanliness.

(b) Fill points and hoses shall be disinfected at least once a week. Refer to AHM 440 for details.

3.7 AIRCRAFT CLEANING AND DISINFECTION

3.7.1 General

Refer to easyJet Cleaning Operations Manual.

3.7.2 Cleaning Equipment

Only cleaning materials that meet the relevant aerospace material specifications are to be used on or around easyJet aircraft. The easyJet Cleaning Operations Manual details recommended products and equipment.

3.7.3 Health and Safety General Instructions

(a) Wear the required personal protective equipment.

(b) Exercise caution while checking the contents of seat covers/pockets to prevent cuts and injuries by any sharp items placed there.

Ensure suitable disposal containers are available and used for the removal of soiled articles, waste and sharps.

(c) Dispose of waste in accordance with local airport authority regulations.

(d) Use the correct and approved cleaning materials.

(e) Be familiar with the Material Safety Data Sheets (MSDS) to understand the hazards of the chemicals used in cleaning.

(f) Take care while using PBB and stairs.

3.7.4 Lost/Found/Damage/Suspicious Items

(a) Do not check/open any items found as the nature of the contents inside is unknown and has the potential to be harmful/dangerous.

(b) Any lost property found must be handed in.

(c) Any seat or cabin interior/area found damaged must be reported.

(d) Any suspicious item found must be immediately reported.

3.7.5 Garbage Disposal/De-gash

(a) All aircraft garbage must be transported to the designated disposal area.

(b) Do not obstruct jetties or steps with garbage bags.

(c) Do no throw garbage bags onto the ramp from the aircraft or from steps.

(d) Dispose green bags in recycling (if available) and orange bags in general waste or CAT 1 ICW bins in accordance with local airport authority regulations.

At specific airports determined by easyJet, gash bags will be placed into fire retardant bags by the operating cabin crew. These must be loaded into the aircraft hold by the Ground Handling Partner where applicable.

The Ground Handling Partner at arrival stations must remove any gash bags that have been loaded in the cargo hold. Fire retardant bags must be returned to the cabin. Rubbish removed from gash bags must be collected by cleaners.

When gash bags have been loaded into the cargo hold the SI line of the movement message must be updated accordingly to notify the arrival station. Example 4x Gash Bags Hold 1.

Note: Variations to the gash bag(s) process are only permitted where approved by easyJet where no viable alternative process exists for local removal of waste.

3.8 SAFETY DURING AIRCRAFT DE-ICING/ANTI-ICING OPERATIONS

All those involved in the de/anti-icing operations of easyJet aircraft shall adhere to the processes outlined within the Winter Operations Manual and all SAE Global Deicing Standards.

Intentionally Blank

easyJet

4   AIRCRAFT TURN-AROUND

4.1   AIRCRAFT ARRIVAL

4.1.1   Arrival

Actions Prior to Aircraft Arrival

(a) Ensure all persons involved with the aircraft arrival and post-arrival handling/servicing are briefed on safety and operational requirements relevant to their functions, e.g., aircraft defects that may affect ground handling operations, specific unloading, equipment positioning and operating requirements.

(b) Conduct Foreign Object Debris (FOD) check on parking stand, removing all debris just prior to aircraft arrival.

(c) Make sure the stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.

(d) Make sure all required Ground Support Equipment (GSE) chocks and safety cones are available and serviceable, and are positioned well clear of the aircraft path, outside the Equipment Restraint Area (ERA).

(e) Make sure the aircraft guidance docking system is activated, where applicable, or a marshaller is in position. Where a docking guidance system is in use, ensure it is operative and only activated when it is confirmed that conditions are safe to accept the aircraft.

(f) Make sure required ground personnel are present including any additional personnel (i.e., wing walker). If applicable, See 4.1.2 (b) for wing walker positioning during aircraft arrival.

(g) All personnel shall remain well clear of the arriving aircraft and its maneuvering path, outside the ERA, other than those personnel with functions that require them to be inside the ERA during aircraft arrival, e.g., marshaller(s) and/or wing walkers(s). See 4.1.3 for requirements/clearance for personnel to approach the aircraft.

(h) If the aircraft has an inoperative APU, a nominated person shall ensure all Ground Crew are briefed regarding the required safety precautions prior to approaching the aircraft. It is recommended that the easyJet briefing form (or a locally approved form) is used.

Danger:
All persons not responsible for the aircraft arrival operation shall stay well clear of the arriving aircraft and shall not approach the aircraft until:

1. The engines have been shut down and are spooling down.
2. The anti-collision lights have been switched off.
3. Confirmation has been given by the nominated person that it is safe for ground crew to approach the aircraft through use of the "thumbs up" signal.
4. The main gear wheel chocks are positioned.

4.1.2   Actions During Aircraft Arrival

(a) For a standard arrival at a stand without an automated guide-in system or at an open ramp:

1. As the aircraft approaches the stand area, the marshaller points to the guide-in line on the ramp to be followed by the aircraft by standing at the top of the guide-in line and giving the "Identify Gate/ Stand" signal, (refer to 3.4.7.1). Wing walkers, if required, will be positioned approximately 1 m (3 ft.) outside the path of the wingtips. Wingwalkers shall maintain visual contact with the marshaller until the aircraft has come to a complete stop.

2. While the aircraft taxies along the guide-in line, the marshaller gives the "Continue to Taxi Ahead" signal with marshalling wands, (refer to 3.4.7.2).

3. The nose wheel should follow the guide-in line all the way to the appropriate stop point. Use the "Turn Left" (From the flight's crew's point of view) or "Turn Right" (From the flight's crew's point of view) signals to correct the track of the aircraft as required, (refer to 3.4.7.4 and 3.4.7.5).

4. If at any time during the aircraft movement the marshaller is unsure or identifies an imminent danger, signal the aircraft to "STOP" refer to 3.4.7.6.

5. If at any time during the aircraft movement, the wingwalkers are unsure or identify an imminent danger, signal the marshaller with the "STOP" signal, (refer to 3.4.7.6).

6. As the aircraft approaches the stop position, use the "Slow Down" signal if required (refer to 3.4.7.3). As the nose wheel reaches the stop point slowly cross the wands in the "Stop" signal (refer to 3.4.7.6).

(b) For a standard arrival at a stand with an automated guide-in system:

1. The Ground Crew responsible for the aircraft arrival operations shall verify that the correct aircraft has been selected for the arrival and the equipment is operational.

2. The Ground Crew responsible for manning the emergency stop button shall be positioned with an unobstructed view of the arriving aircraft and within reach of the system to stop the aircraft in the event it is needed. It is essential to maintain a continuous unobstructed view between the Ground Crew responsible for manning the emergency stop button and the ground personnel ensuring clearance (e.g. wing walker).

3. If the emergency stop is activated, and only after a check by the guidance system operator confirms that the risk is no longer present, the aircraft docking guidance system can be reactivated. If not, standard aircraft arrival procedures shall be used.

4. Wing walkers, if required, will be positioned approximately 1 m (3 ft.) outside the path of the wingtips. Wing walkers shall maintain visual contact with the Ground Crew responsible for the aircraft arrival operations, until the aircraft has come to a complete stop.

4.1.3 Actions After Aircraft Arrival

(a) Upon aircraft stopping:

1. Wait.

(b) After the engines have been shut down, are spooling down and the anti-collision lights have been switched off:

1. A nominated person must provide confirmation that it is safe for people to approach the aircraft using the "thumbs up" signal.

(c) Once the "thumbs up" signal has been received:

1. Position wheel chocks in accordance with 4.2.1 and verbally/visually confirm to flight crew that chocks have been positioned.

2. Position safety cones as per local requirements.

After placement, GSE may enter the ERA to approach the aircraft.

3. Check there is no damage to the cabin door areas and position Passenger Boarding Devices.

4. Conduct an arrival walk around inspection and check for damage to the following areas before positioning remaining GSE:

   i. All cargo doors

   ii. All access panels and servicing access points

   iii. Aircraft fuselage

   iv. Aircraft engine cowlings/propellers

Should the aircraft APU be in-operative:

(d) Upon aircraft stopping (inop. APU):

1. Position wheel chocks at Nose Landing Gear (NLG) wheels as per 4.2.1.

2. Position and connect the Ground Power Unit (GPU) or Fixed Power Unit (FPU), if required, before engine shut down.

3. Procedures outlined in (b) and (c) must then be followed.

Note 1: If any damage is found, report it immediately to operating crew, via a supervisor and do not approach the aircraft with any GSE in the area where the damage has been found.

Note 2: "Spooling down" of an engine can be identified as follows: reduced engine noise, visible fan or propeller speed reduction, lack of exhaust heat/thrust plume.

Note 3: If the aircraft is dispatched with inoperative anti-collision lights, the wing tip strobe lights will be activated by the flight crew. If the wing tip strobe lights have been activated, Ground Crew must stay clear of the aircraft until they have been turned off and the engines have spooled down.

Danger:
If notified of a brake overheat do not approach the main gear.

CAUTION: *If an aircraft arrives with an unserviceable anti-collision light, do not approach the aircraft until communication has been established with the flight crew.*

4.1.4 Ground Support Equipment for Arriving Aircraft

4.1.4.1 Ground Power Unit and Fixed Power Unit

(a) It is permitted to pre-position a Ground Power Unit (GPU) inside the ERA provided there is a marked GPU parking position.

(b) Position the GPU on the appropriate side of the aircraft as shown in Figure 4.2 (example of GPU positioning).

(c) Set parking brake/chock for the GPU.

(d) Ensure the GPU, while in operation, is positioned a minimum of 3 m (10 ft.) from any fuelling vehicles and aircraft fuel vent exits.

(e) Fixed Power Units (FPU) and leads shall be fully stowed/retracted during aircraft arrival as per the system design.

(f) Ground power should be provided on arrival for all flights.

(g) Where available FPU should be used instead of GPU.

(h) Before connecting to the aircraft, check the aircraft receptacles, lead(s) and plug(s) are clean and undamaged with no sign of excessive wear or electrical burning to the contacts.

(i) Do not energise the GPU/FPU power output until the unit is connected to the aircraft.

(j) Connect the external power sources. Advise the flight crew of any discrepancies.

(k) Attach the power lead lanyards to the aircraft attachment point (where fitted).

(l) Request approval from flight crew before turning off and disconnecting the GPU/FPU cables.

(m) Turn off the GPU/FPU power output before disconnecting the cable(s).

(n) Always disconnect and stow the GPU power cables BEFORE connecting a tow tractor to the GPU.

Example of GPU positioning:

Figure 4.2 Sample GPU Positioning
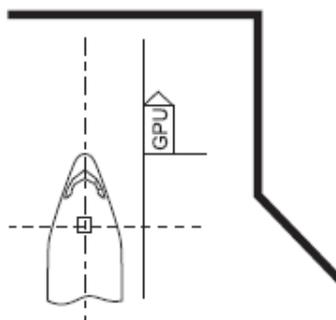
4.1.4.2   Cooling/Heating Units and Pre-Conditioned Air

Danger:
Before supplying air by an external source, make sure that at least one cabin door is open and remains open during air unit operation. Make sure that a motorized ground air supply unit is not near the aircraft. The engine exhaust pipe of the unit shall point away from the aircraft. Heat from the unit's exhaust can cause damage to the aircraft structure.

As part of the fuel conservation programs of most airlines, Pre-Conditioned Air (PCA) is required at all airports that provide on-stand PCA.

There is a single 20.3 cm connection behind a hinged panel located on the underside of the fuselage which will enable ground air-conditioning units to be used when the APU is unserviceable or off. Where Preconditioned Air is available then this should be provided where required.

Ground Crew must always seek approval from the operating Flight Crew before activating the provision of Pre-Conditioned Air.

Note: Make sure there is no blockage of the PCA hose.

(a) **To connect PCA:**

1. Open the access panel.

2. Connect ground PCA unit to the aircraft.

3. Start up ground PCA unit.

4. On the ground PCA unit, select the desired cooling or heating settings (air temperature and flow rate) or position the selector in the appropriate position.

(b) **To disconnect PCA:**

1. Shut down ground PCA unit.

2. Disconnect ground PCA unit from aircraft.

3. Close the access panel.

4. Retract the PCA hose to the fully stowed and secured position.

4.2   AIRCRAFT CHOCKING

4.2.1   Wheel Chock Placement

(a) Make sure the required number of serviceable chocks are available considering the aircraft type and weather conditions.

(b) Chocks shall be kept clear of the guide-in line and in a safe area away from arriving aircraft and engine danger areas.

easyJet

(c) Wait for aircraft to come to a complete stop, engines have spooled down, anti-collision beacons switched off and a Clear "thumbs up" signal has been given before approaching the aircraft to position chocks.

(d) One designated ground crew will immediately place chocks forward and aft of the nose gear (lightly touching wheels) if the aircraft type allows and according to the options listed in 4.2.2. This is the first action to take place around the arriving aircraft and should be completed before any other activity takes place.

(e) Before approaching the main gear, wait until:

1. Engines have been shut down and are spooling down.

2. Anti-collision lights are switched off.

3. A Clear "thumbs up" signal has been given by a nominated person.

(f) Walk towards the main gear in a path parallel to the fuselage, avoiding engine intake areas.

(g) Notify the flight crew that the chocks are inserted.

Note: When the aircraft is parked on a slope, the chock on the down-slope side should just touch the wheels and the chock on the up-slope should not touch the wheels.

In the event of inoperative APU:

(a) One designated member of the ground staff immediately places chocks forward and aft of the nose gear,

(b) Before approaching the main gear, wait until:

1. Engines have been shut down and are spooling down.

2. Anti-collision lights are switched off.

3. A Clear "thumbs up" signal has been given by a nominated person.

(c) Walk towards the main gear in a path parallel to the fuselage, avoiding engine intake areas.

(d) Position chocks.

(e) Verbally/visually confirm to flight crew that chocks have been positioned.

4.2.2   Chock Placement Diagrams

Normal Operations
Aircraft with single axle main gear bogie
Note:
Illustration purposes only
Chocks must be positioned forward and aft of the same wheel
Inside or outside main gear chocks are acceptable
Chocks may be positioned on the left hand or right-hand side of the main gear

Parking Aircraft Out of Service/Night-Stop/High Winds
Aircraft with single axle main gear bogie
Note:
Illustration purposes only
Inside or outside main gear chocks are acceptable
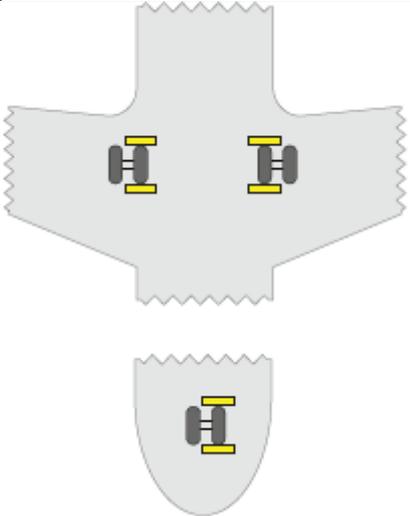
illustration purposes only

4.3 AIRCRAFT CONING

4.3.1 Safety Cone Placement and Removal

Safety cones are a caution sign for operators or drivers to maintain required safety clearances. Cones protect parts of the aircraft against collision by GSE. easyJet does not require that safety cones are used. Their use should be assessed based on local infrastructure, procedures and stand layout. Where used, the following guidance should be considered best practice:

(a) Prior to arrival of the aircraft, make sure there are sufficient serviceable safety cones to protect the aircraft type to be handled.

(b) Do not approach the aircraft to position cones unless all the following criteria are met:

 1. Aircraft has come to a complete stop

 2. Engines have been shut down and are spooling down

 3. Anti-collision lights are switched off

 4. "Thumbs up" signal has been given

 5. Aircraft has been chocked

   Note: "Spooling down" of an engine can be identified as follows:

     i. Reduced engine noise.

     ii. Visible fan speed reduction.

     iii. Lack of exhaust heat or thrust plume.

(c) Place safety cones on the ground in accordance with the diagrams, see 4.3.2 within a maximum of 1 m (3 ft.) outward from the point of the aircraft being protected. Cones shall not be placed in high wind conditions.

(d) Additional safety cones may be needed as per operational requirements or local regulations.

(e) GSE shall not approach the aircraft until all safety cones have been placed (not applicable for the PBB or GPU, if required).

(f) All required safety cones shall remain in place until GSE and vehicle activities around the aircraft have ceased prior to departure of the aircraft.

   Note: In some situations it may be necessary to re-position cones to allow GSE to be positioned. Cones shall not be placed under engines. Re-position the cones when the GSE is removed.

(g) Ensure all vehicles have been removed from the ERA except GSE required for the departure operation, e.g., ASU, GPU/FPU and pushback tractor, as applicable.

(h) Remove the safety cones from around the aircraft.

(i)   When not in use, place the safety cones in the designated storage area.

Note: Cones shall not be used when a high wind warning is in place. Where "PIGS" are used at the left wingtip for the control of passengers, safety cones on this side are not required.

Where a PIG is being used in place of a safety cone, it shall be positioned within a maximum of 1 m (3 ft.) outward from the point of the aircraft being protected.

4.3.2   Cone Placement for Wing-Mounted Twin Engine Jet Aircraft
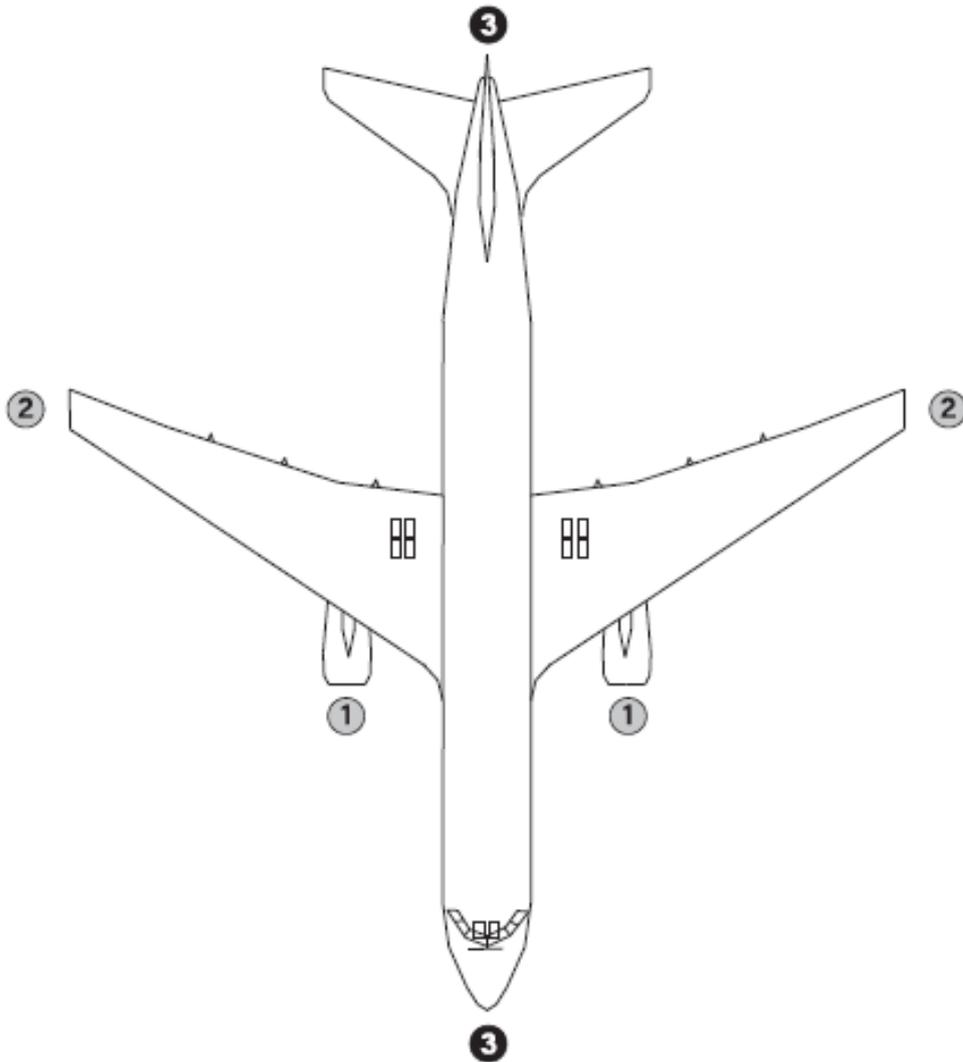
CONE NUMBER	DESCRIPTION
①	Cones max. 1 m (3 ft) in front of engine
②	Cones max. 1 m (3 ft) from wingtip
③	Additional cones to be placed at the applicable end(s) of the aircraft where immediately adjacent to a service road.

4.4 AIRCRAFT ACCESS DOORS

4.4.1 General Safety Requirements

This section provides generic precautions and does not constitute training on opening/closing of aircraft access doors.

(a) Ground personnel shall not operate **ANY** aircraft access doors unless they have been trained and authorised to do so.

(b) Prior to the removal or repositioning of any boarding device, the easyJet 'Permit to Remove Steps' process must be adhered to in order to prevent falls from height.

(c) Seek assistance from maintenance personnel if any difficulty is experienced during normal door operation.

(d) If damage or irregularity is discovered, immediately report it to the supervisor, aircraft maintenance and if available, flight crew.

CAUTION: Do not operate or leave doors open in winds exceeding those indicated in the manufacturer's limitations.

4.4.2 Cabin Access Doors

4.4.2.1 General

The cabin doors must never be opened by any unauthorised persons. During normal operations, passenger doors must only be operated by the Operating Flight Crew. Incorrect door opening procedures can lead to inadvertent deployment of the escape slide.

(a) Once the boarding device is positioned correctly and secured, Ground Crew must advise the Cabin Crew by knocking twice on the cabin door.

(b) Ground Crew must wait until the door has been opened by Cabin Crew, adjust and secure guard rails of the boarding device as required, and ensure the Cabin Crew are satisfied with the boarding device positioning.

(c) The ground personnel (Ground Crew) must ensure that boarding device is correctly deployed, guard rails locked and secured in place and doors open as required (in consultation with cabin crew), prior to the commencement of passenger boarding.

(d) easyJet operates a "Permit to Remove Steps" process. This is designed to ensure that boarding devices are not removed from the aircraft until it is safe to do so and doors are closed. When the aircraft door is ready to be

closed, the Ground Crew responsible for moving the boarding device must obtain a completed "Permit to Remove Steps" from the Cabin Crew at the door.

Danger:
1. Cabin access doors shall only be in the open position if there is an appropriate boarding device or appropriate equipment positioned at the door.
2. There is a risk of falling while operating cabin doors.
3. Slide deployments can be fatal. If an armed door begins to open, do not attempt to hold the door, as you risk being seriously injured or killed.

If a cabin access door is found open without a boarding device positioned at the door you shall immediately notify the operating crew or a supervisor/airline representative if the operating crew are not present.

(a) Do not attempt to close the cabin access door unless trained and qualified.

(b) Guard the cabin access door until a qualified person is present to close it.

4.4.2.2 Opening Cabin Access Doors from Inside by Trained Crew
The responsible ground personnel shall:

(a) Knock twice on the door from outside to indicate that a boarding device is properly positioned outside a door to be opened and that the door swing area is free of obstructions.

(b) Stand clear of the door and wait for the cabin crew to open.

4.4.2.3 Opening of Cabin Access Doors from Inside by Authorised and Trained Ground Crew
(a) Check that all indicators show that it is safe to open the door.

(b) Check visually that a boarding device is positioned at the door.

(c) Open the door slowly and carefully in accordance with the instructions and markings labelled on the door, and the specific instructions for the aircraft type and/or your training.

CAUTION: *Extreme caution should be taken when re-opening cabin access doors from inside due to the risk of fall from height. Positive confirmation from should be sought from the Ground Crew prior to re-opening cabin access doors except in emergency situations.*

4.4.2.4 Opening Cabin Access Doors from Outside with Crew/Ground Crew on Board by Authorised and Trained Crew/Ground Crew
Only caterers, where authorised and trained are permitted to open the door once all able bodied passengers have disembarked.

(a) The driver/loader will knock twice on the outside of the door.

(b) If cabin crew are present in the galley, they are to give thumbs up at the window to advise that the door is disarmed, and that they are aware that door opening is about to commence.

(c) The driver/loader will return thumbs up and will then open the door.

(d) If crew are not present in the galley the driver/loader will proceed with door opening.

(e) If passengers (not including PRMs) are still on board, or there is any other safety reason for the door not to be opened, the cabin crew must give thumbs down.

(f) When door opening can proceed, cabin crew must give thumbs up to the caterers.

> *CAUTION:* *If there is no indication that the door is disarmed or safe to open, do not open the door.*

(g) The driver/loader will immediately position the bridge plate, once the door and surrounding area is safe they will commence servicing the aircraft.

(h) The driver/loader will advise cabin crew when catering is complete and that door closing is about to commence. The driver/loader is responsible for closing the door before lowering the high loader.

4.4.2.5 Opening Cabin Access Doors from Outside with No Crew/Ground Crew on Board

(a) Check that all indicators show that it is safe to open the door.

(b) Open the door slowly and carefully in accordance with the instructions and markings labelled on the door, and the specific instructions for the aircraft type.

(c) Move the door to the fully opened position and engage the gust lock.

4.4.2.6 Embarkation or Disembarkation Through Cabin Access Doors

Before allowing passengers or crew embarkation or disembarkation via a cabin access door, ensure that the boarding device is properly positioned at the door, and if stairs are to be used, that both guard rails are fully extended, if applicable.

4.4.2.7 Closing Cabin Access Doors

(a) Make sure cabin access doors are closed immediately after servicing is completed.

(b) Receive confirmation from the crew that the cabin access door(s) may be closed for departure.

(c) Before removing the last boarding device from an aircraft, inform any ground crew on board the aircraft that the last cabin access door is being closed and the last boarding device is being removed from the aircraft.

(d) Look for any possible obstructions around the door area and remove them.

> **CAUTION:** *If the cabin access door cannot be closed with the boarding device connected, the operation shall be performed from inside the aircraft with extra vigilance and without assistance or ground crew outside the aircraft.*

(e) The intention to remove the boarding device shall be communicated to cabin crew or any other operational personnel on board. Do not remove the boarding device from the aircraft until the door is fully closed and locked and positive confirmation has been sought that it is safe to remove the boarding device.

A "permit to remove steps" must be received from cabin crew prior to removal of the boarding device.

(f) If stairs were used at a cabin access door, retract the stair handrails if necessary for the door to be closed by cabin crew. Remain at the top of the stair platform until the door is fully closed.

(g) Before leaving the vicinity of the door, confirm that the door is properly seated flush with the surrounding airframe and that the exterior door handle is flush with the surface of the door.

(h) Seek assistance from aircraft maintenance personnel and advise flight deck if a door malfunction occurs.

(i) Do not retract equipment stabilisers in advance of the cabin door being fully closed.

(j) Before retracting equipment from the door, check to ensure the manoeuvring area is clear of all obstructions and personnel.

(k) Where applicable, retract the canopy. Move the equipment to its approved parking position and engage any applicable restraints (i.e., closing the door/gate on the boarding device).

(l) Visually inspect the cabin access door and the surrounding fuselage for signs of damage, particularly in any areas where the boarding device was in contact with the aircraft. If damage is discovered, immediately report it to aircraft maintenance personnel, and if available, the Pilot-in-Command.

4.4.2.8 Re-opening Cabin Access Doors

If a cabin access door is not closed properly, it shall be re-opened and re-closed:

(a) If there is no crew on-board the aircraft, follow the applicable *Opening Cabin Access Doors* procedures refer to 4.4.2.5.

(b) Once the cabin access door has been closed in preparation for departure, do not attempt to re-open any aircraft door without the authorisation of the flight crew.

(c) If the door shall be re-opened, notify the flight crew through the open cockpit window or use the flight interphone system.

(d) If the crew requires a door to be re-opened, they will notify ground crew.

(e) Regardless of which party requested that the door be re-opened, once the flight crew gives clearance for the door to be re-opened, follow the applicable actions/steps in: Opening Cabin Access Doors refer to 4.4.2.2, 4.4.2.3, 4.4.2.4, 4.4.2.5.

(f) If authorisation to re-open the door is not granted, do not attempt to re-open the door until clearance has been given. When re-opening cabin access doors from inside, positive confirmation shall be sought from the Ground Crew prior to re-opening cabin access doors except in emergency situations.

4.4.3 Cargo Hold Doors

4.4.3.1 Opening Cargo Hold Doors

(a) Do not operate cargo doors unless trained and authorised.

(b) Manual operation of an electrically or hydraulically operated cargo door may only be performed by trained personnel. Ground crew can assist in the manual cargo door opening.

(c) Do not open the cargo doors until the aircraft engines have been shut down and the anti-collision lights have been switched off.

(d) Before positioning loading equipment or any other GSE at cargo doors and opening cargo doors, perform a visual check for any signs of damage to the doors or surrounding areas. If any irregularities are discovered during this visual check, report them to aircraft maintenance personnel and, if available, the Pilot-in-Command, easyJet ICC and include on SI line of MVT and raise a GSR.

(e) Ensure both cargo hold doors are fully open on every turnaround, in accordance with the specific instructions for the aircraft type.

(f) Allow adequate space for door clearance to avoid equipment obstructing the free passage of the door:

1. Most aircraft lower compartment cargo doors hinge upwards. Be aware that when opening or closing cargo doors, the lower edge of the door will swing down before going upward.

(g) If the cargo door will not open, do not use excessive force, tools or GSE to push or pull on the door to open it. Contact aircraft maintenance personnel for assistance.

Note: 1. If the green indicator light is found to be unserviceable, the Flight Crew must be informed.

2. Manual cargo door operations is a two-person task. All ground crew are permitted to assist in the manual operation of the cargo hold door by operating the selector valve in the door service panel and alerting the hand pump operator when the light turns green to indicate the door is locked.

4.4.3.2   Closing Cargo Hold Doors

(a) Do not operate cargo doors unless you have been trained and authorised.

(b) Manual operation of an electrically or hydraulically operated cargo door may only be performed by authorised personnel.

(c) Before closing the door, ensure:

    1. Load restraint and door protection nets are properly fitted.

    2. Cargo compartment lights have been switched off

    3. Door area, including the door sill and frame, are free of gravel, water, ice and other foreign substances or obstructions.

    4. Door and door frame show no visible signs of damage.

    5. Any damage discovered during the inspection of the cargo doors and surrounding areas/frames is immediately reported to aircraft maintenance personnel, the Pilot-in-Command (PIC) and easyJet ICC.

(d) Check that door lock indicators are engaged/properly, set as applicable, and that the door is properly locked, handles are stowed flush and panels are properly closed.

(e) If a cargo compartment door is not closed properly, it shall be re-opened and re-closed.

    CAUTION: *If a cargo door shall be re-opened prior to aircraft movement, approval from the flight crew via the ground staff responsible for the departure must be obtained.*

4.4.3.3   Re-opening of Cargo Hold Doors

(a) If a cargo compartment door is not closed properly, it shall be re-opened and re-closed.

(b) Once the pre-departure walkaround has taken place, do not attempt to re-open any aircraft cargo door without the authorisation of the flight crew.

(c) If a door shall be re-opened, the agent in charge of departure shall notify the flight crew or use the flight interphone system.

(d) If the flight or cabin crew requires a door to be re-opened, they will notify ground staff.

(e) Regardless of which party requested that the door be re-opened, if the flight crew gives clearance for the door to be re-opened, follow the applicable actions/steps in: *Cargo Hold Doors* 4.4.3.1 and 4.4.3.2.

(f) If authorisation to re-open the door is not granted by the flight crew, do not attempt to re-open the door.

(g) If authorisation to re-open the door is granted by the flight crew, repeat the pre-departure walk-around checks according to 4.6.3.1 for this door area.

4.5 AIRCRAFT LOADING AND UNLOADING

4.5.1 Supervision of Aircraft Loading and Unloading

4.5.1.1 Aircraft Loading and Unloading

The person performing the aircraft loading supervision task is responsible for the safe and efficient loading and unloading of the aircraft as well as the protection of the loads carried. The task will ensure the aircraft is loaded as specified by the weight and balance calculation task in accordance with 5.4.3, and with the corresponding loading instruction report, LIR 5.4.1.2.

Note: Aircraft loading shall only start in the presence of a person responsible for performing the aircraft loading supervision task.

4.5.1.2 Communication

When Verbal communication is used it is critical that combination of letters and numbers are pronounced and understood by those who transmit and receive voice messages by radio or telephone, in English regardless of their native language. The ICAO phonetic alphabet and numbering system shall be used by all parties when involved in aircraft turn-around.

Table 4.1 ICAO Phonetic Alphabet and Numbering System

Alphabet	ICAO Phonetic Alphabet
A	Alfa
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa

Alphabet	ICAO Phonetic Alphabet
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yankee
Z	Zulu

Numbers	Pronunciation
0	ZE-RO
1	WUN
2	TOO
3	TREE
4	FOE er
5	FIFE
6	SIX
7	SEV en
8	Ait
9	NIN er
Decimal	DAY SEE MAL
Hundred	HUN DRED
Thousand	THOU SAND

Note: Numbers shall be reported as single figures.

To ensure all load is accounted for accurately prior to departure, the parties responsible for loading and load planning shall clearly communicate and confirm:

   (a) Flight Number

(b) Flight Leg (as applicable)

(c) LIR edition number

(d) All load by position/in compartments need to be reported, including NIL-Position/Compartment(s)

(e) When communicating load figures using verbal communication between the person reporting the load and the person responsible for the load planning task, the person responsible for load planning task shall always read back the information given according to the same guidelines above.

Note: 1. The same principles will also apply when the load control office is verbally communicating information to the person responsible for the loading supervision task, and when loading information is verbally communicated between loading team members and the person responsible for the loading supervision task.

2. To further prevent miscommunication during ground handling operations and the close out reconciliation process, implementation of standard verbiage for load discrepancy communication (see Table 4.2) should be used between the person responsible for the loading supervision task and the person responsible for the load planning task and between the person responsible for the loading supervisor task and loading team members.

3. Efficient communication devices (e.g. headsets, high performance radio, phones etc.) should be provided in order to avoid misunderstanding in a noisy environment.

Table 4.2 Load Discrepancy Communication

Discrepancy	Description
Offload	Planned load removed from aircraft for any reason (e.g. missing passenger/baggage, damaged cargo etc.)
Position Change	Change of position within the cargo compartment of change of cargo compartment location
Missing	Load not received for any reason, but planned on loading instruction report
Weight	Difference between deadload weight as shown on LIR and actual weight of the load
Incorrect Load	Mismatch of received load for flight (e.g. wrong flight number, incorrectly documented special load)
Restraints	Missing, damaged or malfunctioning load restraints or nets
Technical	Compartment technical issues (e.g. unserviceable stations, divider nets, other defects)
Not Planned	Any deadload not included in LIR

4.5.1.3   Actions Prior to Loading

Prior to loading, the person responsible for the aircraft loading supervision task shall:

(a) Verify the aircraft registration with the registration on the LIR.

(b) Carry out a hold inspection once unloading is complete or prior to commencing loading, in accordance with the requirements detailed in 4.5.5 and action issues accordingly.

(c) Where required, carry out a hold security search in line with Appendix D.

(d) For bulk loading, confirm:

    1. Carts identification labels are correctly filled in

    2. Loose pieces/weight information is correct (where applicable)

(e) Ensure the LIR is received and understood by the persons responsible for aircraft loading, including details and requirements of special loads.

(f) Ensure special equipment (e.g. tie-down straps, load spreaders, plastic sheeting for wet cargo) is available, as required.

4.5.1.4   Actions During Loading

During loading, the person responsible for the aircraft loading supervision task shall:

(a) Crosscheck the load against the LIR, as the loading progresses to ensure the correct sequence of loading takes place in accordance with the specified timelines.

(b) Regularly check with loading agents who are physically loading the aircraft and in particular, attend to any issues raised concerning loading.

(c) Liaise with the person responsible for weight and balance calculation task and receive authorisation for any deviations including any last-minute changes as documented in 5.4.3.2 to the LIR. The weight and balance Calculation task shall check the deviation and confirm if possible or give an alternative solution.

(d) If an authorised change of load order occurs, provide confirmation of change to the persons responsible for aircraft loading task prior to recommencing loading in the hold.

(e) At the completion of loading, receive confirmation of the following from the persons responsible for aircraft loading:

    1. The loading status of the aircraft holds and compliance with the latest edition of the LIR

    2. Confirmation that loads are secured and that all nets and net tensa-barriers are closed and installed and that loads have been correctly secured.

easyJet

  (f) Undertake a final visual inspection of the aircraft holds to ensure that no load has been left in the hold un-planned and that no FOD is present.

  (g) Load and restraints that are visible are properly secured and/or raised.

4.5.1.5 Actions After Loading

After loading has been completed the person responsible for aircraft loading supervision task shall:

  (a) Perform a final hold check to ensure:

    1. The cargo doors have not been damaged during loading

    2. The doors are closed and locked properly

  (b) Sign the LIR, and in doing so, confirm that:

    1. The aircraft has been loaded in accordance with the LIR and the LIR edition number

    2. That the load is secured, and nets, are correctly installed

  (c) Confirm the final actual loading is in accordance with the final LIR, in order to finalise the weight and balance calculation. The final LIR shall include last minute changes (LMC).

Note: The LIR can be signed when the total number of remaining bags and loading position is known e.g. when the last cart of bags or cabin bags are still to be loaded.

4.5.2 Aircraft Ground Stability

Unloading or loading may cause the aircraft to become unstable or could cause tipping.

As a general principle passenger aircraft sensitive to tail tipping, ensure the sequence below is adhered to:

  (a) Unload the aft hold first.

  (b) Unload the forward hold last.

  (c) Load the forward hold first.

  (d) Load the aft hold and bulk last. If this sequence cannot be followed, check with the operator for instructions about the correct unloading/loading sequence.

    Note: It is acceptable to load both holds at the same time. When passengers are disembarking via the front door only, there may be occasions where too many passengers are located in the rear part of the cabin while the forward part of the cabin is already empty.

  (e) Should ground stability issues be suspected by Ground Crew, flight crew must be immediately informed who will take the necessary action to re-establish ground stability.

Note: In the event of problems in positioning boarding devices to the forward door and passenger disembarkation via the rear door only is required, ground crew must liaise with cabin crew in order to prevent a sudden movement of passengers to the rear of the aircraft, which could create ground stability issues. If boarding via the rear door only is required, the flow of passengers will be controlled by cabin crew until a sufficient number of passengers have moved to the forward part of the cabin.

4.5.3   Safety Requirements Specific to Aircraft Loading

4.5.3.1   General

(a)   Holds and compartments shall only be entered or exited by using the appropriate loading equipment, which shall be positioned and secured at the aircraft door.

(b)   Carts shall not be used to gain access to cargo compartments.

(c)   Loading equipment shall not be removed from the aircraft when personnel are still in the cargo hold.

(d)   Equipment operators shall ensure that other personnel are not entrapped by movement of loads, either in the aircraft or on the loading equipment.

(e)   Personnel shall not walk between carts and dollies even when they are stationary on the ramp.

(f)   Hinged side gates of loaded carts should be lowered carefully in case loads fall out and cause injury.

(g)   Extreme caution shall be used when using covered carts.

(h)   Take care when pulling or pushing carts especially when ramp conditions are slippery. When necessary, obtain assistance.

(i)   Protect all loads from adverse weather.

(j)   Use tarpaulins or covered carts during adverse weather.

(k)   Use correct manual handling techniques and practices when handling heavy items. Get assistance when moving heavy articles.

(l)   When loading has been completed, equipment operators shall move all loading equipment to the designated parking location outside of the ERA.

4.5.3.2   ULD Loading

easyJet do not operate Unit Load Devices.

4.5.3.3   Main Deck Loading of Freighter Aircraft

easyJet do not operate freighter aircraft or perform main deck loading.

4.5.3.4   Bulk Loading

(a)   To prevent damage to aircraft or collisions with the belt loader, keep a gap of at least 1 m (3 ft.) between carts/dollies and the belt loader when towing.

(b) When unloading or loading items onto a belt loader, ensure that they are stable, and correctly positioned on the belt to avoid items falling off.

(c) Stabilise irregularly shaped items to prevent falling from the conveyor belts during loading and unloading.

(d) Do not place any loads directly on the ramp, especially if the ramp is contaminated.

4.5.3.5   Identifying Shipments Requiring Special Handling

(a) **General**

1. All shipments requiring special handling will be identified on the Movement MVT Message for an arrival flight.

2. Comply with any special handling requirements.

3. Be alert for special load shipments.

4. Always handle fragile items with care.

(b) **Dangerous Goods**

1. Refer to Appendix C.

(c) Carriage of unaccompanied items by air (inc. Human Organs for Transplantation)

1. Unaccompanied items can only be accepted where prior approval is given by ICC.

2. Ground Handling Partner must accept unaccompanied items for carriage where directed by ICC.

3. All documentation must be emailed to ICC.

(d) **AOG Urgent Aircraft Spares**

Aircraft On Ground (AOG) urgent aircraft spares (and any related tooling), for easyJet aircraft only, may be carried unless they are categorised as Dangerous Goods.

Restrictions to This Process:

1. This process is for the carriage of spares for easyJet aircraft ONLY.

2. The carriage of dangerous goods is not permitted.

3. The maximum permissible shipping weight of an individual item is 60 kg unless specific arrangements for handling and securing in flight, have been made by Engineering/Ground Handling Partner in advance of the shipment, with both departure and arrival airports.

4. If the weight of the individual item is more than 150 kgs then the item must be secured as per IATA AHM311/AHM453.

5. Only designated tie down points may be used.

6. Tie down points used for netting must not be used.

7. DUE TO IMPORT EXPORT AND CUSTOMS RESTRICTIONS, THE CARRIAGE OF AIRCRAFT SPARES TO OR FROM SWITZERLAND IS NOT PERMITTED.

Ground Handling Partner at the Departure Airfield

- easyJet engineering, in conjunction with the Ground Handling Partner, will ensure that the spares, delivered to the Aircraft, have a 'spares' label attached to them and have been correctly security screened as follows;

  – If to be carried within the aircraft hold – Screened as unaccompanied hold baggage.

  – If to be carried within the cabin – Screened as cabin baggage.

    Note 1: Spare parts that originate from the critical part of the airport are exempt from further security screening (Applies to items loaded at **EU airports only**).

    Note 2: Where spares are carried on board by an Engineer travelling as a passenger, within their cabin or hold baggage, this will be screened as normal and not specifically notified to the Commander.

- The Ground Crew should be in possession of the following documentation.

- A copy of the Carriage of Aircraft Spares (COAS) form(s) detailing the item(s) and a declaration that none are classified as dangerous goods.

- The unaccompanied hold baggage screening certificate (where appropriate).

- The Ground Crew will ensure that the Loadsheet or Loading Form correctly shows the weight and position of the spares/tooling.

Ground Handling Partners at the Arrival Airfield

- Ground Handling Partner at the arrival station are not to remove the aircraft spares without an engineer in attendance. If an engineer is not immediately available at the arrival airfield to collect the spares, ICC LTN must be informed.

4.5.4 Unloading

4.5.4.1 Scaling Process

If the flight crew experiences a handling irregularity on take-off, the flight crew may request aircraft scaling (Weighing of all baggage and cargo on board) at the arrival station. The aircraft shall not be unloaded when scaling has been requested.

Unloading shall only commence after authorisation by easyJet has been granted.

4.5.4.2 Safety Precautions for an Unload

(a) Before positioning GSE and/or opening cargo hold access doors, perform a visual check for any signs of damage to the door or surrounding areas Part GHM 4.4.3.

(b) Check to ensure that the aircraft hold load has not shifted during the flight.

(c) Take care if load has shifted during flight, a check to verify the contour of the cargo loads passing through the doorway shall be made to ensure sufficient space between the doorway depressor seals and cargo load is assured. Contact the person responsible for the aircraft loading supervision task if load will not safely exit the door.

Note: Report any discrepancies e.g. spills, unusual fumes or smells, etc. prior to or during the unloading process to the person responsible for the aircraft loading supervision task, operating crew, station engineer and easyJet ICC.

4.5.5 Cargo Hold Inspection

4.5.5.1 Cargo Hold Inspection – General

(a) A cargo hold inspection shall be performed:

1. After aircraft unloading is complete;

2. Prior to loading if this does not follow immediately after unloading is complete;

3. In case the aircraft was unattended between unloading and loading; or

4. There was a change of persons responsible for the aircraft loading and supervision tasks.

(b) The person undertaking the cargo hold inspection shall perform a visual check of all cargo holds to ensure:

1. No damage of compartment floors, walls, ceiling, door frames, panels, door.

2. No missing, damaged or malfunctioning floor locks, load restraints or nets.

3. No spills.

4. No Loads have been left on-board the aircraft.

5. Any other items that should not be present in the hold have been unloaded.

(c) The person responsible for undertaking the cargo hold inspection shall provide positive confirmation that the inspection has been carried out to the person responsible for the aircraft loading supervision task prior to the start of loading.

