

more value for less!

# The easyGroup Brand Manual

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# Hi from Stelios

Dear friends and colleagues,

The easy brand, which I started with the launch of the airline in 1995, is now used by more than a dozen different businesses and millions of consumers from all over the world. I believe it is an extremely valuable asset which can generate substantial success for all involved with it.

Therefore we have created this brand manual. Like any manual, its objective is to help people who use the brand to understand its origin, the brand values and the best ways of getting the most out of it.

This brand manual is written for the benefit of those people within the **easyGroup**, or franchisees or licensees of the easy brand and for those who are considering buying into the brand.

We have now listed the eight brand values of the easy brand in their own right (see page 15). Clearly a lot has been written over the years about **easyJet**, the first easy business and the flagship of the brand and many of the

younger businesses have articulated, to some degree, their own values. However this manual is for the entire easy brand and it identifies the common themes amongst all the easy businesses.

A brand is always evolving and people's perceptions of it do change from time to time. However I still believe that there are eight values (listed on p15) that all easy businesses share and sticking to them is a good idea for everybody. Remember there is strength in unity.

I want you, as a partner or associate to get close to our way! How we do business, how we communicate, what we believe in and ultimately where we are going.

Take care and enjoy.

London July 2009

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Stelios on the 6.50am,
November 10th,
1995, Luton airport.
The first **easyJet** flight
to Glasgow.

And, as they say, the rest is history.



# what is the easyGroup?

The **easyGroup** is the private investment vehicle of Stelios, the serial entrepreneur. The **easyGroup** is the owner of the easy brand and licences it to all of the easy branded businesses, including **easyJet** plc, the airline Stelios started in 1995 and in which he remains the largest single shareholder. See next page for the brand licence between **easyJet** and the **easyGroup**. The **easyGroup** profits by either selling shares in the businesses or by licensing or franchising the brand to reputable partners. The easy brand currently operates in more than a dozen industries mainly in travel, leisure, serviced office accommodation and other consumer facing sectors.

# brand history

2005 - 2009

2009	easyHotel opens in Larnaca, Cyprus
2009	easyOffice expands with new London centres in Camden and Mayfair and also Glasgow
2009	easyPizza now delivers to over 95% of Central London
2008	easyCruise launches newest vessel, easyCruise Life for cruise holidays in Greece and Turkey
2007	easyInternetcafe.com launches worldwide listings and reviews service for Internet cafés everywhere
2007	The first easyOffice location opens in Kensington High Street
2007	easyOffice launches offering over 4,000 serviced offices for rent worldwide
2007	easy4men launches the new 3 Day Travel Pack onsale at airports throughout the UK
2007	easyVan launches, offering low cost van hire throughout the UK
2006	Queen's birthday honours list announces that Stelios will receive a knighthood for services to entrepreneurship
2006	easyHotel.com announces a major expansion plan with 38 new hotels to open in the Middle East and North Africa
2006	easyCruise.com announces the itinerary for their second vessel easyCruiseTwo which will sail from Amsterdam to Brussels
2006	easyMoney.com launches additional comparison services for credit cards, loans, current and savings accounts
2006	easyPizza.com expands with 9 new franchised outlets on the UK South Coast
2006	easyMobile.com offers sim cards and airtime online in Holland and Germany
2005	easyCruiseOne sails to the Caribbean for the winter itinerary in Barbados and 5 other islands
2005	The first franchised easyHotel opens in Basel, Switzerland
2005	SKY TV starts broadcasting the docusoap based on easyCruiseOne
2005	The first actual <b>easyHote1</b> property opens in London
2005	easyWatch.com starts selling watches online
2005	easyCinema.com starts offering the UK's most comprehensive online cinema listings service
2005	easyCruiseOne embarks upon her maiden voyage in the French and Italian Rivieras
2005	easyMoney.com starts offering motor insurance in the UK
2005	easyJet reaches 100 aircraft in the fleet
2005	easyMobile.com offers sim cards and airtime online in the UK sparking a price war
2005	easyCinema.com launches DVD rentals online in the UK
2005	easyCruise.com starts accepting online bookings for the summer of 2005
2005	easyCar.com offers car rental on a worldwide basis

