

TO: Ground Service Providers & Station Managers  
FROM: Ground Operations Bureau  
ISSUE DATE: 13.02.2025  
REG: 03/ONPS/2025  
REVISION: 1.0  
SUBJECT: Boarding Order for DHC

Dear Ground Service Providers,

**Crew members traveling as DHC may only board after all priority passengers have been accommodated.**

**DHC must never be allowed to board before priority passengers.**

**Priority passengers:**

- LOT Business Class
- LOT Premium Economy passengers
- Star Alliance Gold cardholders
- Families with small children

**must always be boarded first.**

Your strict adherence to this procedure is essential to maintaining our high Customer Experience standards.

Thank you for your cooperation.

Best regards,

Ground Operations Bureau

Revision list:

Rev. No.	Effectivity	Reason
1.0	13.02.2025	New document

Risk acceptance:

CURRENT RISK INDEX <u>before</u> change		PROJECTED RISK INDEX <u>after</u> change		ACCEPTANCE AUTHORITY (includes acceptance of Risk)	
CRITICAL		CRITICAL		Name	Sebastian Jadczak
SERIOUS		SERIOUS		Position	Ground Operation Nominated Person
MODERATE	X	MODERATE		Signature	e-mail approval
LOW		LOW	X	Date	13.02.2025

Approval notice:

Prepared by:	Name	Function	Date
Prepared by:	Bernadetta Podskrobko-Bochenek	Ground Ops Safety and Procedures Manager	13.02.2025
Checked by:	Bernadetta Podskrobko-Bochenek	Ground Ops Safety and Procedures Manager	13.02.2025