(d) Any damage or discrepancies observed shall be reported to the person responsible for the aircraft loading supervision task as a minimum.

Note: A check shall be conducted in a hold even if on arrival the hold was reported as being empty.

Note: A hold security search may be required. See Appendix D.

4.5.5.2 Cargo Hold Damage

Any damage to compartment liners (i.e., holes, tears, detachment) may reduce their effectiveness, permitting air to enter the compartment and fire suppression agents to escape, thereby reducing the capability to handle a fire event that may lead to specific loading limitations; therefore:

(a) Any technical malfunction or damage shall be reported to the flight crew, Company Representative and/or Station Engineer for further action as applicable and raise a GSR.

(b) Adhere to any resulting load limitations according to the operator's instructions.

(c) Inform the onward stations of the load limitations if the defect cannot be rectified before departure.

4.5.5.3 Spills in Cargo Holds

(a) Spills can occur in cargo holds during unloading and/or loading and in flight due to:

1. Improper packaging

2. Damage due to mishandling prior to loading

3. Improper loading in the compartment

(b) Spills can be from liquids, gels, or material in a powdered or granulated form.

(c) Spills can be hazardous, corrosive, flammable, explosive, toxic, poisonous, etc. Even water can cause serious damage to electrical components and systems.

(d) Spills can be corrosive to the aircraft structure. Mercury spills are particularly corrosive to the extent that the affected aircraft structure may have to be completely replaced if the spill is not cleaned up quickly.

(e) It is essential that any spill is reported immediately so that corrective action can be taken.

(f) Initiate the local spill response plan for spill events.

(g) Request information from the respective party about the nature of what has leaked as well as the Safety Data Sheet, if applicable.

easyJet

4.5.6 Loading

4.5.6.1 Load Handover

The handover process between baggage handling (baggage make-up area) and ground handling (ramp) departments shall be done systematically to ensure a safe departure. Depending on the airport infrastructure and/or local agreements, the handover of baggage to the ramp should be done at a dedicated handover point.

4.5.6.2 Load Transportation

Prior to transporting baggage from the baggage make-up area, the equipment operator shall ensure that:

(a) The GSE used for transportation is serviceable for loose loads.

(b) Baggage carts appear to be serviceable and gates/covers/doors are correctly closed/installed prior to transportation.

(c) They comply with any limitations regarding the maximum number of dollies in a 'train of dollies' as per local requirements.

(d) An inspection of all loads is carried out to ensure that:

1. The baggage for transport is the correct load for the departing flight(s).

2. No nets, ropes, straps, protective materials, can drag on the ground or get jammed in rollers, ball-mats or wheels.

3. All built-up cargo/mail/baggage is safe to move and will not shift, roll or topple.

4. All dollies are serviceable, and all restraints are engaged.

(e) They receive all applicable documentation, pouches and special instructions for the applicable flight.

4.5.6.3 Load Delivery for Departure

Depending on the location of the handover point, the person responsible for the aircraft loading supervision task or the person responsible for receiving the load shall:

(a) Receive all documentation, pouches and special instructions for the specific flight, if applicable.

(b) Carry out an inspection of the entire load to ensure that:

1. The load is correct for the departing flight(s).

2. No damage has occurred during the transport process.

3. There is no evidence of tampering with the load (e.g. cuts, tears to plastic foil etc.).

4. No nets, ropes, straps, protective materials, etc. should drag on the ground or get jammed in rollers, ball-mats or wheels whilst manoeuvring or whilst being loaded onto aircraft.

5. All items of load are properly packed and will not damage nor contaminate the aircraft.

6. Container curtains, door(s), nets are fully closed/latched and secure in preparation for loading.

7. All trailers are serviceable.

8. All items of load are fit to be loaded on the aircraft.

(c) Ensure the load is protected from adverse weather conditions, if applicable.

(d) Report any damage to the load/s, whether it discovered when the load arrives on stand or occurs during handling/loading, immediately.

(e) There is no contamination (including snow, ice, water, water, wood, plastic) on bulk load/loose load pieces.

(f) Report torn or missing baggage tags and cargo labels, and do not load unless corrected.

Note: Immediately report any discrepancies e.g. spills, unusual fumes or smells, etc. prior to or during the loading process to the person responsible for the aircraft loading supervision task, flight crew and local authorities as required.

4.5.6.4   Loading Procedures

(a) Loading shall not commence if there is no LIR either electronic or hard copy.

(b) Prior to loading commencing, a cargo hold inspection check, 4.5.5, shall be performed.

(c) Carry out a visually Detectable Damage Check prior to loading.

(d) Carry out a visual inspection of all items of bulk load prior to loading to ensure no damage/leakage.

(e) Whilst loading into bulk holds the person carrying out the loading of baggage/cargo/mail shall:

1. Load in accordance with LIR requirements.

2. Cross check cart labels to ensure that the load is correct.

3. Check baggage labels to ensure correct destination/flight number.

4. Inspect all loads, for leakage and damage prior to loading, raising issues found to the person responsible for aircraft loading supervision, immediately.

5. Reconcile bags loaded by compartment and destination, as applicable and as is required to ensure correct reconciliation prior to load sheet finalisation.

6. Load items in accordance with directional handling labels and ensure the labels shall be visible during unloading.

7. Report any issues, errors, changes or other loading matters to the person responsible for the aircraft loading supervision task immediately.

8. Ensure bulk load is correctly secured.

9. As a minimum visually inspect that all load requiring special handling is secured against shifting and all necessary nets have been closed. Refer to 4.5.7.

10. Position/close/lock compartment separator/cargo door barrier nets and ensure load is correctly secured as required once compartments/hold loading has been completed.

11. Ensure the necessary clearance between the load and the aircraft hold ceiling is achieved to avoid any obstruction or damage to aircraft smoke detector/fire suppression system and movement of the blowout panels in the event of a decompression.

12. Baggage must not be loaded above the "MAX. LOADING HEIGHT" line. This requires a minimum clearance of 2 inches (5 cm) between the loaded baggage and the ceiling. Ground Crew must confirm on the LIR that the max. loading height has been respected. The persons responsible for aircraft loading shall confirm to the person responsible for the aircraft loading supervision task, the status of loading, confirming loading is in accordance with final edition of LIR and that load is secure, compartment separator/cargo door barrier nets are closed as appropriate.

   Note: Any load information change between LIR and actual shall be communicated to the person responsible for completing the weight and balance calculation task as soon as known to avoid unnecessary re-loads, weight and balance issues and last-minute pressure.

13. Door safety nets are properly closed.

   Note: Between unload and onload, compartment nets shall be secured inside aircraft compartments and not left hanging outside to avoid clips and attachment points striking the fuselage, especially during adverse weather.

4.5.7   Securing of Load

4.5.7.1   General Rules

When transporting a load in an aircraft, it shall be secured such that:

   (a) It shall not move during the flight, which could dangerously affect the weight distribution and balance of the aircraft.

(b) It shall not cause damage to the aircraft structure or other important parts of the aircraft.

(c) It shall not cause damage to another load or become damaged itself.

(d) In case of an emergency landing, neither passengers nor crew are injured by the load.

4.5.7.2 Bulk Compartments

(a) The Load in bulk compartments is generally secured by door nets and net sector divider nets. Ensure that the following items are always secured:

1. Heavy pieces (HEA) weighing 150 kg (330 lb) or more

2. Battery-powered wheelchairs and mobility aid

3. Load which needs spreading

4. Fragile loads

(b) The following loads shall not move vertically upward or horizontally during flight. If the available volume of the compartment or net section is not volumetrically filled (three quarters of the height) with load, additional securing is necessary for:

1. Load which is sensitive against shocks or tilting

2. High density packages

3. Pipes, tubes, bars, beams, planks, poles or other objects of a penetrating nature

(c) Certain items of oversized equipment do not fit into one net section and may require spreading between two compartments within the same hold.

4.5.7.3 Securing of ULDs

easyJet do not operate Unit Load Devices.

4.5.7.4 Tie-Down

Tie-down load on board the aircraft properly to withstand the following different forces during take-off, flight and landing shall be completed where applicable.

Definition of Forces

Force	Definition
Forward	Horizontal forces effective during landing and steep angles of descent
Backward	Horizontal forces effective during take-off and steep angles of climb
Sideward	Horizontal forces effective during rough landing, turbulence and close turns
Upward	Vertical forces effective during landing and heavy turbulence in flight

easyJet

Depending on the flight situation, the ultimate forces can be stronger than the normal gravity force of 1 g. Secure all loads against the different forces according to the gravity factor ('g-factor').

Tie-down of Load with Straps or Ropes

If the primary restraint of the load is done by straps, tie-down must be carried out according to AHM 311 or ULDR (OS 6/07).

The usage of tie-down material with different capacities is not allowed.

There are two ways to secure a package with tie-down ropes or tie-down straps:

(a) Lashing across or around a package **(embraced lashing)**

The embraced lashing method with tie-down straps or tie-down ropes is to fasten the strap or rope from one tie-down fitting across or around the load to a second tie-down fitting on the opposite side.

A strap attached to the fittings on opposite sides of the load is rated for twice its ultimate load capacity, e.g. an ETSO/TSO-C172 strap with 2,250 kg (5000 lb) rated restraint capacity will provide up to maximum 4,500 kg (10,000 lb) ultimate load for standard lashing.
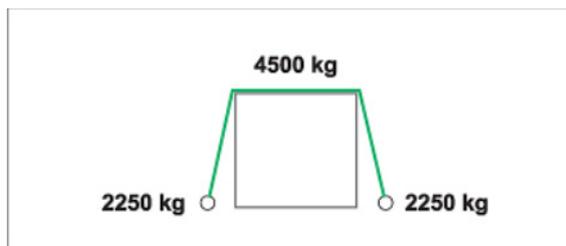
(b) Lashing directly fastened to the package **(direct lashing)**

If a tie-down strap is directly fastened to the load with one tie-down fitting, the ultimate restraint capacity of the strap, e.g. an ETSO/TSO-C172 strap with 2,250 kg (5000 lb) ultimate load, will apply.
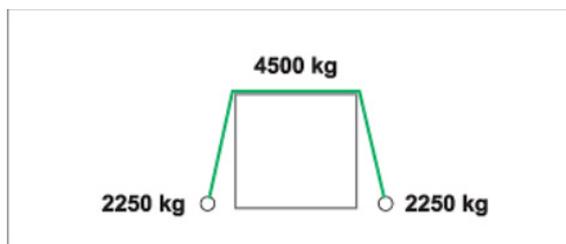
4.5.7.5 Use of Tie Down Material

Make sure that tie-down material is in a serviceable condition.

(a) **Tie down ropes**

1. Fix tie-down ropes to the aircraft floor tracks or tie-down fittings.

2. Make sure that the overlapping ends of the tie-down ropes are long enough and will not loosen in the case of sudden stress.

3. Fix the tie-down ropes to the tie-down rings in a way that they may be easily loosened for unloading.

4. Do not fix tie-down ropes to other parts of the aircraft.

5. Do not use the same attachment points for lashing, which are used to secure the net sector divider nets.

(b) **Tie down fittings**

A single tie-down fitting may receive up to three straps/ropes in three different restraint directions (one up and two opposite horizontal directions). Forces generated by the load can never act in more than one direction at the same time; thus, the fitting will never be pulled by more than one strap/rope at the same time. Therefore, a fitting may never receive more than one strap/rope in the same direction.
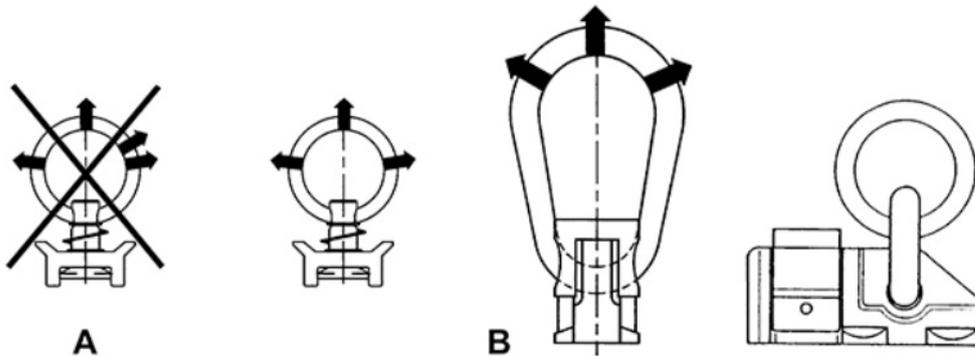
Alpha-Numeric	Description
A	Forbidden
B	Allowed

easyJet

Fix tie-down rings to the aircraft floor only at tie-down points or tie-down tracks.

Distribute the attachment points of the tie-down rings evenly (nearly equal distances) over the length of the piece.

Figure 4.3 Example of Tie-down Attachment Points on Outboard Side Lock and Side Guide
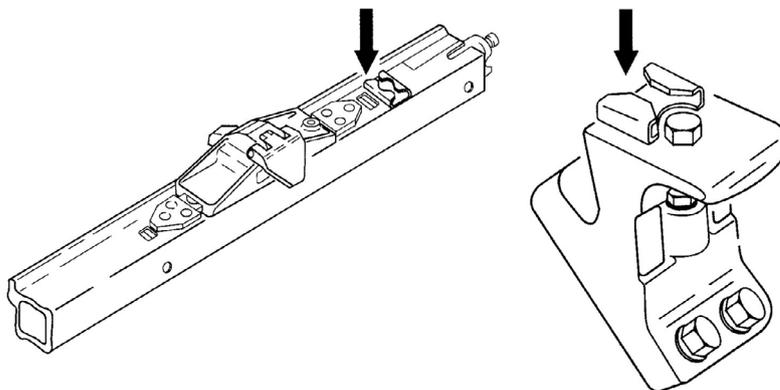
Figure 4.4 Example of Tie-down Attachment Points on Track and Anchor Plate
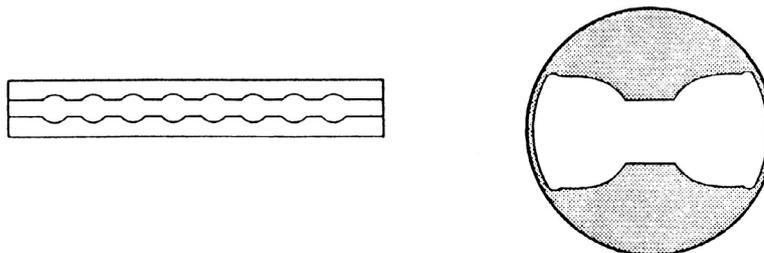
Figure 4.5 Example of Tie-down Attachment Points in the Bulk Compartment
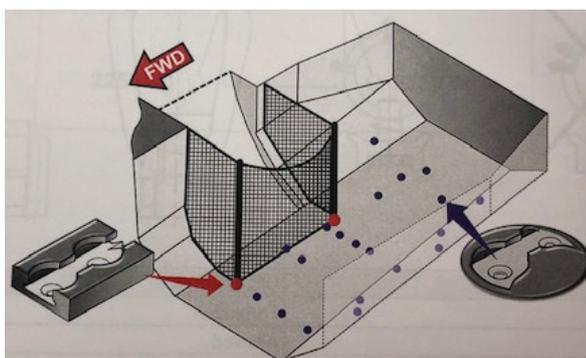
⚠️ *CAUTION:* *Tie-down on any other part of the aircraft structure, or on other restraints than those above, even if equipped with rings or tie-down points, is forbidden.*

(c) **Tie down straps**

Use only certified ETSO/TSO C172 tie-down straps.

Fix tie-down straps to the aircraft with their fixed tie-down rings only at tie-down points or tie-down tracks.

Figure 4.6 Example of Tie-down Straps

(d) **Tightening**

1. Tighten the lashing strongly, but not so strong that load or tie-down material is damaged.

2. Make sure that all tie-down ropes or tie-down straps used for lashing the same piece have the same tension.

3. To protect fragile or sensitive cargo or dangerous goods, use cloth, cardboard or similar material for edge protection.

(e) **Sharp edges**

To avoid cutting or grinding of tie-down ropes or tie-down straps smoothen sharp edges with a piece of soft materials (e.g. cloth, cardboard, plank or similar).
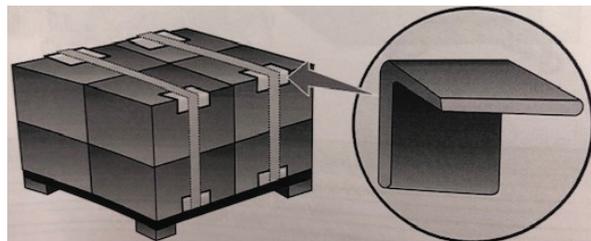
4.5.7.6   Standard Lashing

For standard lashing use:

(a) 4 tie-down rings

(b) Tie-down ropes or tie-down straps

1. 2 against upward forces

2. 1 against forward forces

3. 1 against backward forces

4. 1 safety rope

easyJet

The safety rope prevents the tie-down ropes or tie-down straps used against forward and backward forces from sliding down.
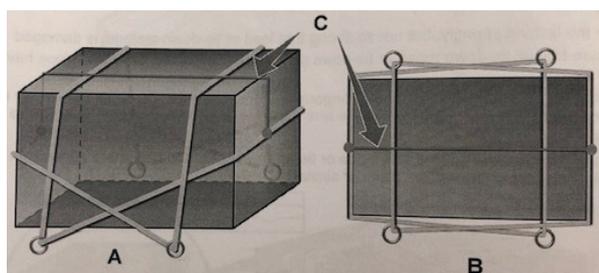
Alpha-Numeric	Description
A	Isometric View
B	Top View
C	Safety Rope

Sideward Forces

Sideward forces are normally covered by the standard lashing for upward, forward and aft, but the rope/straps shall be close to the pieces.

Exception

If a piece is more than twice as high as wide:

(a) Tie-down against sideward forces additionally to the standard lashing

(b) Place this additional lashing between half and two third of the height

(c) Secure this lashing by two safety ropes to prevent them from sliding down
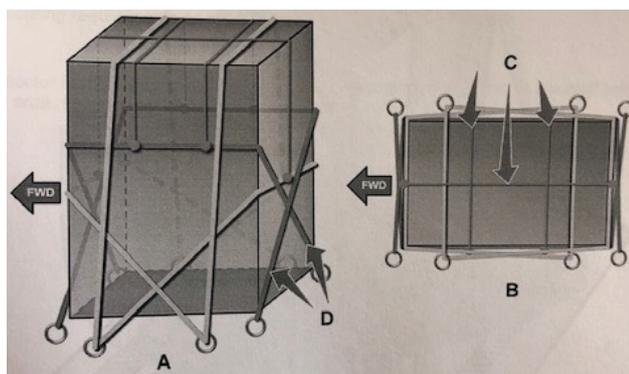
Alpha-Numeric	Description
A	Isometric View
B	Top View
C	Safety Rope
D	Additional Lashing

Barrels

Barrels are difficult to lash because of their round shape and mostly sharp rims.

Use supporting planks for a safe lashing.
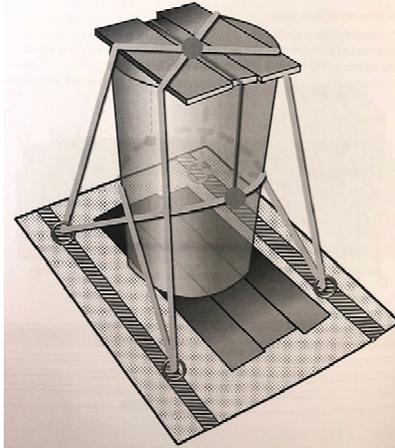
4.5.7.7   Securing of Dangerous Goods

easyJet do not accept Dangerous Goods as per Appendix C.

4.5.8   Load Spreading

When the weight of item(s) to be loaded exceeds the maximum floor load per square meter or the maximum floor load per running meter of a compartment, the weight must be spread to prevent damage to the compartment floor. This applies to Heavy Loads (HEAs), but may also apply to smaller items weighing less than 150 kg (330 lb). The item must be fully restrained (see example below).

CAUTION: Overloading can cause damage to aircraft frames and ribs and consequently can have serious implications for the safety of the aircraft.

The weight can be spread by making use of spreading wood, in which case:

(a) The surface to support the weight will be enlarged.

(b) The length will be enlarged.
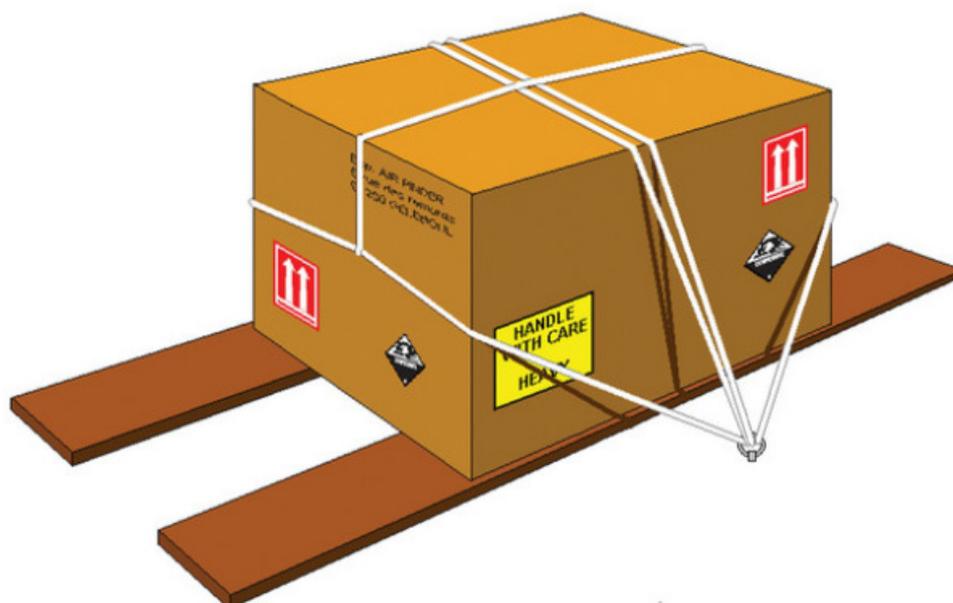
easyJet

The Load Agent or Cargo Agent will advise the spreading requirements for each item. The information will be notified on the LIR.

4.5.9 Unit Load Devices

easyJet do not operate Unit Load Devices.

4.5.10 Loading and Securing of Electric Mobility Aids

When loading EMA's:

- (a) Load in a separate netting compartment from baggage and other loose items

- (b) Secure EMA in an upright position using appropriate tie-down points

- (c) Inhibit electrical circuits following instructions on the EMA loading form

- (d) Isolate battery following instructions on the EMA loading Form

- (e) Complete the EMA loading form

- (f) Ensure load is correctly accounted for on LIR

Note 1: It is permissible to load 2 EMA's within the same netting compartment; however they must be secured separately.

Note 2: Where a battery has been removed and carried in the cabin, the EMA must still be loaded and secured in accordance with EMA loading procedures.

Note 3: If instructions for inhibiting electrical circuits and isolation of battery are not available consult with the person responsible for supervision of the turnaround.

4.6   AIRCRAFT DEPARTURE

4.6.1   Introduction

A departure is normally conducted with a dialogue between flight crew and ground crew in charge of the departure via an interphone. This procedure ensures the highest level of safety during departures based on a precise exchange of information. The ground person in charge of the departure operation shall maintain continuous contact with the flight crew and is responsible for the ground manoeuvre.

The scope of this departure procedure is limited to conventional towbar and towbarless (TWL) pushback operation.

Note: The term "headset" whether a wired or wireless interphone is used.

Other ground crew are also involved in the departure process. The number of other ground crew and their functions/responsibilities can change depending on the:

(a) easyJet's procedures

(b) Aircraft type

(c) Ground Support Equipment (GSE) used for the maneuverer

(d) Airport-infrastructure

(e) Stand configuration

4.6.2   Ground Crew Responsibilities

4.6.2.1   Ground Crew Responsible for Departures

The responsible ground crew member is defined as the person performing the communications with the flight crew. A responsible ground crew member shall be in charge of each aircraft pushback. This function can be performed by different agents in different roles.

The ground crew member responsible for the departure shall:

(a) Be in charge of the entire pushback, once clearance to begin pushback has been given by the flight crew.

(b) Ensure the pushback tractor and/or towbar/towbarless (TWL) tractor is suitable for the specific aircraft type.

(c) Ensure the nose gear steering bypass pin is installed prior to towbar/TWL connection to the aircraft and/or ensure the nose gear steering mechanisms are set as required for pushback (as applicable to the aircraft type).

(d) Conduct briefings with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.

    (e)   Connect the interphone and conduct a communication check to:

        1.   Verify the communication system is functional.

        2.   Update the flight crew on progress of ramp operation.

        3.   Request permission to disconnect ground power.

        4.   Disconnect ground power after verbal approval is received from flight crew.

    (f)   Be in continuous communication with flight crew by interphone.

    (g)   Ensure a pre-departure walkaround is conducted. It is not a requirement that the member of Ground Crew conducting the walkaround is the same person as the ground crew member responsible for departure. However, if these tasks are performed by different members of Ground Crew, the Ground Crew Member responsible for departure must receive positive confirmation that the walkaround has been completed.

    (h)   Have ultimate responsibility to review pushback procedures based on conditions observed and advise flight crew of any anticipated changes to pushback.

    (i)   If ramp conditions are below standard for a normal pushback (e.g hazards, obstacles, slippery, icy), the ground personnel in charge of the pushback will inform the flight crew that the engine start clearances will not be given until either:

        1.   The aircraft is moving over an area of the ramp where the conditions are safe for an engine start; or

        2.   The pushback has been completed, the aircraft has come to a complete stop and the parking brake has been set.

    (j)   Signal "All Clear" to the pushback tractor driver and wing walkers (if applicable) once advised by the Flight crew that the aircraft brakes have been released and approval for pushback is given by the flight crew.

    (k)   Be positioned as required either inside the tractor or walking on the apron at a safe distance from the nose gear and tractor.

        CAUTION: *The headset operator should be positioned outside the tractor during:*

                Low visibility (heavy rain, fog, bad lighting conditions)

                Lack of insufficiently visible markings

                Obstruction behind the pushback (e.g. GSE, light post, etc.)

                Any doubt that the pushback procedure cannot be safely performed when positioned in the tractor

    (l)   If walking adjacent to the nose gear, maintain visual contact with the tractor driver throughout the pushback.

(m) Monitor the interphone during the pushback and communicate with the flight crew, as required.

(n) Advise the flight crew if, for any reason it is not safe to start an engine and stop the engine-start procedure.

Note: The flight crew may advise each engine is being started.

(o) When the pushback manoeuvre is complete:

Receive the 'Vehicle Brakes On/Stop' signal from the tractor driver/operator to confirm that the tractor parking brake is set.

1. Request flight crew to set the aircraft parking brake.

2. When confirmation that the aircraft brakes have been set is received from flight crew.

    i. Give the "Brakes Set" signal to the tractor driver and wing walkers, if applicable.

    ii. Give authority to disconnect pushback equipment.

3. Carry out the pushback disconnection procedure in accordance with Section 4.6.10.

Note: Ensure the towbar is disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).

(p) Remove the nose gear steering bypass pin and/or ensure the nose gear steering mechanisms are set to normal conditions for taxiing (as applicable to aircraft type).

(q) If previously disconnected, reconnect the torque link and inform flight crew.

(r) Complete the headset communication and, after receiving flight crew approval, disconnect the headset and close the access panel.

(s) Move clear of the aircraft in a safe position visible to the flight crew and away from its intended path.

(t) Display the steering bypass pin to the flight crew.

(u) Give the "all clear to taxi" signal once eye contact has been made with the flight crew and they are expecting the signal. In low-light conditions, the flight crew will turn on the interior lights of the flight deck.

(v) Remain in position until an acknowledgement from the flight crew is received.

CAUTION: *The flight crew shall be notified immediately in the event any connection between the tractor and the aircraft is lost during aircraft movement.*

Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. Personnel injury or aircraft damage could result.
Do not disconnect the interphone communication cable until the towbar or TWL tractor has been disconnected from the nose gear.

4.6.2.2   Pushback Tractor Driver

The pushback driver shall:

(a) Completely raise the towbar wheels before the start of the aircraft movement, if used.

(b) Stand by for clearance to push communication from the flight crew or responsible ground crew.

(c) Prior to the aircraft movement, make sure the parking brake is released and the anti-collision lights are switched on in accordance with local airport regulations.

(d) Select the appropriate gear on the tractor and slowly begin movement.

(e) Start the pushback operation in a straight line.

(f) Keep the manoeuvring speed to a minimum and apply the vehicle brakes gently.

(g) Scan the apron during pushback, monitor clearances and wing walkers, if applicable, to ensure the aircraft is moving clear of all obstructions. Be prepared to stop.

(h) After flight crew approval, the tractor driver shall always ensure the taxiway is free of other aircraft/equipment/obstacles throughout the pushback maneuver.

(i) Ensure during pushback that steering turn limits are not exceeded. Advise the flight crew if steering turn limits are exceeded. Damage may occur to the nose gear when steering turn limits are exceeded.

(j) If the responsible ground crew member on the interphone is walking on the ramp, maintain visual contact and ensure a safe distance is maintained from the nose gear during the entire pushback.

(k) If the responsible ground crew member is too close to the nose gear, the pushback must be stopped and a review of the required safety clearance conducted.

(l) Align the tractor or tractor/towbar combination with the centreline of the aircraft gear at the end of the aircraft movement.

(m) Stop the tractor when the pushback manoeuvre is completed; give the 'vehicle brakes on/stop' signal to the responsible ground crew member.

(n) Set the tractor parking brake and confirm to the responsible ground crew member by giving the 'vehicle brakes on/stop' signal.

(o) When confirmation that the aircraft parking brake is set from the responsible ground crew member, by the giving of the 'Aircraft Brake Set' signal, release the tractor parking brake and put the gear selector in neutral in order to release any pressure on the towbar.

(p) Carry out the pushback disconnection procedure in accordance with Section 4.6.10, Pushback Disconnection.

(q) Drive the tractor back to the terminal, appropriate holding position or to next task.

Danger:
Whilst manoeuvring in the taxiway during tractor disconnection and repositioning, the tractor driver shall drive the pushback tractor at slow speed and shall remain constantly vigilant to the position of other staff in the taxi-way.

Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury or aircraft damage.

4.6.2.3   Wing Walker

easyJet does not have a requirement for wingwalkers. The presence of such personnel may be controlled or restricted by civil aviation authorities or local airport authorities.

Where applicable, the wing walker or other personnel shall:

(a) Be under the direction of the responsible ground crew member at all times.

(b) Use two marshalling wands, either day wands or illuminated wands for low visibility operations.

(c) Be positioned before and during movement of the aircraft as follows, where applicable and/or permitted:

  1. Outboard of the wingtip

  2. In line with the rearmost main gear wheel

3. Able to maintain visual contact with the person responsible for pushback/towing

    Note: See diagrams 4.6.2.3 for positioning of wing walkers during aircraft arrival on stand and during pushback.

(d) Ensure the aircraft movement path is clear of any obstruction (i.e, other aircraft, vehicles).

(e) Provide 'Clear to Move Aircraft' clearance signals at all times to the person responsible for pushback by using a distinct pendulum arm motion, refer to 3.4.6.1.

(f) Continue to monitor the aircraft path until the aircraft is stopped at the departure point.

(g) If at any time during aircraft movement, the wing walkers are unsure or identify an imminent danger, signal the person responsible for pushback with the 'STOP' signal.

(h) When the aircraft is stopped at the departure point, position themselves at either the 11 o'clock of 1 o'clock position in clear visibility of the flight crew on the terminal side at a safe distance away from the aircraft.

(i) Give the 'Hold Movement Aircraft' signal to the flight crew when the visual 'Brakes Engaged' signal has been received from the person responsible for pushback. Refer to 3.4.6.3 and 3.4.9.1.

(j) Remain in position until the responsible ground crew member takes over the marshalling clearance of the aircraft.

(k) Return to the terminal once marshalling duty has been transferred.

Wing Walker Positioning for Aircraft Arrival
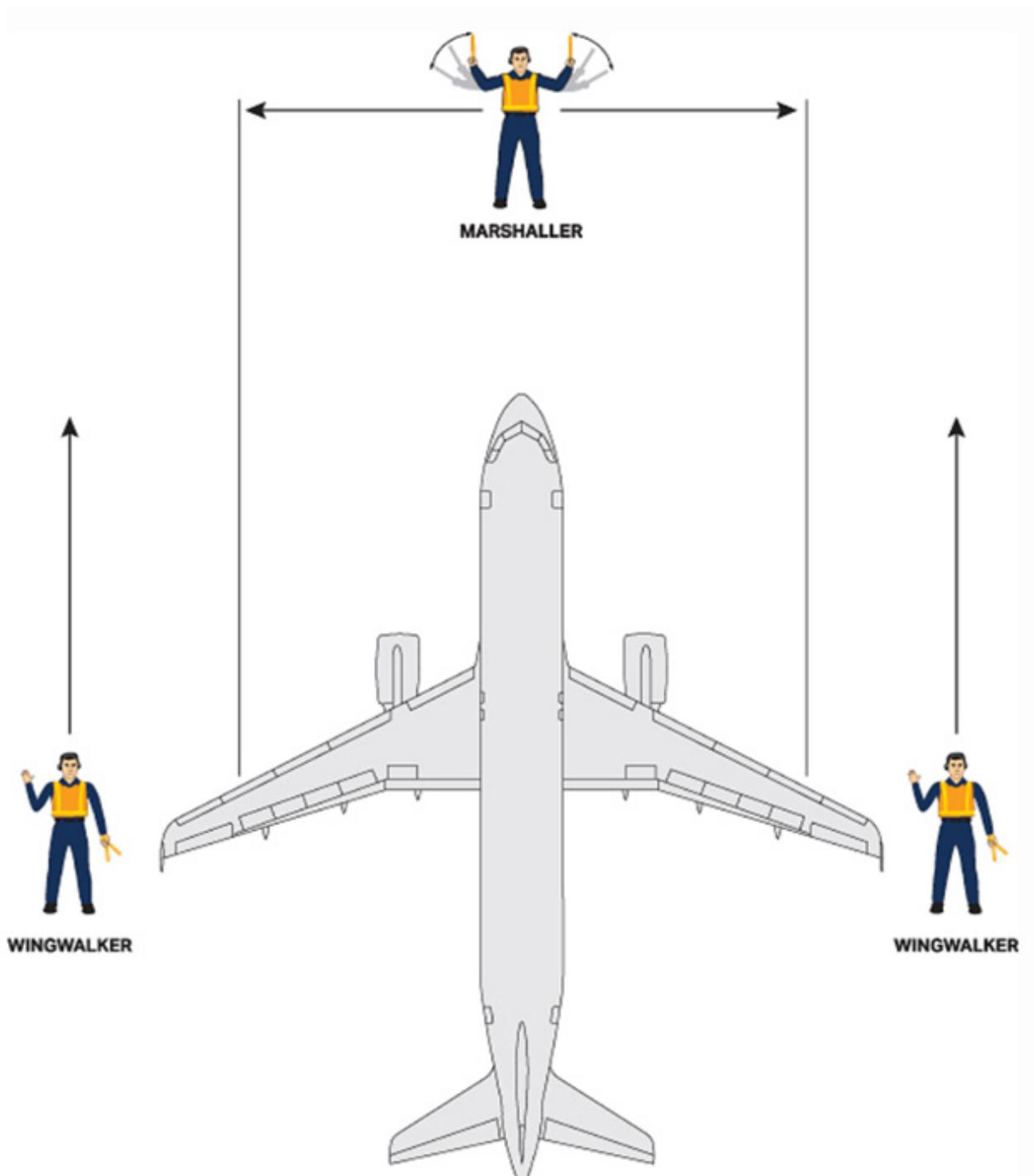
Wing Walker Positioning for Aircraft Pushback
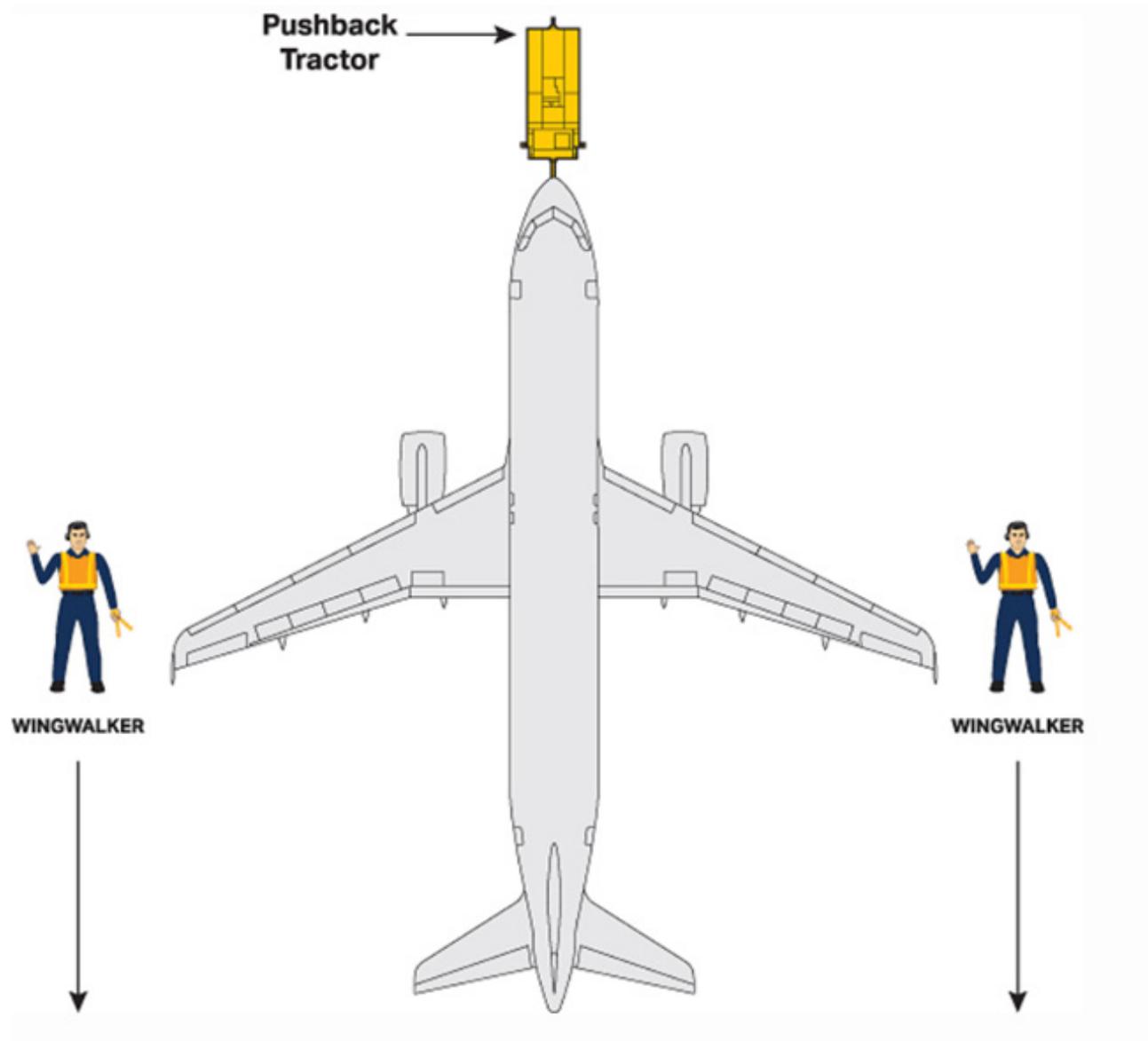
4.6.3   Pre Departure Activities

4.6.3.1   Pre Departure Walkaround Check

The pre-departure walkaround check should start as soon as possible after all ground servicing activities have been completed. Walk around the entire aircraft at a normal walking pace. The check shall start as close as possible to departure time. If any part of the aircraft still has GSE engaged at the time of the check, or if GSE re-engages with the aircraft after the check, the applicable area(s) shall be re-inspected.

The pre departure walk around check shall include the following:

(a) The apron is clear of all FOD that may cause aircraft damage or pose a risk.

(b) All GSE, including passenger boarding devices are detached.

(c) The pre-departure walkaround may be started prior to the forward passenger door being closed. The walkaround must not continue beyond the forward passenger door until the door has been closed, and all equipment removed. It is not a requirement that the member of Ground Crew conducting the walkaround is the same person as the ground crew member responsible for departure. However, if these tasks are performed by different members of Ground Crew, the Ground Crew Member responsible for departure must receive positive confirmation that the walkaround has been completed.

(d) GSE and vehicles are positioned clear of the aircraft path.

(e) Adequate clearance exists between the aircraft and facilities or fixed obstacles along the aircraft movement path.

(f) All aircraft servicing panels and/or hatches are closed and secured. Exception; external power and headset panels.

(g) Cabin/cargo doors are closed and:

    1. Handles are flush with the fuselage where applicable. All other indicators confirms that doors are correctly locked.

    2. There is no visible damage on the aircraft, particularly around cabin and cargo doors.

(h) Any observed abnormalities on the aircraft (e.g. obvious damage, fluid leakage, unremoved pitot covers etc) are immediately brought to the attention of the flight crew and maintenance personnel and the person responsible for supervision.

(i) Control surfaces.

(j) Landing gear safety pins are removed.

(k) There are no obvious signs of unmarked dents or other skin panel damage.

Note: (a) In the event of the aircraft returning to the stand, the pre departure walk around check shall be repeated.

    (b) It is essential to have adequate lighting when doing the walk around check. If the lighting is insufficient, use a flashlight.

    (c) The pre-departure walkaround may be started prior to the forward passenger door being closed. The walkaround must not continue beyond the forward passenger door until the door has been closed, and all equipment removed. It is not a requirement that the member of Ground Crew conducting the walkaround is the same person performing the headset operation. However, if these tasks are performed by different members of Ground Crew, the headset operator must receive positive confirmation that the walkaround has been completed.

CAUTION: *If any of these conditions or actions are not met, inform the person responsible for supervision, the maintenance department and the flight crew, as this may affect the safety of the intended flight.*

4.6.3.2   Pre-Departure Table

General

Prior to aircraft movement, the responsible ground staff (headset operator) shall ascertain that the following Requirements are met:

Legend: **TT** – towbar tractor   **TBL** – towbarless tractor   **PPU** – powered push unit

ACTION	APPLICABLE TO					
	PUSHBACK			TOWING		TAXI OUT
	TT	TBL	PPU	TT	TBL	
The required Pre-Departure Servicing Checks are completed.	X	X	X	X	X	X
Fire protection devices are available and correctly positioned (as per local rules).	X	X	X	X	X	X
Communication with flight crew and ground staff is established via interphone system.	X	X	X	X	X	X
The path and area that the aircraft is moving towards is clear of objects (FOD) ensuring safe aircraft movement.	X	X	X	X	X	X
The stand surface condition is sufficiently free of ice, snow, etc., to ensure safe aircraft movement.	X	X	X	X	X	X
The GSE is outside the ERA, and Loading bridge is fully retracted (if applicable).	X	X	X	X	X	X
If an Air Start Unit is required, check the equipment is correctly positioned and suitable for the operation.	X	X	X			X
Wing Walkers are present (if applicable).	X	X	X	X	X	
The air intake and blast areas of the aircraft engines are clear of persons and obstacles, such as ground support equipment.	X	X	X			X
The bypass pin is installed correctly or nose gear steering torque links are disconnected. (if applicable).	X	X		X	X	
All persons involved in the aircraft movement stay well clear of the danger areas around the tractor, landing gear and aircraft engines.	X	X	X	X	X	
A qualified brake operator is in the cockpit.				X	X	
Wheel chocks are not removed from MLG until Flight Deck has confirmed that Aircraft parking brake is set, the tractor is fully secured to NLG and the parking brake of the tractor is set.	X	X		X	X	

ACTION	APPLICABLE TO					TAXI OUT
	PUSHBACK			TOWING		
	TT	TBL	PPU	TT	TBL	
Wheel chocks are not removed from the NLG until the powered push unit (PPU) is fully secured to the MLG and its parking brake is set.			X			
The tractor and shearpin combination (if applicable) are suitable for the operation, considering the aircraft type and weight, the weather and surface conditions.	X			X		
The completion of the pre-departure table is indicated to the Flight Deck.	X	X	X	X	X	

Note: Aircraft powerback is not a recommended procedure.

4.6.3.3 Pre-Departure Communication

An aircraft departure shall always be conducted using interphone communications. If the interphone becomes/is unserviceable, use conventional hand signals (refer to 3.4.7 and 3.4.8 for departure).