# brand history

1995 - 2004

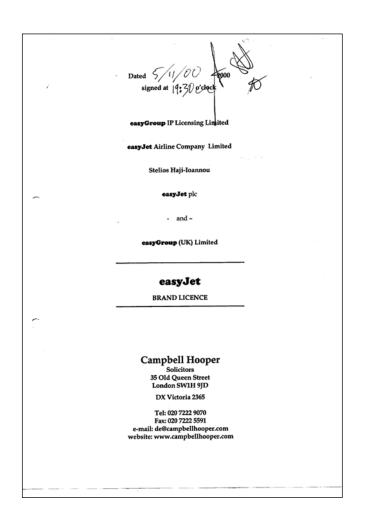
2004	easy Jobs. com website goes live offering a more efficient markelplace for job seekers in the OK
2004	easy4men men's toiletries range goes on sale in 1,000 Boots pharmacy stores in the UK
2004	easyHotel.com starts offering great value hotel rooms in more than 20,000 hotels worldwide
2004	easyBus.co.uk starts operating routes from London
2004	easyMusic.com goes live offering downloads of music tracks from 25p
2004	easyPizza.com delivers the first pizzas to homes in the UK
2003	easyCinema launches in Milton Keynes
2002	easyJet PLC orders 120 AIRBUS A319 with a further 120 under option
2002	easyJet PLC acquires go airlines nearly doubling in size
2001	easyMoney.com offers the first on line credit cards
2001	easyValue.com, the shopping comparison site goes live
2001	easy.com, the global portal site for all easyGroup businesses goes live
2000	easyInternetcafé enters the Guinness Book of Records as the largest internet café in Times Sq New York
2000	Stelios enters the Guinness Book of Records as the youngest ever scheduled airline chairman when he started easyJet aged 28
	easyJet PLC is partially floated on the London Stock Exchange
2000	easyGroup enters into a formal brand license with easyJet PLC crystalising the concept of brand extension
2000	easyCar rents first Mercedes A Class cars to consumers
1999	The first easyInternetcafé opens in London with queues stretching round the block
1999	The TV docusoap on <b>easyJet</b> is first broadcast on Britain's ITV to an audience of 9m viewers
1998	As the airline becomes a "brand" Stelios starts to work on brand extension and founds the easyGroup
1998	easyJet is elevated by the media as the arch rival of BA and credited with sparking a price war
1998	BA launches go airlines in response to <b>easyJet</b> – Stelios is on their first flight
1998	easyJet acquires a Swiss airline and becomes Geneva's defacto home carrier
1998	First order for 12 brand new Boeing 737 aircraft placed by <b>easyJet</b>
	The website easyJet.com goes live
1996	easyJet opens international routes to Amsterdam, Nice and Barcelona
1005	Staling growter games for and starts flights between Luten and Scotland

# the legal contract that formalised the easyGroup

The brand licence between **easyJet** plc and **easyGroup** IP Licensing entered just before the IPO on 5th November 2000 is the blueprint of all other easy brand licences.

clause 7.11.5 of the **easyJet** brand licence states:

"the Licensor shall require any business which uses the easy brand to enter into a licence on terms no less onerous than this Brand Licence."



# what is the easy.com global portal?

The global internet portal where consumers can find out about the full official range of **easyGroup** products and services including the latest news on all the easy businesses and Stelios himself.



more value for less!



# the easyGroup mission statement

Our mission is to manage and extend Europe's leading value brand to more products and services, whilst creating real wealth for all stakeholders.

# the easyGroup strategy

We will build on our brand values: (1) great value, (2) taking on the big boys,

- (3) for the many not the few, (4) relentless innovation, (5) keep it simple,
- (6) entrepreneurial, (7) making a difference in people's lives and
- (8) honest, open, caring and fun.