(a) Connect the interphone and;

    1. Verify the communication system is functional.

    2. Update flight crew on the progress of the ramp operation.

(b) Prior to departure, conduct a briefing with the flight crew and ground crew responsible for the departure to:

    1. Review departure specifics (e.g., direction of movement, final positioning, taxi out direction).

    2. Review standard hand signals to be used, including emergency signals.

CAUTION: *Repeat all given instructions or acknowledge them in a manner clearly indicating that they have been understood and will be complied with.*

(c) Request permission to disconnect ground power, if applicable.

(d) Disconnect GPU/FPU after approval is received from flight crew.

easyJet

4.6.4 Connecting the Pushback Vehicle

4.6.4.1 General

Prior to connecting the tractor to the aircraft, as per Table 4.6.3.2, the tractor may be parked in front of the aircraft outside of the ERA, but never behind the wings.

A guide person shall be used to assist in the final approach to the towbar/nose gear when a tractor is used for the pushback process. When a TWL tractor is used, a guide person shall be used when the vision of the tractor driver is/might be restricted.

4.6.4.2 Nose Gear Steering

Each aircraft type has specific requirements for the bypass of the nose gear steering mechanism.

Danger:
The steering bypass pin shall be:
(a) Labeled with the specific aircraft type(s) for which it can be used.
(b) Identified with a *"Remove Before Flight"* streamer.
(c) Checked regularly for proper technical condition, or as per manufacturer instructions.

4.6.4.3 Connecting Pushback Tractor and Towbar

(a) Connect the towbar to the nose gear first.

(b) Ensure the towbar connection is secured and the locking pin is in place.

(c) Ensure the towbar is aligned with the centreline of the aircraft while connecting.

(d) Raise the towbar so that its head is at same height as the tractor connection.

(e) Approach slowly with the tractor.

(f) Ensure the front wheels of the tractor remain straight and the tractor is in line with the centreline of the aircraft.

(g) Secure the towbar connection to the pushback tractor.

(h) Raise the towbar wheels by releasing pressure on the hydraulic pump.

(i) Select "Neutral" or "Park" and set parking brake of tractor.

Danger:
Ground handling personnel must not stand astride/over the towbar during the connection/disconnection procedure.

4.6.4.4 Connecting Towbarless Tractor

(a) Ensure the correct aircraft type is selected on the TWL control panel, where applicable and in accordance with TWL operating procedures.

(b) On final approach to the aircraft, the tractor shall be properly aligned and correctly positioned.

(c) Ensure the aircraft nose wheels are safety locked into the tractor cradle by the tractor locking mechanism.

(d) Position TWL tractor to standby for lifting.

(e) Select 'Neutral' or 'Park' and set the parking brake.

(f) Ensure aircraft is not lifter while any GSE or PBB are connected to the aircraft.

CAUTION: *Do not lift the aircraft while any GSE or the PBB is connected to the aircraft.*

4.6.4.5 Connecting Remote-Controlled Tractor to Nose Gear

(a) Ensure the remote control unit's battery is sufficiently charged.

(b) Ensure the remote-controlled tractor is sufficiently charged for the task/ pushback manoeuvre.

(c) Switch on the remote control unit to connect to the tractor.

(d) On final approach to the aircraft, ensure the tractor is properly aligned and correctly positioned.

(e) Ensure the aircraft nose wheels are safety locked into the tractor cradle by the tractor locking mechanism.

(f) Position the remote-controlled tractor to standby for lifting and await approval from the flight decks to lift, if applicable.

4.6.4.6 Connecting Remote-Controlled Tractor to Main Gear

Prior to connecting the Power Push Unit (PPU):

(a) Inform the flight crew that a PPU will be used.

(b) Ensure refuelling has been completed.

(c) Ensure the remote-controlled tractor is sufficiently charged for the task/ pushback manoeuvre.

(d) Switch on the remote control unit to connect to the tractor.

(e) Ensure the driver's seat is pulled up.

(f) Remove the MLG chocks.

4.6.5 Wheel Chocks Removal

Headset operator;

(a) Via the interphone, confirm the aircraft brake is set.

(b) Check all GSE have been disconnected from the aircraft, expect from Ground Power Unit (GPU) and Air Start Unit (ASU) when air start is required).

easyJet

(c) Check the passenger boarding devices have been retracted from the aircraft, if applicable.

(d) Check the pushback tractor and towbar are fully secured to the nose gear and the parking brake is set on the tractor.

(e) For TWL tractor operation, check that equipment is fully secured to the applicable landing gear and the parking brake is set on the tractor.

    1.   Remove chocks at applicable gear only and leave remaining chocks in place until departure.

    2.   Nose gear wheels chocks may be removed without notification, provided the main gear chocks are still positioned (except for main gear TBL tractor).

(f) Give clearance to Ground Handling Partner to remove chocks.

(g) PPU nose gear chocks shall not be removed until PPU is fully secured to the MLG and its parking brake is set.

(h) For PPU, the aft nose gear chocks(s) shall be removed at the engine No.2 starting announcement and the forward nose gear chock(s) shall be removed just before starting the pushback (refer to section 4.6.6.4).

Note 1: If a chock is stuck, the responsible member of ground crew may remove it by tapping it with a spare chock. If this does not work, the stuck chock can be removed by moving the aircraft after the aircraft brakes have been released, with precautions and in coordination with the person responsible for the departure.

Note 2: The responsible person shall stow chocks in their designated stowage place.

Note 3: Once high wind or icy conditions have passed; any additional chocks that were added to the aircraft may be removed so that chock placement reverts to that for normal conditions.

Note 4: If hand signals are used (i.e. aircraft interphone system is inoperative), the person performing the hand signal shall:

- Display the 'Set Brakes' hand signal.

- Receive confirmation from the flight crew when they display the 'Set Brakes' hand signal in response.

- Remove chocks.

4.6.6 Departure Communications

4.6.6.1 General

Departure communications outlined in this section is a basic standard for both pushback and open ramp (taxi out) departures.

Headsets must be used for engine start and pushback procedures, except when there is a valid operational reason (e.g. weather conditions) for using hand signals. Where it is known prior to departure that a headset will not be used, the operating Flight Crew must be informed in advance to ensure the communication process is clearly agreed. All headset communication must be conducted in English, in accordance with industry standard terminology.

Note: (a) If the pushback shall be stopped, the following call will be made: **"STOP PUSH BACK"**.

(b) Where applicable, use "pull out" instead of "pushback".

(c) Only engage the towbarless tractor and lift the aircraft once the passenger boarding device has been removed from the aircraft and the flight crew has requested pushback.

4.6.6.2 Departure Communication Dialogue

In case of an aircraft taxi-out, "Pushback" and "Pushback completed" phases are not applicable. The following dialogue should be used for a departure:

Push Back/Engine Start		
Event	PF	GND Mech.
When ready for pushback, and pushback clearance received from ATC	GROUND (from) COCKPIT, CLEARED FOR PUSH BRAKES SET	COCKPIT (from) ground, RELEASE BRAKES
Start of push	BRAKES RELEASED READY TO PUSH	
When ready to start engines	CLEAR TO START?	
		CLEAR TO START
	STARTING ENG (1 or 2)	

Push Back/Engine Start		
Event	PF	GND Mech.
When pushback completed		SET BRAKES
	BRAKES SET	
When ready to disconnect (after engine started, and parameters are stabilzed)	CLEAR TO DISCONNECT (hand signals on left/right)	
		DISCONNECTING (hand signals on left/right)

4.6.6.3 Items to be Communicated Between Responsible Ground Crew and Flight Crew

Phase	Task	Ground Staff Action
Departure preparation	GPU removal	When instructed by flight crew, remove GPU.
	Towbar/Towbarless Tractor connection	(a) Get confirmation that aircraft's parking brakes are set. (b) Get confirmation that the nose wheel steering is depressurized or advise flight crew that the bypass pin is inserted, if applicable. (c) Connect the Towbar. (d) Connect the Towbarless tractor.
	Chock removal	(a) Get confirmation from flight crew that aircraft parking brakes are set. (b) Remove chocks.
	Pre Departure check	Advise the flight crew that the pre-departure check has been completed or communicate any discrepancies.
Engine start	Starting engines	When requested by the flight crew, advise when the engines may be started and the start sequence.
	ASU	When requested by the flight crew, signal to the ASU operator to supply the required pressure.
Pushback and engine start	Brakes	Get confirmation that aircraft's parking brakes have been released.
	Movement of the aircraft (pushback/pull out)	Get permission from flight crew, to commence the pushback.
	Direction of push/nose	If applicable, ask in which direction the aircraft must be pushed or/in which direction the nose should point after pushback.
	Engine start	When requested by the flight crew, advise when the engines may be started.
Pushback completed and engine start completed	Towbar/Towbarless Tractor disconnect	(a) Get confirmation that the aircraft's parking brakes are set. (b) Disconnect. (c) Remove the steering bypass pin, if applicable.
	Headset removal	(a) Get permission from the flight crew to disconnect the headset. (b) Advise the flight crew to hold position and wait for visual signal at left/front/right of the aircraft.
Departure	"All Clear" signal	(a) Ensure verification of pin removal has been completed if applicable. (b) Give the "All Clear" signal when the path of the aircraft is clear of all obstacles. (c) Get acknowledgement of the "All Clear" signal.

4.6.6.4 Departure Dialogue when Using a Power Push Unit

Dialogue between Ground Staff and Flight Crew (PPU)		
Phase	**Ground Staff**	**Flight Crew**
Preparation (before positioning the PPU)	**Call:** CONFIRM PARKING BRAKE SET. *Check that the steering bypass pin is not installed.* *Position the PPU.*	**Reply:** PARKING BRAKE SET
After completion of the pre-departure servicing checks	**Call:** PRE-DEPARTURE SERVICING CHECKS COMPLETED.	**Reply:** ROGER
Engine No. 2 start	**Call:** CLEAR TO START ENGINE NO. 2 *Remove the aft chock of the nose gear.*	**Reply:** STANDBY **Call:** STARTING ENGINE NO. 2
Pushback	*Remove the forward chock of the nose gear.* **Reply:** COMMENCING PUSHBACK (+ ACKNOWLEDGEMENT OF ANY SPECIFIC PUSHBACK REQUIREMENT) *Activate the PUSH function of the PPU and give the cockpit crew the guidance instructions:* • steering on left or on right • a little bit more or less • straight on	**Call:** PARKING BRAKE RELEASED CLEARED TO PUSH (+ ANY SPECIFIC PUSHBACK REQUIREMENT) *The flight crew steers the aircraft according to the guidance instructions provided by the agent in charge of the departure operation.*
Pushback completed	**Call:** PUSHBACK COMPLETED, SET PARKING BRAKE. *The PPU is moved back below the tail (beyond the rear cabin door).*	**Reply:** PARKING BRAKE SET.
Engine No. 1 start	**Call:** AIRCRAFT CLEAR, CLEAR TO START ENGINE NO. 1	**Reply:** STARTING ENGINE NO. 1
Disconnecting	**Reply:** DISCONNECTING, HOLD POSITION AND WAIT FOR VISUAL SIGNAL ON YOUR LEFT/FRONT/RIGHT.	**Call:** CLEAR TO DISCONNECT. **Reply:** HOLDING POSITION AND STANDING BY FOR VISUAL SIGNAL ON THE LEFT/FRONT/RIGHT.

4.6.6.5 Departure Communication Without Interphone

An aircraft departure shall always be conducted using interphone communications.

Only if the interphone becomes unserviceable or under extreme circumstances where the interphone is not available, the responsible ground crew and flight crew use conventional hand signals. 3.4.7 and 3.4.8 for Marshaling Hand Signals for aircraft and Technical/Servicing Hand Signals – Ground Staff to Flight Crew and technical hand signals flight.

4.6.6.6 Interphone Communication Failure

Aircraft pushback requires a communication interphone. If the interphone becomes unserviceable or communications is lost, the following procedure shall be followed:

(a) In the case of a single person operation and if no other means of communication are available, stop the movement, depending on local situations and regulations, and immediately request assistance to continue the movement.

(b) In the case of multiple person operation, communication with the flight crew will be established using hand signals, refer to 3.4.6 and 3.4.7. The tractor driver shall be able to receive the visual signals as relayed from the flight crew. Once hand signal communication has been established the pushback can resume.

(c) Notify ATC, if radio available, and continue the movement in cooperation with ATC, depending on local regulations.

4.6.7 Pushback Manoeuvre

4.6.7.1 Anti-Collisions Lights

During a standard departure, once all aircraft doors are closed, the flight crew requests pushback clearance from ATC. Once clearance is obtained, the flight crew will switch on the aircraft's anti-collision lights.

CAUTION 1: *Anti-collision lights that are switched on are a visual indication to ground crew of imminent engine start-up or aircraft movement. Vehicle traffic shall stop until the aircraft has departed from the area.*

CAUTION 2: *If the anti-collision lights are switched on unexpectedly (other than in preparation for departure or towing operation), ground personnel shall move away and remain outside the ERA. The ground crew shall check with the flight crew before resuming ground handling activities.*

CAUTION 3: *In case of the anti-collision beacon failure, the flight crew shall inform the person responsible for the departure operation to inform staff involved in the operations about the imminent engine start up or aircraft movement.*

4.6.7.2 Pushback Requirements

(a) The pushback manoeuvre shall be carried out at a pace no greater then walking speed.

(b) After approval from the flight crew, the tractor driver shall ensure the taxiway (including other movement areas in the intended aircraft path) is free of other aircraft/equipment/obstacle. If an obstacle is identified, the pushback shall stop immediately until the obstacle is clear.

easyJet

(c) At the end of the manoeuvre, the aircraft/pushback tractor set shall be correctly aligned with the taxiway centreline.

(d) A steering bypass pin must be fitted prior to the connection of tug/towbar. Ground Crew must ensure that the pin type is correct, and approved for the aircraft type.

(e) When Steering Bypass Pins are removed following the completion of the pushback operation, Ground Crew must make a visual check of the bypass lever to ensure it has returned to the correct position.

CAUTION: *When undertaking departures with a PPU, the pull forward manoeuvre at the end of the pushback shall not be carried out when it has not been possible to complete the pushback manoeuvre with a straight line push of at least 5 m (16 ft).*

4.6.7.3 Ground Crew Safety During Pushback Manoeuvre

(a) **Towbar/TWL tractor operations:**

1. Throughout the pushback operation, all ground crew walking on the ramp (including the headset operator when aircraft is moving) shall remain clear of:

   i. The area on the ground directly underneath any part of the aircraft (including, but not limited to, fuselage, wings, stabilizer, engine, nose gear)

   ii. The aircraft's path

   iii. The tractor's path

   iv. Engine danger areas

2. The headset operator shall:

   i. Be in visual contact with the tug driver throughout the pushback

   ii. Avoid walking backwards and maintain situational awareness to reduce the possibility of tripping

   iii. Use a headset cable long enough to operate safely and be allowed freedom of movement while not posing a trip or tangle hazard (not applicable when a wireless headset is used)

   iv. Ensure the headset cable remains clear of aircraft/pushback wheels

(b) **Remote-controlled pushback operations:**

When pushback operations are undertaken using remote-controlled pushback equipment connected to either the nose or MLG, the ground crew in charge shall;

1. Stand forward of the aircraft.

2. Follow its movements and always be in sight of the flight crew.

3. Stay outside the engine's intake/suction area and wheel path of the aircraft during the entire pushback manoeuvre.

4. Maintain sufficient clearance between the equipment and themselves throughout the pushback manoeuvre, where the pushback equipment is connected to the nose landing gear.

5. Be in continuous communication with the flight crew via the interphone system.

4.6.7.4   Pushback and Pull Forward

When a pull forward manoeuvre is performed after a pushback manoeuvre, particular attention must be paid to the end of the pushback manoeuvre and during the whole pull forward manoeuvre. To prevent the aircraft from overtaking/ pushing the pushback vehicle during the pull forward phase, the following precautions shall be applied;

(a) The aircraft engines shall be at idle thrust during all of the pushback/full forward manoeuvre.

Note: If the requirement to pull forward is known in advance, consider not starting the engines until the pull forward manoeuvre is completed.

(b) The pull forward manoeuvre shall be performed with the pushback vehicle in the lowest gear available.

(c) Braking shall be performed smoothly and without jerks.

(d) The flight crew shall be alerted immediately to stop the aircraft using gentle braking if aircraft control cannot be ensured/maintained from the pushback vehicle.

Note: The following factors increase the risk that the aircraft will overtake/push the pushback vehicle and shall be, therefore, taken into account;

i. The aircraft type and number of engines started/running

ii. The slope of the parking stand and taxiway

iii. Use of a tractor and towbar to undertake the pushback/pull forward manoeuvre.

iv. Adverse weather conditions.

CAUTION: *Care shall be taken to avoid a 'jack-knife' situation between the aircraft and the pushback vehicle due to asymmetric thrust from the aircraft (once engine running) during the transition from push to pull or vice versa. Do not exceed the manufacturer's maximum tow angles.*

Danger:
If the aircraft overtakes/pushes the pushback vehicle, the ground staff member shall ensure they stay well clear of the path of the pushback vehicle and the aircraft nose landing gear wheels.

Caution:
Flight crew and aircraft maintenance personnel must be informed if the aircraft overtakes/pushes the pushback vehicle, as both the pushback vehicle and the aircraft nose landing gear may be damaged by the incident.

To relieve torsional stresses applied to the landing gear components and tires, move the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when completing the pushback maneuver.

Danger:
If the nose wheels are not in the centered position, they can turn quickly to their centered position when the steering bypass pin is removed. This can result in personnel injury and aircraft damage.

To protect the nose gear from damage, some easyJet aircraft have visual turning limit markings that indicate the aircraft maximum nose gear steering angles.

4.6.7.5 Manoeuvring During Wintery or Slippery Conditions

During adverse weather conditions (e.g., fog, rain, ice, snow) visibility and traction will be affected. The tractor driver shall reduce and adapt vehicle speed as required by the current Conditions. When manoeuvring the aircraft on slippery apron surfaces, extreme caution is required to avoid losing control of the tractor due to skidding, which may also lead to jack-knifing (where the tractor is pushed around by the aircraft in an uncontrolled movement). Many elements can contribute to the hazards involved (i.e., strong winds, slippery road surfaces, pavement slopes). Therefore, the following minimum precautions must be observed;

(a) Avoid sudden turns, deceleration or acceleration.

(b) Except when using an ASU, do not start aircraft engines unless:

    1. The condition of the pavement is such that reasonable traction is ensured.

    2. The aircraft parking brakes are set.

    3. The aircraft is disconnected from the tow tractor/TWL tractor.

4.6.7.6 Manoeuvring During Low Visibility Conditions

(a) Airport operations are responsible for developing low visibility procedures that are relevant for the airport.

(b) Ground handling personnel shall be trained/authorized, as appropriate, prior to undertaking low visibility aircraft ground movement operations.

(c) Ground handling personnel shall observe the movement limitations and other regulations applicable to the airport's low-visibility procedures at all times.

(d) Pushback tractors should be equipped with an airfield map, where this is available.

(e) If there is any doubt as to the exact position of the pushback tractor/aircraft, the tractor driver shall stop the tractor/aircraft and inform ATC immediately.

CAUTION: *The responsible for the departure (headset operator) should be positioned outside the tractor at safety distance 4.6.7.3 during:*

    (a) Low visibility conditions

    (b) Lack of sufficiently visible markings

    (c) Obstructions behind the pushback (e.g., GSE, Light post)

4.6.8 Engine Start

4.6.8.1 Communication During Engine Start

The normal engine start sequence is that Engine Number 1 will be started first. However, the engine start sequence may be varied for operational reasons. At all times there must be clear communications between Ground Crew and operating Flight Crew.

(a) During the engine start, communicate with the flight crew only if you observe circumstances that require immediate notification and action.

(b) In case of starting up with an ASU, supply the pressure at the request of the flight crew.

Note: From the Pilot-in-Command's seat facing forward, the engine on their left is referenced as engine number one.

4.6.8.2 Engine Start Using an Air Start Unit

(a) Only personnel and equipment involved in engine starting or aircraft pushback are permitted within the ERA during engine start.

(b) Personnel and equipment involved in the engine start shall remain clear of the engine danger areas.

(c) Establish communications with the flight crew and confirm the total number of engines to be started, the engine start sequence to be used and number of ASUs being used.

(d) Advise the engine start sequence to the ASU operator(s) and any other ground personnel.

(e) Where possible, the ASU should be positioned on the opposite side of the aircraft to the engine being started.

(f) If the aircraft is to be pushed back, connect the pushback tractor and set the tractors parking brake, where this is possible without disconnecting ground electrical power.

(g) If a pushback tractor is not connected, position a chock in front of the nose wheel.

(h) Confirm with the flight crew that the aircraft parking brake is set, then remove main gear chocks.

(i)   The ASU operator shall ensure the unit is ready to supply air pressure.

(j)   The headset operator shall inform the flight crew that the ground crew are ready for engine start.

(k)   Prepare the engine(s) start. Refer to Section 4.6.6.2, Departure Communication Dialogue, and Signals, for communications requirements.

(l)   When engine start is complete, the headset operator shall signal the ASU and ground power operator(s) to disconnect the ASU and remove ground power.

(m) Disconnect the ASU hose(s).

(n)   Close and latch external air start and electrical panels.

Danger:
When connecting and disconnecting ASU hose(s), walk directly underneath the fuselage, or close alongside it, keeping clear of engine danger areas.

4.6.8.3   Engine Start When a Power Push Unit is Used

In the standard sequence, start-up of engine number 2 takes place at the parking stand. Start-up of engine number 1 shall be performed after pushback, with parking brake set, when the agent in charge of the departure operation has moved the PPU to the back of the aircraft stabilizer.

CAUTION: *In some cases (e.g., start-up with an external air supply), start-up of all engines can take place at the parking stand, provided that:*

>   *(a)   It has been agreed upon beforehand by the flight crew and the ground crew member in charge of the departure operation.*

>   *(b)   The hazardous areas around the engines are clear.*

4.6.8.4   Engine Start using Cross-Bleed

Engine start using cross-bleed can only be performed once the pushback has been completed, the aircraft brakes have been engaged, and the area around the aircraft is clear.

CAUTION: *With engine(s) above idle thrust, blast and suction effects are greater.*

4.6.8.5   Communication During Engine Fire
(a)   **Engine Fire**

The flight crew will normally detect an engine or APU fire and will take action using the engine fire extinguishing system. However, ground crew shall alert the flight crew immediately via the headset if flames are noticed from the engine or engine pylon. If a headset is not available, the appropriate "fire" hand signal must be used. Refer to 3.4.7.10.

(b) **Engine Tailpipe/Exhaust Fire**

If flames from the engine tailpipe are noticed during engine starting, the ground crew member shall alert the flight crew immediately, as such a fire might not be detectable via temperature sensors and/or fire warning systems in the aircraft.

CAUTION: *Do not fight engine fires with fire extinguishers on the ground when the flight crew is in the flight deck. The flight crew will take all necessary action.*

4.6.9 Incidents During Pushback

4.6.9.1 Incidents During Pushback Involving Pushback Tractor/Towbar or Towbarless Tractor

The list of incidents below outlines the recommended actions to be undertaken immediately by flight crew and/or tractor drivers in the event of an incident during the pushback operation. The list of incidents is not exhaustive and the recommended actions should only be applied if they are deemed the safest course of action given the exact circumstances of the incident. If airport procedures differ from the recommended actions below, those shall be followed.

Flight crew	Tractor Driver
Tractor Failure	
(a) Inform ATC. (b) Apply the aircraft parking brake. (c) Listen to VHF and wait for assistance. (d) Relay information from ATC to headset operator	(a) Stop aircraft/tractor set. (b) Apply tractor parking brake. (c) Inform the flight crew. (d) Contact supervision and equipment maintenance to advise of the situation, as required. (e) Follow instructions received from headset operator, as applicable. (f) If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.
Tractor/Aircraft Separation	
(a) Apply the aircraft brakes. (b) As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal. (c) Inform ATC. (d) Relay information received from ATC to headset operator, if applicable.	(a) Do not apply tractor brakes. (b) Inform the flight crew of separation. (c) Follow the aircraft path attentively and stop the tractor according to the aircraft position. (d) Apply the tractor parking brake. (e) Confirm the aircraft parking brake is set then chock the aircraft. (f) Assess the reason for the separation. (g) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. (h) Follow instructions and/or complete pushback maneuver, as applicable.
Towbar/Shear Pin Failure (remains attached to the aircraft)	
(a) Apply the aircraft parking brake. (b) Inform ATC. (c) Relay information received from ATC to headset operator, if applicable.	(a) Stop aircraft/tractor set. (b) Apply the tractor parking brake. (c) Inform the flight crew of the towbar/shear pin failure. (d) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. (e) Chock the aircraft and replace the towbar. (f) Complete the pushback maneuver.
Pushback Tractor Fire	
(a) Inform ATC and headset operator. (b) Apply the aircraft parking brake. (c) Determine the need for aircraft emergency evacuation and confirm to ATC and headset operator.	(a) Inform the flight crew. (b) Stop aircraft/tractor set immediately. (c) Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so. (d) Consider disconnecting and moving the tractor to a safe distance from the aircraft, if deemed safe and appropriate to do so. (e) Contact supervision, equipment maintenance and emergency services to advise of the situation, as required. (f) If flight crew confirm emergency evacuation, assist in the evacuation as far as is possible/practical by directing passengers/crew toward a safe location.

Note: For tow bar shear pin failures, flight deck will determine the requirement for an engineering inspection following consultation with the headset operator regarding the event.

4.6.9.2 Incidents During Pushback with Power Push Unit

4.6.9.2.1 Instructions in Case of Power Push Unit Fire During Pushback

(a) Aircraft on the parking stand, interphone connected. The Ground Handling Partner member in charge of the departure operation shall:

1. Warn the flight crew via the ground/aircraft interphone. The flight crew warns the Fire Brigade using VHF.

2. Controls the release of rollers.

3. If PPU's engine is on:

   i. Remove the PPU by remote control.

   ii. Remain in contact with the flight crew.

   iii. Stop the PPU's engine by remote control, if not automatically.

   iv. Leave the interphone contact after consent from the flight crew to fight the fire and report to the flight crew about the on-going situation.

4. If PPU's engine is off:

   i. Leave the interphone contact after consent from the flight crew to fight the fire.

   ii. Press one of the three emergency stop buttons (the most accessible).

   iii. Tow the tractor away from the aircraft and report to the flight crew about the on-going situation.

(b) Pushback in progress, The Ground Handling Partner in charge of the departure operation shall;

1. Inform the flight crew via ground/aircraft interphone. The flight crew warns the Fire Brigade using VHF.

2. Stop the pushback.

3. Request setting of the aircraft parking brake.

4. Control the release of rollers.

5. Remove the PPU by remote control.

6. Stop the PPU's engine by remote control, if not automatically.

7. Report to the flight crew about the on-going situation.

4.6.9.2.2 Power Push Unit Incidents Checklist

Flight Crew	Ground Staff
Aircraft Unable to Move Alone (PPU removed)	
Asks for aircraft inspection.	• Informs the flight crew that the rollers are open and the PPU is removed. • Leaves the interphone contact after consent from the flight crew.
Aircraft Unable to Move Alone (PPU not removed)	
If the engine on the opposite side of the PPU is running: Shuts down the engine.	Informs the flight crew that the PPU is not removed.
• Forbids the evacuation of passengers via the wing emergency exit on the PPU side. • Asks for aircraft inspection.	• Leaves the interphone contact after consent from the flight crew. • Fights the fire.
Aircraft Able to Move Alone (PPU removed)	
Asks for aircraft inspection.	• Informs the flight crew that the rollers are open and the PPU is removed. • Leaves the interphone contact after consent from the flight crew. • Guides the flight crew to move the aircraft forward.
Aircraft Able to Move Alone (PPU not removed)	
If the engine on the opposite side of the PPU is running: Does not shut down the engine.	Informs the flight crew that the PPU is not removed.
	• Leaves the interphone contact after consent from the flight crew. • Press the most accessible stop button.
• Guided by the ground staff member in charge of the departure operation, moves the aircraft forward with engine thrust overpowering resistance of the rollers/jacks. • Asks for aircraft inspection.	Reestablishes the interphone contact and reports to the flight crew.

4.6.10   Pushback Disconnection

4.6.10.1   Pushback Tractor and Towbar Disconnection Procedures/Requirements

(a) The responsible ground crew member shall remove the towing pin securing the towbar to the pushback tractor.

(b) The pushback driver/operator shall check that other ground crew are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircrafts path and be visible to the flight crew, if possible, ready for the towbar to be reconnected.

(c) The responsible ground crew member shall disconnect the towbar from the nose landing gear and reconnect to the pushback tractor and move clear of the pushback tractor, in view of the driver/operator.

(d) The responsible ground crew member shall give an 'ok' signal to the pushback driver to confirm that the towbar is reconnected and is clear to drive away.

Note: Ensure the towbar is disconnected from the tractor before disconnecting from the aircraft (except where the towbar is specifically designed to be disconnected from the aircraft first).

4.6.10.2   Towbarless Tractor/Remote Control Tractor Attached to Nosewheel Disconnection Procedure/Requirements

(a) The pushback driver/operator shall ensure that the tractor wheels are centralized and lower the aircraft nose-wheel and open the tractor cradle.

(b) The pushback driver/operator shall check that other ground crew are clear of the intended travel path and slowly drive the pushback tractor to a position in the aircrafts path and be visible to the flight crew, ensuring that the wheel cradle is completely clear of the aircraft nose landing gear before commencing a turn.

(c) The pushback driver/operator shall rotate the driver's seat to the 'drive away' direction if applicable.

easyJet

(d) The pushback driver/operator shall, remain in a position visible to the flight crew until the headset operator has disconnected and is in view of the flight crew.

4.6.10.3 Power Push Unit Disconnection

(a) Once the aircraft parking brake is applied, the Ground Handling Partner in charge of the departure operation controls the opening of the rollers with the remote control.

(b) With the remote control, the Ground Handling Partner in charge of the departure operation controls the move back of the PPU until at least below the tail (beyond the rear cabin door).

(c) Once the aircraft has taxied and the risk of blast has disappeared, the Ground Handling Partner in charge of the departure operation withdraws the PPU from the taxiway.

Danger:
Whilst maneuvering in the taxiway during tractor disconnection and repositioning, the tractor driver shall drive the pushback tractor at slow speed and shall remain constantly vigilant to the position of other ground crew in the taxi-way.

4.6.11 Pushback Process Completion

Pushback completion includes repositioning of the pushback tractor, removal of the nose gear steering bypass pin and displaying the steering bypass pin to flight crew (not applicable for 4.6.10.3).

Refer to IGOM 4.6.2.1 (p-v) and 4.6.2.2 (g) for further details.

Danger:
After disconnection of the headset, no attempt shall be made to approach the aircraft unless cleared by the flight crew to do so via hand signals.

4.6.12 Re-establishing Communication After Departure

4.6.12.1 Introduction

The following procedure is to be used when the ground crew or flight crew need to re-establish interphone communication after it has been disconnected.

4.6.12.2 Initiated from the Flight Deck

The flight crew sets the parking brake and re-establishes communication with the ground crew member via a company channel or ATC. If visual communication with the ground crew member is still established, hand signals may be used.

4.6.12.3   Initiated from the Ground

If the ground crew member needs to reestablish communication with the aircraft Ground Crew, do not approach the aircraft, if communication cannot be established using hand signals, make contact via a company channel or ATC.

When preparing to re-establish communication with the aircraft, the ground crew shall take the following precautions:

(a) Make sure the ground crew has been seen by the flight crew and the intention to approach the aircraft to re-establish interphone communication is understood.

(b) Approach the aircraft from the direction where visual contact with the flight crew is maintained for as long as possible.

(c) Only the person establishing the interphone communication shall approach the aircraft.

(d) Stay outside the aircraft's engine danger area when approaching the aircraft.

(e) If possible, position the pushback tractor in front of the aircraft in clear view of the flight crew to act as a safety barrier and prevent premature movement of the aircraft.

CAUTION: *For safety reasons, the interphone communication system cannot be used when there is thunderstorm activity over the airport as there is a risk of electrical discharges between the aircraft and the interphone system. Under these conditions, communication headsets cannot be worn.*

4.7   OPEN RAMP DEPARTURE

An 'open ramp' is an operational area (typically a defined parking stand) where the aircraft taxies in on arrival and taxies out on departure, normally without the support of ground service equipment. This process is also known as 'self-manoeuvring'. An open ramp departure can be a hazardous activity as Ground Crew have to operate close to running engines and moving aircraft, with Flight Crew often having limited visibility of on the ground processes. The following process must be strictly followed:

(a) Prior to engine start, complete all pre-departure checks and remove chocks from main landing gear. (Refer to Pre-Departure Table 4.6.3.2)

(b) Ensure aircraft chocks are in place at the nose landing gear prior to engine start

(c) The Ground Crew member responsible for communicating with Flight Crew shall position themselves in clear view of the cockpit

(d) After engine start is complete, remove chocks from the nose landing gear and communicate that this has been completed to the flight crew

(e) Ground Crew must promptly clear the path of the aircraft

(f) Ground Crew must ensure all personnel and equipment are clear of the aircraft path and behind the ERA before giving the 'all clear' signal to the Flight Crew

(g) Where an aircraft marshalling requirement exists, the marshaller shall be positioned clear from the path of the aircraft and in clear view of the Flight Crew. This can be on either side of the aircraft, depending on the facility

(h) The marshaller must remain in visual contact with the Flight Crew until the aircraft has safely vacated the parking stand and is clear of any possible obstacles

CAUTION: *If chocks are not in place during the engine start process, there is a risk of uncontrolled aircraft movement in case of an aircraft hydraulic system failure.*

4.8 AIRCRAFT POWERBACK OPERATIONS

Aircraft powerback is not a common practice; therefore, it shall only be carried out within the limitations set out by, and with the approval of, the respective local authorities. It shall be conducted based on the risk assessment process and in accordance with the following:

(a) Ground crew required for powerback (e.g., marshaller, wing walkers).

(b) The air intake and blast areas of the aircraft engines are clear of personnel and obstacles, such as GSE.

(c) Identifying the person in charge of the powerback process.

(d) Wired headset shall not be used for powerback operations.

(e) The ground crew engaged in powerback operations shall wear, in addition to their normal PPE, protective goggles.

(f) If an ASU is required, check that the equipment is correctly positioned suitable for the operation.

(g) If an engine start with ASU is undertaken, communicate to confirm ASU positioning and engines start sequence with flight crew.

(h) Powerback operations shall not be conducted if any one of the following conditions exists:

1. Airport of operations does not authorize powerback operations or the departure gate is not approved for such operations.

2. If any member of the ground crew is not properly protected.

3. The entire area of the operation is not adequately illuminated.

4. Visibility is restricted due to weather conditions.

5. An accumulation of ice, snow, slush or any other obstruction is on the apron.

6. Verbal agreement is not reached between the ground crew in charge of the departure operation and the flight deck.

4.9   AIRCRAFT TOWING

4.9.1   Introduction

The following requirements shall be met to perform an aircraft tow:

(a)   Ensure the hydraulic system pressure for aircraft braking and/or the brake accumulator is within the required pressure range.

(b)   Ensure any required electrical systems for towing are energised.

(c)   Ensure all gear safety pins/sleeves are installed, and after tow, ensure all pins are removed and stowed. Selected Ground Handling Partners may be approved by easyJet for the installation and removal of the undercarriage lockout pins without requiring engineering support. Where such an approval exists there must be a robust documented process to ensure the control of undercarriage lockout pins prior to and on completion of each tow operation.

(d)   Make sure a qualified brake operator is in the cockpit.

(e)   Establish communication with the brake operator.

(f)   Make sure wheel chocks are positioned at the end of the manoeuvre, prior to disconnecting the tractor.

CAUTION: Inform the brake operator/flight crew and/or contact the maintenance department for technical inspection if you:

(a)   Observe any type of excessive fluid leakage;

(b)   Notice any signs of unmarked aircraft damage;

(c)   Observe any fault, failure, malfunction or defect that you believe may affect the safe operation of the aircraft for the intended flight.

4.9.2   Ground Crew Responsibilities

4.9.2.1   Responsible Ground Crew for Towing

The responsible ground crew member is defined as the person who has overall responsibility for towing manoeuvre and is normally the pushback tractor driver, although the function may be performed by different ground crew members in different roles.

The responsible person in charge of each towing manoeuvre shall check to ensure all requirements for the towing operations are met prior to commencing towing operations.

See 4.6.2.2 – Pushback Tractor Driver for responsibilities.

See 4.6.2.3 – Wing Walker for responsibilities.

4.9.2.2 Brake Operator

Selected ground crew may perform the brake operator function if they have received the necessary training and approval has been given by easyJet. Where applicable, in accordance with local procedure, the brake operator shall:

(a) Be responsible for communication with ATC.

(b) Complete a flight deck checklist for towing.

(c) Ensure all aircraft doors are closed by authorized personnel.

(d) Apply the 'Brakes On' and 'Brakes Off' procedures in coordination with headset operator.

(e) Operate the external and anti-collision lights of the aircraft.

(f) Position the seat in such a way that the brakes can be easily applied when required.

(g) Inform the headset operator immediately if potential contact with any object(s) is detected.

(h) Only apply the brakes during the tow when instructed by the headset operator or when it is clear that the aircraft has become separated from the tractor.

Note 1: For procedures related to incidents during towing, refer to 4.9.5.

Note 2: Flight deck checklists for towing must be approved by easyJet. An example checklist can be found in the GHM Guidance Material Section on the Connected Portal.

4.9.2.3 Headset Operator

The headset operator is responsible for communications with the brake operator and/or VHF operator.

4.9.2.4 VHF Operator

The VHF operator is responsible for communications with ATC and/or GMC.

Note: The VHF operator may be positioned in the pushback tractor or on the flight deck depending on the Ground Handling Partner function carrying out the towing manoeuvre.

4.9.3 Pre-Towing Activities

4.9.3.1 General

The following requirements shall be met to perform an aircraft tow;

(a) Carry out a pre-departure walk around in accordance with Section 4.6.3.1.

(b) Carry out the requirement, as identified in the pre-departure table in Section 4.6.3.2, that are relevant to towing manoeuvre.

(c) Make sure the flight crew or a qualified brake operator (VHF operator where required) is in the flight deck, if applicable.

(d) Communication shall be established between the headset operator and the flight crew, brake operator (VHF operator, where required), if applicable.

(e) The responsible ground crew member shall conduct a briefing with all persons involved in the aircraft movement to review and confirm how the aircraft will be maneuvered.

(f) Ensure the hydraulic system pressure for aircraft braking and/or the brake accumulator is within the required pressure range where applicable.

(g) Ensure any electrical systems required for towing are energised.

(h) There is no requirement to install locking pins on a serviceable aircraft.

(i) Connect the pushback tractor/equipment in accordance with relevant instructions contained in Section 4.6.4.

(j) Remove the wheel chocks once ready to do so in accordance with Section 4.6.5 above.

CAUTION: *Inform the brake/VHF operator, headset operator and/or maintenance department for technical inspection if anyone:*

Observes any type of excessive fluid leakage.

Notices any signs of unmarked aircraft damage.

Observes any fault, failure, malfunction or defect that may affect the safe operation of the aircraft for the needed flight and raise a GSR.

4.9.3.2 Pre-Towing Preparation

The following checklist is to be used in preparation for an aircraft tow.

Action	Performed by	
	Brake Operator	Tractor Driver
Apply the flight deck checklist for towing. Refer to the operating airline's GOM for details.	✓	✓
Test the means of communication between the tractor and flight crew.	✓	✓
Insert the steering bypass pin and deactivate steering.	✓	✓
Give permission to connect the towbar and tractor or TWL tractor after applying the aircraft parking brake.	✓	
Install the landing gear safety pins, if required by the airline's procedures.	✓	✓
Connect the towbar; first to the aircraft, then to the tractor and set the parking brake.		✓
Before connecting the TWL tractor, ensure the aircraft MLG are symmetrically chocked.		✓
Connect the TWL tractor and set the parking brake.		✓
Once all GSE has been cleared away from the aircraft, remove or check removal of aircraft chocks.		✓
Ensure the aircraft is clearly visible to other parties according to local regulations, especially after dark (e.g., switch on external and anti-collision lights).	✓	
Contact the ATC for clearance to start moving the aircraft (depending on local regulations).	✓	✓
After receiving clearance, release the aircraft parking brake.	✓	
Give clearance and instruction to the tractor driver to start moving the aircraft.	✓	
Request confirmation from the brake operator that the aircraft parking brake has been released.		✓
Conduct tow.		✓

Note: The flight deck checklist for towing must be approved by easyJet. An example checklist can be found in the GHM Guidance Material section on the Connected Portal.

4.9.3.3 Towing Communications

Dialogue between Ground Staff and Brake/VHF Operator		
Phase	**Ground Staff**	**Brake/VHF Operator**
Pre-departure check	**Call:** CONFIRM PARKING BRAKE SET **Reply:** STEERING BYPASS PIN INSTALLED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable) **Reply:** CLEAR TO PRESSURIZE (if required) **Call:** Request permission to connect the towbar and tractor or TWL tractor) **Call:** CONNECTING	**Reply:** PARKING BRAKE SET **Call:** CONFIRM STEERING BYPASS PIN INSERTED/NOSE WHEEL STEERING DEACTIVATED/LANDING GEAR SAFETY PINS (if applicable) **Call:** CONFIRM CLEAR TO PRESSURIZE (if applicable) **Call:** CLEAR TO CONNECT (towbar and tractor or TWL tractor)
After completion of the pre-departure check	**Call:** PRE-DEPARTURE CHECKS COMPLETED[1] **Call:** ELEVATING AIRCRAFT (TWL tractor) **Call:** READY FOR TOWING	**Reply:** ROGER **Reply:** STANDBY
Towing	REQUEST TOW (company name, aircraft type) FROM (location) TO (location)[2] **Call:** CONFIRM PARKING BRAKE RELEASED **Call:** COMMENCING TOWING (mention specific routing to be followed)	REQUEST TOW (company name, aircraft type) FROM (location) TO (location) **Call:** TOW APPROVED VIA (mention specific routing to be followed). **Reply:** PARKING BRAKE RELEASED
Towing completed	**Call:** TOWING COMPLETED, SET PARKING BRAKE	**Reply:** PARKING BRAKE SET
Disconnecting	**Call:** AIRCRAFT CHOCKED **Reply:** DISCONNECTING **Call:** TOWBAR/TRACTOR DISCONNECTED	**Call:** CLEAR TO DISCONNECT

4.9.4 Towing Manoeuvre

4.9.4.1 General (Towing Operator)

(a) Use relevant apron lines as guidance during manoeuvring to ensure safe obstacle clearance. Be aware of the size of the towed aircraft.

(b) Keep a minimum safety distance between vehicles to allow sufficient space to stop. Where required, apply the pushback tug brakes gently.

(c) Stop 50 m (55 yd) before a taxiway intersection if a stop is required.

(d) Relieve torsional stresses applied to the landing gear components and tires by moving the aircraft in a straight line for a few meters to ensure the nose wheels are in the straight-ahead position when arriving at the allocated/ relevant parking position.

4.9.4.2 Towing Speeds

Aircraft weight, tractor performance and airfield topography can affect towing speeds. Towing shall be kept to a minimum and shall not exceed the towing speed limits as regulated by the towing equipment, aircraft and airport.

If requested by ATC/GMS to 'Expedite' due to a live runway crossing, ATC must be informed if this is not possible. ATC/GMC shall also be informed if towing speeds are restricted when towing on live taxiways, as this can lead to congestion on the airfield.

4.9.4.3 Towing Limits

Fuel and other loads can affect an aircraft's balance. To avoid "tail tipping" due to towing, ensure that the actual centre of gravity of the aircraft is forward of the critical centre of gravity. If you are unable to determine this, you must request assistance from a qualified weight and balance agent operating crew and/or easyJet ICC.

Note: For information relating to requirements and precautions that shall be taken when aircraft towing manoeuvring takes place during adverse conditions, refer to the following sections above, as applicable.

- Wintery or Slippery Conditions, refer to Section 4.6.7.3.

- Low-Visibility conditions, refer to Section 4.6.7.4.

4.9.4.4 Towing Onto Parking Stand

Immediately prior to the aircraft being towed onto the stand or gate, the responsible Ground Handling Partner shall check and confirm that the area is 'ready' (e.g. clear of obstacles, equipment, FOD, wing walkers, if required).

4.9.4.5 Movement Into/Out of Hangars

(a) Only those personnel trained and qualified in the movement of aircraft into/out of hangars shall perform this operation and a person in charge of the operation must be designated.

(b) Sufficient personnel (wing/tail walkers) shall be assigned to the operation to ensure clearances between the aircraft and objects in the hangar are maintained.

(c) The method of communication between the personnel involved in the aircraft movement in/out of the hangar shall be agreed upon before any movement is started by means of a briefing conducted by the person in charge of the operation.

(d) Floor markings and stop signs shall be in accordance with the aircraft type operating into/out of the hangars.

4.9.5 Incidents During Towing

Brake/VHF Operator	Tractor Driver
VHF Communication Failure	
(a) Set the aircraft parking brake. (b) Communicate the issue to ATC. (c) Relay appropriate information received from ATC to the headset operator (d) Continue to monitor the ATC frequency and maintain communications with the headset operator/tractor driver. (e) Release the parking brake prior to recommencement of the towing maneuver.	(a) Stop aircraft/tractor set as soon as it is safe to do so. It is not safe to stop on an active runway. (b) Apply tractor parking brake. (c) Communicate the issue to the brake/VHF operator. (d) Attempt to contact ATC via alternative frequency/means. (e) Await assistance (e.g., from "Follow Me" vehicle) before completing the towing maneuver. (f) After completion of the towing maneuver, report VHF failure to equipment maintenance and follow instructions accordingly.
Tractor Failure	
(a) Inform ATC. (b) Set the aircraft parking brake. (c) Listen to VHF and wait for assistance. (d) Relay information from ATC to headset operator/tractor driver.	(a) Stop aircraft/tractor set. (b) Apply tractor parking brake. (c) Inform the brake/VHF operator. (d) Inform ATC (TWL towing with one-person operation). (e) Contact supervision and equipment maintenance to advise of the situation, as required. (f) Follow instructions received from headset/brake operator, as applicable. (g) Listen to VHF (TWL towing with one-person operation). (h) If the TWL/towbar connection with the tractor needs to be reset (i.e., removed and reconnected), the aircraft shall be chocked while the tractor is being replaced.
Tractor/Aircraft Separation	
(a) Apply the aircraft brakes. (b) As soon as the aircraft is at a standstill, apply the aircraft parking brake before releasing the pedal. (c) Inform ATC. (d) Relay information received from ATC to the headset operator/tractor driver, if applicable.	(a) Do not apply tractor brakes. (b) Inform the brake/VHF operator of the separation. (c) Follow the aircraft path attentively and stop the tractor according to the aircraft position. (d) Apply the tractor parking brake. (e) Confirm the aircraft parking brake is set, then chock the aircraft. (f) Assess the reason for the disconnection. (g) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required (h) Follow instructions to complete the towing maneuver, as applicable.
Towbar/Shear Pins Failure (remains attached to the aircraft)	
(a) Apply the aircraft parking brake. (b) Inform ATC. (c) Relay information received from ATC to the headset operator/tractor driver, if applicable.	(a) Stop the aircraft/tractor set. (b) Apply the tractor parking brake. (c) Inform the brake/VHF operator of the towbar/shear pin failure. (d) Contact supervision, equipment maintenance and aircraft maintenance to advise of the situation, as required. (e) Chock the aircraft and replace the towbar. (f) Follow instructions to complete the towing maneuver.

easyJet

Pushback Tractor Fire	
(a) Inform ATC and headset operator/tractor driver. (b) Apply the aircraft parking brake. (c) Determine the need for aircraft emergency evacuation and confirm to ATC/headset operator/tractor driver	(a) Inform the brake/VHF operator. (b) Stop the aircraft/tractor set immediately. (c) Conduct an assessment of the situation and consider tackling the fire with the onboard tractor firefighting equipment only if it is deemed safe to do so. (d) Consider disconnecting and moving the tractor a safe distance from the aircraft, if deemed safe and appropriate to do so. (e) Contact supervision, equipment maintenance and emergency services to advise of the situation, as required. (f) If the brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.
Aircraft Fire	
(a) Inform ATC and the headset operator/tractor driver. (b) Apply the aircraft parking brake. (c) Fight the fire with the onboard extinguisher, where possible. (d) Evacuate the aircraft using onboard means, if required.	(a) Stop the aircraft/tractor set immediately. (b) Inform the brake/VHF operator. (c) If safe to do so, disconnect and move the tractor to a safe distance from the aircraft, where possible. (d) If deemed safe to do so, the headset operator/tractor driver should maintain communication with the brake/VHF operator and follow instructions. (e) Contact supervision and emergency services to advise of the situation, as required. (f) If brake/VHF operator confirms emergency evacuation, assist in the evacuation as far as is possible/required.
Accident with Other Aircraft or Vehicle	
(a) Contact ATC stating position and nature of the accident. (b) Listen to VHF and wait for assistance. (c) Relay information received from ATC to headset operator/tractor driver, if applicable.	(a) Stop the aircraft/tractor set immediately. (b) Apply tractor parking brake. (c) Inform the brake/VHF operator. (d) Contact supervision, aircraft maintenance, equipment maintenance and emergency services to advise of the situation, as required. (e) Follow instructions received from the headset/brake operator and/or wait for assistance. (f) Do not disconnect the tractor unless specifically instructed to do so by the operator and/or ATC. (g) If disconnecting the tractor, the aircraft must be chocked.
Interphone Communication Failure	
If during the towing operation the interphone fails, the aircraft must be immediately stopped and an alternate means of communication established before continuing. If this is not possible, assistance must be requested.	
Visual Contact with the Wing Walkers and/or Marshaller Is Lost (if used)	
In the event that the tractor driver is unable to establish visual contact with one or both of the wing walkers or the marshaller, when required, the towing maneuver shall be stopped and not recommence until visual contact is reestablished.	

CAUTION: *A standard communication procedure for abnormal pushback/ towing situations (e.g., towbar shear pin failure) cannot consider every possibility that may arise. Therefore, the tractor driver and brake operator shall keep each other informed. Actions should be taken using common sense, taking into account the circumstances of a particular situation.*

4.9.6   Towing Completion

The following checklist is to be used at the end of an aircraft tow.

Action	Performed by	
	Brake Operator	Tractor Driver
Set tractor parking brake.		✓
Request the brake operator to set the aircraft parking brake.		✓
Inform Control Tower that towing is completed and the frequency will be left, depending on local regulations.	✓	✓
Set the aircraft parking brake and check the pressure. Inform the tractor driver: PARKING BRAKE SET, PRESSURE CHECKED.	✓	
Chock the aircraft MLG.		✓
Switch off the external and anti-collision lights of the aircraft.	✓	
Inform the brake operator: "AIRCRAFT CHOCKED"		✓
Give permission to disconnect the towbar or towbarless tractor. Disconnect the tractor ground power (where applicable)		✓
Disconnect the towbar or towbarless tractor and remove the bypass pin/activate steering.		✓
Place additional chocks where applicable.		✓
Inform the brake operator. "TOWBAR/TRACTOR DISCONNECTED".		✓
Release the aircraft parking brake and inform the tractor operator: "PARKING BRAKE OFF". (where applicable).	✓	
After permission from the brake operator, shut down and disconnect the tractor GPU.		✓
Install and connect a GPU.		✓
If installed, remove and stow gear safety pins in the dedicated location.	✓	

easyJet

4.9.7 Operational Towing

The use of tractors for towing an aircraft between the parking stand and dispatch area, usually close to the runway threshold whilst laden with passengers, baggage and fuel is commonly referred to as operational towing.

Operational towing is only permitted under exceptional circumstances at the direction of MOC. Where a requirement exists to perform an operational tow, easyJet ICC shall be contacted for approval.

4.10 LONG-TERM PARKING FOR AIRCRAFT

4.10.1 Introduction

Successful execution of the long-term parking operation, as well as the recovery and reintroduction of the aircraft back into service after long-term parking, requires close coordination and cooperation between all of the relevant airside and aviation stakeholders, including (but not limited to) the aircraft operator, airport authority, Ground Handling Partner, and maintenance provider.

In anticipation of the possible long-term parking of multiple aircraft, the Ground Handling Partner shall proactively engage with the relevant stakeholders to develop a long-term parking plan. The plan shall be regularly reviewed (minimum once per year) to ensure the plan is still valid.

The plan will require adhoc review in response to changes to the airside environment, such as changes to operators, aircraft types and numbers, airport layout, the Ground Handling Partners and manufacturers' Aircraft Maintenance Manual (AMM). Depending on each airports emergency plan, the airport may require the aircraft to proceed to a designated bay, possibly a remote bay, according to its plans and requirements.

The long-term parking plan shall ensure:

(a) Spacing between adjacent aircraft.

(b) When not parked at a bay (e.g., taxiway), aircraft are parked facing into the prevailing wind.

(c) Anchor points are available for high-wind conditions.

(d) Processes to monitor and adjust for severe weather conditions are in place.

CAUTION: *In regions with hot climates, it is preferable to park aircraft on hard surfaces such as concrete or high module asphaltic material rather than on flexible surfaces such as bituminous asphalt. This will avoid indenting those areas during long parking periods.*

4.10.2 Aircraft Movement

Based on the airport parking plan, once resumption of operations begins it is important to ensure there is a well-coordinated aircraft movement plan to ensure there is no damage to the aircraft.

easyJet

Note 1: Ensure all procedures during aircraft ground movement are adhered to as documented in sections 4.6 to 4.9 of IGOM.

Note 2: Ensure during any non-normal operations, a robust safety risk assessment is performed, and the mitigation plan is followed.

Note 3: Ensure timely consultation with the airport operator regarding aircraft movement.

Note 4: If any surface infrastructure damage is observed, liaise with the airport management team as per the airports directives.

CAUTION: *After long-term parking, anticipate extra pull or push force required for aircraft wheels to exit any indentations in pavement and/or to overcome the aircraft tires being out of round. This is to avoid shear pin breakage and/or sudden movement in direction of travel. Refer to pushback and pull forward procedure in Section 4.6.7.4.*

Long-term parking of aircraft requires a variety of specific measures to be in place to ensure the continued safety, security and general airworthiness of the aircraft. These measures are both manufacturer and aircraft type specific and are detailed in the operators' manuals and manufacturer's AMM. These documents must be complied with.

Intentionally Blank

easyJet

5 LOAD CONTROL

5.1 INTRODUCTION

Load control is a process that ensures the production of all applicable documentation to comply with operator and regulatory authorities for the safe and secure handling on an individual flight. This includes planning, reporting and recording of the loading of the aircraft.

The Load Control process comprises of the following tasks:

(a) Load planning

1. Production of a Loading Instruction Report (LIR)

2. Weight and balance calculation

(b) Aircraft loading and unloading supervision

1. Verification and recording of aircraft loading

2. Communicating final loading figures

(c) Weight and balance calculation

1. Loadsheet production

2. Other loading documents such as Notice to Captain (NOTOC) or EMA loading form, if applicable

(d) Post-departure messages

1. Transmission of messages

2. Document retention, as applicable

The scope of this chapter is to establish standard procedures for the Load Control process that meet the minimum standards established in the *IATA Airport Handling Manual* (AHM) – Section 500 "Load Control" and the operator's requirements.

5.2 LOAD CONTROL PRINCIPLES

Load Control is an essential process with the purpose of ensuring that the aircraft is safely loaded within operational limits, considering both the weight and centre-of-gravity parameters.

To ensure flight safety, all items to be loaded into an aircraft must be precisely planned, documented and filed. Documented communication is required to guarantee accurate weight and balance calculations for the pilot in command (PIC) prior to an aircraft's departure.

Therefore, the Load Control process shall ensure that for each flight:

(a) Aircraft weight and balance conditions are correct and within limits.

(b) The Aircraft is loaded in accordance with the specific loading instructions.

(c) Information about dangerous goods and other special loads is taken into account.

(d) The loadsheet reflects the actual loading of the aircraft, including last minute changes (LMC).

(e) Operational messages are dispatched to relevant bodies.

(f) All approved documentation is filed for retention.

5.3 REGULATORY REQUIREMENTS

Load Control can be performed directly by the operator or by a third party. It can be performed locally or remotely.

Load Control may be performed manually or with a computerised Departure Control System (DCS) approved by the operator.

5.4 LOAD CONTROL TASKS

5.4.1 Load Planning Task

5.4.1.1 General

The Load Planning task shall ensure loads are planned safely and distributed in the aircraft compartments and/or holds considering all aircraft limits.

The Load Planner shall:

(a) Check operational messages from the previous flight or leg, including any special loads, if applicable.

(b) Check aircraft operational limitations or any other restrictions that may limit load planning.

(c) Check any other dangerous goods and special loads (DGSL) that require special handling and segregation.

(d) Allocate loading positions for all traffic load and special loads, if applicable, taking into consideration all flight legs.

(e) Give consideration to aircraft ground stability to avoid tail tipping, as per operator requirements and aircraft specifications.

(f) Produce a LIR.

5.4.1.2 Loading Instructions Report

(a) A LIR shall be issued for each departing flight, to ensure all safety parameters specific to each flight are adhered to.

(b) Complete load distribution for the departing flight, using provisional data and adhering to the segregation policy, as per AHM 514 to AHM 515 and operator requirements.

(c) Indicate all information that could affect loading in the Supplementary Information (SI) section.

(d) Refer to AHM 514 for Electronic Data Processing (EDP) LIR and AHM 515 for Manual LIR.

(e) LIR revisions shall be immediately communicated via appropriate means to loading ground crew.

5.4.1.2.1 Standardised Loading

The following baggage distributions should be used as a general guideline, but may be varied where there are valid operational reasons for doing so.

(a) A319

1. Up to 150 bags should be loaded in the rear hold. (Maximum of 50 bags in Compartment 5).

2. Overspill baggage loaded in Compartment 1.

(b) A320

1. Up to first 85 bags loaded in compartment 1.

2. Up to next 60 bags loaded in compartment 3.

3. Overspill baggage loaded in compartment 4.

(c) A321

1. Up to first 100 bags loaded in Compartment 3.

2. Up to next 50 bags loaded in Compartment 4.

3. Overspill baggage loaded in Compartment 2.

5.4.1.3 Offloading Instructions

easyJet do not have a requirement for offloading instructions.

5.4.1.4 Notification to the Captain

easyJet have specific items that require a notification to the Captain e.g. Electric Mobility Aids, Firearms. Local procedures should be in place to fulfil this requirement.

5.4.2 Supervision of Aircraft Loading and Unloading

For the task of supervision of aircraft loading refer to 4.5.1.1 introduction.

5.4.3 Weight and Balance Calculation Task

The final weight and balance calculation is completed by the operating crew, based on passenger close out and loading data passed to them by ground personnel on a completed Loading Form and Certificate. A separate version is provided for the A319, A320 and A321. The correct form must be used for the applicable aircraft type.

5.4.3.1 General

The objective of the weight and balance calculation task is to ensure that a final and accurate LFC is issued and this has been crosschecked with:

(a) Final LIR.

(b) Final passenger close-out data.

(c) LFC accuracy check will continuously be performed prior to the production or transmission of the final LFC as follows:

    1. Correct flight number and date (flight identifier).

    2. Correct aircraft registration/type.

    3. All specified documents shall be signed by means of manual or electronical identifiers.

    4. LFC shall then be delivered to PIC either as a hard copy (manual or digital) or ACARS format.

(d) Any changes occurring after the final LFC has been produced must be accounted for by either production of a new edition of LFC or via the Last Minute Change process.

(e) If a discrepancy is discovered after the aircraft push-back, the PIC must be informed immediately to prevent an unsafe take off.

5.4.3.2 Last Minute Changes

After baggage loading and passenger boarding is complete and the completed LIR has been received, the responsible member of ground crew must complete final reconciliation in the flight deck. LMC adjustments must be incorporated within the LMC section of the LFC.

A new LFC is to be produced if the total LMC exceeds:

(a) Plus 10 passengers/minus 20 passengers.

(b) There is no requirement to produce a new LFC in the event of LMC's made to baggage carried in the hold but all LMC's to the hold weights must be annotated within the LMC section.

(c) **For LMC of Cabin Baggage which cannot fit in the cabin, a standard value of 11 kgs shall be used.**

(d) For LMC of checked luggage/rush bags, standard weights (15/13/11 kg) shall be used.

(e) The operating crew will re-calculate data where required.

5.4.3.3 Information Exchange

easyJet do not have a requirement for Information Exchange.

5.4.3.4 Remote Load Control

easyJet do not have a requirement for Remote Load Control.

5.4.4 Post-Departure Messages Task

All post-departure messages and any other relevant messages pertaining to flight handling shall be sent to the defined stations.

Messages shall be produced and delivered in accordance with respective AHM chapters.

5.4.4.1 Supplementary Information

- Detail supplementary information that needs to be included in the SI line of movement messages and include example picture.

```
1)  MVT
2)  EZY2403/01.GEZGM.LTN
3)  AD0530/0534 EA0740 AGP
4)  PX128
5)  SI B/116 INF/01
6)  PSM- 1WCHC
7)  APU INOP REQ. GPU/ASU
```

1	Message title
2	Flight number/date, registration, origin
3	Actual departure time (off blocks/airborne), estimated arrival time, destination
4	Number of passengers
5	Supplementary Information must include bag pieces and infants as well as any other required or relevant information
6	Passenger service message – PRM/wheelchair passenger numbers and category
7	Additional information such as unserviceable APU and/or hold details

5.5 LOAD CONTROL TASK JOB RESPONSIBILITY

Load Control is performed by operating crew. The responsibility of performing Load Control within easyJet is split between Flight Crew and Ground Crew.

Ground personnel are responsible for load planning and populating of the LIR and loading form certificate.

5.6 QUALIFICATION REQUIREMENTS

Ground Crew with responsibility for the production of load documentation and/or the supervision/reconciliation of aircraft loading must receive training in the fundamentals of aircraft weight and balance, load restraint and be able to demonstrate proficiency in relation to the following competencies:

(a) Principles of flight and aircraft performance

(b) Principles of aircraft weight and balance

(c) Principles and practice of load distribution and load restraint

(d) Hazards associated with dangerous goods

(e) Principles and preparation of load planning

5.7 DOCUMENTATION

The operator is responsible for providing all relevant documentation for load planning and weight and balance calculations. Flight documentation must be filed and retained for 3 months. (Electronic retention is acceptable.) The Flight File must contain:

(a) Dispatch Record.

(b) Loading Form and Certificate (LFC).

(c) Loading Instruction Report Form (LIR).

(d) A completed Permit to Remove Steps for each step or PBB removal or repositioning. (Not mandatory for non commercial flights)

(e) A completed Electric Mobility Aid Loading Form where applicable.

(f) A record of the firearms movement where applicable.

(g) Completed copy of the Inoperative APU briefing form where applicable.

The following items must also be retained on station, although may be filed separately from the above. Retention period is 3 months unless stated otherwise.

(a) Passenger Manifest (Non eRes flights).

(b) Manifest Declaration Form (MDF) and Baggage Manifests – 7 day retention.

(c) Pink copy of the sector page from the aircraft technical log. Local procedures apply, dependant on engineering arrangements – 7 day retention.

Disposal of documents may also be subject to regulation.

easyJet

5.8 PASSENGER, BAGGAGE, AIRCRAFT AND CARGO WEIGHTS

5.8.1 Standard Weight Values – Passenger Authorised Weights Must be Used for Passengers and Crew

easyJet Passenger Weight Table	Male	Female
Adult – All Flights	88 kg	70 kg
Children – (2 yr–12 yr)	35 kg	35 kg

easyJet travel conditions allow a significant number of passengers to carry a second larger carry-on baggage which must be placed in overhead lockers.

To account for this extra weight not included in mass values for passenger in the table above, a mass increment of 5 kg is added to the Male and Female passenger weight table above by flight operations when the loadsheet is computed.

Note: * Passenger standard mass includes body weight, clothes, duty free articles and carry-on bag which must fit under the seat (maximum dimension 45 cm × 36 cm × 20 cm).

5.8.2 Standard Weight Values – Other Items

EASA does not identify approved standard weights for other items. e.g. Guide/ Assistance Dogs, Cellos, etc. Therefore either an actual weight, or a reasonable assessment of the weight, must be utilised:

(a) Guide/Assistance Dog: A typical weight for an adult Labrador/Retriever breed, or similar sized dog, is 30–35 kg. A weight of 35 kg may therefore be utilised as a reasonable assessment for a dog of this size.

(b) Cello: A typical weight for a full-sized Cello in a hard case is approximately 10 kg. If it is not practical to obtain an actual weight for a Cello, then subject to local assessment a figure of 10 kg may be utilised.

5.8.3 Actual Baggage Weights

It is an easyJet requirement, where the capability exists, to use actual baggage weights.

Any weighing equipment used for determining actual baggage weights must be calibrated and maintained in accordance with manufacturer's instructions and local legislation.

5.8.3.1   Mixed Use of Standard Notional and Actual Weights

Where a flight is designated as using actual baggage weights there are occasions where it is not practical to obtain actual weights for every item.

The following limited use of standard notional ("authorised") weights is approved, whilst still being authorised to classify the flight as "Actual weights":

(a) For items such as baby buggies/pushchairs/manual wheelchairs, where it may not be practical to weigh the item at bag drop, the applicable standard baggage weight, as detailed below, may be utilised, and entered into the check-in system as an actual weight.

(b) For ski items, actual weights should be used where it is operationally practical to weigh such items. However, where it is not reasonably practical to weigh such items, the applicable ski equipment weight, as detailed below, may be utilised, and entered into the check-in system as an actual weight.

(c) In the event of any Last Minute Changes, the LMC adjustment will be made utilising standard weights.

5.8.4   Standard Notional Baggage Weights

Where system limitations prohibit the calculation of actual baggage weights, standard notional weights may be used.

Type of Flight	Authorised (Standard Notional) Weight
Domestic (see NOTE 1)	11 kg per piece
Within the European Region and flights between the UK Mainland and the Channel Islands. (see NOTE 2)	13 kg per piece
Intercontinental (See NOTE 3)	15 kg per piece

Note: (a) For the purpose of this table, domestic flight means a flight with origin and destination(s) within the borders of one state.

(b) Flights within the European region means flights, other than domestic flights, whose origin and destination are within the area specified (below).

(c) Intercontinental flights mean flights operating from within the European region, to a country outside the European region. (e.g. Egypt, Israel.)

```
AREA

72°00'N          45°00'E
40°00'N          45°00'E
35°00'N          37°00'E
30°00'N          37°00'E
30°00'N          06°00'W
27°00'N          09°00'W
27°00'N          03°00'W
67°00'N          30°00'W
72°00'N          10°00'W
72°00'N          45°00'E
```


5.8.4.1 Ski Equipment

The table below details standard notional weights which may be applied for ski equipment.

Where a flight is using actual weights for the purposes of weight and balance, and where it is not practical to weigh each ski item, the weights below may be input at check-in as if they were actual baggage weights.

Equipment	Weight
One pair of skis/ski bag submitted as one piece of hold luggage.	14 kg
One pair of ski boots, whether or not attached to a carrying frame or handle, or included within a boot bag.	7 kg
One snowboard, submitted as one piece of hold baggage, whether or not included within a snowboard bag.	18 kg

5.8.4.2 Offload Due to Aircraft Weight Limitations

In the event an aircraft is overweight the Captain must contact ICC, who will assess the situation to determine the most appropriate solution. The decision taken by ICC is final. Where actual baggage weights have been collected with the intention of utilising for weight and balance purposes, it is not permitted to revert to the use of standard notional weights in order to resolve a weight limitation.

Intentionally Blank

6 OPERATIONAL OVERSIGHT

6.1 INTRODUCTION

Oversight is applied at both a management level as well as at an operational level.

Managerial oversight ensures a company has in place a management system that sets up the polices, processes, performance indicators and other mechanisms, outlines accountabilities throughout the company as well as ensures there are necessary resources available to conduct operations.

It is important that management continuously reviews its operations to ensure the ongoing suitability, adequacy and effectiveness of the management and control of ground operations. A review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, the organizational structure, reporting lines, authorities, responsibilities, policies, processes, procedures and allocation of resources.

An effective operational oversight structure and process helps to ensure that day-to-day operations do not deviate from the agreed policies, procedures and company goals, while simultaneously acting as a mechanism to identify and investigate occasions when deviations occur.

A company is also subject to external oversight performed by regulatory body (e.g., Civil Aviation Authority) and easyJet or via an industry body (e.g., IATA) on their behalf.

This chapter provides guidance on what needs to be in place for effective operational oversight and gives practical examples of how oversight may be conducted via supervisory functions.

6.2 OPERATIONAL OVERSIGHT PURPOSE

The purpose of operational oversight is to ensure:

Continuous conformance with all documented standards, procedures and working practices covering all aspects of ground operations including, but not limited to, occupational health and safety, operational safety, security, and quality.

Compliance with regulatory requirements and applicable laws.

Measurement of performance against indicators and achievement of company goals.

Identification of opportunities to improve performance.

Occurrences, findings, and opportunities are addressed.

To ensure compliance with all applicable laws and conformance to documented standards and procedures, all station activities, including, those outsourced to a third-party GHP and/or its subcontractors, shall be conducted under the direct oversight of suitably trained and qualified operational personnel.

Operational oversight is a hierarchical process that ensures continuous compliance, conformance, and improvement through a variety of monitoring processes. Examples of oversight mechanisms include:

Operational Management (ongoing/daily operation).

Direct Supervision – Provides specific instructions and frequently reviews work for completeness and accuracy.

General Supervision – Generally oversees what is to be done and sets limitations, deadlines, and priorities.

Monitoring Program – Quality Management System (QMS), Safety Management System (SMS), Occupational Health and Safety (OHS) and Corporate Risk Management include specified quotas per month or number of turnarounds/ operations as well as audit plans based on other risk factors such as quality or safety performance.

Quality Control – Checks and inspections are often referred to as Safety Inspections, Frontline Inspections, Line Checks, Line Evaluations, etc.

Measuring – Testing the output of a process to determine compliance with technical, performance and/or quality standards such as measuring KPIs as part of a Service Level Agreement (SLA).

Internal Audit – A structured, independent, and objective assessment conducted by an organization on its own functions or activities that determines the level of conformity with specific standards, regulations, or other requirements.

External Audits – Regulatory or accreditation audits conducted under a regulatory or accreditation program to ensure continuing conformity with industry standards.

Note: See AHM 610 SMS and AHM 615 Monitoring Program for further details.

6.3   SUPERVISION

6.3.1   Functions

(a) Supervision personnel shall be trained and qualified to perform assigned functions.

(b) Assigned individuals will provide oversight of personnel conducting ground handling operations.

easyJet

(c) Assigned individuals will oversee ground handling operations to ensure aircraft are handled and serviced according to easyJet's specific requirements. These duties may be combined with another function/role.

   1. Where applicable, checklists are to be used. They shall be completed as required by the individual assigned to provide oversight.

   2. Individuals assigned to oversee ground handling operations shall have oversight of ground handling operations, ground safety and the flight schedule.

(d) The person(s) assigned to turnaround coordination will support supervision personnel to co-ordinate and when necessary, direct all operational turnaround activities.

(e) Turnaround coordination is required to ensure punctuality of the easyJet operation.

(f) The number of checks to be completed by the Ground Handling Partner in order to fulfil the oversight requirement shall be agreed with easyJet.

(g) Results from completed oversight checks shall be shared with easyJet upon request.

6.3.2 Scope and Responsibilities

In order to ensure effective operational and safety oversight the Ground Handling Partner must conduct a series of checks.

Oversight checks to be completed by the Ground Handling Partner shall be agreed with easyJet and may include, but are not limited to the following activities:

(a) Aircraft, vehicles and Ground Support Equipment operations and parking

(b) Arrival

(c) Baggage handling

(d) Catering ramp handling

(e) De-icing/anti-icing services and snow/ice removal

(f) Departure

(g) Load control document accuracy:

   1. LIR

   2. LFC

   3. Other documents, as applicable

(h) Load control and flight operations

(i) Marshalling

(j) Moving of aircraft

(k) Passenger services

(l) Ramp fuelling/de-fuelling operations

(m) Ramp regulations

(n) Ramp services

(o) Ramp to flight-deck communications

(p) Staff conduct, behaviour and operational practice

(q) Personal Protective Equipment (PPE)

(r) Toilet services

(s) Towing cargo and baggage

(t) ULD and bulk loading/unloading of baggage and cargo

(u) Water service

6.3.3   Turnaround Coordination/Supervision Requirements

The turnaround coordination is performed by a Turnaround Coordinator whose primary goal is to oversee and coordinate processes for both above and below the wing activities during a flight turnaround.

The Turnaround Coordinator may be described as a person who:

(a) Provides a focal point of coordination for all ground activities and operational teams, including flight crew.

(b) Ensures adherence to the station's Precision Time Schedule (PTS).

(c) Ensures safe, secure and punctual performance.

(d) Stops any turnaround activities that are not in compliance with safety, security and operational procedures and processes.

Note: This function may be performed remotely.

As the organizational structure may differ from company to company or due to local setup, it is important to make a distinction between a Supervisor and a Turnaround Coordinator. In some situations, the Turnaround Coordinator will also assume supervisory responsibilities, while in others the roles are split and assigned to specific individuals. A Turnaround Coordinator may be responsible for more than one aircraft turnaround/stand simultaneously.

6.4 OVERSIGHT CHECKLISTS

Oversight checklists can be found on the connected portal.

	ACTION	✓	REMARKS
1.	Pre-flight brief conducted regarding flight requirement(s) and services as needed		
2.	Pre-arrival check that parking position is free of Foreign Object Debris (FOD), obstacles and/or spillage		
3.	Personnel wearing PPE available and ready		
4.	All GSE and personnel positioned outside the Equipment Restraint Area (ERA)		
5.	Guidance system is activated and marshaller(s)/wing walkers correctly positioned as applicable		
6.	Personnel stay clear of the aircraft, until anti-collision lights have been switched off (exception applies if Auxiliary Power Unit (APU) is not operational)		
7.	Aircraft chocked and coned		
8.	An arrival external check prior to approach of any ground support equipment is done		
9.	Equipment is properly positioned and operated (e.g. guide rails)		
10.	Cargo holds are offloaded and commodities correctly handled as required		
11.	Cargo holds offloaded according to LIR and inspected for damage		
12.	Passenger Boarding Bridge (PBB) and/or stairs/steps are set to correct height before opening cabin access doors and all safety devices are installed		
13.	Aircraft cabin access door operation by authorized and qualified person		
14.	During passenger (dis)-embarkation, passenger movement is protected and guided in walkways between the aircraft and bus or terminal		
15.	Passenger walkways are clean of obstacles and free of undesired contaminated substances		
16.	Fuel bowser/tank or pumps is properly positioned and escape route not obstructed		
17.	Fuel safety zones are respected		
18.	Safety precautions for fuelling with passengers on board or boarding are adhered to as applicable		
19.	On-load started and the person responsible for loading oversight, (i.e., Load Master) is in possession of the LIR		
20.	Condition of load is inspected prior to loading		
21.	Baggage and cargo loaded and handled in accordance with the LIR		
22.	Dangerous Goods (DG) is correctly handled, segregated, secured and stowed		
23.	Holds are checked to verify load and locks/nets configuration		
24.	Load information is exchanged with all deviations noted		
25.	Final load information is provided to flight crew as required		
26.	GSE removal procedures are followed		
27.	Final ramp inspection and aircraft walk-around check are performed		
28.	Chocks and cones removal procedures are followed		
29.	Departure sequences conducted as required		
30.	Post departure activities are conducted as required with appropriate document retention		

6.5 REPORTING–INCIDENTS, ACCIDENTS AND NEAR-MISSES

6.5.1 General

easyJet uses a 5 level model to categorise different incidents and crises based on the potential impact to the organisation as per the below table (Category 1 is the most severe, Category 5 is the least). The categorization drives how each incident

or crisis is alerted to key stakeholders, managed and which response teams are mobilised. Incidents and crises which impact (or with the potential to impact) easyJet in the following areas must be escalated to easyJet ICC:

- People
- Aircraft
- Assets
- Operations
- Reputation/PR/Brand
- Data
- Regulatory
- Financial
- Environmental
- IT
- Cyber security

Incident categories for unwanted and unplanned events based on potential (credible) level of impact.

	5	4	3	2	1
People	No significant impact	Potential injuries or harm	Potential multiple serious injuries or serious harm	Potential loss of life and / or significant injuries / significant harm	Potential significant loss of life / significant harm
Aircraft	Damage to an aircraft where the aircraft remains manoeuvrable	Damage to an aircraft requiring use of the Aircraft Recovery Manual (ARM) excluding specialist recovery equipment	Damage to an aircraft requiring use of ARM or specific manufacturer instruction including specialist recovery equipment	Damage/impending damage to an aircraft rendering the aircraft immoveable outside of the scope of the ARM	Damage/ impending damage to an aircraft resulting in rendering the aircraft immoveable outside of the scope of the ARM up to and including hull loss
Assets	Minor damage to a asset	Any occurrence when there is damage to an asset which stops its use	Any occurrence in which there is serious damage to an asset which stops its use	Any occurrence in which serious medium term damage is sustained to an asset	Any occurrence in which serious long term damage is sustained to an asset
Operations	Normal operations	Isolated incident which may escalate	Disruption directly affecting ≥ 25% of programme/aircraft/ bases	Disruption directly affecting ≥ 50% of programme/aircraft/ bases	Disruption directly affecting all of operation. Grounding of a fleet, total loss of large base airport
Reputation PR/Brand	Currently no reporting of the incident but there is potential for there to be	Limited and manageable reporting of the incident	Reporting with the potential to increase in volume	Significant media coverage	Significant media coverage
Regulatory	Internal awareness of failing which requires remedial action	Significant failing which will need to be reported promptly to avoid escalation	Regulators will have an interest that could result in significant impact to our business	Regulators will have an interest that could result in significant impact to our business and likely penalties	Regulators are already aware of event that will result in significant impact to our business and highly likely penalties
Financial	No significant impact	Potential financial impact Fines may be imposed	Potential financial impact/ impact on share price	Significant financial impact/ impact on share price	Major financial impact/ impact on share price
Environmental	Contained single incident	Multiple contained incidents	Single uncontained incident	Multiple uncontained incidents	Multisite and/or multiple and/or uncontained incidents
Cyber	Minor impact with information and security controls/systems compromised	Compromises business information and security controls/systems that has a substantial impact	Widespread loss of important services identified as a negligent/malicious act that has a serious impact	Widespread loss of critical services identified as a negligent/malicious act that has a serious impact	Widespread loss of all services identified as a negligent/malicious act that has a serious impact
IT	IT Incident Management Team response required only	IT event which may escalate and requires collaborative interventions	IT event where there is the potential for significant impact to our business	IT event where there is confirmed significant impact to our business	IT event where there is confirmed significant impact to our business

In the event of a Safety incident or accident, the work must stop, the scene must be frozen and isolated and the event shall be immediately reported to line management, operating flight crew, easyJet ICC, the AOCM/GOM and, as required, to local authorities.

A Ground Safety Report (GSR) shall be submitted for all incidents, accidents and near misses into SafetyNet within 72 hours of becoming aware of the occurrence.

6.5.2 Immediate Actions

In the event of an incident or accident, all frontline personnel shall understand and be familiar with the immediate response, which includes, but is not limited to the following actions:

Stop the activity/process, if applicable to the type of event (e.g., switch off engine/ activate emergency stop button).

Ensure all passengers and personnel (unless involved in mitigating actions) are moved away from the incident.

Immediately notify the relevant parties and any personnel directly involved or impacted by the nature of the incident (e.g., flight crew).

Report the event to the supervisor/line manager and emergency services, if deemed necessary, who will then assume responsibility to initiate the local response plan:

Secure the event area.

Ensure compliance with all instructions from emergency services, if applicable.

Report to the airline representative and, as required, to local authorities and be in constant communication.

Complete incident/accident report(s) as required to collect all relevant information regarding the event (see AHM 650).

Support any post-incident investigation, analysis and/or review.

The actions, as documented above, are not in chronological order, which will depend on the nature and severity of the event.

Note: Investigation shall be carried out in accordance with AHM 652 and/or company procedures.

6.5.3 Aircraft Evacuation

Aircraft evacuation without flight crew and passengers on board:

Roles and responsibilities for the evacuation.

Procedures and different methods of evacuation from the aircraft (e.g., mobile stairs, PBB). Escape slides are not intended as the primary means of exit.

Means of communicating the evacuation (e.g., radios, audible warnings).

Note: Personnel should be trained in the evacuation procedures, including periodic evacuation drills/practices.

6.6 AIRSIDE SAFETY INVESTIGATION PROCEDURE

6.6.1 General

The investigation process will be conducted in a logical way by collecting and analysing facts to identify root causes as well as contributing and human factors.

6.6.2 Factual Information

In general:

(a) Gather factual information including photographs, testimonials, reports, sketches, video footage, maps and any other relevant information.

(b) Determine the level of investigation:

1. Basic investigation – An informal inquiry to identify the key elements that led to the event.

2. Formal investigation – A formal inquiry with all parties involved, including legally required internal and external parties.

6.6.3 Investigation Procedure

In general:

(a) Gather all information available about the event:

1. Identify the circumstances leading up to the event.

2. Review all reports pertaining to the event.

3. Collect all available data (e.g., CCTV and other video footage, photographs, objects, testimonials, sketches, maps).

4. Identify the people involved and any witnesses.

5. Gather all relevant information concerning the people involved (e.g., roster, training records, medical information, employee records, assigned task, all reports, any other).

6. Gather all relevant information concerning the technical, environmental and infra structural conditions.

(b) Conduct interviews with all individuals involved and any witnesses.

(c) Conduct a confirmation site visit if possible.

(d) Confirm whether Standard Operating Procedures (SOP) are published and available for the task being performed.

    (e) Identify human factors:

       1. Communication

       2. Stress and timing

       3. Fatigue

       4. Loss of situational awareness

       5. Health condition

       6. Use of available resources

       7. Staff feedback related to the SOP

       8. Teamwork

       9. Knowledge retention and competence

    (f) Technical factors:

       1. Use of a GSE

       2. Preventive and corrective maintenance records

       3. Current technical condition

       4. Suitability for the task

6.6.4   Analysis

Analyse the event by:

    (a) Describing the sequence of events as they occurred for each person/ element involved.

    (b) Identifying any failures in the tasks performed in relation to written instructions.

    (c) Identifying any causal links between events.

    (d) Documenting a chronological sequence of events that led to the incident/ accident as supported by facts.

    (e) Determining which failures contributed to the accident based on factual evidence in relation to the sequence of events.

    (f) Identifying pre-existing and/or new hazards that contributed to the event.

6.6.5   Conclusion and Causes

Specify:

    (a) Root causes

    (b) Contributing factors

    (c) Human factors

6.6.6 Investigation Follow-up

Follow-up the investigation by:

(a) Establishing the following for each root cause:

    1. Corrective action requests.

    2. Preventive actions requests.

(b) Making safety recommendations that:

    1. Address the root causes as well as the contributing and human factors identified as a part of the investigation.

    2. Ensure corrective and preventive action requests will be issued to line management.

    3. Provide line management with corrective action plans to address the root causes as well as, contributing and human factors for approval.

    4. Ensure that an Action plan implementation is confirmed through a monitoring/audit process.

6.7 MONITORING PROCEDURES

Safety performance monitoring is important to enable management to identify trends that could have a negative effect on safety.

The following IGOM checklists may be used by Ground Handling Partners to demonstrate oversight of the easyJet operation though it is recommended that easyJet specific checklists available as part of the GHM guidance material section on the connected portal are used.

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			REMARKS
	Y	N	RA	
A. AIRCRAFT ARRIVAL/OFFLOAD				
1 Proper hearing protection is used by all employees.				
2 Proper safety footwear is worn by all employees.				
3 High visibility /reflective clothing is worn				
4 An FOD inspection has been made, FOD removed and properly disposed.				
5 All equipment is positioned outside aircraft clearance lines.				
6 The gate area is clear.				
7 The bridge is fully retracted. If driveable type it is parked within its "Ramp Box"				
8 The bridge operator makes a visual check for clearance and the area beneath and within the travel of the boarding bridge is clear				
9 The gate and bridge areas are ready for arrival				
10 The bridge operator uses hearing protection				
11 There are not any obstructions present in the bridge				
12 Fall protection devices (doors/barriers) are utilized on the bridge				
13 The proper hand signals are used by marshaller, if marshaller is used				
14 Wands are used for marshalling and all signalling (illuminated in low visibility)				
15 Aircraft chocks are properly installed according to airline procedures				
16 The grounding cable is connected to grounding point on Nose Leg (where available)				
17 Personnel wait until the aircraft has stopped, is chocked, anti-collision light off, engines shut down and "all clear" given by marshaller before approaching				
18 Wingtip/engine cones are properly positioned according to airline procedures				
19 The bridge operator is alert to devices on the fuselage				

easyJet

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			
	Y	N	RA	REMARKS
A. AIRCRAFT ARRIVAL/OFFLOAD				
20 Bridge warning devices operate (beacon, bell, etc.)				
21 The bridge auto levelling system is deployed and operating				
22 The boarding bridge is properly lighted				
23 The bridge is properly aligned to the aircraft				
24 The weather canopy is deployed to the aircraft				
25 Employees observe ramp safety rules (no horseplay, no smoking, etc.				
26 Employees adhere to the "no seat, no ride rule"				
27 Employees walk rather than run on the ramp				
28 Local speed limits are observed by all drivers				
29 Roadways are used by equipment operators				
30 A guide-person is used when positioning equipment in confined areas				
31 A guide-person is used when backing equipment to the aircraft				
32 A guide-person is used when positioning high-reach trucks				
33 After positioning elevated units to the aircraft, stabilizers are immediately deployed				
34 All vehicles make a stop for a brake check at the distance from the aircraft required by the airline				
35 The areas around cargo/passenger doors are visually checked for existing damage (dents, scratches, etc.) before ground equipment approaches				
36 Personnel check clearances when opening cargo/passenger doors				
37 Cargo/passenger doors are opened and secured properly by authorized personnel using required signals				
38 When mobile passenger steps are used, they are properly positioned to the aircraft. Stabilizers are deployed				
39 Personnel refrain from "Horseplay"				
40 The beltloader is in the full down position with handrail stowed when approaching the aircraft, when possible				
41 The beltloader front bumper is positioned below and away from the cargo door sill				
42 The beltloader handrail is raised when up to a wide body aircraft				

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			REMARKS
	Y	N	RA	
A. AIRCRAFT ARRIVAL/OFFLOAD				
43	Employees refrain from walking, standing or sitting on a moving conveyor belt			
44	Safety rails on wide body loaders are down upon approach to aircraft			
45	The container loader is properly positioned to the aircraft with stabilizers deployed			
46	Loader guardrails are installed for off/on load and stowed when cargo door is closed			
47	Employees use the ladder rather than riding up or down the loader platform			
48	Brakes are set on vehicles			
49	Where equipped, chocks are used on vehicles			
50	When carts/dollies are dropped off, the tractor comes to a complete stop, the hand brake is engaged and the driver dismounts to engage the brakes			
51	Locks on dollies are properly set prior to approach to container loader			
52	The operator's arms and legs are within the profile of vehicle at all times when moving			
53	Employees use correct body mechanics when loading/unloading or lifting			
54	Baggage is properly handled			
55	All container/cart doors or curtains are closed and fastened after loading			
56	Baggage tractor hood/fender/seat or top of containers are free of baggage/cargo/mail			
57	All employees avoid driving equipment under the aircraft wing and fuselage			
58	Employees wear protective gloves when servicing lavatories			
59	The plug (donut) is properly installed and all access panels secured when lavatory servicing is finished			
60	A guide-person is used when backing high-reach trucks away			

easyJet

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			
	Y	N	RA	REMARKS
B. AIRCRAFT ONLOAD/DEPARTURE				
1 The bridge is properly aligned to the aircraft				
2 The bridge auto-levelling system is deployed and operating				
3 The bridge weather canopy is deployed to the aircraft				
4 The bridge is properly lighted				
5 Proper hearing protection is used by all employees				
6 Proper safety footwear is worn				
7 Employees walk rather than run on the ramp				
8 Local speed limits are observed by all drivers				
9 Roadways are used by equipment operators				
10 Operator's arms and legs are within the profile of vehicle at all times when moving				
11 All vehicles make a stop for a brake check				
12 All container/cart doors or curtains are closed and fastened during transport				
13 Before entering cargo compartment, all containers checked for safe condition				
14 When mobile passenger steps are used, they are properly positioned to the aircraft door. Stabilizers are deployed				
15 Personnel refrain from "Horseplay"				
16 All employees avoid driving ground equipment under the aircraft wings and fuselage				
17 Baggage tractor hood/fender/seat or top of containers are free of baggage/cargo/mail				
18 The beltloader front bumper is positioned below and away from the cargo door sill				
19 The beltloader handrail is raised when up to a wide body aircraft				
20 Employees refrain from walking, standing or sitting on a moving conveyor belt				

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			
	Y	N	RA	REMARKS
B. AIRCRAFT ONLOAD/DEPARTURE				
21 The container loader is properly positioned to the aircraft with stabilizers deployed				
22 Loader guardrails are installed for off/on load and stowed when cargo door is closed				
23 Employees use the ladder rather than riding up or down the loader platform				
24 Locks on dollies are properly set prior to approach to container loader				
25 Brakes are set on vehicles				
26 A guide-person is used when backing equipment to the aircraft				
27 A guide-person is used when positioning equipment in confined areas				
28 When carts/dollies are dropped off, the tractor comes to a complete stop, the hand brake is engaged and the driver dismounts to engage the brakes				
29 Baggage is properly handled				
30 Employees use correct body mechanics when loading/unloading or lifting				
31 All required locks set/cargo nets/barriers are installed and secured before cargo doors are closed				
32 Personnel check clearances when closing cargo/passenger doors				
33 The correct size of tractor is used for pushback				
34 A complete walk-around inspection is done to check that cargo/access doors are closed and secured, that there is no visible damage to the aircraft and that the gate area is clear of equipment				
35 Ground equipment is parked to avoid jet blast/prop wash/engine ingestion				
36 The loading bridge is retracted before start of pushback				
37 The agent checks for clearances before retracting the bridge				
38 The bridge operator is alert to devices on the fuselage				

STATION: DATE: FLIGHTS: EVALUATED BY:		COMPLIANCE			REMARKS
		Y	N	RA	
B. AIRCRAFT ONLOAD/DPARTURE					
39	Bridge warning devices operate (bell, beacon, etc.				
40	The weather door is closed when the bridge is stowed				
41	The agent remains on the bridge until the aircraft has pushed back				
42	Wingtip clearance cones are removed and correctly stowed (if applicable)				
43	If the headset operator is not in the tractor they are clear of the nose gear when the aircraft is moving				
44	When utilized, Wing walkers are in position and using proper hand signals				
45	Wing walkers are aware of engine hazard zones				
46	Employees understand the meaning of aircraft rotating beacons				
47	Wands are used for marshalling and all signalling (illuminated in low visibility)				
48	Employees avoid walking under the fuselage or stepping across the tow bar				
49	The marshaller is at the correct position to hold the aircraft brakes				
50	The tow bar is disconnected properly				
51	Chocks removed and correctly stowed.				