We will protect our brand from internal and external threats and manage appropriately the business and other risks inherent in venturing. We will develop our people and ensure their reward is aligned to realised shareholder returns.

# the easyGroup vision

**easyGroup** will develop Europe's leading value brand into a global force. We will paint the world orange!

# the easyGroup strapline

# more value for less!

# the 8 easyGroup brand values

1. great value

2. taking on the big boys

3. for the many, not the few

4. relentless innovation

5. keep it simple

6. entrepreneurial

7. making a difference in people's lives

8. honest, open, caring & fun

# our visual identity

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### naming

Our visual identity, known as the 'Getup', is an essential part of the **easyJet** Brand Licence and is cast in stone!

It is defined as:

"(a) white lettering on an orange background (Pantone® 021c on glossy print materials; on other surfaces the nearest practicable equivalent) and

(b) in Cooper Black font (not bold, italics, outline nor underlined) the word "easy" in lower case followed (without space) by another word, only the initial letter of which is capitalised"

The easy name is a powerful asset.

To maintain brand strength, correct and consistent use is vital.

The **easyGroup** logo is used when representing Stelios' company and the licensor of the easy brand in corporate communications.

# easyGroup

Group logo in correct Cooper Black font

# easyCar

'easy' branded business logo in correct Cooper Black font

# easyJet

capitalise first letter following 'easy'

### the portal logo

The portal logo is at the heart of all group communication aimed at the consumer. Designed in the shape of a button this logo is the consumer-facing brand which represents all of the online easy businesses.

When using the .com suffix it always appears in the Futura typeface. This is included on the website of all easy businesses. It is mandated by the Brand Licence. It helps consumers: it shows this is an authentic legitimate easy business and it helps them find the website using search engines.

As a brand standard, all **easyGroup** brand

licensees are required to include the legend 'by Stelios & **easy**.com' on their website homepage. We strongly



recommend this is placed in the header, top right.



### the exclusion zone

### the exclusion zone

The logotype must be reproduced with a clear area around it which is free from other graphic elements. This area is known as the 'exclusion zone'.

### written style

In body text the portal name should always appear in the font Futura.

### the minimum size

The logo should always be clearly legible.

### colour

The logo should always be white on easy orange PANTONE 021. In body text it should only appear in black on white and only where white out of easy orange is not practical.



the exclusion zone





more value for less!

mono versions

**p18**/38

last revised: July 2009

# business logos

Each easy branded business has its own specific logo, differentiated through the descriptive word (or words) after easy.

### written style

In body text all business names should always appear in Cooper Black font (not bold, italics, outline nor underlined), the word "easy" in lower case followed (without space) by another word, only the initial letter of which is capitalised.

### the minimum size

The logo should always be clearly legible.

### colours

The logo should always appear in white lettering on an orange background (Pantone  $^{\circledR}$  021c on glossy print materials; on other surfaces the nearest practicable equivalent – see page 31). In body text it should appear black on white and only where white on orange is not practical.

easyJet.com	easyJobs.com
-------------	--------------

	cafe.com	easyPizza.com
4 - 4   1   - 4		

	easyCar.com	easyMusic.com
--	-------------	---------------

easyV	<b>alue</b> .com	easyCruise.com
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easy	M	one	y.com		eas	SV	M	0	bi	ile	.CC	om
						- 67						

easyCinema.com	<b>easyWatch</b> .com
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easyBus.co.u	k eas	yVan.com
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easy4men.com

### do's & don'ts

Treatment of the trading names

The following illustration demonstrates correct and incorrect renderings of easy trading names using the Cooper Black font. Whilst it does not cover every possible scenario, you will formulate a good idea of what is acceptable and what is not.