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			
	Y	N	RA	REMARKS
C. EQUIPMENT				
1 Vehicles are properly maintained				
a) Parking Brake - Foot Brake				
b) Windshield Mirrors, Windows Cracked/dirty				
c) Windshield wipers				
d) Wheels/tires				
e) Lights/reflectors				
f) Horn/back-up alarms				
g) No evidence of fluid leakage				
h) Cleanliness - interior and exterior				
i) Functional operating controls (levers, switches, etc.)				
j) Functional operating features (belts, casters, hoses, etc.)				
2 All vehicles requiring them have chocks				
3 The brake systems on carts/dollies operate properly				
4 There is a complete complement of locks on all dollies				
5 Brakes are set on all carts/dollies				
6 Seats are provided for any passengers riding on equipment				
7 All safety devices are functional				
8 Fire extinguishers are installed on specified vehicles. Inspection tags are current				
9 Baggage containers are checked for serviceability prior to being loaded				
10 Sides on carts are in the up position; curtains closed during transport. Container doors are securely closed				
11 The beltloader is in the full down position when parked or moving on the ramp				
12 Rear doors of trucks are closed at all times when elevated and during movement on the ramp				
13 Trucks are driven with body lowered				
14 Vehicle doors are closed after the driver leaves				

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			REMARKS
	Y	N	RA	
D. HOUSEKEEPING				
1	The ramp is free of items which could cause FOD				
2	The ramp is swept regularly				
3	The ramp area is free of any fluid spillage				
4	The ramp area is free of unnecessary congestion				
5	Gates are clear of equipment which may block the arrival or departure of an aircraft				
6	Ramp markings (taxi lines, etc.) are clearly identified				
7	Ground equipment is parked within marked areas				
8	All motorized vehicles are backed into parking spaces				
9	When not in use, all vehicles are shut off with parking brake on and transmission in park or neutral				
10	Aircraft chocks are properly stored when not in use				
11	There are sufficient numbers of trash cans, and they are emptied regularly				
12	All vehicles are free of any debris which could interfere with the safe operation of the vehicle or cause FOD				
13	Vehicles are free of evidence of smoking				
14	Towbars are disconnected from tugs when not in use				
15	Pallets/containers are stored off the ground and secured				
16	Emergency exits and equipment access is kept clear				

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			REMARKS
	Y	N	RA	
E. FUELING				
1	Fuel truck approach procedures followed				
2	Fuel truck positioning procedures followed				
3	Fuel truck operating procedures followed				
4	Fueling apparatus operating procedures followed				
5	Fueling clear zone requirements followed				
	Fuel Warning flag, cone, sign, etc. in place at fuel pit				
6	Post fueling inspection walk around completed				
Personnel				
8	PPE worn				
9	Personnel exhibit appropriate work behavior (e.g., no "horseplay")				
10	Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)				
11	Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)				
12	All traffic regulation procedures followed				

easyJet

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			REMARKS
	Y	N	RA	
F. CATERING				
1 Catering truck approach procedures followed				
2 Catering truck positioning procedures followed				
3 Catering truck operating procedures followed				
4 Engine inlet plugs used as required				
5 Catering truck removal procedures followed				
6 Catering truck is free of FOD; any FOD/garbage dropped on ramp removed				
Truck operated safely (e.g., speed, safety zones, reckless)				
8 Truck properly configured prior to removing from A/C				
Personnel				
9 PPE worn				
10 Personnel exhibit appropriate work behavior (e.g., no "horseplay")				
11 Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)				
12 Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)				
13 All traffic regulation procedures followed				

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			REMARKS
	Y	N	RA	
G. LAVATORY/POTABLE WATER SERVICE				
1 Lavatory vehicle operating procedures followed				
2 Lavatory servicing procedures followed				
3 PPE worn				
4 Personnel exhibit appropriate work behavior (e.g., no "horseplay")				
5 Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)				
6 Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)				
7 All traffic regulation procedures followed				
Potable Water Service				
8 Water vehicle operating procedures followed				
9 Water servicing procedures followed				
10 Potable water units kept away from lavatory units or other sources of contamination				
11 PPE worn				
12 Personnel exhibit appropriate work behavior (e.g., no "horseplay")				
13 Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)				
14 Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)				
15 All traffic regulation procedures followed				

easyJet

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			REMARKS
	Y	N	RA	
H. CABIN SERVICE				
1 Cleaning vehicles approach procedures followed				
2 Personnel pay attention to operating A/C beacons				
3 Cleaning vehicles positioning procedures followed				
4 Cleaning vehicles operating procedures followed				
5 All cabin cleaning safety procedures (e.g., biohazard, needle sticks) followed				
6 Cabin personnel support a FOD-free ramp/airside (e.g., pick up FOD)				
7 A/C door(s) operational procedures followed				
Personnel				
8 PPE worn				
9 Personnel exhibit appropriate work behavior (e.g., no "horseplay")				
10 Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)				
11 Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)				
12 All traffic regulation procedures followed				

STATION: DATE: FLIGHTS: EVALUATED BY:	COMPLIANCE			
	Y	N	RA	REMARKS
I DE-ICE / ANTI-ICE				
1　De-ice/anti-ice truck approach procedures followed				
2　De-ice/anti-ice truck positioning procedures followed				
3　De-ice/anti-ice truck operating procedures followed				
Personnel				
1　PPE Worn				
2　Communication between bucket and cab established (e.g., headset worn)				
3　Personnel exhibit appropriate work behavior (e.g., no "horseplay")				
4　Personnel use correct manual handling, ergonomics (e.g., proper lifting techniques)				
5　Personnel avoid walking where not authorized (e.g., under the fuselage, stepping over towbar, or between carts)				
6　All traffic regulation procedures followed				

AIRSIDE MANAGEMENT SAFETY REVIEW CHECKLIST

STATION: DATE: REVIEWED BY:			
	Y	N	REMARKS
1　Are airside performance evaluations conducted?			
2　Is there a set frequency for airside performance evaluations?			
3　Are findings of airside performance evaluations recorded?			
4　Are findings of airside performance evaluations reviewed and assigned?			
5　Are airside performance targets/goals established and communicated?			
6　Are airside performance targets/goals measured?			
7　Are shortfalls of airside performance targets/goals analyzed?			
8　Do records indicate that all personnel are trained for the tasks being performed?			

6.8 EMERGENCY RESPONSE PROCEDURES

6.8.1 General

The airline representative at the station can be either a direct airline employee or contracted Ground Handling Partners. The Ground handling partners have the overall responsibility for the station emergency procedures. They are required to:

(a) Manage local coordination of any emergency that occurs at or near their Airport, until further support from easyJet central teams arrive.

(b) Provide support to reception centres the airport authority may activate as part of a response.

(c) Manage and coordinate local easyJet response to an emergency that occurs between two of the Airlines stations.

The specific responsibilities assigned to the station teams are described in the easyJet Station Emergency Response Plan (SERP), Section B and C.

(a) Station teams are to ensure that they identify a Local Accident Control Centre.

(b) Station Managers are expected to regularly attend local Airport Operator Committee Meetings to raise and discuss any potential emergency response issues and ensure that they understand the local Airport Authority requirements.

6.8.2 Escalation of Incidents

The first person that becomes aware of an accident or Incident must:

(a) Immediately advise the easyJet ICC on: 00 44 (0) 203 889 0007

(b) Immediate actions and those for reception centres can be found in the easyJet SERP

6.8.3 Station Emergency Response Plan (SERP)

easyJet Business Resilience are responsible for the production and maintenance of the SERP sections B to D.

easyJet AOCM GOM will;

• Ensure requirements of the Station Emergency Response Plan are met, and all documentation is up to date.

• Inform easyJet Business Resilience Team of future/planned station emergency exercise dates.

• Inform easyJet Business Resilience of new stations to the network.

• Ensure allocated airport takes part in airport emergency exercises and planning groups as appropriate.

- Ensure Exercise and Real event reports and learnings are sent Businessresiliencesupport@easyjet.com.

Ground Handling Partner is responsible for updating the Station Information System within Connected Portal. Updating the Station Emergency Response Plan (SERP) Section A information and collating Section F Airport Authority documents.

Ground Handling Partner expectations:

- Connected Portal – Station Emergency Response Plan (SERP) Section A must be updated within a maximum rolling 365 day period.

- If there are no changes, the GHP must open the Connected Portal and enter initials in the 'GHP Initials at last review' field and Save.

- 365 day window is calculated from last data entry time stamp.

- Information should be amended when changes occur prior to annual window without delay.

- This ensure a time stamp is recorded for the relevant section.

- The complete easyJet SERP Sections A to F must be printed and stored within the Ground Handling Partner offices and accessible 24/7.

- A copy of the airport local emergency orders/plan should be kept alongside. (Section F)

- Provide supporting materials such as maps and Diagrams where possible.

- Ensuring all team members are aware of the document and its storage location.

- Upload Section F supporting documents to Connected Portal.

- See 'Aerodrome Emergency Plans PDF Upload' field.

Paper copies should be placed within the SERP folder.

6.8.4   Exercises

Stations are encouraged to take part in Airport emergency exercises and feedback any learning to the Business Resilience Team – Businessresiliencesupport@easyjet.com.

APPENDIX A – GLOSSARY

A

ACARS

Aircraft Communications Addressing and Reporting System – a Digital datalink system transmission of short, relatively simple massages between aircraft and ground stations.

Accident (Aircraft)

An occurrence associated with the operation of an aircraft that takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked in which a person is fatally or seriously injured, the aircraft sustains substantial damage, or the aircraft is missing or is completely inaccessible.

Equivalent Terms: Aircraft Accident, Hull Loss.

Accompanied Hold Baggage

Baggage, carried in the hold of an aircraft, which has been checked in for a flight by a passenger travelling on that same flight.

Aircraft

Any machine that can derive support in the atmosphere from the actions of the air.

Equivalent Terms: Airplane, Aeroplane, Helicopter.

Aircraft Access Doors

Doors that provide access to the passenger cabin or lower compartment(s), which may be actuated manually or by electrical, hydraulic or pneumatic means.

Aircraft Ground Movement

Operations associated with moving of an aircraft on the ground, to include aircraft taxi-in, aircraft pushback, aircraft taxi-out, aircraft powerback, aircraft towing.

See Aircraft Pushback, Aircraft Powerback, Aircraft Taxi-in, Aircraft Taxi-out, Aircraft Towing.

Aircraft Handling

Activities associated with servicing of an aircraft on the ground, including aircraft access, equipment attachment and removal, and operation of vehicles and equipment in the immediate vicinity of the aircraft.

Aircraft Maintenance Manual (AMM)

A manual produced and continuously updated by the aircraft manufacturer that contains procedures relating to the maintenance of aircraft, engines and components.

Aircraft Marshalling

The detailed direction of an aircraft from outside by a marshaller who is in a position to see the aircraft exterior as well as areas on and adjacent to the path over which the aircraft is moving.

Aircraft Operations

All activities associated with the operation of an aircraft on the ground and in the air.

Aircraft Powerback

Rearward moving of an aircraft from a parking position to a taxi position by use of the aircraft engines.

Aircraft Pushback

Rearward moving of an aircraft from a parking position to a taxi position by use of specialised ground support equipment.

- Nose gear-controlled pushback includes either the towbar method, where the rearward movement and steering of the aircraft is controlled by a tractor and towbar attached to the nose gear, or the towbarless method, where a tractor is attached directly to the nose gear.

- Main gear-controlled pushback utilises a tractor that grasps the aircraft main gear tires to provide rearward movement, and directional control is provided from the flight deck through use of the nose wheel steering system.

Equivalent Term: Pushback.

Aircraft Stand

A designated area on an apron intended for parking an aircraft.

Equivalent Terms: Stand, Parking Stand.

Aircraft Taxi-in

Forward moving of an aircraft into a parking position by use of the aircraft engines.

Aircraft Taxi-out

Forward moving of an aircraft from a parking position by use of the aircraft engines.

Aircraft Towing

(a) Maintenance towing. Towing an aircraft without passengers, without cargo, with minimum fuel on board.

(b) Operational/Dispatch towing. Towing an aircraft, loaded with passengers and/or fuel, and/or cargo, to/from the terminal gate or parking area, to/from location.

(c) Repositioning towing. The movement of an aircraft to/from remote parking purpose. An aircraft can be loaded with cargo or fuel.

Aircraft Type

All aircraft of the same basic design, including all modifications except those modifications which result in a change of handling, flight characteristics or flight crew complement.

Airport Handling Manual (AHM)

A manual published by IATA that defines industry standards in the following areas relevant to airline ground operations: Passenger Handling, Baggage Handling, Cargo and Mail Handling, Aircraft Handling and Loading, Load Control, Airside Management and Safety, Aircraft Movement Control, Ground Handling Agreements, Airport Handling Ground Support Equipment Specifications, Environmental Specifications for Ground Handling Operations.

Airside

The movement area of an airport, adjacent terrain and building or portions thereof, access to which is Controlled.

Airside Safety

To ensure an acceptable level of safety by personnel in the performance of duties in the Airside areas of an airport.

Airworthiness

The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation.

Anti-Icing

A precautionary process for protecting clean aircraft surfaces against the formation of ice and frost, and the accumulation of snow and slush for a limited period of time.

Appointed Person

Where required, an Appointed Person who is an approved signatory must sign that all bags loaded on the aircraft have been accounted for and screened.

Apron

A defined area on an airport intended to accommodate aircraft for loading or unloading of passengers or cargo, or for fuelling, parking or maintenance.

Equivalent Term: Ramp.

Assessment

The determination as to whether a candidate/produce/service meets the requirements of the competency Standard. The process may include a demonstration of knowledge, proficiency and/or competence as required and

appropriate. The assessment can be conducted using a range of methods, e.g written, digital and/or practical, however it shall be conducted against s defined set of criteria. All assessment shall be documented accordingly.

Authority (Regulatory)

A government agency or other administrative body that exercises regulatory or oversight control over operations or activities within a defined jurisdiction.

Authority

The delegated power or right to:

- Command or direct;

- Make specific decisions;

- Grant permission and/or provide approval;

- Control or modify a process.

Air Operator Certificate (AOC)

Approval granted from a National Aviation authority (NAA) to an aircraft operator to allow it to use aircraft for commercial purposes.

B

Baggage

The personal property or other articles of a passenger or crew member that is transported on an aircraft.

Equivalent Term: Luggage.

Baggage Reconciliation

A security process that matches a passenger with his or her checked baggage, and ensures the passenger and baggage travel together on the same aircraft.

Behaviour

The way a person responds, either overtly or covertly, to a specific set of conditions, which is capable of being measured.

Best Practice

A strategy, process, approach, method, tool or technique that is generally recognised as being effective in helping an operator to achieve operational objectives.

easyJet

Briefing on Board

Pre-flight briefing for the Cabin Crew will sometimes take place on board. As this is a safety related duty, Ground Crew must not disturb the Cabin Crew whilst they are briefing on board (STD-45-30) or when the yellow strap is pulled across D1L unless they are told it is ok to do so.

C

Cabin Access Door

Door in the aircraft fuselage utilised for gaining entry and exiting the passenger cabin.

Equivalent Term: Cabin Entry Door.

Cabin Baggage

Baggage that is or is intended to be brought onto an aircraft in the custody of a passenger or crew member for stowage in the cabin.

Equivalent Terms: Hand Baggage, Unchecked Baggage, Carry-on Baggage.

Cabin Crew

Crew members that are not flight crew members and are designated to perform safety duties in the passenger cabin in accordance with requirements of the Authority, and as assigned by the operator and/or the pilot-in-command; qualified to perform cabin functions in emergency situations and enact procedures to ensure a safe and orderly evacuation of passengers when necessary.

Calibration

The application of specifically known and accurately measured input to ensure an item will produce specifically known output which is accurately measured or indicated. Calibration includes adjustment or recording of corrections, as appropriate.

Captain

A person qualified to be the pilot-in-command of an aircraft.

See Pilot-in-command.

Equivalent Term: Commander.

Cargo

Any revenue or non-revenue shipment of goods or property, that is transported on an aircraft and is not consumed or used during flight.

- *Revenue cargo* – Cargo that is transported on an aircraft for commercial purposes; generates revenue for the operator.

- *Non-revenue cargo* – Cargo that is transported on an aircraft for non-commercial purposes; does not generate revenue for the operator.

Note 1: COMAT (Company Material) is non-revenue cargo.

Note 2: In the IGOM, non-revenue cargo and revenue cargo are identically addressed, for the purposes of handling, loading, securing and transporting.

Note 3: In the IGOM 'mail' is considered to be an item of 'cargo': therefore, any reference to cargo also includes mail.

See COMAT (Company Material).

Equivalent Term: Freight.

Cargo Aircraft

An aircraft, other than a passenger aircraft, that is carrying only cargo. Cargo aircraft may be of different types, as given below:

- **AC**: Only cargo and configuration cannot be readily changed to carry passengers.

- **QC**: Quick Change airplanes, designed to carry passengers OR cargo, but not a combination, on the main floor.

When operated in the Cargo configuration, the standards applicable to 'all cargo' operations will apply.

- **Combi**: Planes that can accommodate both passengers and cargo in different proportions on the main floor.

See Cargo, Passenger Aircraft.

Cargo Compartment

The area of an aircraft that may be utilised or the transport of cargo, and/or baggage. There are different classifications of cargo compartments and, depending on aircraft type and/or configuration; some cargo compartments are accessible by the crew in flight, while others are not.

Equivalent Terms: Cargo Hold, Cargo Area, Baggage Hold, Baggage Compartment.

easyJet

Cargo Compartment Fire Suppression System

A portable or built-in method for fire suppression that does not cause dangerous contamination of the air within the aircraft, and provides a means to contain, or to detect and extinguish, fires that might occur in such a way that no additional danger to the aircraft is caused. Such systems cannot affect the ability of the flight crew to maintain controlled flight and may also take into account a sudden and extensive fire such as could be caused by an explosive or incendiary device or dangerous goods.

In aircraft with cargo compartments accessible to the flight crew or from the passenger compartment (combi aircraft), a crewmember with access to a fire extinguisher, approved or accepted for the purpose by the State of the Operator, can satisfy the means for fire suppression. Such crew member action when used in combination with fixed fire detection systems and fire resistance materials, in the applicable areas, as approved or accepted by the State, meets the definition of a fire suppression system.

Cargo Loading System (CLS)

A conveyor system installed on the floor of an aircraft that allows loading and unloading of unit load devices (ULDs) into the aircraft; incorporates a suitable restraint system to secure ULDs in the parked position. See Unit Load Device (ULD).

Equivalent Term: In-plane Loading System.

Cargo Restraint System

A system in the aircraft designed to keep cargo from moving within the aircraft as a result of loads exerted during normal and emergency aircraft ground and flight manoeuvres; includes nets, seat tracks, pallet locks, side restraints, and roller trays; may also include a 9G cargo net or 9G rigid barrier/bulkhead (i.e. a net or barrier that is stressed for a load of nine Gs of force) when cargo is carried on the same deck as the flight deck and/or passengers or supernumeraries).

Equivalent Term: 9G system.

Centre of Gravity

(C of G). Point at which an aircraft would balance if it were possible to suspend it.

Checked Baggage

Passenger baggage that has been taken into custody by the Operator, and for which a baggage claim check has been issued to the passenger; includes cabin baggage that has been taken from a passenger and loaded into the hold (e.g. due to physical size/weight restrictions, lack of cabin stowage space).

Equivalent Terms: Hold Baggage, Registered Baggage, Registered Luggage.

COMAT (Company Material)

Any non-revenue cargo that is owned by or is for use by the operator, and is transported on the operator's aircraft. See Cargo.

Equivalent Term: Company Supplies.

Communicable Disease

Passengers suffering from a severe infectious disease, for example, tuberculosis, pneumonia, H1N1 ("Swine Flu"), or a severe respiratory infections cannot be accepted for travel.

Passengers travelling with a minor infectious disease, including any of the following conditions, are permitted to fly in accordance with the guidelines below.

(a) Chicken Pox – Passengers can be accepted for travel 7 days after the appearance of the last new spot.

(b) Measles – Passengers can be accepted for travel 7 days after the appearance of the rash.

(c) Mumps – Passengers can be accepted for travel when all swelling has subsided. This is usually after 7 days.

(d) People of Reduced Mobility (PRMS) and Medical Requirements

(e) Rubella – Passengers can be accepted for travel 4 days after the appearance of the rash.

Possible Signs and Symptoms of an Infectious Disease.

Fever (high temperature of 38°C/100°F or greater, shivering) associated with one or more of the following symptoms:

(a) Persistent diarrhoea and/or vomiting (especially if severe or associated with a rash)

(b) Persistent coughing

(c) Impaired breathing

(d) Skin rash or skin lesions

(e) Bruising or bleeding without previous injury

(f) Two or more passengers displaying similar symptoms, particularly if they have been staying or living in the same place in another country

If in doubt it is preferable to regard the passenger as suffering from an infectious disease and seek advice from the emergency services/duty health official at the airport.

Compliance

The state of being in accordance with rules or requirements specified in standards or regulations.

Conformity

Fulfilment of specifications contained in standards or recommended practices; under IOSA/ISSA/ISAGO Conformity means specifications are documented and/ or implemented by the Operator/Provider.

Crew Member

A member of either the flight crew or the cabin crew; when used in the plural (i.e. crew members), refers to flight and cabin crew members collectively.

Equivalent Terms: Flight Crew Member, Cabin Crew Member.

D

Dangerous Goods (DG)

Articles or substances that are capable of posing a risk to health, safety, property or the environment, and that are shown in the list of dangerous goods in the ICAO Technical Instructions or IATA Dangerous Goods Regulations

(DGR), or are classified according to those Instructions or Regulations.

- *Accessible Dangerous Goods* – Dangerous goods cargo that has been loaded onto a cargo aircraft in a manner that permits access by a crew member or other authorised person in flight.
- *Inaccessible Dangerous Goods* – Dangerous goods cargo that has been loaded onto a cargo aircraft in a manner that does not permit access in flight. See Dangerous Goods Regulations (DGR), Technical Instructions.

Equivalent Term: Hazardous Materials.

Dangerous Goods Regulations (DGR)

A document (manual) published by IATA in order to provide procedures for the shipper. The operator and the provider that delivers ground handling services for an operator, by which articles and substances classified as dangerous goods can be safely transported by air on commercial flights. Information in the DGR is derived from the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO Technical Instructions).

Database

Any structured collection of information, records or data that are specifically organised in a system for rapid search and retrieval.

- *Electronic Database* – A database whereby information is accessed and managed electronically through use of a computer.

De-icing/Anti-icing

A process that combines both de-icing and anti-icing, which can be performed in one or two steps.

Defect

Any confirmed abnormal condition associated with an aircraft, aircraft engine or aircraft component.

- *Major Defect* – A defect in that could affect the safety of the aircraft or cause the aircraft to become a danger to person or property.

Delivery at Aircraft

Where Ground Crew and local regulations allow, children's strollers/pushchairs and mobility aids can be returned to the passenger at the aircraft steps.

Departure Control System (DCS)

An automated method of performing check-in, capacity and load control, and dispatch of flights.

Deportee

A person who had legally been admitted to a state by its authorities or who had entered a state illegally, and who later is formally ordered by the competent authorities to leave that state.

Disruptive Passenger

A passenger who fails to respect the rules of conduct at an airport or on board an aircraft or to follow the instructions of the airport staff or crew members and thereby disturbs the good order and discipline at an airport or on board the aircraft.

Equivalent Term: Disruptive Passenger.

Dry Operating Weight

Basic weight plus operational items, such as crew, crew baggage, flight equipment and pantry as per company specifications.

E

easyJet ICC

easyJet's Integrated Control Centre.

easyJet Holidays

Holidays purchased and operated by easyJet, offering flights, accommodation and where selected, transfers.

Electronic Data Processing System (EDP)

Electronic data processing system (computer).

Explosive Detection System

Explosive detection is a non-destructive inspection process to determine whether a container contains explosive material.

Emergency Exit

A door, window exit, or any other type of exit (e.g. hatch, tail cone exit) used as an egress portal to allow maximum opportunity for cabin evacuation within an appropriate time period.

Engine (Aircraft)

The basic aircraft engine assembly plus its essential accessories as supplied by the engine manufacturer.

Equipment Restraint Area (ERA)

The area of the apron bordered by a red line known as the Equipment Restraint Line, or otherwise indicated, in which an aircraft is parked during ground operations.

Equivalent Term: Equipment Safety Area.

F

Family Member

A parent, sibling, child, spouse, grandparent, or grandchild.

Fatigue

A physiological state of reduced mental or physical performance capability resulting from sleep loss, extended wakefulness, circadian phase, and/or workload (mental and/or physical activity) that can impair a person's alertness and ability to perform safety-related operational duties.

Flight Crew

Crew members whose duties require them to be on the flight deck.

Fragile Baggage

Baggage that is declared as fragile by the passenger and must be labelled to notify handlers.

Fuel (Flight Planning)

The following terms refer to fuel values used during the flight planning process.

- *Taxi Fuel* – The fuel required from engine start to the start of take-off roll.

- *Trip Fuel* – The amount of *fuel planned to be consumed from take-off to the station of first intended landing Alternate Fuel, Holding Fuel, Contingency Fuel, Reserve Fuel, Additional Fuel and/or Tanker Fuel*.

- *Takeoff Alternate Fuel* – The amount of fuel on board less the fuel consumed before take-off run.

Fuelling Safety Zone

An area with associated restrictions that is established on the ramp around the aircraft fuelling receptacles, tank vents, and around the fuelling equipment during aircraft fuelling operations.

Equivalent Term: Refuelling Safety Zone.

G

Gate Delivery Items

Items that are carried by passengers to the gate and then placed in the hold for flight.

Green Light Boarding

For all first wave departures passengers must be automatically released from the gate at a time to permit the first passenger to board the aircraft at STD -30. The Cabin Crew do not need to be consulted prior to releasing the passengers.

Ground Handling

The ground services necessary for the arrival and departure of an aircraft at an airport, other than air traffic services.

Ground Operations

The conduct of activities associated with the ground services that comprise ground handling.

See Ground Handling.

Ground Handling Partner (GHP)

A provider acting as the handling agent for one or more customer airlines, providing one or more of the ground services as defined in SGHA.

See Provider.

Ground Support Equipment (GSE)

Any piece of mobile equipment, whether or not powered or self-propelled, used for ground handling in the civil air transport industry.

Equivalent Term: Aircraft Ground Support Equipment (AGSE).

H

Hazard

A condition, situation or object with the potential to cause or contribute to unsafe aircraft operations, to include Safety-related equipment, products, services or functions associated with aircraft operations.

Heavy Baggage

Baggage that exceeds 23 kg in weight and must be labelled to notify handlers

Hold

See Cargo Compartment.

Hold Baggage

Any baggage that is carried in the hold of passenger aircraft.

See Checked Baggage.

Human Factors Principles

Principles applied to aeronautical design, certification, training, operations and maintenance to ensure equipment, systems, processes and procedures take into account human capabilities and limitations, as well as the safe interface between the human and system components, for the purpose of optimising human performance and reducing human error.

I

IATA

The abbreviation and acronym for the International Air Transport Association.

IATA Cargo Handling Manual (ICHM)

An IATA manual that contains the latest procedures and recommended practices for the safe and efficient handling of cargo.

IATA Ground Damage Database (GDDB)

An IATA repository of structured data, submitted by industry participants, that is subjected to expert statistical analysis for the purpose of identifying the trends and causes of aircraft ground damages, and for supporting a performance-based approach to ground operations management.

IATA Ground Operations Manual (IGOM)

An IATA produced manual that is the source for the latest industry-approved standards harmonising ground handling processes and procedures for frontline personnel.

See Airport Handling Manual (AHM).

ICAO Annexes

Additional sections to the ICAO Convention, which are guidelines provided for the various national aviation authorities for use in developing the civil aviation rules and regulations that govern flight operations in their respective states.

Equivalent Term: Annexes.

ICC (easyJet ICC)

easyJet's Integrated Control Centre

Implemented (Operations)

The state of an operational specification as being established, activated, integrated, incorporated, deployed, installed, maintained and/or made available as part of the operational system, and monitored and evaluated as necessary for continued effectiveness.

Inadmissible Passenger

A passenger who is refused admission to a country or is refused onward carriage (e.g. lack of a visa or expired passport).

Incident (Aircraft)

An occurrence other than an aircraft accident, associated with the operation of an aircraft, which affects or could affect the safety of operations.

Serious Incident – An incident involving circumstances indicating that there was a high probability of an accident and associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down.

Equivalent Term: Safety related event.

Incompatible (Dangerous Goods)

Description of dangerous goods which, if mixed, would be liable to cause a dangerous evolution of heat or gas or produce a corrosive substance.

Infant

A child that, for the purpose of identification as a passenger, is typically defined as being less than two years of age.

Integral Airstairs

Stairway contained within or built into the aircraft fuselage, which may be deployed on the ground to provide a means for persons to enter or exit the aircraft.

Equivalent Term: Integral Stairway.

J

Job Card

See Task Card.

Equivalent Term: Work Card.

Jump Seat

A seat located at the rear of the flight deck and/or in the cabin or cargo compartment for use by crew members, supernumeraries, cargo attendants, observers or other approved persons.

K

Intentionally left blank.

L

Landing Gear Safety Pin

Prevents gear retraction. Equivalent Terms: Down lock Equipment – NLG & MLG.

Late Baggage

Baggage that has arrived late for a flight or late at the reclaim carousel.

Lavatory

A compartment or closet installed on an aircraft, with a toilet and typically washing facilities inside, which has structural walls and a door that, when closed, creates a fully enclosed and isolated interior space not visible from outside the compartment.

Equivalent Term: Toilet.

Live Animals Regulations (LAR)

A document (manual) published by IATA in order to provide procedures for shippers, freight forwarders, Operators and animal care professionals for the transport of animals by air in a safe, humane and cost-effective manner, and in compliance with airline regulations and animal welfare standards.

Load

Everything, including persons and items, but not including fuel, that is carried in an aircraft and is not included in the basic operating weight of the aircraft.

Load Control

Process that ensures that an aircraft is safely and economically loaded for flight.

Load Planning

The part of the load control system that ensures a load is carried safely on-board the aircraft.

Loading Instruction

Instructions for loading of the aircraft produced by Load Control for the person responsible for aircraft loading.

Loading Instruction Report (LIR)

The Loading Instruction, signed by the person responsible for aircraft loading and reflecting any deviations that occurred during actual aircraft loading, for action as necessary by Load Control.

Load Sheet

A legal document which states the weight data and the balance condition of the loaded aircraft for each individual flight. The term load sheet includes provisional load sheet, final load sheet, ACARS Load sheet or any other approved transmission.

- The weight of the aircraft, crew, pantry, fuel, passengers, baggage, cargo and mail, and

- The details of the distribution of the load in the aircraft.

M

Mail

Dispatches of correspondence and other items tendered by and intended for delivery to postal services in Accordance with the rules of the Universal Postal Union (UPU).

Maximum Landing Weight (MLW)

Maximum allowed weight of the aircraft at landing.

Maximum Take-off Weight (MTOW)

Maximum allowed weight of the aircraft at take-off.

Maximum Zero Fuel Weight (MZFW)

Maximum allowed weight of the aircraft excluding fuel.

Mean Aerodynamic Chord (MAC)

The average length of the chord (Width) of the aircraft wing.

Mishandled Baggage

Checked baggage that has been involuntarily or inadvertently separated from passengers or crew members.

Mobility Device or Devices

Devices used by passengers to assist in their journey.

Monitoring

The process of observing, checking, measuring and/or assessing the performance of operations or operational functions for the purpose of determining if, or verifying that, operational requirements are being fulfilled.

See Also Operational Function (Aircraft Operations).

Movement Area

That part of an airport to be used for the take-off, landing and taxiing of aircraft, consisting of the manoeuvring area and the apron(s)

N

National Aviation Authority (NAA)

The regulatory authority that governs civil aviation within a state.

See Regulatory Authority.

Equivalent Term: Civil Aviation Authority (CAA).

Examples: CAA, FAA, DGAC, CASA.

Note: In the IGOM, use of the term Authority has the same meaning as the National Aviation Authority of the State of the Operator.

Nose Gear Steering Bypass Pin

Deactivates the steering function. Equivalent Term; Nose Wheel Steering deactivation pin, Lock pin-nose Gear Towing Lever, Steering Bypass Pin.

NOTOC (Notification to Captain)

Accurate and legible written or printed information provided to the pilot-in-command concerning dangerous goods shipments or other special cargo that is to be carried on-board the aircraft.

Equivalent Terms: NOTAC (Notification to Aircraft Commander), NOPIC (Notification to Pilot-in-command).

O

Operations

The recurring activities of an organisation directed toward delivering a product or service.

Operator

An organisation that holds an Air Operator Certificate (AOC) and engages in commercial passenger and/or cargo air transport operations.

Equivalent Terms: Air Operator, Airline.

Outsourcing

The business practice whereby one party (e.g. an operator or provider) voluntarily transfers, usually under the terms of a contract or binding agreement, the conduct of an operational function to a second party. Under outsourcing, the first party retains responsibility for the output or results of the operational function even though it is conducted by the second party.

Operating Airline

An organisation that holds an Air Operator Certificate (AOC) and engages in commercial passenger and/or cargo air transport operations.This term will be used to describe all three easyJet AOC's unless otherwise specified.

P

Passenger

Person that is transported on-board an aircraft by an operator, mostly for commercial purposes, who is not:

- An operating crew member;

- A supernumerary.

Note: Non-operating crew members, company employees and employee dependents occupying passenger seats on passenger flights are considered passengers.

Passenger Aircraft

An aircraft that carries passengers.

Passenger Boarding Bridge (PBB)

A telescoping corridor that extends from an airport terminal to an aircraft for the boarding and disembarkation of passengers.

Equivalent Terms: Jetway, Air Bridge, Boarding Bridge, Loading Bridge, Loading gate, Boarding Gate.

Passenger Flight

A flight that carries passengers.

See Passenger.

Passenger with Reduced Mobility (PRM)

Passengers whose mobility is permanently or temporary reduced due to physical disability (locomotor or sensory) intellectual impairment, age, illness or any other cause of disability and who need some degree of special accommodation or assistance over and above that provided to other passengers.

Personal Electronic Device (PED)

A Personal Electronic Device (PED) is an item of electrically powered equipment that uses internally or externally supplied electrical power and is of a size that enables it to be portable. This includes devices that may be brought on board aircraft by passengers, such as:

(a) Laptop computers and mobile phones;

easyJet

(b) Devices that are provided to the passengers by the aircraft crew, e.g. Digital Versatile Disc (DVD) players for on-board entertainment; and

(c) Devices that may be used by the aircraft crew when performing their duties, e.g. duty free point of sale equipment.

Personal Protective Equipment (PPE)

Equipment or clothing worn by personnel to protect against operational injury and health hazards.

Pilot-in-Command (PIC)

The pilot designated by an operator as being in command of the aircraft and charged with responsibility for the operational control and safe conduct of a flight.

Equivalent Terms: Aircraft Commander, Captain, Commander.

Passenger Intergraded Guidance System (PIGS)

To assist passenger control.

Plan

The formulation of action or series of actions designed to achieve a defined end result.

Policy

The stated intentions and direction of an organisation.

Policy and Procedure Manual (PPM)

Policies and Procedures Manual (PPM) is a generic name; an equivalent manual with a different name is an acceptable alternative (e.g. Ground Operations Manual, Ramp Handling Manual, Passenger Handling Manual, as applicable to the operations).

Portable Electronic Device (PED)

Any electronic device that can be moved and contains its own power source. PEDs include laptop and tablet smartphones, handheld GPS devices and navigation devices that can be detached from an aircraft.

Procedure

An organised series of actions accomplished in a prescribed or step-by-step manner to achieve a defined result.

Process

One or more actions or procedures implemented in a coordinated manner to achieve a goal, a defined result or to satisfy a requirement.

Program

An organised set of processes directed toward a common purpose, goal or objective.

Provider

An organisation that delivers services (e.g. maintenance, ground handling, and training) to an air operator on a contractual basis.

See Ground Handling Provider (GHP).

Equivalent Terms: Service Provider, Service Vendor.

R

Ramp

See Apron.

Ramp Operations

All aircraft activities that occur on an airport ramp area.

Equivalent Term: Tarmac Operations.

Regulatory Authority

An organisation designated or otherwise recognised by the government of a state for regulatory purposes, which issues rules and regulations in connection with protection and safety.

Requirement

A specification that is considered an operational necessity; compliance is typically mandatory.

Responsibility

An obligation to execute or perform assigned functions, duties, tasks or actions; typically includes an appropriate level of delegated authority; implies holding a specific office, title, or position of trust.

See Authority.

Risk

See Safety Risk.

Root Cause Analysis

A method of analysis that focuses on identifying the root cause(s) of an undesirable situation or condition.

RUSH Baggage

Baggage that has missed the flight for which it was intended and will now travel without the passenger for remainder of the journey.

S

Safety Action Group (SAG)

A high level tactical committee within an SMS that comprises designated line managers and representatives of front line personnel; takes strategic direction from the SRB and addresses the implementation and effectiveness of risk control actions in operations.

See Safety Management System (SMS) and Safety Review Board (SRB).

Safety Assurance

The component of a safety management system that comprises processes for:

- Safety performance monitoring and measurement;

- The management of change;

- Continual improvement of the SMS.

See Safety Management System (SMS).

Safety Audit

An independent and documented examination of activities, records, systems, programs, processes, procedures, resources and/or other elements of operations to verify an operator's/provider's safety performance and validate the effectiveness of existing risk controls.

Safety Culture

The extent to which an organisation actively seeks improvements, vigilantly remains aware of hazards, and utilises systems and tools for continuous monitoring, analysis, and investigation; includes a shared commitment by personnel and management to personal safety responsibilities, confidence in the safety system, and a documented set of rules and policies. The ultimate responsibility for the establishment and adherence to sound safety practices rests with the management of the organisation.

Safety Data

A defined set of facts or set of safety values collected from various aviation-related sources, which is used to maintain or improve safety. Safety data is typically collected from proactive or reactive safety-related activities, such as:

- Accident or incident investigations

- Safety reporting

- Continuing airworthiness reporting

- Operational performance monitoring

- Inspections, audits, surveys, and/or

- Safety studies and reviews.

Safety Harness

A seat harness consisting of a seat belt and shoulder straps that, when fastened, retains a person's torso Secure in the seat. To provide greater upper body movement, the seat belt may be used independently with the shoulder straps unfastened.

Safety Information

Safety data that is processed, organised or analysed in a given context so as to make it useful for safety management purposes.

See Also Safety Data.

Safety Management System (SMS)

A systematic approach to managing safety within an organisation, including the necessary organisational structures, accountabilities, policies and procedures. As a minimum, an SMS:

- Identifies safety hazards;

- Ensures that remedial action necessary to maintain an acceptable level of safety is implemented;

- Provides for continuous monitoring and regular assessment of the safety level achieved; and

- Aims to make continuous improvement to the overall level of safety.

Safety Performance Indicator

A data-based safety parameter used for monitoring and assessing safety performance.

Safety Promotion

The component of an SMS that provides support for the processes associated with safety risk management and safety assurance, and defines:

- Training and education;

- Safety communication.

See Safety Assurance, Safety Management System (SMS) and Safety Risk Management.

Safety Review Board (SRB)

A strategic committee within an SMS that comprises senior management officials; addresses high level safety issues associated with an operator's policies, resource allocation organisational performance monitoring.

See Safety Management System (SMS) and Safety Action Group (SAG).

Safety Risk

The projected severity and likelihood of occurrence of an adverse consequence or outcome from an existing hazard. A projected outcome could be an accident, but an intermediate unsafe event or consequence might be identified as the most credible outcome.

See Safety Risk Assessment (SRA).

Safety Risk Assessment (SRA)

A formal process used to determine safety risk by assessing the potential severity and likelihood of occurrence of an adverse consequence or outcome from an existing hazard.

See Safety Risk, Safety Risk Management.

Safety Risk Management

The component of a safety management system that includes the organisation-wide implementation of hazard identification and safety risk assessment processes to ensure safety risks are mitigated or controlled to an acceptable level.

See Safety Management System (SMS), Safety Risk Assessment (SRA).

Safety Risk Mitigation

The development and implementation of action(s) or measures designed to reduce a safety risk to, and maintain such risk at or below, an acceptable level in accordance with an organisation's safety risk tolerability.

Safety Risk Control, Safety Risk Reduction, Safety Risk Tolerability.

See Also Safety Risk, Safety Risk Management, Safety Risk Tolerability.

Safety Risk Tolerability

The level of safety risk that is acceptable (or unacceptable) to an organisation based on the risk acceptance criteria of that organisation.

See Also Safety Risk, Safety Risk Management.

Security Items

Items (e.g. weapons); that for security reasons must be removed from hand baggage and must be loaded in aircraft hold. Must be labelled to notify handlers.

Seat at Gate Passenger (SAG)

A SAG passenger is a passenger who has not had a seat confirmed as part of the check in process and is put on a list to wait.

Service Level Agreement (SLA)

A formal agreement, usually as part of a contract, between an operator and an external services provider, or in some cases, and internal services provider, that:

- Specifies, in measurable terms, the services the external provider is expected to perform;

- Becomes the basis for monitoring of the performance of the external services provider by the operator.

Special Category Passengers

Passengers that requires special attention, specific guidelines to be followed and appropriate security procedure.

Special Load

Any load that, owing to its nature or value, requires special attention and treatment during the processes of acceptance, storage, transportation, loading and unloading (includes, inter alia: dangerous goods, live animals, perishables, human remains).

Sporting Equipment

Any item of sports equipment that is not carried packed as normal baggage, such as skis, bicycles, etc.

Standard

A provision that specifies a system, policy, program, process, procedure, plan, set of measures, facility, component, type of equipment, or any other aspect of operations under the Audit Scope of IOSA/ISSA/ISAGO that is considered an operational necessity, and with which conformity is required by an operator/ provider.

Standby (SBY)

If a confirmed seat isn't available at the time of booking, staff may be able to book a standby seat. Passengers on standby cannot check in online and are NOT permitted to check in hold baggage.

State Safety Program (SSP)

An integrated set of regulations and activities established by a State aimed at managing civil aviation safety.

Station

An airport where a Provider conducts ground operations for one or more Customer Airlines.

easyJet

Station Audit

The Audit, under ISAGO, which assesses conformity with the applicable GOSARPs for the GSP's implementation of corporate and locally managed processes and procedures for the ground operations performed that are within the scope of ISAGO.

Sterile Area

That area between any passenger inspection or screening station and the aircraft, into which access is strictly controlled.

Note: In some states, sterile areas and security restricted areas are the same; in others states different levels of security exist.

Equivalent Term: Security Restricted Area.

Sub-Contracting

See Outsourcing.

Supplier

An organisation that sells products or services for use by the air transport industry. The products may include maintenance, spare parts and information.

See Vendor.

T

Task

An activity accomplished when following a procedure.

Task Card

A document or other medium that specifies all maintenance or workshop tasks or actions approved by an Instrument of Appointment Authorised Person as part of the System of Maintenance. Task Cards are computer or manually produced Sign-Off Sheets or Cards and include but are not limited to; Travelers; Tasks in Check Sheets; Survey Sheets; Maintenance Routines; Job Cards; Work Orders; Modification Cards; Scheduled Rectification Cards; Approved Repair Schemes; Operation Sheets.

They may detail all requirements or may refer to Amplification details in a particular manual or document.

They are used to issue technical instructions and require certification for the accomplishment of that task.

Task Cards are either Permanent or Inspection tasks and may be produced in either base, workshop or line maintenance locations for inspections, modifications or component changes.

Equivalent Terms: Job Card, Work Card.

Technical Instructions

The Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284) approved and issued periodically in accordance with the procedure established by the ICAO Council.

Transfer Cargo and Mail

Cargo and Mail shipments departing on an aircraft other than that on which it arrived.

Transfer Baggage

Baggage that has been transported on a flight to a certain location, and then is offloaded and transferred to another flight within a defined time period for transportation to another location.

Transportation Index (TI)

Applicable to radioactive material only; a single number assigned to a package, overpack or freight container to provide control over radiation exposure.

U

ULD Regulations (ULDR)

A document (manual) published by IATA in order to provide technical and operational standard specifications, regulatory requirements and airline requirements applicable to overall ULD operations.

See Unit Load Device (ULD).

Unaccompanied Baggage

Checked baggage that has been loaded into an aircraft that does not have the owner/passenger also on-board.

Unaccompanied Minor

A child, usually under twelve years of age, traveling without a parent or guardian.

Unclaimed Baggage

Baggage that arrives at an airport on a flight and is not picked up or claimed by a passenger or crew member.

Unidentified Baggage

Baggage at an airport, with or without a baggage tag, which has not been picked up by or identified with a passenger or crew member.

easyJet

Unit Load Device (ULD)

Aircraft Unit Load Device (ULD) is a device for grouping, transferring, and restraining cargo for transit. It may consist of a pallet and an approved restraint method, or may be a container, both of which can be directly restrained onto the aircraft structure by the Cargo Loading System (CLS).

Equivalent Term: Freight Container (Non-radioactive Materials).

Disruptive Passenger

See Disruptive Passenger.

Unserviceable

The state of an aircraft, engine, component, or any piece of equipment as being in a condition that does not permit usage in operations.

Equivalent Term: Inoperative.

V

Valuable Cargo

A cargo shipment that contains one or more valuable articles (specified in the IATA Cargo Services Conference Resolutions Manual, Resolution 012).

Vendor

See Supplier.

W

Weapon

An instrument or device that is capable of and intended for being used to inflict damage or harm to living beings, structures, or systems; normally prohibited from being carried on board an aircraft by a passenger.

Weight and Balance Manual (W&BM)

A manual published for each aircraft type by its manufacturer, which is approved by the airworthiness authority as part of the aircraft type's certification, and which defines the set of weight and balance limits not to be exceeded by the operator when loading the aircraft.

Wing Walker

A member of the Ground Crew whose primary job function is to walk alongside an aircraft's wing tip during aircraft ground movement (e.g. pushback, towing) to ensure the aircraft does not collide with any objects.

Work Card

See Task Card.

Workplace Safety

Process and procedures in place with an operator or services provider that protect people and aircraft from inadvertent injury or damage (i.e. safety of maintenance operations, environment, fire prevention or protection, identification of Safety First Equipment, safety guarding of machinery, FOD protection, housekeeping and proper identification of "maintenance vital" greases and fluids).

Equivalent Term: Protection Systems.

X

XRAY

An electromagnetic wave of high energy and very short wavelength, which is able to pass through many materials opaque to light.

easyJet

APPENDIX B – LIST OF ABBREVIATIONS

A

A/C – Aircraft

AAA – Triple A

ACARS – Aircraft Communications Addressing AOC Air Operator Certificate and Reporting System

ACB – Anti-Collision Beacons

ADL – Addition and Deletion List

ACG – **Austro Control GmBH**

ADI – **Assistance Dogs International**

AEA – **Association of European Airlines**

AGB – **Additional Gate Bag**

AGC – **Approved Gate Check**

AGM – Aircraft Ground Movement (ISAGO)

AHM – IATA Airport Handling Manual

AOC – **Aircraft Operator Certificate**

AOC – **Airport Operators Committee**

AOCM – Airport Operations and Contract Manager

AOG – Aircraft on Ground

AOXY – Airline Supplied Oxygen During a Flight

API – Advanced Passenger Information

APU – Auxiliary Power Unit

ASL – **Airport Support Line**

ASU – Air Start Unit

ATA – Actual Time of Arrival

ATC – Air Traffic Control

ATC – **Authority to Carry**

ATD – Actual Time of Departure

ATR – Automatic Tag Reader

AVIH – Live Animal in Hold/Animal *Vivant* in Hold

AWB – Air Way Bill

B

BDT – **Business Disruption Team**

BIG – Outsized Cargo

BHS – Baggage Handling System

BHTA – **British Healthcare Trades Association**

BLND – Blind Passenger (specify if accompanied by seeing eye dog)

BOH – **Back of House**

BRM – (IATA) Baggage Reference Manual

BRS – Baggage Reconciliation System

C

CAA – **Civil Aviation Authority**

CAL – **Change Assistance List**

CAPT – **Captain**

CBBG – Cabin Seat Baggage

CDO – **Customer Disruption Officer**

CEO – **Chief Executive Officer**

CF – **Close Flight**

CFR – **Cabin Flight Report**

CFSS – Cargo Fire Suppression System

CG – Centre of Gravity

easyJet

CGO – Cargo Operations (IOSA)

CGM – Cargo and Mail Handling (ISAGO)

CHD – **Child**

CLC – Centralised Load Control

CLC – Cargo Loading System

CMC – **Customer Management Centres**

COMAIL – Company Mail

COMAT – Company Material

CPM – Container/Pallet Distribution Message

CPT – **Compartment**

CSM – **Customer Standard Manual**

CUTE – **Common User Terminal Equipment**

D

DAA – Delivery at Aircraft

DBC – **Denied Boarding Customer**

DEAF – Deaf Passenger (specify if accompanied by service animal)

DCS – Departure Control System

DEPA – Accompanied Deportee

DEPU – Unaccompanied Deportee

DIP – Diplomatic Cargo

DG – Dangerous Goods

DGSL – Dangerous Goods and Special Loads

DGR – (IATA) Dangerous Goods Regulations

DIV – Aircraft Diversion Message

DLW – Dead Load Weight

DM – **Duty Manager**

DN – **Deficiency Note**

DOI – Dry Operating Index

DOW – Dry Operating Weight

DPNA – Disabled Passenger with Intellectual or Developmental Disability Needing Assistance

E

EAT – Foodstuff

EASA – **European Aviation Safety Agency**

EDD – **Explosive Detection Dogs**

EDS – **Explosive Detection System**

EDP – Electronic Data Processing

EFB – Electronic Flight Bag

EIC – Equipment in Compartment

EJU – **easyJet Europe Airline GmbH**

EJH – **easyJet Holidays**

EMA – **Electric Mobility Aid**

ERA – Equipment Restraint Area

ERP – Emergency Response Plan

ESAN – Emotional Support Animal. Passenger with Emotional Support Animal in Cabin

ETA – Estimated/Expected Time of Arrival

ETD – **Estimated Time of Departure**

ETD – **Explosive Trace Detection**

ETL – Electronic Ticket List

EZFW – Estimated Zero Fuel Weight

EZS – **easyJet Switzerland SA**

EZY – **easyJet UK Limited**

EZS SECM – **easyJet Switzerland SA Security Manager**

F

FEGP – **Fixed Electrical Ground Power**

FPU – Fixed Power Unit

FREMEC – Frequent Traveller's Medical Card

FOC – **Free of Charge**

FOCA – **Federal Office of Civil Aviation**

FOD – Foreign Object Debris

FOH – **Front of House**

FS – **Fault Station**

FSZ – Fuelling Safety Zone

G

GADM – Global Aviation Data Management

GDDB – IATA Ground Damage Database

GHM – **Ground Handling Manual**

GLB – **Green Light Boarding**

GO – **Ground Operations**

GOM – **Ground Operations Manager**

GPU – Ground Power Unit

GSE – Ground Support Equipment

GSR – **Ground Safety Report**

GHP – **Ground Handling Provider**

H

HEA – Heavy Items/Loads – Over 150 kgs

HEPA – High-Efficiency Particulate Air (HERP) Filters

HBMDF – **Hold Baggage Manifest Declaration Form**

HOLS – **easyJet Holidays Customer**

HUM – Human Remains

I

IATA – International Air Transport Association

IBSC – **International Bird Strike Committee**

INAD – Inadmissible Passengers

ICAO – International Civil Aviation Organisation

ICC – easyJet Integrated Control Centre

ICW – **International Catering Waste**

ICHM – IATA Cargo Handling Manual

ID – **Identification**

IDQP – IATA Drinking-Water Quality Pool

IFQP – IATA Fuel Quality Pool

IGDF – **International Guide Dog Federation**

IGOM – IATA Ground Operations Manual

ILM – **Immigration Liaison Manager**

INAD – Inadmissible passengers

INF – **Infant**

INOP – **Inoperative**

IOSA – IATA Operational Safety Audit

IPS – Isopropyl Alcohol Solution

IPM – IOSA Program Manual

IRM – IATA Reference Manual for Audit

IROP – **Irregular Operations**

ISAGO – IATA Safety Audit for Ground Operations

ISARPs – IOSA Standards and Recommended Practices

ISO – International Organisation for Standardisation

I

J

JIG – **Joint Inspection Group**

K

kg – Kilogram(s)

KPI – Key Performance Indicator(s)

L

LAR – (IATA) Live Animal Regulations

LAW – Landing Weight

LDM – Load Message

LEGB – Legs in Cast – for passengers with both legs in a full cast, (only to be used in conjunction with SSR code MEDA)

LEGL – Leg in Cast – for passenger with a left in full cast or fused knee, (only to be used in conjunction with SSR code MEDA)

LEGR – for passenger with right leg in a full cast or fused knee, (only to be used in conjunction with SSR code MEDA)

LEP – List of Effective Pages

LFC – **Load Form and Certification**

LI – Lithium Ion (Battery)

LIR – (Aircraft) Loading Instruction Report

LIR – **Loading Instruction Report Form**

LMC – Last Minute Changes

LOD – Load Control (ISAGO)

LRV – **Light Refreshment Voucher**

LUA – **Additional Bag Charged at Bag Drop**

M

MAC – Mean Aerodynamic Chord

MCT – Minimum Connecting Time

MDF – **Manifest Declaration Form**

MEDA – Medical Assistance, company medical clearance may be required

MEDIF – IATA Medical Information Form

MLG – Main Landing Gear

MOC – **Maintenance Operations Control**

MOR – **Mandatory Occurrence Reporting**

MTOW – **Maximum Take Off**

MVT – Aircraft Movement Message

MYFC – **Missed Your Flight Cover**

N

NCR – **Non Compliance Report**

NDM – **Network Duty Manager**

NLG – Nose Landing Gear

NOTOC – Notification to Captain/Crew

NUT – **Nut Allergy**

O

OAT – **Outside Air Temperature**

OEM – Original Equipment Manufacturer

OF – **Open Flight**

easyJet

OIR – Offloading Instruction Report

OM – **Operations Manual**

OTP – **On-Time Performance**

P

PAB – Passenger and Baggage Handling (ISAGO)

PAL – **Passenger Assistance List**

PAX – **Passenger**

PBB – Passenger Boarding Bridge

PCA – Pre-Conditioned Air

PCR – (IATA) Perishable Cargo Regulations

PED – Portable/Personal Electronic Device

PETC – Pet in Cabin

PIC – Pilot-in-Command

PIGS – Passenger Intergraded Guidance System

PIL – Passenger Information List

PNL – Passenger Name List

PNR – Passenger Name Record

POC – Portable Oxygen Concentrator

PPE – Personal Protective Equipment

PPM – Passenger Protection Message

PPU – Power Push Unit

PRM – People with Reduced Mobility

PTL – Passenger Transfer List

PTM – Passenger Transfer Message

PSM – Passenger Service Message

PWD – Passenger With Disabilities

Q

QA – Quality Assurance

QC – Quality Control

R

RCA – Root Cause Analysis

ROCM – Regional Ground Operations Manager

S

SDS – Safety Data Sheet

SA – **Special Assistance**

SAG – **Seat at Gate**

SB – **Speedy Boarding**

S1 – Identifies the baggage allowance of customers who have purchased a large cabin bag, or an Up Front or Extra Legroom seat, which comes with a large cabin bag. They will be able to bring this on board with them.

S2 – Identifies the baggage allowance of easyJet Plus cardholders and Flexi fare customers who have not purchased one of these seats as part of their benefits but can still bring their bag on board, subject to space availability.

SBY – **Standby**

SDM – **Service Delivery Manager**

SEQ – **Sequence**

SGHA – Standard Ground Handling Agreement

SI – Supplementary Information

SI – **Station Instruction**

SIF – **Special Interest Light**

SIS – **Station Information System**

SLA – Service Level Agreement

easyJet

SLS – Statistical Load Summary

SME – Subject Matter Expert

SMS – **Safety Management System**

SOM – Seats Occupied Message

SOP – Standard Operating Procedure

SP – Special Meal

SRA – Safety Risk Assessment

SSDM – **Self Service Disruption Management**

SSR – **Special Service Request**

STCR – **Stretcher Passenger**

STA – **Schedule Time of Arrival**

STD – **Schedule Time of Departure**

SVAN – Service Animals. Passenger with Service Animal in Cabin

T

TACT – (IATA) Air Cargo Tariff and Rules

TCO – **Turnaround Coordinator**

TIM – Travel Information Manual TIMATIC

TT – Tow Bar Tractor

TBL – Towbarless Tractor

TG – Technical Group

TM – Training Manual

TOB – **Total on Board**

TOR – Terms of Reference

TOW – Takeoff Weight

TWL – Towbarless Tractor

TWT – Towbar Tractor

U

UCM – ULD Control Message

ULD – Unit Load Device

ULDR – (IATA) Unit Load Devices Regulations

U/S – **Unserviceable**

UTC – **Universal Time Constant/Co-Ordinated**

UTM – (IATA) Unit Load Devices Technical Manual

V

VAL – Valuable Cargo

VBAG – **Volunteer Bag**

VDBC – **Voluntary Denied Boarding Customer**

VHF – Very High Frequency

W

WCBD – Wheelchair (Non-Spillable Battery)

WCBW – Wheelchair (Wet Cell Battery)

WCHC – Wheelchair (C for Cabin Seat)

WCHR – Wheelchair (R for Ramp)

WCHS – Wheelchair (S for Steps):

WCLB – Wheelchair – Lithium Ion Battery

WCMP – Wheelchair (Manual Power)

W&B – Weight and Balance

WHO – World Health Organisation

WOM – Winter Operations Manual

X

easyJet

Y

YPTA – Young Person Travelling Alone (16 and 17 Years Old)

Z

ZFW – Zero Fuel Weight

Intentionally Blank

Ground Handling Manual - Expiry Date: **31-Mar-2025**
Uncontrolled if printed

easyJet

APPENDIX C – DANGEROUS GOODS

C.1 POLICY ON THE TRANSPORT OF DANGEROUS GOODS

C.1.1 Approval for the Transport of Dangerous Goods

Dangerous Goods (DG) are defined as articles or substances which are capable of posing a risk to health, safety, property or environment when transported by air.

Dangerous Goods can only be carried according to the International Civil Aviation Organisation's Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions).

Guidance on Dangerous Goods & Weapons ammunition and sporting weapons (including full arrival and departure process) and the Dangerous Goods Guidance Material document are available on the Connected Portal.

It is easyJet's policy not to carry cargo or dangerous goods and therefore the company does not hold approval for their carriage.

However, the provisions in the ICAO Technical Instructions Doc 9284 allow a limited number of items to be carried by passengers and crew.

As a result easyJet personnel and agents must be trained, in accordance with programmes approved by the Competent Authority, to ensure that only those approved items can be carried. The responsibilities of all personnel are outlined in IATA Dangerous Goods and Duties of All Personnel Involved.

The Flight Operations Manager – Assurance & Process. (Group Operations Services) is responsible to the AOCs for the Dangerous Goods Policy which is managed through easyJet's Dangerous Goods Steering Group.

The responsible person for the Dangerous Goods policy within the AOC is:

- UK AOC – NP Flight Operations
- Austrian AOC – NP Flight Operations
- Swiss AOC – NP Flight Operations

Notification to Captain (NOTOC)

A NOTOC is a document which contains information of Dangerous Goods specifications for carriage. This is not applicable to easyJet operations.

If a crew member is presented with a NOTOC it should not be accepted, the item must be offloaded and the occurrence reported via SafetyNet.

C.1.1.1 Categories of Dangerous Goods

Dangerous goods are divided into three categories:

(a) Those which are acceptable for transport by air provided all the provisions of the ICAO TI are complied with. Generally however, they are not permitted in or as passengers or crew or carry-on baggage.

(b) Those which are forbidden for transport by air under any circumstances.

(c) Those which are excepted from the provisions of the ICAO TI:

    1. **Dangerous goods of the operator:** they are necessary or used for the safe operation and the airworthiness of the aircraft.

    2. **Dangerous goods carried by passengers or crew:** Some dangerous goods are accepted on an exceptional base according to Part 8, Chapter 1 ICAO TI. Refer to, "Items that may be Carried by Passengers and Crew".

C.1.2 Forbidden Items

Any article or substance which, as presented for transport, is liable to explode, dangerously react, produce a flame or dangerous evolution of heat or dangerous emission of toxic, corrosive or flammable gases or vapours under conditions normally encountered in transport must not be carried on aircraft under any circumstance.

The carriage of hoverboards is prohibited on easyJet aircraft.

C.1.3 General Exceptions

C.1.3.1 Airworthiness and Operational Items

An approval is not required for dangerous goods which are required to be onboard the aircraft such as:

(a) Items for airworthiness or operating reasons or for the health of passengers or crew, such as batteries, fire extinguishers, first-aid kits, insecticides, air fresheners, life rafts, escape slides, life-saving appliances, portable oxygen supplies, tritium signs, smoke hoods, passenger service units;

(b) Aerosols, alcoholic beverages, perfumes, colognes, liquefied gas lighters and portable electronic devices containing lithium metal or lithium ion cells or batteries (provided that the batteries meet the provisions applicable when carried by passengers and crew) carried aboard an aircraft by the operator for use or sale on the aircraft during the flight or series of flights, but excluding non-refillable gas lighters and those lighters liable to leak when exposed to reduced pressure;

(c) Dry ice intended for use in food and beverage service aboard the aircraft;

(d) Alcohol-based hand sanitisers and alcohol-based cleaning products carried aboard an aircraft for use on the aircraft during the flight or series of flights for the purposes of passenger and crew hygiene;

(e) Electronic devices, such as electronic flight bags, personal entertainment devices, and credit card readers, containing lithium metal or lithium ion cells or batteries and spare lithium batteries for such devices carried on board an aircraft for use on the aircraft during the flight or series of flights, provided that the batteries meet the provisions of Table 9.1.5. Spare lithium batteries must be individually protected so as to prevent short circuits when not in use.

Note: Dangerous goods intended as replacements for those referred to in 9.1.3.1 a, b and c above may not be carried.

C.1.3.2 Medical Aid for a Patient

An approval is not required for Dangerous Goods which are carried in flight for medical aid for a patient, such as gas cylinders, drugs, medicines, other medical material (e.g. sterilising wipes) and lithium batteries, providing:

(a) The gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas.

(b) The drugs and medicines and other medical matter are under the control of trained personnel during the time when they are in use.

(c) Proper provision is made to stow and secure all the equipment during take-off and landing and at all other times when deemed necessary by the Commander in the interests of safety.

C.1.4 Operator Approval for Dangerous Goods Carried by Passenger or Crew

Some specific dangerous goods items which may be carried by passengers or crew require an operator approval.

The carriage of firearms and ammunition is approved by easyJet provided the conditions and processes described in this manual.

Each passenger wishing to carry dangerous goods items other than firearms and ammunition shall contact easyJet Customer Services prior to travel. easyJet will issue an approval if the item meets the conditions of Table of Provisions for Dangerous Goods Carried by Passengers or Crew. The approval is recorded in the passenger's reservation.

The passenger shall advise the Ground Handling Partner prior to boarding.

In exceptional cases, this approval may be given verbally to the Commander by the Duty Pilot. In the absence of an approval, the item shall not be carried.

Crew members have received the required dangerous goods training and are permitted to carry dangerous goods in accordance with the provisions of Table of Provisions for Dangerous Goods Carried by Passengers or Crew.

C.1.5 Items that may be Carried by Passengers and Crew

C.1.5.1 Excepted Items

An approval is not required for those dangerous goods which, according to the Technical Instructions, can be carried by passengers or crew members.

Passengers or crew are forbidden to carry dangerous goods either as or in carry-on baggage, checked baggage or on their person unless the dangerous goods are permitted in accordance with the table below and:

(a) Carried by passengers or crew for personal use only;

(b) Contained in baggage that has been separated from its owner during transit (e.g. lost baggage or improperly routed baggage).

The entry in the table that most appropriately describes the item or article must be selected. For instance, electronic cigarettes must meet the requirements of the entry for "Battery-powered portable electronic smoking devices" not the entry for lithium batteries or non-spillable batteries.

An item or article that contains multiple dangerous goods must meet all applicable entries. For instance, the restrictions and conditions for entries 1) and 14) apply to an avalanche backpack that contains lithium batteries and gas cartridges.

Active devices must meet defined standards for electromagnetic radiation to ensure that the operation of the devices does not interfere with aircraft systems.

Where an entry requires compliance with specific UN tests or Special Provisions, if considered necessary (e.g. to grant easyJet's approval for carriage), passengers should be able to confirm that the applicable requirements have been met. For items such as batteries, the passenger should be able to obtain confirmation from the manufacturer or distributor of the item.

Baggage intended to be carried in the cabin that is placed in the hold must only contain dangerous goods permitted in checked baggage. When baggage intended as carry-on is placed into the hold for carriage, the passenger must confirm that dangerous goods which are only permitted in carry-on baggage (e.g. lithium batteries, including power banks) have been removed.

Note 1: The following dangerous goods may be commonly carried by passengers on other modes of transport, however, they are prohibited either as or in carry-on baggage or checked baggage:

(a) Personal medical oxygen devices that utilise liquid oxygen;

(b) Electroshock weapons (e.g. tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc.;

(c) "Strike anywhere" matches;

(d) Lighter fuel and lighter refills;

easyJet

(e) Premixing burner lighter without a means of protection against unintentional activation; and

(f) Battery-powered lighters powered by a lithium ion or lithium metal battery (e.g. laser plasma lighters, tesla coil lighters, flux lighters, arc lighters and double arc lighters) without a safety cap or means of protection against unintentional activation.

Note 2: Exceptions found in the Technical Instructions from the restrictions on carriage by passengers and crew (e.g. by application of a Special Provision) are not reproduced in the tables below. The following dangerous goods are not subject to the Technical Instructions:

(a) Radio-pharmaceuticals contained within the body of a person as the result of medical treatment; and

(b) Energy efficient lamps when in retail packaging and intended for personal or home use.

Note 3: Air Cylinders for purposes such as scuba diving, if empty (with valve removed) are not classified as dangerous goods so are permitted for carriage by passenger or crew.

C.1.5.2 Loading of Battery Powered Mobility Aids – General Requirements

A battery powered mobility aid with installed batteries must be secured, by use of straps, tie-downs or other restraint devices.

The mobility aid, the batteries, electrical cabling and controls must be protected from damage including by the movement of baggage, mail or cargo.

The following must be verified:

(a) The battery terminals are protected from short circuits (e.g. by being enclosed within a battery container); and

(b) The battery is either:

1. Securely attached to the mobility aid and the electrical circuits are isolated following the manufacturer's instructions; or

2. Removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer's instructions.

Note: To check that electrical circuits are isolated (inactive), place the device into drive mode (i.e. not freewheel mode), see if the mobility aid will power up and if so whether use of the joystick results in the mobility aid moving. It must also be verified that the circuits of supplemental motorised systems such as seating systems have been inhibited to prevent inadvertent operation, e.g. by the separation of cable connectors. If an electric mobility aid has not been made safe for carriage, it must not be loaded.

C.1.5.3   Additional Requirements for Non-Spillable Wet Battery Powered Mobility Aids

The passenger has confirmed that the battery is a non-spillable wet battery that complies with Special Provision A67.

A maximum of one spare battery may be carried per passenger.

Any battery(ies) removed from the mobility aid and any spare battery must be carried in strong, rigid packaging, protected from short circuit and stowed in the cargo compartment.

The operator must inform the pilot-in-command of the location of any mobility aids with installed batteries, removed batteries and spare batteries.

C.1.5.4   Spillable Batteries

easyJet does not permit the carriage of spillable batteries.

C.1.5.5   Additional Requirements Lithium Ion Battery Powered Mobility Aids

Any battery removed from the mobility aid and any spare batteries must be carried in the cabin and protected from damage (e.g. by placing each battery in a protective pouch) and the battery terminals protected from short circuit (by insulating the terminals, e.g. by taping over exposed terminals).

A removed battery must not exceed 300 Watt-hours (Wh). In addition, one spare not exceeding 300 Wh or two spares not exceeding 160 Wh are permitted.

The operator must inform the pilot-in-command of the location of any mobility aids with installed lithium ion batteries, removed batteries and spare batteries.

Note: The calculation used to determine watt hours is: Volts × ampere hour (Ah) = watt hours.

C.1.5.6   Table of Provisions for Dangerous Goods Carried by Passengers or Crew

Table C.1.5.6 (1) Table of Provisions for Dangerous Goods Carried by Passengers or Crew

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
Batteries				

Ground Handling Manual - Expiry Date: **31-Mar-2025**
Uncontrolled if printed

easyJet

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
1) Lithium batteries (including portable electronic devices)	Yes (except for g) and h)) (See j)	Yes (See j)	(see c) and d))	(a) Each battery must be of a type which meets the requirements of each test in the UN *Manual of Tests and Criteria*, Part III, subsection 38.3; (b) Each battery must not exceed the following: • For lithium metal batteries, a lithium content of 2 grams; or • For lithium ion batteries, a Watt-hour rating of 100 Wh; (c) Each battery may exceed 100 Wh but not exceed 160 Wh for lithium ion with the approval of the operator. Approval will be automatically given on the easyJet website for lithium ion batteries up to 160 Wh; (d) Each battery may exceed 2 grams but not exceed 8 grams lithium content for lithium metal for portable medical electronic devices with the approval of the operator; (e) Batteries contained in portable electronic devices should be carried as carry-on baggage; however, if carried as checked baggage: • Measures must be taken to prevent unintentional activation and to protect the devices from damage; and • The devices must be completely switched off (not in sleep or hibernation mode); (f) Batteries and heating elements must be isolated in portable electronic devices capable of generating extreme heat, which could cause a fire if activated, by removal of the heating element, battery or other components; (g) Spare batteries, including power banks: • Must be carried as carry-on baggage; and • Must be individually protected so as to prevent short circuits (by placement in original retail packaging or by otherwise insulating terminals, e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch); (h) Baggage equipped with a lithium battery(ies) exceeding: • For lithium metal batteries, a lithium content of 0.3 grams; or • For lithium ion batteries, a Watt-hour rating of 2.7 Wh must be carried as carry-on baggage unless the battery(ies) is removed from the baggage, in which case the battery(ies) must be carried in accordance with g); (i) No more than two spare batteries meeting the requirements of c) or d) may be carried per person. (j) No more than 15 portable electronic devices are permitted to be carried per person.

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions

2) Non-spillable wet, nickel metal hydride, and dry batteries	Yes	Yes	No	(a) For a non-spillable battery:
				  1. Must meet the requirements of Special Provision A67;
				  2. Each battery must not exceed a voltage of 12 volts and a Watt-hour rating of 100 Wh;
				  3. Each battery must be protected from short circuit by the effective insulation of exposed terminals;
				  4. No more than two spare batteries per person may be carried; and
				  5. If contained in equipment, the equipment must be either protected from unintentional activation, or each battery must be disconnected and its exposed terminals insulated;
				(b) For a dry battery or nickel-metal hydride battery, each battery must comply with Special Provision A123 or A199, respectively; and
				(c) Batteries and heating elements must be isolated in battery powered equipment capable of generating extreme heat, by removal of the heating element, battery or other components.

3) Battery-powered portable electronic smoking devices (e.g. e-cigarettes, ecigs, ecigars, epipes, personal vaporizers, electronic nicotine delivery systems)	No	Yes	No	(a) If powered by lithium batteries, each battery must comply with restrictions of 1) a), b), g) and j); (b) The devices and/or batteries must not be recharged on board the aircraft; and (c) Measures must be taken to prevent unintentional activation of heating element while on board the aircraft.

Ground Handling Manual - Expiry Date: **31-Mar-2025**
Uncontrolled if printed

easyJet

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions

4) Mobility aids (e.g. wheelchairs) powered by:
• spillable batteries;
• non-spillable wet batteries;
• dry batteries;
• nickel-metal hydride batteries; or
• lithium ion batteries
	Yes	(See e)	Yes	(a)For use by passengers whose mobility is restricted by either a disability, their health or age, or a temporary mobility problem (e.g. broken leg);
				(b)The passenger should make advance arrangements with each operator and provide information on the type of battery installed and on the handling of the mobility aid (including instructions on how to isolate the battery);
				(c)In the case of a dry battery or nickel-metal hydride battery, each battery must comply with Special Provision A123 or A199, respectively;
				(d)In the case of a non-spillable wet battery:
				  1. Each battery must comply with Special Provision A67; and
				  2. A maximum of one spare battery may be carried per passenger;
				(e)In the case of a lithium ion battery:
				  1. Each battery must be of a type which meets the requirements of each test in the UN Manual of Tests and Criteria, Part III, subsection 38.3;
				  2. When the mobility aid does not provide adequate protection to the battery:
				    • The battery must be removed in accordance with the manufacturer's instructions;
				    • The battery must not exceed 300 Wh;
				    • The battery terminals must be protected from short circuit (by insulating the terminals, e.g. by taping over exposed terminals);
				    • The battery must be protected from damage (e.g. by placing each battery in a protective pouch); and
				    • The battery must be carried in the cabin;
				  3. A maximum of one spare battery not exceeding 300 Wh or two spare batteries not exceeding 160 Wh each may be carried. Spare batteries must be carried in the cabin.
				(f)easyJet does not permit the carriage of spillable batteries.

Flames and Fuel Sources

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
5) Cigarette lighter Small packet of safety matches	No	(See b)	No	(a)No more than one per person; (b)Must be carried on the person; (c)Must not contain unabsorbed liquid fuel (other than liquefied gas); and (d)If a cigarette lighter is powered by lithium batteries, each battery must comply with restrictions of 1) a), b) and g) and 3) b) and c)

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
6) Alcoholic beverages containing more than 24 per cent but not more than 70 per cent alcohol by volume	Yes	Yes	No	(a)Must be in retail packagings; and (b)No more than 5 L total net quantity per person. **Note:** Alcoholic beverages containing not more than 24 per cent alcohol by volume are not subject to any restrictions.
7) Internal combustion engines or fuel cell engines	Yes	No	No	Measures must be taken to nullify the hazard. Refer to Special Provision A70 for more information.

Ground Handling Manual - Expiry Date: **31-Mar-2025**
Uncontrolled if printed

easyJet

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
8) Fuel cells containing fuel	No	Yes	No	(a) Fuel cell cartridges may only contain flammable liquids, corrosive substances, liquefied flammable gas, water reactive substances or hydrogen in metal hydride
Spare fuel cell cartridges	Yes	Yes	No	(b) Refuelling of fuel cells on board an aircraft is not permitted except that the installation of a spare cartridge is allowed; (c) The maximum quantity of fuel in any fuel cell or fuel cell cartridge must not exceed: • For liquids 200 mL; • For solids 200 grams; • For liquefied gases, 120 mL for non-metallic fuel cell cartridges or 200 mL for metal fuel cell or fuel cell cartridges; and • For hydrogen in metal hydride, the fuel cell or fuel cell cartridges must have a water capacity of 120 mL or less; (d) Each fuel cell and each fuel cell cartridge must conform to IEC 62282-6-100 Ed. 1, including Amendment 1, and must be marked with a manufacturer's certification that it conforms to the specification. In addition, each fuel cell cartridge must be marked with the maximum quantity and type of fuel in the cartridge; (e) Fuel cell cartridges containing hydrogen in metal hydride must comply with the requirements in Special Provision A162; (f) No more than two spare fuel cell cartridges may be carried by a passenger; (g) Fuel cells containing fuel are permitted in carry-on baggage only; (h) Interaction between fuel cells and integrated batteries in a device must conform to IEC 62282-6-100 Ed. 1, including Amendment 1. Fuel cells whose sole function is to charge a battery in the device are not permitted; (i) Fuel cells must be of a type that will not charge batteries when the portable electronic device is not in use and must be durably marked by the manufacturer: "APPROVED FOR CARRIAGE IN AIRCRAFT CABIN ONLY" to so indicate; and (j) In addition to the languages which may be required by the State of Origin for the markings specified above, English should be used.

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
Gases in Cylinders and Cartridges				
9) Cylinders of oxygen or air required for medical use	Yes	Yes	Yes	(a)No more than 5 kg gross mass per cylinder; (b)Cylinders, valves and regulators, where fitted, must be protected from damage which could cause inadvertent release of the contents; (c)Advance arrangements recommended; and (d)The pilot-in-command must be informed of the number of oxygen or air cylinders loaded on board the aircraft and their loading location(s).
10) Cartridges of Division 2.2 worn for the operation of mechanical limbs	Yes	Yes	No	(a)Spare cartridges of a similar size are also allowed, if required, to ensure an adequate supply for the duration of the journey.
11) Cartridges of hydrocarbon gas contained in hair styling equipment	Yes	Yes	No	(a)No more than one per person; (b)The safety cover must be securely fitted over the heating element; and (c)Spare cartridges must not be carried.
12) Cartridges of Division 2.2 with no subsidiary hazard fitted into a self-inflating personal safety device intended to be worn by a person, such as a life-jacket or vest	Yes	Yes	Yes	(a)No more than two personal safety devices per person; (b)The personal safety device(s) must be packed in such a manner that they cannot be accidentally activated; (c)Must be for inflation purposes; (d)No more than two cartridges are fitted into each device; and (e)No more than two spare cartridges per device.

Ground Handling Manual - Expiry Date: **31-Mar-2025**
Uncontrolled if printed

easyJet

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
13) Cartridges of Division 2.2 with no subsidiary hazard for other than a self-inflating personal safety device	Yes	Yes	Yes	(a)No more than four cartridges per person; and (b)The water capacity of each cartridge must not exceed 50 mL. **Note:** For carbon dioxide, a gas cartridge with a water capacity of 50 mL is equivalent to a 28 g cartridge.
14) Cartridges and cylinders of Division 2.2 with no subsidiary hazard contained in an avalanche rescue backpack	Yes	Yes	Yes (see a)	(a)No more than one avalanche rescue backpack per person. Approval will be automatically given on the easyJet website for the carriage of one avalanche rescue backpack per person; (b)The backpack must be packed in such a manner that it cannot be accidentally activated; (c)May contain a pyrotechnic trigger mechanism which must not contain more than 200 mg net of Division 1.4S; and (d)The airbags within the backpack must be fitted with pressure relief valves.

Radioactive Material

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
15) Radioisotopic cardiac pacemakers or other pacemakers or other medical devices	n/a (see restrictions)	n/a (see restrictions)	No	Must be implanted into a person or fitted externally as the result of medical treatment.

Mercury

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
16) Small medical or clinical thermometer which contains mercury	Yes	No	No	(a)No more than one per person; and (b)Must be in its protective case.

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
Other Dangerous Goods				
17) Non-radioactive medicinal articles (including aerosols), toiletry articles (including aerosols) and aerosols in Division 2.2 with no subsidiary hazard	Yes	Yes	No	(a) No more than 0.5 kg or 0.5 L total net quantity per single article; (b) No more than 2 kg or 2 L total net quantity of all articles (e.g. four aerosol cans of 0.5 L each) per person; (c) Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents; and (d) The release of gas must not cause extreme annoyance or discomfort to crew members so as to prevent the correct performance of assigned duties.

18) Dry ice	Yes	Yes	Yes	(a) No more than 2.5 kg per person;
				(b) Used to pack perishables that are not subject to these Instructions;
				(c) The package must permit the release of carbon dioxide gas; and
				(d) When carried as checked baggage, each package must be marked:
				  1. "DRY ICE" or "CARBON DIOXIDE, SOLID" and
				  2. The net weight of dry ice or an indication that the net weight is 2.5 kg or less.

19) Cartridges in Division 1.4 (UN 0012 or UN 0014 only)	Yes	No	Yes	(a) No more than 5 kg gross mass per person; (b) Must be securely packaged; (c) Must not include ammunition with explosive or incendiary projectiles; and (d) Allowances for more than one person must not be combined into one or more packages.
20) Permeation devices	Yes	No	No	Instructions on how to package permeation devices for calibrating air quality monitoring equipment are found in Special Provision A41.
21) Non-infectious specimens in flammable solutions	Yes	Yes	No	Instructions on how to package and mark specimens are found in Special Provision A180.

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operator is Required	Restrictions
22) Refrigerated liquid nitrogen	Yes	Yes	No	Must be contained in insulated packagings (e.g. dry shippers) that would not allow the build-up of pressure and be fully absorbed in a porous material so that there is no free liquid that could be released from the packaging. Refer to Special Provision A152 for more information.
23) Dangerous goods incorporated in security type equipment, such as attaché cases, cash boxes, cash bags, etc.	Yes	No	Yes	The security-type equipment must be equipped with an effective means of preventing accidental activation and the dangerous goods incorporated in the equipment must meet the conditions of Special Provision A178.

C.1.5.7   OPCW

The Organisation for the Prohibition of Chemical Weapons (OPCW) and government agencies listed in the table below may carry specified instruments containing dangerous goods when carried by staff members on official travel.

Provisions for Instruments Carried by OPCW and Government Agencies

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operation (s) is Required	Restrictions
1. Instruments containing radioactive material (i.e. chemical agent monitor (CAM) and/or rapid alarm and identification device monitor (RAID-M))	Yes	Yes	Yes	(a)The instruments must not exceed the activity limits for 'excepted packages'; (b)Must be securely packed; and (c)Must be carried by staff members of the Organisation for the Prohibition of Chemical Weapons (OPCW) on official travel.

Dangerous Goods	Checked Baggage	Carry-on Baggage	Approval of the Operation (s) is Required	Restrictions
2. A mercurial barometer or mercurial thermometer	No	Yes	Yes	(a)Must be carried by a representative of a government weather bureau or similar official agency; (b)Must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leak-proof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position; and (c)The pilot-in-command must be informed of the barometer or thermometer.

C.1.6   Provision of Information

C.1.6.1   Information to easyJet Personnel

Information to the easyJet's personnel and to the persons in charge for easyJet is provided in initial/basic and recurrent training.

C.1.6.2   Information to Passengers

easyJet publishes information on the easyJet website for the types and quantities of dangerous goods which may be carried on board an aircraft, as well as those that are forbidden. This information is provided as part of the on-line booking and check-in process. The check-in process cannot be completed until the passenger has indicated that they have understood the restrictions on dangerous goods in baggage.

Additionally, notices informing passengers of the types of dangerous goods which they are forbidden to transport aboard an aircraft are prominently displayed at each of the places at an airport where boarding passes are issued, passengers are checked-in (including automated check-in) and at aircraft boarding areas.

easyJet

C.1.7 Marking and Labelling of Packages

Articles and substances meeting the dangerous goods classification criteria are assigned a 'UN Number' under the United Nations classification system. This consists of a four-digit number preceded by the capital letters 'UN'. Packages of dangerous goods must be marked with the UN Number(s) applicable to their contents. Packages containing dangerous goods can also be identified by labels indicating the hazard of the goods by their class or division or by the presence of certain handling labels/markings.

As no approval for the transport of dangerous goods is held, dangerous goods bearing any UN Number, hazard label; the radioactive material, excepted package handling label; the lithium battery mark; the environmentally hazardous substances mark; or the excepted or limited quantities marking must not be loaded on an aircraft (except as identified in General Exceptions).

When dangerous goods markings or labels are seen on items not declared as dangerous goods it is often an indication that they do contain such goods. Undeclared dangerous goods must not be loaded on an aircraft and a Dangerous Goods safety report submitted via SafetyNet.

CLASS 1 – EXPLOSIVE

* Division and compatibility group

** Compatibility group

CLASS 2 – GASES

Flammable gas (Division 2.1)

Non-flammable, non-toxic gas (Division 2.2)

Toxic gas (Division 2.3)

CLASS 3 – FLAMMABLE LIQUID

easyJet

CLASS 4 – FLAMMABLE SOLIDS, SUBSTANCE LIABLE TO SPONTANEOUS COMBUSTION; SUBSTANCE WHICH, IN CONTACT WITH WATER, EMIT FLAMMABLE GASES.

Flammable solid (Division 4.1)

Substance liable to spontaneous combustion (Division 4.2)

Substance which, in contact with water, emits flammable gas (Division 4.3)

CLASS 5 – OXIDISING SUBSTANCES AND ORGANIC PEROXIDES

Oxidising substance (Division 5.1)

Organic peroxide (Division 5.2) (flame may be black or white)
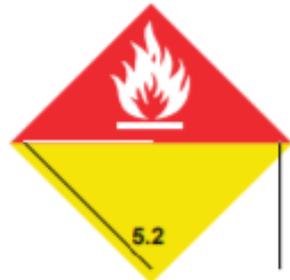
CLASS 6 – TOXIC AND INFECTIOUS SUBSTANCES

Toxic substance (Division 6.1)

Infectious substance (Division 6.2)

The bottom part of the label should bear the inscription:

"INFECTIOUS SUBSTANCE — In case of damage or leakage immediately notify public health authority"

CLASS 7 – RADIOACTIVE MATERIAL

Category I

Category II

Category III

Criticality safety index label

Radioactive Material, Excepted Package

This package contains radioactive material, excepted package and is in all respects in compliance with the applicable international and national governmental regulations.

UN _____
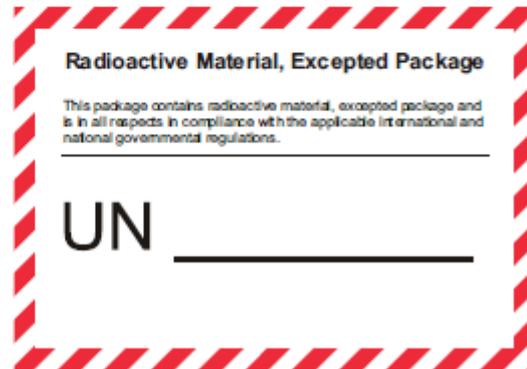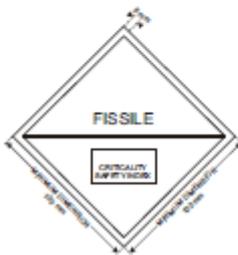
CLASS 8 – CORROSIVE

CLASS 9 – MISCELLANEOUS

Class 9 label for Section I, IA and IB lithium battery shipments.

Miscellaneous – Lithium Cells and Batteries

HANDLING LABELS

Packages of dangerous goods may also bear labels providing handling information; these are:

Magnetized material

MAGNETIZED MATERIAL
KEEP AWAY FROM AIRCRAFT COMPASS DETECTOR UNIT

Cargo aircraft only

CARGO AIRCRAFT ONLY
FORBIDDEN IN PASSENGER AIRCRAFT
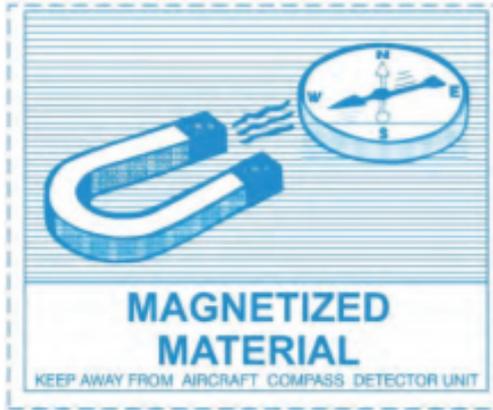
Cryogenic liquid label

CONTAINS CRYOGENIC LIQUID
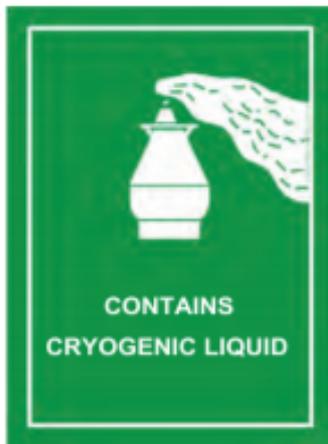
Package orientation
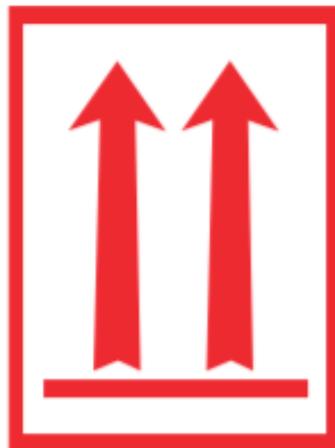
(red or black)

Keep away from heat

keep away from heat

LITHIUM BATTERY MARK

Minimum dimension 100 mm

* Place for UN number(s)

ENVIRONMENTALLY HAZARDOUS SUBSTANCES MARK

Packages containing environmentally hazardous substances (UN Nos. 3077 and 3082) must be durably marked with the environmentally hazardous substance mark with the exception of packages containing a net quantity per single or inner packaging of 5 L or less for liquids or having a net mass per single or inner packaging of 5 kg or less for solids – such packages are not subject to the ICAO Technical Instructions other than specified packaging requirements.