# Correct

easyJet

easyJet

easyJet

easyJet

easyInternetcafé

easyInternetcafé

easyInternetcafé

easyCar

easyMoney.com

easyJet is great

easyGroup

easyMoney.com

easyGroup

easyGroup

easyGroup

easyInternetcafé

easyInternetcafé

easyGroup

**easyValue** 

easyGroup

easyGroup

# Wrong!

easyJet

easy Jet

easyjet

**EasyJet** 

easy-Internetcafé

easyinternetcafé

easyInternetCafé

easyCar

easyMoney.com

easyJet is great

easyGroup

easyMoney.com

easy Group

Easygroup

easyGroup

**EASYINTERNETCAFE** 

EasyInternetcafé

easyGroup

easyValue.

easyGroup

easyGroup

### colours

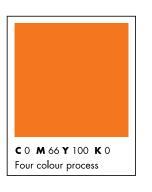
the perfect combination

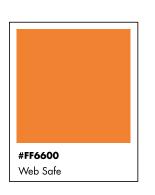
Orange is one of our greatest distinguishing features. It is an essential part of our brand identity and heritage.

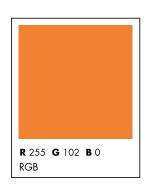
Combined with white, black and dark grey a distinct style is created which is both simple to use and powerful through its simplicity.

### values for all media applications

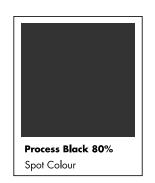


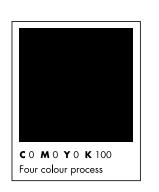


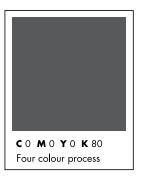












# typefaces

### the brand fonts

The Cooper Black font has played an important part in building the easy brand. Its bold, confident and distinct appearance has made it recognisable and associated with easy. Its soft friendly curves have given a warm personality to the easy businesses. Note the Cooper Black font should only be used for the business name. No shading or keylines should be used around the business name.

Futura creates the perfect balance as the communication font, with its clean and contemporary linear features.

### **Cooper Black**

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 1234567890!?.,;"

Only used for Branding

### **Futura Bold**

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 1234567890!?.,;'"

Headlines. Highlighting key words or phrases

### Futura Book

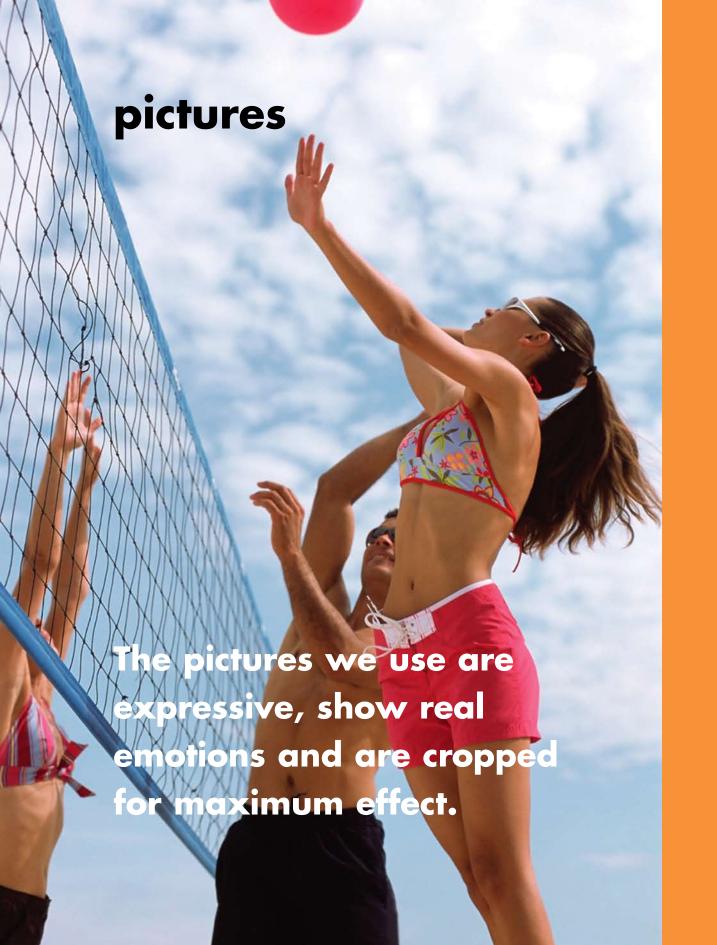
ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 1234567890!?.,;'"

Body copy

### Futura Light

ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 1234567890!?.,;'"

Small text below 6pt





The attributes

enjoying, optimistic, natural, clear, simple, real people in real situations.

# lingo

tone of voice

Don't over complicate.
Tell it like it is.

Be direct and get to the point.

Always look for the simplest way to say what you want.

We believe that a message is better read when it's simple to understand.

Be direct and talk the language of **your** customer. They will appreciate your honesty and simplicity.

Do not be afraid to use colloquialisms – or should we say... Do not be afraid to use plain and simple phrases?

We're never sexist, after all, **easyGroup** is for the many, not the few but we're often cheeky and always try to raise a smile.

For example, **easyJet** cabin crew have said, "If you have enjoyed your flight today, thank you for choosing **easyJet**. If you haven't thank you for flying Ryanair!" and

"It is a routine regulation that we dim the cabin lights for landing, it also enhances the beauty of our senior cabin crew!"

# examples of how we have been using the brand

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  - **7** advertising
- **28** group communication
- **30** PR
- PR case studies
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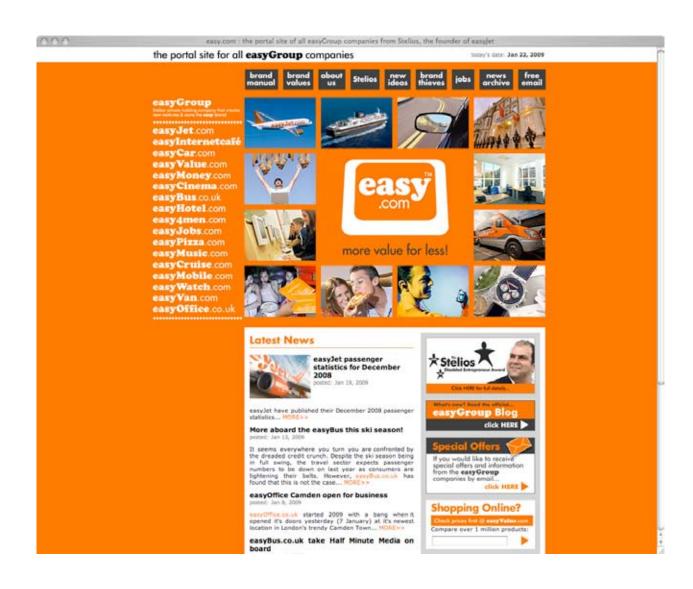
### web

Every easy branded business is online. And most receive their sales activity through this channel.

The design of the web pages are critical.

The layout has to deliver information in a clear, consistent and concise way.

The structure has to encourage purchase. For example...



### advertising

To present the **easy**.com portal to the consumer the communication must lead with a motivating consumer benefit.

The benefit should focus on the experiences that the easy branded businesses can bring.

This is done through descriptive headlines and photography of the businesses in action.



# group communication

The attributes

Use at least 12 rectangular images if more space is available, give larger businesses more prominence and always use current, approved images from business websites.



### different format examples





# group communication

When used in two colour artwork, the pictures are replaced with the logotypes.

**easy**.com becomes the hero and the orange background bonds the businesses together.



### more value for less!

easyInternetcafe.com
easyCar.com
easyValue.com
easyMoney.com
easyCinema.com

easyJet.com

easyBus.co.uk
easyHotel.com
easy4men.com

easyMusic.com

easyJobs.com
easyPizza.com

easyVan.com
easyVffice.co.uk

easyCruise.com

easyMobile.com

the portal for all easyGroup businesses

### different format examples





### PR

Marketing is considered as core competence at the **easyGroup** and within the marketing mix public relations has always been used extensively by **easyGroup** companies. Advertising can be very useful but it is relatively expensive. PR can be just as effective and it's free!

easyGroup companies are not secretive, their business plans are easy to understand and they are consumer-facing. This makes the use of public relations – communicating with consumers at large, usually through the media – very attractive. In addition, easyGroup companies have never run away from fights with larger companies. If a larger company wants to compete with you it can only be because they think you have something to offer, so it's worth publicising that fact. Consumers, and therefore the media, are generally very interested in hearing about how and why they are paying for goods and services.