EXCEPTED QUANTITIES MARK

Packages containing excepted quantities of dangerous goods can be identified from the following:

Hatching and symbol of the same colour, black or red, on white or suitable contrasting background.

* Place for class or, when assigned, the division number(s).

** Place for name of shipper or consignee, if not shown elsewhere on the package.

LIMITED QUANTITIES MARK

Packages containing limited quantities of dangerous goods can be identified from the following:

Many dangerous goods when in reasonably limited quantities present a reduced hazard during transport and can safely be carried in good quality packaging that have not been tested and marked as is required for UN Specification packaging required for larger quantities of dangerous goods. Packages containing limited quantities of dangerous goods must be marked with a diamond shaped mark. When presented for carriage by air, the mark must additionally include a "Y" which indicates compliance with the provisions of the ICAO Technical Instructions, some of which are more stringent than those of the UN Model Regulations and of other modes of transport.

Note: The marking depicted here but without the "Y" indicates that the package contains dangerous goods in limited quantities as permitted by surface transport regulations (ADR/IMDG) which may not be acceptable for air transport. A package so marked and offered for transport in the absence of a dangerous goods transport document must be reported to the appropriate authority where the goods are discovered as a discovery of undeclared dangerous goods.

C.2   DUTIES OF ALL PERSONNEL INVOLVED

C.2.1   Detailed Assignments of Responsibilities

Persons Receiving or Handling General Cargo, Mail and Stores	• Recognition of undeclared dangerous goods. • Dealing with dangerous goods that are found damaged or leaking during processing for transport. • If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority via SafetyNet.
Reservations	• Ensuring that information is provided with the passenger ticket or in another manner such that prior to or during the check-in process the passenger receives the information. • Considering passenger requests for approval of the operator for items of dangerous goods requiring such approval.
Persons Handling Passengers	• Ensuring that the provisions concerning passengers and dangerous goods are complied with. • Ensuring that notices are displayed in sufficient number and prominence at each of the places at an airport where tickets are issued, passengers checked in and aircraft boarding areas maintained, and at any other location where passengers are checked in. • With the aim of preventing dangerous goods which passengers are not permitted to have from being taken on board an aircraft in their baggage, seeking confirmation from a passenger about the contents of any item where there are suspicions that it may contain dangerous goods. • Ensuring that the discovery of prohibited dangerous goods (after a passenger has checked in) is reported to the appropriate Authority via SafetyNet.
Flight Crew	• Identification of the required documentation. • Application of Operator requirements. • Recognition of the potential hidden dangerous goods. • Ensuring that the provisions concerning passengers and dangerous goods are complied with. • Taking appropriate actions in case of a dangerous goods incident in-flight. • Informing ICC Operations and ATC in the event of an incident resulting in a dangerous goods emergency. • Reporting dangerous goods occurrences via SafetyNet (incident or accidents involving dangerous goods). Refer to Section C.5.1, Flight Crew Dangerous Goods Incident Procedures and Section C.6, Incidents and Accident Report.

Cabin Crew	• Recognition of the potential hidden dangerous goods. • Ensuring that the provisions concerning passengers and dangerous goods are complied with. • Ensuring that baggage intended to be carried in the cabin that is placed in the hold must only contain dangerous goods permitted in checked baggage. • Responding to a dangerous goods incident or accident in the cabin. • Informing Flight Crew in the event of a dangerous goods incident or accident in the cabin. • Reporting dangerous goods occurrences via SafetyNet in liaison with Flight Crew (incident or accidents involving dangerous goods). Refer to Section C.5.2, Cabin Crew Dangerous Goods Incident Procedures and Section C.6, Incidents and Accident Report.
Operations Personnel	• If there is a dangerous goods incident or accident, or if undeclared dangerous goods are detected, a report is made to the appropriate Authority via SafetyNet.
Trainers	• Provision of initial and recurrent dangerous goods training commensurate with the responsibilities of the personnel concerned.
Quality Auditors	• Establishment and operation of the Quality System to monitor compliance with procedures for dangerous goods, provision of dangerous goods training, etc. • Collation and assessment of details of dangerous goods incidents, accidents and the discovery of undeclared dangerous goods within the accident prevention and flight safety programme.

C.3   TRAINING

C.3.1   Basic Training

Dangerous goods basic training – training and syllabus requirements are documented in OMDC Appendix I – Dangerous Goods.

C.3.2   Recurrent Training

All personnel required to have Dangerous Goods recurrent training are detailed in OMDC Appendix I – Dangerous Goods. Recurrent training must be provided within 24 months of previous training in addition to the remainder of the month of completion to ensure knowledge is current. If recurrent training is completed within the final three months of validity of previous training, the period of validity shall extend from the month of completion until 24 months from the expiry month of that previous training. Staff, whose training has expired, are not permitted to be involved in the easyJet operation and must be removed from front line duty until this training has been completed.

C.4 RECOGNITION OF UNDECLARED AND/OR HIDDEN DANGEROUS GOODS

C.4.1 Hidden Dangerous Goods

Personnel must be alert to indications that undeclared dangerous goods are present within cargo, mail or stores. Personnel interfacing with passengers must be alert to indications that prohibited dangerous goods are carried by passengers or within their baggage.

Note: The Discovery of undeclared or mis-declared Dangerous Goods or the discovery of Dangerous Goods forbidden for carriage by passengers (discovered after the check-in process) must be reported through ASR.

The following is a list of general descriptions that are often used for items in cargo or in passengers' baggage and the types of dangerous goods that may be included in any item bearing that description.

Description	Potential Hazards
Aircraft On Ground (AOG) spares	May contain explosives (flares or other pyrotechnics), chemical oxygen generators, unserviceable tyre assemblies, cylinders of compressed gas (oxygen, carbon dioxide or fire extinguishers), fuel in equipment, wet or lithium batteries, matches.
Automobile parts (car, motor, motorcycle)	May include engines (including fuel cell engines), carburetors or fuel tanks that contain or have contained fuel, wet or lithium batteries, compressed gases in tyre inflation devices and fire extinguishers, air bags, flammable adhesives, paints, sealants and solvents, etc.
Battery-powered devices/equipment	May contain wet or lithium batteries.
Breathing apparatus	May indicate cylinders of compressed air or oxygen, chemical oxygen generators or refrigerated liquefied oxygen.
Camping equipment	May contain flammable gases (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.) or flammable solids (hexamine, matches, etc.).
Cars, car parts	See automobile parts, etc.
Chemicals	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.
Consolidated consignments (groupages)	May contain any of the defined classes of dangerous goods.
Cryogenic (liquid)	Indicates refrigerated liquefied gases such as argon, helium, neon, nitrogen, etc.

Description	Potential Hazards
Cylinders	May contain compressed or liquefied gas.
Dental apparatus	May contain flammable resins or solvents, compressed or liquefied gas, mercury and radioactive material.
Diagnostic specimens	May contain infectious substances.
Diving equipment	May contain cylinders of compressed gas (e.g. air or oxygen). May also contain high intensity diving lamps that can generate extreme heat when operated in air. In order to be carried safely, the bulb or battery should be disconnected.
Drilling and mining equipment	May contain explosive(s) and/or other dangerous goods.
Dry shipper (vapour shipper)	May contain free liquid nitrogen. Dry shippers are only not subject to the Technical Instructions when they do not permit the release of any free liquid nitrogen irrespective of the orientation of the packaging.
Electronic equipment	May contain magnetised materials, mercury in switch gear, electron tubes, wet or lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.
Electrically-powered apparatus (wheelchairs, lawn mowers, golf carts, etc.)	May contain wet or lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.
Expeditionary equipment	May contain explosives (flares), flammable liquids (gasoline), flammable gas (camping gas) or other dangerous goods.
Film crew and media equipment	May contain explosive pyrotechnic devices, generators incorporating internal combustion engines, wet or lithium batteries, fuel, heat-producing items, etc.
Frozen embryos	May be packed in refrigerated liquefied gas or dry ice (solid carbon dioxide).
Frozen fruit, vegetables, etc.	May be packed in dry ice.
Fuel control units	May contain flammable liquids.
Hot-air balloon	May contain cylinders with flammable gas, fire extinguishers, engines (internal combustion), batteries, etc.
Household goods	May contain items meeting any of the criteria for dangerous goods. Examples include flammable liquids such as solvent-based paint, adhesives, polishes, aerosols (for passengers, those not permitted under ICAO Technical Instructions 8.1.1.2), bleach, corrosive oven or drain cleaners, ammunition, matches, etc.

Description	Potential Hazards
Instruments	May conceal barometers, manometers, mercury switches, rectifier tubes, thermometers, etc. containing mercury.
Laboratory/testing equipment	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances lithium batteries, cylinders of compressed gas, etc.
Machinery parts	May contain flammable adhesives, paints, sealants and solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas, etc.
Magnets and other items of similar material	May individually or cumulatively meet the definition of magnetised material.
Medical supplies/equipment	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances lithium batteries.
Metal construction material	May contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.
Metal fencing	May contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.
Metal piping	May contain ferro-magnetic material which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments.
Pharmaceuticals	May contain items meeting any of the criteria for dangerous goods, particularly radioactive material flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.
Photographic supplies/equipment	May contain items meeting any of the criteria for dangerous goods, particularly heat-producing devices, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.
Racing car or motorcycle team equipment	May contain engines (including fuel cell engines), carburetors or fuel tanks that contain fuel or residual fuel, wet and lithium batteries, flammable aerosols, nitromethane or other gasoline additives, cylinders of compressed gases, etc.
Refrigerators	May contain liquefied gases or an ammonia solution.
Repair kits	May contain organic peroxides and flammable adhesives, solvent-based paints, resins, etc.

Description	Potential Hazards
Samples for testing	May contain items meeting any of the criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidisers, organic peroxides, toxic or corrosive substances.
Semen	May be packed with dry ice or refrigerated liquefied gas (see also dry shipper).
Sporting goods/sports team equipment	May contain cylinders of compressed or liquefied gas (air, carbon dioxide, etc.), lithium batteries, propane torches, first aid kits, flammable adhesives, aerosols, etc.
Swimming pool chemicals	May contain oxidising or corrosive substances.
Switches in electrical equipment or instruments	May contain mercury.
Tool boxes	May contain explosives (power rivets), compressed gases or aerosols, flammable gases (butane cylinders or torches), flammable adhesives or paints, corrosive liquids, lithium batteries etc.
Torches	Micro torches and utility lighters may contain flammable gas and be equipped with an electronic starter. Larger torches may consist of a torch head (often with a self-igniting switch) attached to a container or cylinder of flammable gas.
Unaccompanied passengers' baggage/personal effects'	May contain items meeting any of the criteria for dangerous goods not permitted for carriage by passengers and crew.
Vaccines	May be packed in dry ice.

C.4.1.1 Consumer Labelling (Overview)

Some everyday household items bear consumer warning labels which may or may not indicate they are classified as dangerous goods in air transport. All over the world there are different laws on how to identify the hazardous properties of chemicals (called 'classification') and how information about these hazards is then passed to users (through consumer supply labels and safety data sheets for workers). This can be confusing because the same chemical can have different hazard descriptions in different countries. For example, a chemical could be labelled for supply as 'toxic' in one country, but not in another. For this reason, the UN brought together experts from different countries to create the Globally Harmonised System of Classification and Labelling of Chemicals (GHS).

The GHS has been implemented within Europe by the Regulation on Classification, Labelling and Packaging of Substances and Mixtures (known as the CLP Regulation).

C.4.1.2 GHS Labels

Products bearing the following GHS labels ARE classified as dangerous goods:

Note: A product bearing the GHS corrosive label (depicted far right above) is NOT classified as dangerous goods if the signal word 'Danger' and hazard statement 'causes serious eye damage' applies.

Products bearing the following GHS labels (and none of the above) are NOT classified as dangerous goods:

C.5 PROCEDURES FOR RESPONDING TO EMERGENCY SITUATIONS

Emergency procedures are described in the FCOM, QRH, OM B and CSPM.

If it is suspected that dangerous goods are involved, additional precautions should be considered.

C.5.1 Flight Crew Dangerous Goods Incident Procedures

(a) Keep flight deck door locked (except as required for removal of items from the flight deck).

  • Refer to QRH Abnormal and Emergency Procedures Smoke.

(b) Seatbelt sign on.

(c) Consider landing as soon as possible.

(d) For dangerous goods incidents in the passenger cabin, refer to cabin crew checklist and coordinate flight deck and cabin crew actions.

(e) After landing, disembark passengers and crew before opening any cargo hold doors if the source is suspected to be in a cargo hold.

C.5.2 Cabin Crew Dangerous Goods Incident Procedures

Initial Actions

Any incident involving suspected dangerous goods should be notified immediately to the Commander who must be kept informed of all actions taken and their effect.

(a) Ask the owner of the item to identify themselves and the item.

(b) Ask them to identify the potential hazards. The passenger may be able to give some guidance on the hazard(s) involved and how these could be dealt.

In Case of Fire Smoke Fumes

Standard emergency procedures must be used to deal with any fire. Refer to the CSPM for firefighting procedures.

In Case of Spillage or Leakage

Collect items for use in dealing with spillage or leakage:

(a) Smoke hood.

(b) Bio-hazard kit:

    1. A supply of paper towels or newspapers or other absorbent paper or fabric (e.g. seat cushion covers).

    2. Hypoallergenic gloves.

    3. At least two large plastic gash bags.

    4. At least three smaller plastic bags (bio-hazard bags) or if none available, sick bags.

    5. An empty canister.

Actions

(a) Don hypoallergenic gloves and smoke hood.

(b) If possible, move passengers away from the area.

(c) Place dangerous goods items in plastic bags.

If it is absolutely certain that the item will not cause a problem, the decision may be taken NOT to move it.

In most circumstances, however, it will be better to move the item and this should be done as detailed below:

(a) Prepare two plastic bags by rolling down the sides of the bags and place them on the cabin floor.

(b) Place the item, along with any paper towels or other materials and hypoallergenic gloves that have been used, inside the first bag ensuring that any part that is leaking is kept upright with the leak at the top.

(c) Close the bag while squeezing out any excess air and tie the bag tight enough to be secure but not so tight to that pressure equalisation cannot take place.

(d) Place this bag into the second prepared bag, and tie the bag in the same manner as the first bag.

In the case of a spill of known or suspect dangerous goods in powder form:

(a) Leave everything undisturbed.

(b) Do not use fire agent or water.

    (c)   Cover area with plastic bags.

    (d)   Keep area isolated until after landing.

In the case of a spill of known or suspect dangerous goods in liquid form:

    (a)   Leave everything undisturbed.

    (b)   Use fire agent or water as required.

    (c)   Cover area with plastic bags.

    (d)   Do not attempt to mop up the spillage.

    (e)   Keep area isolated until after landing.

Stowage and Containment

    (a)   To stow the plastic bags either place them in a fire retardant bag or in an empty canister.

    (b)   Ensure that any contaminated paper towels etc. are also stowed. Fire retardant bags should be sealed and canister doors closed.

    (c)   Place the canister or the fire retardant bag as far as possible from the flight deck and passengers. Use the rear toilet wherever possible. The toilet door should be locked from the outside.

    (d)   By using the toilet, any fumes will be vented away from the passengers and crew.

    (e)   Ensure when moving the fire retardant bag that it is sealed and upright or in case of a canister the door is at the top to prevent further leakage.

    (f)   When the bag or canister has been relocated, wedge them firmly in place to prevent them from moving and to keep the item upright.

    (g)   Ensure that the position of the bag or canister doesn't impede disembarkation from the aircraft.

    (h)   Treat contaminated seat cushions/covers/articles, in the same manner as the dangerous goods item.

After Landing

    (a)   Identify to ground personnel/emergency services dangerous goods item and where they are stowed.

    (b)   Pass on all information about the item.

    (c)   Make appropriate entry in the cabin defects log.

C.5.3   Ground Crew Dangerous Goods Incident Procedures

In the event of a safety incident or accident, the work must stop, the scene must be frozen and isolated and the event shall be immediately reported to line management, operating flight crew, easyJet ICC, the Airport Operations & Contract Manager (AOCM/GOM) and, as required, to local authorities. A GSR must be submitted for all incidents, accidents and near-misses.

C.6   INCIDENTS AND ACCIDENT REPORT

Dangerous goods incidents and accidents are reported to the National Aviation Authority in all instances within 72 hours of the event unless exceptional circumstances prevent this. To enable easyJet to be able to report this to the National aviation authority within the 72 hours, crew are required to complete a report in SafetyNet.

Dangerous Goods Accident: An occurrence associated with and related to the transport of dangerous goods by air which results in fatal or serious injury to a person or major property or environmental damage.

Dangerous Goods Incident: An occurrence other than a dangerous goods accident associated with and related to the transport of dangerous goods by air, not necessarily occurring on board an aircraft, which results in injury to a person, property or environmental damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardise an aircraft or its occupants is also deemed to be a dangerous goods incident.

easyJet must report any occasion when dangerous goods that are not permitted are discovered in the baggage or on the person of passengers (after check in) or crew members. This must be reported to the State of which it occurred.

Possible dangerous goods occurrences reportable under the Mandatory Occurrence Reporting Scheme include:

(a) Failure to prepare electric wheelchairs in order to prevent accidental activation.

(b) Electric wheelchairs found not to have been stowed and secured correctly.

(c) Leakage of dangerous goods from passenger baggage.

C.7   CARRIAGE OF WEAPONS

C.7.1   Firearms and Explosives

Handguns, automatic weapons, munitions, ammunitions, (including blank cartridges), pistol caps, fireworks, flares, pyrotechnics, smoke canisters and fire crackers, are not permitted for carriage on easyJet aircraft, with certain exceptions. The exceptions are: Sporting and Competition firearms and their ammunition (UN0012 and UN0014) and, in exceptional circumstances, weapons and munitions of war. Furthermore, there are circumstances in which Police and Personal Protection Officers may carry firearms.

C.7.2   Carriage of Sporting Weapons and Ammunition

Sporting weapons and ammunition for such weapons may be carried provided they are stowed in a place on the aircraft which is inaccessible to passengers during flight, i.e. as checked baggage and, in the case of firearms, unloaded.

All passengers intending to travel with firearms or ammunition must ensure they have the required:

   (a) Documentation and licences;

   (b) Export/import licences; and

   (c) Authorisation from local and national authorities.

Please note that some types of firearms are not permitted in certain countries and easyJet is unable to accept firearms for carriage to and within such countries. The passenger is solely responsible for requirements above being correct and up to date for any firearm(s) or ammunition. The passenger must also produce a valid identity document (e.g. passport). Ammunition is subject to the conditions set out in Items that may be Carried by Passengers and Crew.

C.7.3   Munitions of War

The carriage of any weapons or ammunition falling within this definition can only be shipped with the written permission of the Competent Authority. The suitability of the aircraft must be determined by strict compliance with the requirements of the air navigation order.

The carriage of weapons of war and associated ammunition is not permitted on easyJet aircraft, unless specifically authorised by the Competent Authority.

C.7.3.1   CS Gas

CS gas may not be carried on board or in the hold during flight.

For the purposes of security on the ground, when responding to a Commander's request for police attendance, Police Officers may board the aircraft with CS Gas. If CS gas is used in the cabin, special procedures must be followed before the aircraft returns to service.

APPENDIX D – EASYJET SECURITY

The easyJet security policy aims to protect its staff, Passengers, Ground Crew personnel, aircraft and facilities from acts of unlawful interference and violence throughout its operating network.

The key principle is that the measures implemented in response to any assessed threat should reduce the residual risk to an acceptable level.

All security procedures applicable to Ground Crew are outlined throughout the GHM. For Flight Ops and Cabin Ops their procedures are outlined in the Operations Manual Part A (OM-A) and Cabin Safety Procedures Manual (CSPM).

D.1 MANAGEMENT OF SECURITY RISK

Overall Country Threat Levels

An overall threat level is determined for each country within our network. The threat levels are categorised as below:

LOW: meaning rarely occurring security incidents have a minimal negative impact.

MOD: meaning infrequently occurring security incidents have a minor negative impact.

MED: meaning occasionally occurring security incidents have a significant negative impact.

HIGH: meaning frequently occurring security incidents have a severe negative impact.

E/HIGH: meaning persistently occurring security incidents have a critical negative impact.

easyJet Security Team is constantly updating ICC and Flight Operations of current risk levels around easyJet network and the corresponding required security measures.

Country Terrorist Aviation Risk Level

An overall terrorist aviation risk level is determined for each country within our network. This is based on an assessment of the perceived aviation terrorist threat and the standard of aviation security measures in place.

The threat levels are categorised as below:

LOW: Low

MOD: Moderate

MED: Medium

HIGH: High

E/HIGH: Elevated High

D.2 SECURITY OF AIR CARRIER MATERIALS USED FOR PASSENGER AND BAGGAGE PROCESSING

Air carrier materials which are used for the purposes of passenger and baggage processing (e.g. boarding passes, baggage tags, etc.) shall be protected or be under surveillance at all times in order to prevent unauthorised access.

This requirement also applies in terminal areas that are open to the public. (e.g. Bag drop/boarding gate desks.)

Discarded materials shall be destroyed to ensure that they are not used by unauthorised persons. Any document that contains personal data, such as a name or any reference that can be referred back to a passenger must be treated as confidential waste.

D.3 SECURITY QUESTIONS

EU 2015/1998 4.4.3 requires that:

"The air carrier shall ensure that passengers are informed of the prohibited articles list before check in is completed".

With the aim of preventing the carriage of dangerous goods or prohibited articles, in passengers' baggage or on their person, Ground Crew must seek confirmation from a passenger that they are not carrying any of the items that are not permitted. Where Ground Crew are suspicious that an item may contain items that are not permitted, they must seek further confirmation about the contents.

Additional security questions are not required except where local/national legislation exists.

D.3.1 List of Prohibited Articles

Prohibited articles are items which may pose a danger to the aircraft and/or occupants and may not be carried in the cabin and/or hold. Some of these items and substances may also be classified as dangerous goods as detailed in the Dangerous Goods chapter or ICAO Dangerous Good technical instructions.

The following lists apply to the UK and EU Member States (Including Switzerland, Norway and Iceland). Non-EU/non-UK lists may vary slightly depending on the country.

Passengers and Cabin Baggage

(Reference Attachment 4-C EU 2015–1998 (Adopted by UK))

Passengers are not permitted to carry the following articles into security restricted areas and on board an aircraft:

(a) guns, firearms and other devices that discharge projectiles;

- devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile, including:
  - firearms of all types, such as pistols, revolvers, rifles, shotguns,
  - toy guns, replicas and imitation firearms capable of being mistaken for real weapons,
  - component parts of firearms, excluding telescopic sights, – compressed air and CO_2 guns, such as pistols, pellet guns, rifles and ball bearing guns,
  - signal flare pistols and starter pistols,
  - bows, cross bows and arrows,
  - harpoon guns and spear guns,
  - slingshots and catapults;

(b) stunning devices – devices designed specifically to stun or immobilise, including:

- devices for shocking, such as stun guns, tasers and stun batons,
- animal stunners and animal killers,
- disabling and incapacitating chemicals, gases and sprays, such as mace, pepper sprays, capsicum sprays, tear gas, acid sprays and animal repellent sprays;

(c) objects with a sharp point or sharp edge;

- objects with a sharp point or sharp edge capable of being used to cause serious injury, including:
  - items designed for chopping, such as axes, hatchets and cleavers,

- ice axes and ice picks,

- razor blades,

- box cutters,

- knives with blades of more than 6 cm,

- scissors with blades of more than 6 cm as measured from the fulcrum,

- martial arts equipment with a sharp point or sharp edge,

- swords and sabres;

(d) workmen's tools;

- tools capable of being used either to cause serious injury or to threaten the safety of aircraft, including:

    - crowbars,

    - drills and drill bits, including cordless portable power drills,

    - tools with a blade or a shaft of more than 6 cm capable of use as a weapon, such as screwdrivers and chisels,

    - saws, including cordless portable power saws,

    - blowtorches,

    - bolt guns and nail guns;

(e) blunt instruments;

- objects capable of being used to cause serious injury when used to hit, including:

    - baseball and softball bats,

    - clubs and batons, such as billy clubs, blackjacks and night sticks,

    - martial arts equipment;

(f) explosives and incendiary substances and devices – explosives and incendiary substances and devices capable, or appearing capable, of being used to cause serious injury or to pose a threat to the safety of aircraft, including:

- ammunition,

- blasting caps,

- detonators and fuses,

- replica or imitation explosive devices,

- mines, grenades and other explosive military stores,

- fireworks and other pyrotechnics,

- smoke-generating canisters and smoke-generating cartridges,

- dynamite, gunpowder and plastic explosives.

- Passengers are not permitted to carry the following articles into security restricted areas and on board an aircraft:

    – guns, firearms and other devices that discharge projectiles – devices capable, or appearing capable, of being used to cause serious injury by discharging a projectile

    – stunning devices – devices designed specifically to stun or immobilise

    – objects with a sharp point or sharp edge – capable of being used to cause serious injury

    – workmen's tools – capable of being used either to cause serious injury or to threaten the safety of aircraft

    – blunt instrument – capable of being used to cause serious injury when used to hit

    – explosives and incendiary substances and devices – capable, or appearing capable, of being used to cause serious injury or to pose a threat to the safety of aircraft

Hold Baggage

(Reference Attachment 5-B EU 2015–1998 (Adopted by UK))

Passengers are not permitted to carry the following articles in their hold baggage:

- explosives and incendiary substances and devices – explosives and incendiary substances and devices capable of being used to cause serious injury or to pose a threat to the safety of aircraft, including:

    – ammunition,

    – blasting caps,

    – detonators and fuses,

    – mines, grenades and other explosive military stores,

    – fireworks and other pyrotechnics,

    – smoke-generating canisters and smoke-generating cartridges,

    – dynamite, gunpowder and plastic explosives.

D.3.1.1 Incapacitating Sprays (e.g. CS) and Electroshock Weapons (e.g. Taser)

Incapacitant Sprays (e.g. CS) and Electroshock Weapons (e.g. Taser) may not be carried on board or in the hold during flight and whilst there is an exemption for UK registered aircraft for Electroshock Weapons, this exemption will only be relied upon in extra-ordinary circumstances and with the authorisation of the Head of Security.

Exemption for UK registered aircraft

Electroshock weapons (e.g. Tasers) may be carried on UK AOC aircraft by UK Police Officers under the following conditions;

- easyJet approve the carriage in advance (as per normal procedures for Firearms).
- The weapon will be carried in an appropriate container in a manner that will prevent accidental activation and carried as the checked baggage of the Police Officer (Hold).
- The Aircraft Commander is informed, before the flight begins, of the location of the electroshock weapon.
- The flight is entirely within the UK airspace.

For the purposes of security on the ground, when responding to a request for police attendance, Police may board the aircraft with CS Gas. If CS gas is used in the cabin, special procedures must be followed before the aircraft returns to service

D.4 BOMB THREATS TO EASYJET AIRCRAFT

Threats may come in various forms. It could be via a telephone call, received directly or from information passed on from another source (for example the Police), a passenger could make a threat directly to a staff member, or the threat could come in the form of a written message.

It is recognised that most bomb threats are usually intended to cause a nuisance.

However, they must never be ignored as they could well precede an actual act of terrorism. Therefore, every bomb threat must be recorded and documented thoroughly and a full assessment made in order to determine its significance and the level of risk it represents so that the appropriate counter measures may be implemented.

Threats may be received at any time by anyone who has access to a telephone and all staff must be aware of the procedure to be adopted.

However, passengers do on occasions make inappropriate comments where they mention bombs or guns.

Where a passenger makes a comment about bombs or guns and it is clear that the comment is not serious or malicious; the following action is to be taken:

(a) Remind passenger we take security very seriously, and

(b) If they repeat the remark then they will be refused travel and may be banned from future travel, and

(c) Their conduct will be reported to the Police who may consider arrest and prosecution.

Provided they do not make further comments no further action may be considered appropriate.

Should they repeat or make similar remarks, if prior to a/c doors being closed, consideration should be given to off-loading passenger and calling the appropriate authority.

Where action is taken to off-load or refuse travel, a SafetyNet report must be submitted and Security will consider a ban, which can range from a few months to life-time. It must not be assumed that there will be a life-time ban as each case is assessed on its merits.

It is essential that before action is taken, the identity of the passenger is confirmed by checking their identity against a passport or other acceptable photo identification document.

D.4.1 Action on Receipt of a Bomb Threat

It is extremely important that the recipient of a bomb threat remains calm and obtains as much information from the caller as possible to help in the assessment process and the possible identification of the caller.

The person receiving the call directly should:

(a) Make a written note of the actual words used by the caller on the easyJet Threat Report Form.

(b) Alert a colleague to listen and to try and trace the call.

(c) Ask the caller:

1. WHERE is the bomb?

2. WHEN will it explode?

3. WHAT does it look like?

4. WHY are you doing this?

5. WHO are you or WHOM do you represent?

(d) If possible, test the credibility of the caller by making up a non-existent flight number, flight time or location and asking the caller whether that is the one to which he or she is referring.

(e) Complete the Threat Report Form. There are two pages to this form. If unable to find the form, do not delay, make notes about the call and report what happened.

(f) Pass the information on to a Supervisor, who will in turn telephone the Network Duty Manager on +44 (0) 1582 525 323 and fax a copy of the completed form to +44 (0) 1582 700 010 or scan and e-mail to Network Duty Manager on Network.DutyManager@easyjet.com.

THE FORM SHOULD NOT BE FURTHER CIRCULATED.

DO NOT ADVISE THE POLICE OR AIRPORT AUTHORITY OR AIRCRAFT CAPTAIN AT THIS STAGE.

THREAT REPORT FORM

TO BE COMPLETED BY THE RECIPIENT OF THE CALL.

NAME OF COMPANY:	DATE:	TIME THREAT RECEIVED: (Z)

PERSON TO WHOM ENQUIRIES SHOULD BE DIRECTED (DUTY SECURITY MANAGER):

CONTACT NUMBER:	POSITION:

MESSAGE (EXACT WORDS):

WHERE IS THE BOMB / THREAT? (APPLICABLE TO ALL TYPES OF THREAT RECEIVED)

TERMINAL	☐	AIRLINE PREMISES	☐	CATERING UNIT	☐	FUEL FARM	☐	HANDLING Partner	☐	CARGO AREA	☐

OTHER:

AIRCRAFT REGISTRATION	FLIGHT NUMBER	FLIGHT ROUTE	FROM:	TO:

DETAILS:

DID THE PERSON APPEAR FAMILIAR WITH THE BUILDING(S) OR AIRCRAFT BY HIS / HER DESCRIPTION OF THE BOMB LOCATION?	YES: ☐	NO: ☐

WHEN WILL IT EXPLODE? (APPLICABLE TO ALL TYPES OF THREAT RECEIVED)

IF MOVED	☐	AFTER TAKE-OFF	☐	IN-FLIGHT	☐	ALTITUDE	☐	IF OPENED	☐

DATE:	TIME:	DAY:	OTHER:

WHAT DOES IT LOOK LIKE? (APPLICABLE TO ALL TYPES OF THREAT RECEIVED)

SUITCASE	☐	BOX	☐	CARRIER BAG	☐	CARGO SHIPMENT	☐	CATERING EQUIPMENT	☐
BRIEFCASE	☐	LAPTOP COMPUTER	☐	TROLLEY BAG	☐	MOBILE PHONE	☐	AIRCRAFT EQUIPMENT	☐

OTHER / DESCRIPTION:

WHO ARE YOU? (APPLICABLE TO ALL TYPES OF THREAT RECEIVED)

NAME OF ORGANISATION:	NAME OF INDIVIDUAL:
WHERE ARE YOU NOW?	OTHER:

WHY ARE YOU DOING THIS? (APPLICABLE TO ALL TYPES OF THREAT RECEIVED)

CALLER CHARACTERISTICS (APPLICABLE TO TELEPHONE WARNINGS)

VOICE CHARACTERISTICS				SPEECH				BACKGROUND NOISE	
LOUD	☐	SOFT	☐	FAST	☐	SLOW	☐	TRAINS	☐
HIGH PITCHED	☐	DEEP	☐	CLEAR	☐	DISTORTED	☐	MUSIC	☐
RASPING	☐	PLEASANT	☐	STUTTER	☐	SLURRED	☐	KITCHEN	☐
INTOXICATED	☐			NASAL	☐			AIRCRAFT NOISE	☐
OTHER:				OTHER:				PUBLIC ANNOUNCEMENTS	☐

ACCENT				MANNER				OFFICE MACHINES	☐
SCOTTISH	☐	IRISH	☐	CALM	☐	ANGRY	☐	FACTORY MACHINES	☐
WELSH	☐	ENGLISH	☐	RATIONAL	☐	IRRATIONAL	☐	ROAD TRAFFIC	☐
NORTHERN	☐	LIVERPOOL	☐	COHERENT	☐	INCOHERENT	☐	PARTY	☐
COCKNEY	☐	GEORDIE	☐	DELIBERATE	☐	EMOTIONAL	☐	ANIMALS	☐
LONDON	☐	BIRMINGHAM	☐	RIGHTEOUS	☐	LAUGHING	☐	VOICES (E.G. CHILDREN)	☐
WEST COUNTRY	☐			OBSCENE	☐	PROPER	☐	NO BACKGROUND NOISE	☐
FOREIGN (SPECIFY):				OTHER:				OTHER:	

LANGUAGE SPOKEN BY THE CALLER:								
COMMAND OF THE LANGUAGE SPOKEN:	EXCELLENT	☐	GOOD	☐	FAIR	☐	POOR	☐
CALLER SEX:	MALE	☐	FEMALE	☐				

CALLER AGE:	CHILD	TEEN	YOUNG ADULT	MIDDLE AGED	OLD	UNKNOWN
	☐	☐	☐	☐	☐	☐

OTHER DETAILS (APPLICABLE TO MESSGAE OR ITEM FOUND. NOT APPLICABLE FOR TELEPHONE WARNINGS)

WHERE WAS THE MESSAGE FOUND?	
WHERE WAS THE MESSAGE WRITTEN?	
WHAT DOES THE MESSAGE SAY?	
WHAT IS THE ITEM?	
WHERE WAS THE ITEM FOUND?	

TELEPHONE WARNINGS – BACKGROUND DETAILS

MOBILE PHONE	☐	PAY PHONE	☐	PRIVATE PHONE	☐	INTERNAL CALL	☐	EXTERNAL CALL	☐
NUMBER DIALLED BY THE CALLER:									
NAME OF PERSON NORMALLY WORKING AT THAT WORK STATION:									

RECIPIENTS DETAILS (APPLICABLE TO ALL TYPES OF THREAT RECEIVED)

NAME OF THE PERSON WHO RECEIVED THE CALL OR FOUND THE THREAT:			
POSITION:			
THREAT REPORT FORM PASSED TO:		POSITION:	
DATE:		TIME:	
SIGNATURE:		DATE:	

NOW
1. PRINT THIS FORM,
2. SAVE AN ELECTRONIC COPY OF THIS FORM ON YOUR COMPUTER,
3. ADVISE EASYJET OPERATIONS CONTROL CENTRE (OCC) ON: +44 (0) 1582 525 109 AND
4. FAX THIS FORM TO OPERATIONS CONTROL CENTRE (OCC) ON: +44 (0) 1582 700 010

easyJet

D.4.2   Assessment and Categories of Threat

easyJet is solely responsible for the assessment of threats made towards its aircraft. Any threats received should be assessed as soon as possible by a suitably trained Threat Assessor. The Security Team maintains a list of trained and currently authorised Threat Assessors. The easyJet Threat Assessors are based within the following teams:

(a) Integrated Control Centre (ICC) – Network Duty Managers (NDMs)/Senior Operation Officers (SOO's)

(b) easyJet Security Team

D.5   AIRCRAFT PARKING SECURITY

The Ground Handling Partner must actively control access to the vicinity of the aircraft and to the screened hold baggage. It is the responsibility of all ground crew to be vigilant at all times to ensure that only identifiable, authorised personnel are permitted near or on the aircraft. Valid reasons for access to the aircraft Include;

(a) easyJet staff, employees of agents, Ground Handling Partner and third parties contracted to easyJet.

(b) Operating crew.

(c) Passengers (holding a valid boarding card).

(d) Members of the Police, Customs and Immigration authorities.

(e) Government Inspectors on duty.

The ground crew must report anything unusual or anyone behaving in a manner that causes concern to the Aircraft Captain.

Ground Crew should ensure that:

(a) Unless it is known that the person is an authorised person with legitimate reason for access they are challenged promptly to establish their identity and the reason for requiring access.

(b) All persons requiring access to the aircraft must be in possession of a valid airport identification card, for that airport, or hold a pass that allows unescorted access within the airport (e.g. regulatory officials).

(c) Any person who is unable to prove their identity and/or is not authorised to be in that location must be asked to leave the aircraft/area of the aircraft and airport security/local authority/police contacted. Where possible such persons must be escorted until they can be spoken to by airport security/ local authority or the police. If a member of staff is alone, or unsure, they must as far as is reasonably practicable, keep the person under observation until the arrival of the authorities.

D.5.1   Security of Aircraft on the Ground

When an aircraft is to be left unattended by an authorised person, it must be protected against unauthorised access by closing the doors/holds.

When the aircraft is parked in a part, other than a '**critical part**', any access aids must be removed and placed sufficiently far from the aircraft as to reasonably prevent access.

An aircraft with an PBB attached must have the door closed when left unattended.

Anyone finding an aircraft open and unattended, and therefore insecure, must report the fact to the designated person/department (e.g. Station Control) so that the aircraft can be secured. In such instances, the aircraft must be subjected to a full search prior to being brought into operation. Seal packs are available in specified locations e.g. Turkey, Egypt, Morocco, Tunisia and Jordan (list not exhaustive) for the sealing of aircraft doors, hatches and panels in the event of an unplanned stop.

Note: If seals are used, the person who seals the doors, normally a member of the Flight Crew, must record the seal numbers, together with their name and the record must be retained for 24 hours. When access is next required, an appointed person must examine the seals to ensure they accord with the written record and show no signs of tampering. Where seal numbers do not accord, or where there is evidence of tampering, easyJet ICC must be informed, the aircraft must be searched and an ASR/GSR raised.

Ground Crew Access to Aircraft During Crew Security Search

Ground crew are permitted to be on-board while operating crew are completing the security search where there is an operational reason to be there.

(a)   On most turnarounds cleaners should not enter the aircraft unless requested to do so. Operating crew will place rubbish bags at the aircraft door.

(b)   Caterers are allowed access to cater/decater. This can include walking through the cabin if required.

(c)   Ground Crew should have access to front of cabin and flight deck, but not enter any other part of the cabin without authorisation from the Cabin Manager.

(d)   Refueller should have access to the flight deck.

Ground crew should only have access to the areas they require. For example a Refueller should not board through the rear door and walk through the cabin, and a Ground Crew would not normally have a reason to walk up and down the passenger seating area of the cabin.

D.5.2 Hold Security Search

For certain flights, there is a further requirement to conduct a security search of the aircraft holds to ensure there are no prohibited articles inside.

Only suitably qualified personnel can complete these security searches and they are responsible for entering the holds and conducting a physical security search of all accessible areas.

Any items within the holds must be examined, if accessible without the use of tools, keys or other aids, without breaking seals and where a prohibited article could reasonably be hidden. The security search should be sufficient to locate any assembled explosive or incendiary devices.

If an aircraft security search is required and trained personnel are un-available, easyJet ICC must be contacted. After the security search has been completed, personnel responsible for the security search must inform the operating flight crew that the hold security search has been completed.

Hold Search Requirements

UK airport departures (Including Jersey and Isle of Man) – A search of the hold is required, before departures, when:

(a) There is reason to believe that unauthorised persons may have had access to the aircraft;

(b) The aircraft is operating a flight for the first time in a given day;

(c) The aircraft has arrived into the critical part from an airport other than a UK Domestic Airport (Including Jersey or Isle of Man);

(d) The aircraft that has been accessible in a part, other than the critical part (e.g. maintenance hangers, and is then moved to the critical part);

(e) The destination of the flight is Israel.

EU Member State airport departures (Including Switzerland, Norway and Iceland) – A search of the hold is required, before departures, when:

(a) There is reason to believe that unauthorised persons may have had access to the aircraft;

(b) The aircraft has arrived into the critical part from a country <u>other than</u>:

- Another EU Member State (Including Switzerland, Norway or Iceland);

- UK;

- Jersey;

- Isle of Man;

- Montenegro;

- Serbia (BEG only);

- Israel (TLV only).

(c) The aircraft has arrived from a Member State where it was in transit after having arrived from a third country not listed (b) above;

(d) The aircraft has been accessible in a part, other than the critical part (e.g. maintenance hangers, and is then moved to the critical part);

(e) The destination of the flight is Israel.

All other locations – A search of the hold is required before all departures.

Note: Not required during turnarounds in TLV.

D.6 ENHANCED SECURITY MEASURES

The Competent Authority may categorize all or specific flights of an air carrier to be under an increased threat for an indefinite or specific period of time requiring additional security measures depending upon the threat assessment. The consideration of flights under increased threat might also be based upon a request of another State.

This will be communicated and confirmed by the easyJet Security Team.

D.7 PROTECTION OF HOLD BAGGAGE

easyJet is responsible to ensure that hold baggage to be carried on board the aircraft is protected from unauthorized interference from the point it is accepted.

As long the hold baggage is kept within the critical part, the airport operator has to ensure its protection.

Passengers will not be allowed access to screened hold baggage, unless it is their own baggage and they are supervised to ensure that:

- No prohibited articles as listed in Appendix 5-B of the Commission Implementing Regulation (EU) 2015/1998 are introduced into the hold baggage (See D.3.1); or

- No prohibited articles as listed in Appendix 4-C of the Commission Implementing Regulation (EU) 2015/1998 are removed from the hold baggage and introduced into the security restricted areas or on board an aircraft (See D.3.1).

Hold baggage that has not been protected in accordance with the above provisions or where it is suspected that it has been subjected to unauthorised interference, it must be rescreened.

Note: The Ground Handling Partner are responsible for supervising the access to the hold baggage and arranging for rescreening in accordance with the above.

D.8 HOLD BAGGAGE RECONCILIATION

D.8.1 Hold Baggage Reconciliation

All hold bags loaded on to a flight must be properly accounted for and their carriage specifically authorised. easyJet require all stations to have a reconciliation process in place. Within the UK, additional triple A regulations apply. The use of an automated system is acceptable.

The process must ensure the following as a minimum:

(a) A hold baggage manifest, including a gate baggage manifest is produced to give Ground Crew the ability to determine the validity of each bag intended to travel.

(b) Unaccompanied baggage has been subjected to additional security screening and identified prior to acceptance.

(c) The manifest, including the gate baggage manifest is checked to ensure only bags for the respective flight are loaded.

(d) Checks are in place to ensure that all passengers who checked in hold baggage, including gate baggage have boarded the aircraft.

(e) The hold baggage, including gate baggage of any passenger who fails to board is offloaded.

(f) The total number of bag tags appearing on the manifest, including the gate baggage manifest is checked against the actual number of bags loaded.

(g) The manifest declaration form accurately represents baggage loaded on the aircraft.

(h) The manifest declaration form is signed prior to push back.

(i) The manifest declaration form and baggage manifest, including the gate baggage manifest are retained for a minimum of 7 days.

D.8.2 Unaccompanied Hold Baggage

The carriage of unaccompanied hold baggage is permitted on easyJet aircraft providing the baggage has been re-screened prior to acceptance and documented as such.