As a leading brand **easyGroup** companies now enjoy wide coverage in the media and consequently wide awareness among the public at large. Stelios himself is an excellent ambassador for the brand and finds time in his busy schedule to meet and be interviewed by the media. The result is frequent exposure in the media for **easyGroup** companies.

**easyGroup** public relations is frequent and loud, open, quick to react, cheeky, fun and takes its job rather than itself seriously. Don't ignore a journalist, there's nothing wrong with admitting "I don't know, can I find out?"

### PR case studies

When British Airways tried to muscle in on the low cost airline sector Stelios was on board the inaugural flight of their low cost airline wearing an orange boiler suit. This stunt gained international media coverage, "Well worth the price of a boiler suit!" as Stelios himself remarked afterwards.



When the chief executive of Barclays Bank, which owns Barclaycard, mistakenly remarked that credit cards were expensive, he was offered an **easyMoney** credit card with £100,000 cash spending money already on it provided he promised to cut up his Barclaycard and sent it to the **easyGroup**. Although he declined the kind offer, the media loved the story and gave **easyMoney** wide publicity.





Building such a high profile and open brand has helped to snowball the **easyGroup** relationship with the public and the media. When ITV wanted to make a TV series in 1998 about running an airline they

approached **easyJet** as an open-minded airline. The result has been one of the longest running 'docusoaps' of all time. The 'Airline' series has been running on primetime network television for seven years and is now in its ninth series. It's 'warts and all' television but invaluable PR for a company that is growing fast and which sells direct to the public.

Sky Television has followed this mould and has made a TV series about **easyCruise** – 'Cruising the Stelios way!'. Once again it's an honest look at life aboard **easyCruiseOne** from both passengers and staff points of view, but



it's also weekly exposure on European-wide television and building a brand and a reputation that would otherwise cost millions in advertising.

# consumer communication

business advertising

The most effective easy communication has been where the product or service position has been brought alive through an identifiable image or photograph.

This can be done with either humour or aspiration.

These historical examples show these principles in action.

### historical examples



# When's the movie? Where's it on? Find full London listings online @ www.easyCinema.com







# how to use Stelios

Stelios is a powerful asset in the brand's portfolio.

His levels of consumer recognition attract favourable attention to the businesses.

To avoid overuse the 'From Stelios' and **easy**.com should be restricted to launch communication to clearly identify the origin of these new businesses.



When Stelios speaks it should be combative to the old order by taking on the big boys.

# appendices

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# semi annual CEO dinner

Every 6 months the CEOs of the easy businesses meet in order to discuss the progress and future of the brand.

7

section



### 1. Does Stelios own easyJet?

The airline is listed on the London Stock Exchange so it has many shareholders. Stelios remains the largest single shareholder.

### 2. Does Stelios run easyJet?

As a public company, the airline is run by its own board of directors and by a full time management team. Stelios sits as a non executive director on the board and therefore he is an insider to the company.

### 3. Does Stelios charge easyJet a royalty for the use of the brand?

Stelios initially built the easy brand through **easyJet**, the first easy company. When **easyJet** was floated on the stock exchange, Stelios agreed a nominal royalty for use of the **easyJet** brand.

### 4. Do other easy businesses get access to the easyJet customer base?

As each business has different shareholders, all dealings between them is on arms-length terms and payment has to be made for such cross marketing opportunities

### 5. Is Stelios himself available to the easy brand licensees for PR/advertising purposes?

Stelios does make himself available for such purposes especially at the launch phase of an easy business. Needless to say that such use will have to be made only after he has given his approval in writing.

- 6. Can an easy brand licensee control what Stelios says? In order to maintain the integrity of the easy brand licensing system, Stelios has to be free to criticize a particular licensee in the way it uses the brand, first in confidential communications and in extreme circumstances in public. Obviously information which has been agreed to be kept confidential by both sides, will be kept confidential.
- 7. Who decides where the easy brand can be applied?
  The easyGroup and hence Stelios who owns it. He has more to lose and gain from the easy brand so he is best placed to decide.
- 8. Do easy businesses compete with each other?
  Yes they do. There are some restrictions imposed on each business in the brand licence to mainly stick to their core activity but many do compete and they do collaborate at the same time.

### 9. Are there risks with each brand extension?

Yes there are. There is no reward without risk. But Stelios still believes that the benefits of building a common brand outweigh the risks. The whole is worth more than the sum of the parts!

# easyGroup contacts



Stelios serial entrepreneur stelios@easyGroup.co.uk



Anthony Robb-John
Managing Director
ari@easyGroup.co.uk



**Kirsten Doherty**Trade Mark Attorney
kirsten.doherty@easyGroup.co.uk



Gavin Richardson
Head of Design
gavin.richardson@easyGroup.co.uk

**easyGroup** IP Licensing Ltd 8 Hanover Street London W1S 1YE

**easyGroup** IP Licensing Ltd, a UK company, is owned by **easyGroup** Holdings Ltd, a company incorporated in the Cayman Islands with a branch office in Monaco as per the contact details below. The board of directors of **easyGroup** Holdings Ltd comprises:

Sir Stelios Haji-Ioannou
Andrew Cooper
Peter Barton
Jean-Claude Eude
David Watson

Chairman
Finance Director
Non-executive Director
Non-executive Director
Non-executive Director



easyGroup Holdings Limited
1, avenue Henri Dunant, 1251 Palais de La Scala,
MC 98000 Monaco
Contact: Andrew Cooper Email: andrew.cooper@easyGroup-holdings.com



FOUNDATION

Stelios' giving back activities are now managed via the Stelios Philanthropic Foundation:

1, avenue Henri Dunant, 1251 Palais de La Scala, MC 98000 Monaco



Marie-Louise Bang
Foundation Director
mlb@stelios.com



**Tracy Ghori**UK Co-ordinator
tg@stelios.com

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last revised: July 2009

# list of contacts

### easyGroup IP Licensing Ltd

8 Hanover Street, London W1S 1YE **Email:** info@**easy**.com

manages the following brands:

easyInternetcafe

easyValue

easyMoney

**easyCinema** 

easy4men

easyJobs

easyMusic

easyMobile

easyWatch

### easyJet

Hangar 89, London Luton Airport, Luton, Bedfordshire LU2 9PF

Contact: Andrew Harrison (CEO) Email: andrew.harrison@easyJet.com

### easyCar & easyVan

Highbridge, Oxford Road, Uxbridge. UB8 1HR

Contact: Bill Jones (CEO) Email: bill.jones@easyCar.com

### easyBus

The Rotunda, 42/43 Gloucester Crescent, London NW1 7DL

Contact: Jonathan Crick (CEO) Email: jonathan.crick@easyBus.co.uk

### easyHotel

London House, 271-273 King Street, London W6 9LZ

Contact: Lawrence Alexander (CEO) Email: lawrence.alexander@easyHotel.com

### easyPizza

8 Hanover Street, London W1S 1YE

Contact: David Sweeney (CEO) Email: david.sweeney@easyPizza.com

### easyCruise

362, Syngrou Avenue, 176 74 Kallithea, Athens

Contact: Fotios Kalatzis (CEO) Email: fotios.kalatzis@easyCruise.com

### easyOffice

8 Hanover Street, London W1S 1YE

Contact: Mark Smith (CEO) Email: mark.smith@easyOffice.co.uk