It is the duty of the Appointed Person to ensure that all unaccompanied hold baggage has been subjected to additional security screening prior to acceptance.

Intentionally Blank

easyJet

APPENDIX E – EASYJET AIRCRAFT CHARACTERISTICS

E.1 AIRCRAFT DIMENSIONS & CLEARANCES

The easyJet fleet consists of Airbus aircraft with and without sharklets fitted. The aircraft fitted with sharklets are classified under the ICAO classification as a "Code C" aircraft.

	A319	A320	A321
Wingspan	34.09 m	34.09 m/35.80 m (sharklets)	35.80 m
Length	33.84 m	37.57 m	44.51 m
Height	12.17 m	12.14 m	12.10 m
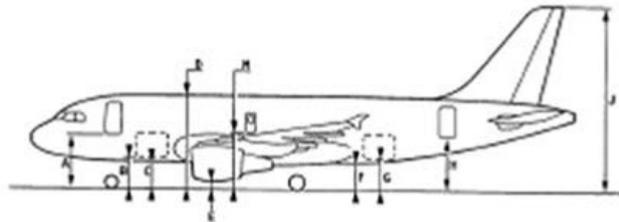
Ground Clearances/Sill Heights (metres. Nominal values. Allow ± 0.076 m)

	A	B	C	D	E	F	G	H	J	K1	K2	L	M
EMPTY Wt.	3.45	2.09	1.86	6.00	0.67	1.71	2.25	3.73	12.17	4.83	3.85	5.51	3.96
MAX TAXI Wt.	3.45	2.05	1.80	5.94	0.60	1.63	2.09	3.51	11.87	4.66	3.69	5.23	3.87

E.2 AIRCRAFT FITTED WITH SHARKLETS

The easyJet fleet consists of Airbus aircraft with and without sharklets fitted. The aircraft fitted with sharklets are classified under the ICAO classification as a "Code C" aircraft. All stations need to have awareness of potential increase in risk of ground damage especially with the use of de-icing rigs.

E.3 AIRCRAFT DOOR AND SERVICE CONNECTION LOCATIONS
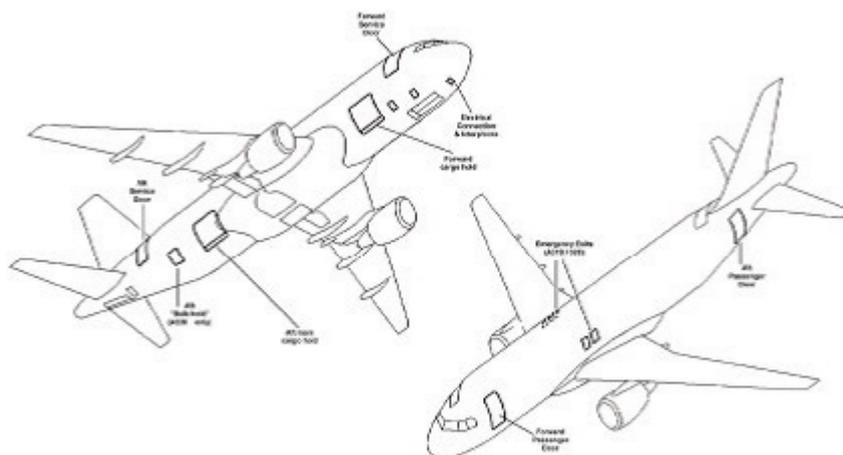
Main forward and aft cargo compartments.
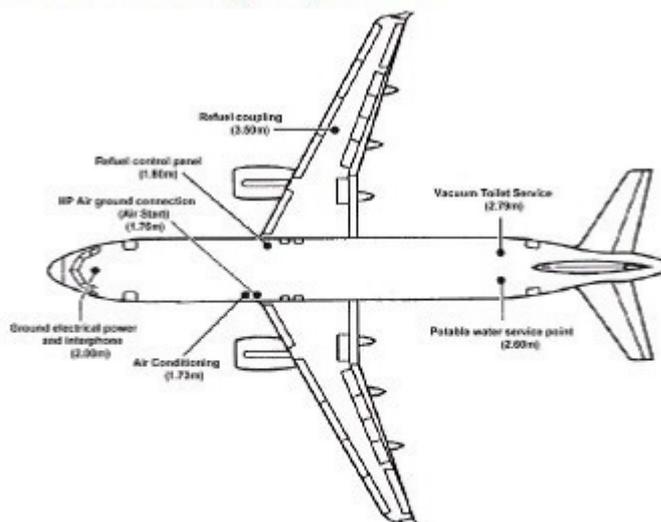
A319/320/321 Servicing Connection Locations (height above ground in metres)

E.4 CARGO COMPARTMENTS AND OPERATION OF HOLD DOORS

There are two holds on the A319, a forward hold and an aft hold, which are located in the right lower fuselage. Most A320 aircraft have an additional "bulk hold" access door at the rear of the fuselage, also on the right hand side.

Cargo Compartment/Door	A319	A320	A321
Forward Cargo Door Door size: 1.70 m × 122 m Height above ground: 1.80 m approx	Cpt 1 (8.52 cu.m.) (Max 2,268 kg)	Cpt 1 (13.11 cu.m.) (Max 3,402 kg)	Cpt 1 (8.91 cu.m.) (Max 2,202 kg) Cpt 2 (13.93 cu.m.) (Max 3,468 kg)
Aft Cargo Door Door size: 1.80 m × 122 m Height above ground: 2.10 m approx	Cpt 4. (11.90 cu.m.) (Max 3,021 kg) Cpt 5. (7.22 cu.m) (Max 1,497 kg)	Cpt 3. (9.71 cu.m.) (Max 2,426 kg) Cpt 4. (8.36 cu.m) (Max 2,110 kg)	Cpt 3. (14.53 cu.m.) (Max 3,187 kg) Cpt 4. (8.54 cu.m.) (Max 1,683 kg)
"Bulk hold" door Door size: 0.86 m × 0.95 m	NOT APPLICABLE	Cpt 5. (5.88 cu.m.) (Max 500 kg)	Cpt 5. (5.92 cu.m.) (Max 500 kg)

easyJet

E.5   LIMITATIONS ON OVERSIZED LOAD LENGTHS

Certain items of oversized sporting equipment may require spreading between two compartments within the same hold. The table below details the maximum length(s) of such oversized sporting equipment.

Cargo Compartment	A319	A320	A321
Forward Cargo Hold	Cpt 1 Max length 3.60 m	Cpt 1 Max length 4.80 m	Cpt 1+2 Max length 8.15 m
Aft Cargo Hold	Cpt 4 Max length 4.60 m	Cpt 3+4 Max length 5.30 m	Cpt 3+4 Max length 8.16 m
Bulk Cargo Hold	Not applicable	Not to be used	Not to be used

Typical oversized sporting equipment examples and their maximum allowed length are:

(a) A pole vault up to a maximum of 4.60 m.

(b) A canoe up to a maximum length of 4.30 m.

(c) A hang glider can be accepted up to a maximum length of 4.50 m.

Intentionally Blank

Ground Handling Manual - Expiry Date: **31-Mar-2025**
Uncontrolled if printed

APPENDIX F – DELAY CODES

Code	Description	Use This Code for:
00	Self-maneuvering departure.	To be entered for self-maneuvering departures to account for the duration of the gap between the headset person confirming completion of their checks and the aircraft moving under its own power. The maximum duration to be allocated to code 00 is 3 minutes for a CEO aircraft or 6 minutes for a NEO aircraft. Any delay over three minutes (CEO) or six minutes (NEO) should be allocated to a separate code.
01	Baggage System Failure.	Baggage system failure resulting in late delivery of bags to aircraft unless system failure is known to have been caused by lack of staff. If baggage system failure is known to have been caused by a lack of staff use code 18.
02	Technical defect which is already in the Tech Log affecting turnround (max 10 min) and system resets.	Operational requirement stipulated by MEL which is already in the Tech Log and does not require engineering attendance. QRH/FCOM and system RESETs. If engineering attendance is required for an issue which is already recorded in the tech log, use code 43. If defect has not previously been recorded in the Tech Log, use code 41.
03	Late release of passengers for boarding.	Outbound passengers not available for boarding on completion of Cabin security checks. Absence of Green Light Boarding due to passengers not available to board at STD -30. If late release of passengers onto aircraft is due to coaching use code 19. If lack of outbound passengers is due to inability to mix with inbound or other outbound passengers as a result of gate layout use code 87.
04	Special Assistance.	Late disembarkation of PRMs from aircraft, late boarding of PRMs, slow boarding/disembarkation of PRMs, high volume of PRMs. Late arrival of PRM with electric mobility aid (EMA) at the aircraft.

Code	Description	Use This Code for:
05	Offload of passenger(s) and/ or baggage at gate including disruptive passengers in the airport.	Offload of passengers missing from gate at gate closure time. Offload of their baggage where appropriate. Other offload of passengers prior to the gate closure. For offload of passengers who have already boarded use code 08. For offload of passengers due to weight limitations use code 62. For offload of bags from cabin to hold due to lack of enforcement of hand baggage policy at the gate use code 15; For offload of bags from cabin to hold due to lack of effective management within the cabin use code 66; For offload of bags from cabin to hold simply due to volume of bags, use code 10.
06	Flight Crew Training Requirements.	
07	Cabin Crew Training Requirements.	
08	Disruptive passenger(s).	Disruptive passengers are passengers who disrupt normal operations within the cabin either prior to departure or on arrival at the destination airport. This includes passengers who are ill or require medical treatment, those who voluntarily decide not to travel after boarding the aircraft and passengers who are offloaded by the crew prior to departure or met by the police on arrival due to their behavior.
09	Scheduled ground time less than declared minimum.	Turns where the ground time published in the schedule is less than the minimum contracted turn time for an airport. Do not use 09 when the situation occurs as a result of an ICC decision to change a line of flying or aircraft type. In this instance use code 96.
10	Offload of bags from cabin to hold.	Offload of bags from cabin to hold when baggage policy is enforced at gate and stowage of bags is effectively managed in the cabin. i.e. offload is due solely to easyJet hand baggage policy. If offload is due to lack of management of hand baggage at gate (i.e. hand baggage does not meet size and/or quantity restrictions) use code 15. If offload is due to lack of management of bags on board (i.e. absence of hand baggage PAs or effective management by Crew, use code 66).

Code	Description	Use This Code for:
11	Late check-in, acceptance after deadline.	Delays caused by check-in being kept open for passengers arriving at check-in after normal check-in closure time. e.g. as a result of an accident on the approaches to an airport preventing significant numbers of passengers from arriving at the airport on time.
12	Late check-in, congestion in check-in area.	Delays caused by slow processing of passengers who have arrived before normal check-in closure time. e.g. due to lack of check-in staff or high proportion of new staff. For slow processing caused by check-in system failure use code 55. For slow processing caused by baggage system slowdown or failure use code 18 if caused by lack of baggage processing staff, otherwise use 01.
13	Check-in error, passenger and/or baggage.	Incorrectly processed passenger at check-in. e.g. provision of a child's boarding card to an infant; confusion caused by incorrect processing of two passengers with same initial and surname; printing of incorrect number of baggage tags, incorrect processing of a passenger in plaster cast or passenger requiring a medical certificate. If passenger in plaster cast or passenger requiring medical certificate is known to be an STS passenger (i.e. they have not checked in at a check in desk) use code 15.
14	Oversales, booking errors, duplicate seat error.	Oversales or booking error resulting in a processing delay at check-in or the gate. Oversales caused by a change of equipment to an aircraft of lower capacity or combination of two flights are to be allocated to code 96. Resolution of duplicate seat errors i.e. 2 customers have been allocated the same seat number.

Code	Description	Use This Code for:
15	Boarding including discrepancies and paging, missing checked in passenger.	Passenger attempting to board or succeeded in boarding wrong aircraft. Slow boarding due to slow processing/release of passengers from gate. Discrepancy between Cabin Manager and gate passenger headcounts where gate count is found to be incorrect. Lack of management of hand baggage at gate (i.e. hand baggage does not meet size and/or quantity restrictions) leading to slow boarding/settling or offload of bags from cabin to hold. Slow release of passengers caused by enforcement of hand baggage policy at gate. Any other passenger related delays occurring prior to boarding (e.g. first aid) which do not lead to the offload of a passenger. If slow boarding was due to late arrival of second/third coach use code 19. If boarding was late, i.e. the outbound passengers were not available for boarding on completion of the cabin security checks, use code 03. For offload of bags from cabin to hold due to lack of management within the cabin, use code 66. For offload of bags from cabin to hold due solely to volume of bags (i.e. the hand baggage size and number restrictions were met at the gate and there was effective control by the cabin crew) use code 10. If a passenger related issue leads to the offload of a passenger at the gate, use code 5.
16	Commercial Publicity/ Passenger Convenience, VIP, INADs and deportees, Press and missing personal items.	Search for and/or processing of lost property in the terminal/ramp or on the aircraft. PR/Press/Filming/VIP requirements. Passenger issues other than relating to lost property are to be coded according to the team which is responsible for managing the issue. Inadmissible customers (INADs) and deportees. For delays prior to boarding which do not lead to the offload of a passenger use 15. If the passenger is offloaded prior to reaching the aircraft use 5. For delays after boarding which do not lead to the offload of a passenger use 66. If the passenger is offloaded after boarding the aircraft use 8.
17	Crew Food.	Lack of or late arrival of crew food.

easyJet

Code	Description	Use This Code for:
18	Baggage Processing, Sorting etc.	Baggage processing/sorting delay due to e.g. lack of processing staff in baggage sorting area, incorrectly compiled bingo sheets, incorrect baggage trailer taken to aircraft, missing bag or extra bag taken to aircraft. Baggage system slowdown/failure when caused by lack of staff. For baggage system slowdown/failure when not caused by lack of staff, use code 01. Code 18 delays relate to delays where the underlying cause occurs prior to the bags leaving the baggage sorting area. For delays related to issues occurring after the bags have left the baggage sorting area see code 32.
19	Passenger and/or Crewcoaching.	Lack of or late arriving at gate and/or aircraft.
31	Aircraft Documentation Late or Inaccurate.	Late loading form due to absence of Ground Crew. Late weight and balance documentation due to lack of weight and balance staff. Inaccurate Weight & Balance documentation supplied. Late final load reconciliation due to absence of Ground Crew. Ground Crew under training. Late or inaccurate General Declaration or passenger Manifest. If weight and balance documentation is late due to late check-in closure, use codes 11 or 12; a late change in flight plan, use code 61, use code 55; an aircraft change for non-technical reasons or late consolidation with another flight use 96 or an aircraft change for technical reasons use 46.
32	Loading/Unloading, bulky, special load, lack of loading staff.	Loaders or outbound bags late arriving to the aircraft. Slow loading. If late arrival of bags was due to late check-in closure use codes 11 or 12. Ramp Ground Crew under training. For late delivery of bags to aircraft due to baggage system failure use code 18 if the failure is known to be due to a lack of baggage processing/sortation staff, otherwise use 01.
33	Loading Equipment, lack of or breakdown, (lack of staff).	Lack of loading equipment. Equipment includes: belt loaders, dolleys and flatbed trucks. **Note:** "Lack of staff" in code 33 definition refers to ULD operations and is therefore not used by easyJet. For lack of loading staff, use code 32.

Code	Description	Use This Code for:
34	Servicing Equipment, lack of or breakdown, lack of staff.	Lack of steps/PBB, staff to operate them or pathing personnel, delaying boarding or disembarkation. Lack of a pushback tug or pushback driver/team to operate it. Lack of/breakdown of de-icing rig or de-icing staff. Lack of pigs, cones or toilet & water servicing. Removal of GPU prior to requirement. Awaiting headset person in excess of 60 seconds from Ground Crew leaving flight deck. Late tow onto stand due resource (if tow team ready at STD-60, then DL89 should be used). For lack of loading equipment use 32, for lack of loading staff use 32, for lack of fuel bowser or fueller use 36.
35	Aircraft Cleaning.	Late or lack of GASH collection. Planned and/or ad-hoc cleaning by a third party on request of the crew. Covers cabin and flight deck cleaning including windscreen and changing seat cover if soiled seat. Do not use for extended cleaning of cabin when performed by crew or when crew request the return of cleaners. In these cases use code 66.
36	Fuelling/Defuelling, fuel supplier.	Fueller is late arriving at the aircraft or incorrect fuel is loaded by fueller. If fueller arrives on time but aircraft departs late due to fuel uplift required use code 62. If change in fuel results from change in aircraft destination or load use 96.
37	Passenger Catering.	Late delivery or loading of passenger catering. For removal of catering due to weight limitations use 62. For late loading due to high winds use code 77.
41	Aircraft Defects.	Aircraft defect (excluding damage during flight or ground operations) that has been reported during the flight, turnround or maintenance. Requires Tech Log entry with call made to MOC or Engineer attending aircraft. If engineer attends aircraft for a defect already in the tech log, use 43.
42	Scheduled Maintenance.	Late release from scheduled maintenance. If a defect is identified during scheduled maintenance which results in a delay, use code 41.
43	Non-scheduled Maintenance.	Special checks &/or additional works beyond normal maintenance schedule e.g. Wingtip Brake Reset, Fuel Tank Manual Dipsticks. Attendance of Engineer for a defect that is already in Tech Log.
44	Spares & Maintenance Equipment.	Lack of/or breakdown.

Code	Description	Use This Code for:
45	AOG Spares.	To be carried to another station.
46	Aircraft Change, for technical reasons.	Aircraft change required as a result of the aircraft operating the flight having a technical problem. For aircraft changes not due to technical reasons or if reason is not known, use 96. For aircraft swaps to allow an aircraft to return to an engineering base for planned maintenance use 96.
51	Damage during Flight Operations.	Damage or suspected damage during flight and taxi as a result of lightning/bird strike, turbulence, extreme weather conditions. Heavy/overweight landings, collision during taxi. Wheel changes following puncture during taxi.
52	Damage during Ground Operations.	Ground collisions, damage or suspected damage other than those when aircraft is moving under its own power. Loading or offloading damage, contamination, towing, extreme weather conditions. Slide blown by personnel other than crew. For wheel changes following puncture during taxi, use code 51. If slide is blown by a member of crew use 68.
55	Departure Control.	Failure of system used for check-in (including check-in kiosks) or boarding (easyJet or GHA equipment).
56	Connect Aircraft.	Unable to download latest OFP (other than 3/4G/Wifi coverage).
57	Flight Planning system failure.	Failure of flight planning system resulting in late delivery to crew and/or aircraft. For flight plans delayed due to reasons other than system failure see code 61.
58	Other automated system.	Failure of an automated system not covered by another code. For failure of a boarding or check-in system (including eRes) use 55. For failure of FIDS, airport tannoy, security swipe systems etc. use code 87.
59	Connect Aircraft Comms signal.	Unable to get reliable 3/4G/Wifi signal for EFB.
61	Flight Documentation.	Late completion or change of flight documentation. Operational planning issues resulting in a member of flight crew arriving at the aircraft later than STD -35. This includes Crew Portal, crewroom printers or general crew room IT issues. If late completion of flight plan results from failure of flight planning system (Lido), use 57.

Code	Description	Use This Code for:
62	Operational Requirements, fuel, load alteration.	Passenger/baggage/catering change resulting from take-off performance limitations. Fueller arrives on time but aircraft departs late due to fuel uplift required. Reductions in passenger load resulting from other issues should be coded according to the underlying cause. For example, if a cabin crew member is sick away from base use 67; if a slide is blown by a member of crew use 68; for a slide blown by someone other than the crew use 52; for inoperative doors, inoperative slides or unserviceable seats etc use 41. Delays due to ambulift blocking the line of sight from the fueller to the flight deck.
63	Late Crew Boarding or Departure Procedures, other than connection/standby (flight deck or entire crew).	Flight deck or entire crew late to aircraft on crew change (STD -35) for reasons other than those given below (including long distance from crew room to stand). Flight deck or entire crew departure checks/briefings following door closure. If all crew members are late to aircraft on a crew change due to queues at staff security use 86. If all crew members are late to aircraft on crew change due to lack of crew coaches use 19. If single flight crew member late to the aircraft due to flight plan system failure use 57. If single flight crew member late to the aircraft due to other operational planning issues use 61. If cabin crew only late to aircraft on crew change use 66. Do not use for waiting for Flight Deck Crew member from standby (64) or another flight (95).
64	Flight Deck Crew Shortage, sickness, awaiting standby, FTL, crew meals, valid visa/ health docs etc.	Awaiting standby Flight Deck Crew due to crew shortage, sickness. Awaiting Flight Deck Crew with delayed report due to Flight Time Limitations. Awaiting standby Flight Deck Crew due to invalid visa/ health docs/licence. Flight Deck crew member sickness out of base. **Note:** Code 64 should not be used on first wave flights for late arrival of the crew if Green Light Boarding has been achieved and all crew are present prior to STD-30.
65	Flight Deck Crew Special Request, not within operational requirements.	E.g. request for new load documentation when not required due to changes within LMC limits; request not to start boarding, discretionary water or toilet service.

Code	Description	Use This Code for:
66	Late Cabin Crew Boarding or Departure Procedures, other than connection and standby.	Cabin security check takes longer than 8 minutes. Passengers slow to move down aircraft, find seats, settle or disembark aircraft. Passengers obstructing aisle slowing boarding/disembarkation. Requirement to move passengers in order to comply with seating restrictions or passenger requests. Offload of bags from cabin to hold or slow boarding/ settling due to lack of effective management within the cabin. (i.e. absence of hand baggage PAs or effective management by Crew). Cabin Crew (only) late to aircraft on crew change. (STD - 35). Any other passenger related delay occurring after boarding (e.g. first aid) which does not lead to the offload of a previously boarded passenger. Cabin Crew departure checks/briefings following door closure. If slow boarding or offload of bags from cabin to hold is due to lack of enforcement of easyJet size and number restrictions at gate, use code 15. If slow boarding or offload of bags from cabin to hold is simply due to volume of bags (i.e. policy was enforced at gate and there was effective management within the cabin), use code 10. If entire crew late to aircraft on crew change use code 63. Do not use for waiting for Cabin Crew member from standby (67) or another flight (94). If a passenger related issue leads to the offload of a previously boarded passenger, use code 8.
67	Cabin Crew Shortage, sickness, awaiting standby, FTL, valid visa/health documents.	Awaiting standby Cabin Crew due to crew shortage, sickness or offload. Awaiting Cabin Crew with delayed report due to Flight Time Limitations. Awaiting standby Cabin Crew due to invalid visa/health docs/license. Cabin Crew member sickness out of base.
68	Cabin Crew Error or Non Operational Special Request.	Cabin Crew Error (e.g. discrepancy between Cabin Manager headcount and gate count where Cabin Manager headcount is found to be incorrect, or slide blown by crew member). Cabin Crew non-operational special request e.g. request for cleaners to return following third party cleaning. For slide blown by non crew member, use 52. For discrepancy between Cabin Manager headcount and gate count where gate count is found to be incorrect use 15.
69	Captain Request for Security Check (extraordinary circumstances).	Captain's request for full baggage reconciliation or cabin security check where not dictated by Part A/Ground Handling Manual.

Code	Description	Use This Code for:
71	Weather at Departure Station.	Airport operating in LVPs.
72	Weather at Destination Station.	Below aircraft operating limits (confirmed by ATC) or extra checks required during icing conditions (i.e. late inspection of wing to ensure clear of contamination). If weather at destination results in ATFM restriction, use code 84.
75	De-Icing of aircraft.	Removal of ice and/or snow from aircraft excluding unserviceability of equipment. For removal of ice and/or snow from the airport, use code 76. For removal of ice from engine fan blades, use code 78. For lack of or breakdown of de-icing equipment or lack of staff to operate it, use code 34.
76	Removal of Snow, Ice, Water, or Sand from Airport.	Removal of snow, ice, water or sand from the runway, ramp, taxiways or passenger walkways. For removal of snow/ice from the aircraft use code 75. For removal of ice from engine fan blades, use code 78.
77	Ground Handling Impaired by Adverse Weather Conditions.	E.g. high winds, heavy rain. Includes inability to open/close doors or use mobile steps and requirement to fully lower air bridges during positioning.
78	Fan blade De-icing.	Removal of ice from engine fan blades.
81	Slots due to en-route ATC flow restrictions.	Slots due to standard en-route demand/capacity problems. **Note:** Duration of delay allocated to 81 is to be measured from three minutes after door closure. Cause of late closure of doors is to be allocated to a separate code. If en-route restriction is due to industrial action, staff shortage or equipment failure or results from extraordinary demand due to capacity reduction in neighboring area use code 82.
82	Slots due to ATC Staff/ Equipment En-route.	Reduced capacity caused by industrial action, staff shortage or equipment failure or extraordinary demand due to capacity reduction in neighbouring area. **Note:** Duration of delay allocated to 82 is to be measured from three minutes after door closure. Cause of late closure of doors is to be allocated to a separate code.
83	Slot due to Restriction at Destination airport.	Restriction at destination airport. Airport and/or runway closed due to obstruction, industrial action, staff shortage, political unrest, noise abatement, night curfew or special flights.

Ground Handling Manual - Expiry Date: **31-Mar-2025**

Uncontrolled if printed

easyJet

Code	Description	Use This Code for:
84	Slot due to weather at Destination airport.	Weather causing restrictions at destination. EOBT or TOBT not accurate causing delay to start/push.
85	Mandatory security.	Mandatory airport security checks involving passengers or baggage. e.g. level 4 baggage screening requiring identification of a bag by a passenger at the aircraft side. For delays due to queues at passenger or crew security search use 86.
86	Immigration, Customs, Health. Passenger or Crew security search.	Control authority delays affecting passengers or crew. Causes include lack of immigration/customs/security Search staff or queues or local immigration/customs requirements.
87	Airport Facilities. Infrastructure constraints.	Passengers unable to board or disembark due to conflict with other arriving/departing passengers. Lack of parking stands, lighting, buildings, gate limitations. Failure of FIDS, airport tannoy or security swipe system. Congestion on ramp restricting ground equipment access to aircraft on stand. Code 87 is not to be used for extended boarding times caused by the use of an airbridge (use 66 if there is a continuous queue at the aircraft door, 15 if the queue is not continuous) or local restriction preventing boarding whilst fueling (the effect of which is factored into scheduled turn times).
88	Restrictions at Destination Airport.	Restrictions at destination airport due to runway obstructions, special flights or noise abatement. Terminal evacuation due to bomb scare/fire alert or political unrest. Airport and/or runway closure due to weather. Local ATC industrial action or staff shortage leading to flow restrictions at destination airport. Curfew at destination airport. May or may not involve an ATC slot. **Note:** Duration of delay allocated to 88 is to be measured from three minutes after door closure. Cause of late closure of doors is to be allocated to a separate code.
89	Restrictions at Departure Airport.	Start-up and pushback i.e. aircraft is shut up and ready to push back/move but can't. **Note:** Duration of delay allocated to 89 is to be measured from three minutes after door closure unless waiting for headset person or tug when 34 should be used. Cause of late closure of doors is to be allocated to a separate code. Late tow when tow team ready at STD-60, (if late tow due resource then DL34 should be used).
93	Aircraft Rotation.	Late arrival of aircraft from another flight or previous sector, not involving an aircraft change.

Code	Description	Use This Code for:
94	Cabin Crew Rotation.	Awaiting cabin crew from another flight.
95	Crew Rotation.	Awaiting flight deck or entire crew from another flight.
96	Operations Control.	Re-route, diversion, consolidation, aircraft change for non-technical reasons. If aircraft change due to aircraft operating flight having a technical problem, use code 46.
97	Industrial Action, within own airline.	
98	Industrial Action, outside own airline excluding ATS.	Includes industrial action by the handling partner, Firemen's strike, National Strike, etc.
99	Reason does not match any code. Explain reason in SI section of message.	To be used only as a last resort. Possible delays include those due to CAA/DfT/Regulatory Body inspection.

APPENDIX G – DATA PROTECTION

G.1   G1 DATA PROTECTION

Personal data (or personal information) is any information that relates to an easyJet passenger or any other individual. It includes for example names, contact details, API and visa details, passport photos, payment card information, booking references and all PNR data.

Ground Handlers must protect personal data and must comply with all relevant easyJet's policies and instructions, in particular with the following:

(a) Use personal data only if it is necessary to perform your duties and if it is allowed by easyJet; never use this information for personal reasons. If it's not necessary to access, use or share personal data to do your daily job, then do not do so. If in any doubt on whether you are doing the right thing, always ask the easyJet AOCM/GOM.

(b) Be careful when you use personal data: you must make appropriate use of eRes and all other systems you access and not share log in details with other people, including your colleagues. Do not leave eRes screens or other systems unattended or visible to passengers. When you collect personal information from a passenger you must be discrete and make sure other passengers cannot listen to or see this information.

(c) You are strictly prohibited from sharing personal information with other people when this is not expressly allowed by easyJet. You must not share personal data using social media or any other means of communication that is not expressly allowed by easyJet. You must use paper records only where required and allowed by easyJet. When you need to scan documents, scan these individually and securely transfer them to the relevant easyJet employee. After that, securely dispose of the original documents by using the confidential bins.

(d) When you collect personal data directly from passengers (for example when you check passports or other travel documents), ensure such personal data is accurate. If you notice any inaccuracy, notify the easyJet AOCM/GOM, so that they correct it.

(e) Report security breaches: If you become aware of any potential security breach that could affect personal data (e.g. loss of documents or compromise of systems) you must report it immediately to the easyJet AOCM/GOM and to notify.privacy@easyJet.com, however minor.

(f) If a passenger has a concern about how you use their information, document their concern and inform the easyJet AOCM/GOM without delay. Also, all passengers have specific rights in relation to their personal data, including the right to receive a copy of their data. If you receive a request from a passenger, an employee or any other individual in relation to their data, you should pass it immediately to the easyJet AOCM/GOM.

Any requests for disclosure of passenger information must now be accompanied by a warrant/court order, or an explanation of the specific statutory or legislative power that you rely on to compel easyJet to disclose information will be managed by easyJet's Data Protection team and can be made by emailing them at notify.privacy-1@easyJet.com.

The Security Team will manage Data Requests originating from Airport Policing Teams involving offences within the footprint of the airport, matters involving an easyJet employee(s) or ones that occur on board an easyJet aircraft, relate to Counter Terrorism investigations or is a Police designated 'High Risk' missing person investigation.

Human Trafficking

In order to support easyJet's commitment to tackle Human Trafficking, the Security Team will manage GDPR requests from any organisation where the offence relates to that of Human Trafficking/Modern Slavery.

Departing/Return Flight Confirmation

In certain instances, law enforcement may require verification regarding whether a passenger has travelled with easyJet or is scheduled to return on an easyJet flight. Our security team is responsible for handling such requests, unless the below departing/returning flight immediate confirmation applies.

Departing/Return Immediate Flight Confirmation

GHP's may give verbal confirmation to requesting authorities that a named passenger has travelled or intends to travel on a flight if the flight is airborne or is due to depart within the next 2 hours. Outside of this time frame, the security team will manage any requests from requesting authorities where confirmation that a customer has flown or intends to fly with easyJet is required. All requests should be directed to securitydesk@easyjet.com. Where additional customer information is sought, all requests shall be directed to easyJet's data protection team by emailing them at notify.privacy-1@easyJet.com.

The Security Team will no longer manage out of hours standard data requests from non-Airport Policing Teams, however, there may be occasions where an extra-ordinary incident occurs and these requests will be triaged via the Network Duty Manager – Network.DutyManager@easyJet.com.

Out of hours is defined as between 4.30pm and 8.30am weekdays and all weekend.

The following criteria must be satisfied before the On-Call Security Manager will consider whether to undertake the request:

- The Data Request is urgent. e.g. Immigration breach at an airport

- The Information sought must be required immediately. i.e. it cannot wait until 8.30am the following morning or Monday if at the weekend

- The information cannot be obtained or sought from another source. i.e. you specifically need flight information or other unique information which only easyJet holds

G.2　ITALIAN FORMAL POLICE REQUESTS

The request will generally be managed by the GHP on behalf of easyJet.

Once the request has been received the GHP shall check the Police Authority (PA) authorisation documents, in particular:

(a) Check the PA agent has an identifying badge and takes a copy of it (if the PA agent makes the request personally). The copy must then be provided to the AOCM/GOM.

(b) Ensure the PA agent is on duty and in uniform, if there is any doubt, contact the PA directly to determine whether the request is legitimate.

(c) Ensure that the PA agent provides the GHP with a formal request on letter headed paper for the requesting authority specifying:

  1. Airport, flight and required data.

  2. Legal basis of the Request:

     1. For justice reasons in the context of pending criminal proceedings; or

     2. For purposes related to defence or State security, or else for the prevention, suppression or detection of offences, according to the Code of Criminal Procedure.

  3. If the request is urgent and if any delay in the reply may jeopardize the investigation or cause harm to any person or public order issue.

  4. Signature from the responsible officer.

How to provide the information requested:

If the above minimum requirements are met, the GHP shall:

(a) If relevant and possible, the handler that is representing easyJet should agree – in writing – with the PA on:

  1. Deadline for providing the information required (on the spot under French and Swiss requirements).

  2. Format of the information to be provided.

  3. The required information should the request be wide in scope.

(b) Print out the information required and provide to the requesting PA Agent.

(c) Retain in electronic format a copy of the request and of the form.

(d) Send an email to Data Protection Team – Notify.Privacy-1@easyjet.com attaching the required documents and providing the description of the action carried out by the GHP (e.g. print out of full PNR XYZ, print out of PNL flt EJUXXXX, etc.).

(e) Register the action on an MSExcel file provided to the GHP by the relevant AOCM/GOM. See example below.

AIRPORT NAME		FCO		
DATE	POLICE FORCE NAME	TYPE OF REQUEST	DESCRIPTION OF THE ACTION	EMAIL SENT (Y/N)
03.08.2019	POLIZIA DI STATO	PASSENGER DETAILS	Print out of PNR ABCDEFG	YES
05.08.2019	GUARDIA DI FINANZA	PASSENGER NAME LIST	EJU 4580, date 07 july 2019	YES

Share the updated file to following email addresses:

(a) Italy ROCM (Where applicable) – giuseppe.bonetti@easyjet.com

(b) Data Protection Team – Notify.Privacy-1@easyjet.com

Note: Italian Airports Only

Requests for manifests of specific flights and PNR data of one or more passengers are to be considered specific and to be complied with. Requests which are very wide in scope, such as requests for manifests of all flights operated to and from a certain airport in a given period of time, must be referred immediately to the legal function of easyjet via the AOCM/ GOM in order to obtain guidance on how to proceed.

Any deviation to the above procedure is not approved and in case of any related issue this needs to be escalated to the appropriate easyJet AOCM/GOM and easyJet Security Managers.

G.3 SCHEDULE 7 OF THE TERRORISM ACT 2000 ("TA") REQUESTS FOR INFORMATION

On occasion a request can be made by Police for information in relation to a passenger; this information is required immediately under Schedule 7 of the Terrorism Act 2000 ("TA") and will be accompanied by the necessary form. This is different to a request under the Data Protection Act.

Under Schedule 7 the TA there is a requirement for the holder of the information, regardless of whether they are the owners of the information, to supply it upon request.

All Schedule 7 TA requests are to be complied with immediately by the person to whom the request is made. The Security Team must be notified and a copy of the form you have been given must be sent to securitydesk@easyjet.com.

Where there is any doubt, please contact the Security Team.

APPENDIX H – SEAT MAPS

Seat maps for all types of easyJet aircraft (including cabin zones).

A321 235Y SEAT MAP

CABIN ZONE	ROW	A	B	C	D	E	F
	1	UF/R	UF/R	UF/R			
	2	UF	UF	UF	UF/R	UF	UF
	3	UF	UF	UF	UF	UF	UF
	4	UF	UF	UF	UF	UF	UF
OA 1-10	5	UF	UF	UF	UF	UF	UF
(Max 57)	6	UF	UF	UF	UF	UF	UF
	7	UF	UF	UF	UF	UF	UF
	8	UF	UF	UF	UF	UF	UF
	9	X	X	X	X	X	X
	10	X	X	X	X	X	X
	11	X	X	X	X	X	X
	12	X	X	X	X	X	X
	13	X	X	X	X	X	X
	14	X	X	X	X	X	X
OB 11-20	15	X	X	X	X	X	X
(Max 60)	16	X	X	X	X	X	X
	17	X	X	X	X	X	X
	18	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	19	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	20	X	X	X	X	X	X
	21	X	X	X	X	X	X
	22	X	X	X	X	X	X
	23	X	X	X	X	X	X
	24	X	X	X	X	X	X
OC 21-31	25	X	X	X	X	X	X
(Max 64)	26	X	X	X	X	X	X
	27	X	X	X	X	X	X
	28		R	R	X	X	
	29	R	R	R	R	R	R
	30	X	X	X	X	X	X
	31	X	X	X	X	X	X
	32	X	X	X	X	X	X
	33	X	X	X	X	X	X
	34	X	X	X	X	X	X
	35	X	X	X	X	X	X
OD 32-40	36	X	X	X	X	X	X
(Max 54)	37	X	X	X	X	X	X
	38	X	X	X	X	X	X
	39	X	X	X	X	X	X
	40	X	X	R	R	X	X

Notes:

*R – RESTRICTED SEATING (CHIPPED) – REFER TO GHM 1.1.4.3

*X – STANDARD SEAT

*UF – UPFRONT SEATING

*EL – EXTRA LEGROOM SEATING

*ONLY 1 INFANT PER ROW OF 3 SEATS PERMITTED - E.G 1 INFANT IN ABC AND 1 INFANT IN DEF (INFANTS CANNOT OCCUPY RESTRICTED SEATS)

A320 186Y SEATMAP (eRes A320B)

CABIN ZONE	ROW	A	B	C	D	E	F
	1	UF/R	UF/R	UF/R	UF/R	UF	UF
	2	UF	UF	UF	UF	UF	UF
	3	UF	UF	UF	UF	UF	UF
	4	UF	UF	UF	UF	UF	UF
OA 1-10	5	UF	UF	UF	UF	UF	UF
(Max 60)	6	UF	UF	UF	UF	UF	UF
	7	X	X	X	X	X	X
	8	X	X	X	X	X	X
	9	X	X	X	X	X	X
	10	X	X	X	X	X	X
	11	X	X	X	X	X	X
	12	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	13	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	14	X	X	X	X	X	X
OB 11-20	15	X	X	X	X	X	X
(Max 60)	16	X	X	X	X	X	X
	17	X	X	X	X	X	X
	18	X	X	X	X	X	X
	19	X	X	X	X	X	X
	20	X	X	X	X	X	X
	21	X	X	X	X	X	X
	22	X	X	X	X	X	X
	23	X	X	X	X	X	X
	24	X	X	X	X	X	X
OC 21-31	25	X	X	X	X	X	X
(Max 66)	26	X	X	X	X	X	X
	27	X	X	X	X	X	X
	28	X	X	X	X	X	X
	29	X	X	X	X	X	X
	30	X	X	X	X	X	X
	31	X	X	R	R	X	X

Notes:

*R – RESTRICTED SEATING (CHIPPED) – REFER TO GHM 1.1.4.3

*X – STANDARD SEAT

*UF – UPFRONT SEATING

*EL – EXTRA LEGROOM SEATING

*ONLY 1 INFANT PER ROW OF 3 SEATS PERMITTED - E.G 1 INFANT IN ABC AND 1 INFANT IN DEF (INFANTS CANNOT OCCUPY RESTRICTED SEATS)

easyJet

A320 180Y SEATMAP (eRes A320A)

CABIN ZONE	ROW	A	B	C	D	E	F
	1	UF/R	UF/R	UF/R	UF/R	UF	UF
	2	UF	UF	UF	UF	UF	UF
	3	UF	UF	UF	UF	UF	UF
	4	UF	UF	UF	UF	UF	UF
OA 1-10	5	UF	UF	UF	UF	UF	UF
(Max 60)	6	UF	UF	UF	UF	UF	UF
	7	X	X	X	X	X	X
	8	X	X	X	X	X	X
	9	X	X	X	X	X	X
	10	X	X	X	X	X	X
	11	X	X	X	X	X	X
	12	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	13	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	14	X	X	X	X	X	X
OB 11-20	15	X	X	X	X	X	X
(Max 60)	16	X	X	X	X	X	X
	17	X	X	X	X	X	X
	18	X	X	X	X	X	X
	19	X	X	X	X	X	X
	20	X	X	X	X	X	X
	21	X	X	X	X	X	X
	22	X	X	X	X	X	X
	23	X	X	X	X	X	X
	24	X	X	X	X	X	X
OC 21-30	25	X	X	X	X	X	X
(Max 60)	26	X	X	X	X	X	X
	27	X	X	X	X	X	X
	28	X	X	X	X	X	X
	29	X	X	X	X	X	X
	30	X	X	R	R	X	X

Notes:

*R – RESTRICTED SEATING (CHIPPED) – REFER TO GHM 1.1.4.3

*X – STANDARD SEAT

*UF – UPFRONT SEATING

*EL – EXTRA LEGROOM SEATING

*ONLY 1 INFANT PER ROW OF 3 SEATS PERMITTED - E.G 1 INFANT IN ABC AND 1 INFANT IN DEF (INFANTS CANNOT OCCUPY RESTRICTED SEATS)

A320 188Y SEATMAP (eRes A320B)

CABIN ZONE	ROW	A	B	C	D	E	F
	1	UF/R	UF/R	UF/R	UF/R	UF	UF
	2	UF	UF	UF	UF	UF	UF
	3	UF	UF	UF	UF	UF	UF
	4	UF	UF	UF	UF	UF	UF
OA 1-10	5	UF	UF	UF	UF	UF	UF
(Max 60)	6	UF	UF	UF	UF	UF	UF
	7	X	X	X	X	X	X
	8	X	X	X	X	X	X
	9	X	X	X	X	X	X
	10	X	X	X	X	X	X
	11	X	X	X	X	X	X
	12	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	13	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	14	X	X	X	X	X	X
OB 11-20	15	X	X	X	X	X	X
(Max 60)	16	X	X	X	X	X	X
	17	X	X	X	X	X	X
	18	X	X	X	X	X	X
	19	X	X	X	X	X	X
	20	X	X	X	X	X	X
	21	X	X	X	X	X	X
	22	X	X	X	X	X	X
	23	X	X	X	X	X	X
	24	X	X	X	X	X	X
OC 21-32	25	X	X	X	X	X	X
(Max 68)	26	X	X	X	X	X	X
	27	X	X	X	X	X	X
	28	X	X	X	X	X	X
	29	X	X	X	X	X	X
	30	X	X	X	X	X	X
	31	X	X	X	R	X	X
	32		B	B			

Notes:

*R – RESTRICTED SEATING (CHIPPED) – REFER TO GHM 1.1.4.3

*X – STANDARD SEAT

*UF – UPFRONT SEATING

*EL – EXTRA LEGROOM SEATING

*B – Blocked Seat – No allocated seating

*ONLY 1 INFANT PER ROW OF 3 SEATS PERMITTED - E.G 1 INFANT IN ABC AND 1 INFANT IN DEF (INFANTS CANNOT OCCUPY RESTRICTED SEATS)

easyJet

A319 156Y SEATMAP

CABIN ZONE	ROW	A	B	C	D	E	F
	1	UF/R	UF/R	UF/R	UF/R	UF	UF
	2	UF	UF	UF	UF	UF	UF
	3	UF	UF	UF	UF	UF	UF
OA 1-9 (Max 54)	4	UF	UF	UF	UF	UF	UF
	5	UF	UF	UF	UF	UF	UF
	6	X	X	X	X	X	X
	7	X	X	X	X	X	X
	8	X	X	X	X	X	X
	9	X	X	X	X	X	X
	10	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	11	EL/R	EL/R	EL/R	EL/R	EL/R	EL/R
	12	X	X	X	X	X	X
OB 10-18 (Max 54)	13	X	X	X	X	X	X
	14	X	X	X	X	X	X
	15	X	X	X	X	X	X
	16	X	X	X	X	X	X
	17	X	X	X	X	X	X
	18	X	X	X	X	X	X
	19	X	X	X	X	X	X
	20	X	X	X	X	X	X
	21	X	X	X	X	X	X
OC 19-26 (Max 48)	22	X	X	X	X	X	X
	23	X	X	X	X	X	X
	24	X	X	X	X	X	X
	25	X	X	X	X	X	X
	26	X	X	R	R	X	X

Notes:

*R – RESTRICTED SEATING (CHIPPED) – REFER TO GHM 1.1.4.3

*X – STANDARD SEAT

*UF – UPFRONT SEATING

*EL – EXTRA LEGROOM SEATING

*ONLY 1 INFANT PER ROW OF 3 SEATS PERMITTED - E.G 1 INFANT IN ABC AND 1 INFANT IN DEF (INFANTS CANNOT OCCUPY RESTRICTED SEATS)

Intentionally Blank

easyJet