

TO: Ground Handling Agents and Partners
FROM: Ground Operations Bureau
ISSUE DATE: 24.09.2023
REG: 11/ONPS/2023
REVISION: 1.0
SUBJECT: ID tickets acceptance (Priorities concept LOT GHM ch.5)
EFFECTIVE DATE: immediately
FOREWORD: This MEMO contains a reminder of Procedure for ID tickets and priority.

Dear Handling Agents and Partners,

Due to significant increase in ticket sales of LOT Polish Airlines flights and consequently high seat factor, we would like to remind you about LOT Polish Airlines ticket policy for ID travel, as well as priority assignment.

- General rules for acceptance process:
 - ID staff acceptance is based on priority rank (i.e. "P12") and employment date (LO staff only)
 - Any upgrades to higher class ("C" or "P") does not change the priority rank of seat allocation.
 - In the event of overbooking, seats are assigned to ID staff with higher priority rank before those with lower priority.
 - If two or more ID staff have the same priority, the acceptance (seat allocation) is determined by the date of employment and type of travel (duty/private).
- Priority acceptance for ID staff in economy class "Y"
 - A. [scenario: *not enough seats to accommodate all ID members in "Y"*] – priority guideline for Handling Agent:
 - a. a full-fare passenger without a paid upgrade shall be upgraded to "C" or "P" to release seat for an ID staff in private trip with higher ID priority.
 - b. an ID staff with travel Priority Group I on duty travel with right to upgrade to "C" or "P" shall be accepted in a higher class.
 - c. an ID staff in private travel with a higher priority but without a purchased upgrade (no EMD) shall be accepted in economy class "Y"
 - d. an ID staff in private travel with lower priority, but with an upgrade purchased (EMD), shall be accepted to a higher class "C" or "P" as long as there are still seats available in this class.
 - Priority acceptance for ID staff in higher class "C" or "P"
 - B. [scenario: *not enough seats to accommodate all ID members in "C" or "P"*] – priority guideline for Handling Agent:
 - a. a full-fare passenger with a purchased full-fare upgrade.
 - b. an ID staff with travel Priority Group I on a duty travel with right to upgrade to "C" or "P" shall be accepted in a higher class.
 - c. an ID staff on a duty travel with right to upgrade to a higher class ("C" or "P").
 - d. an employee on a private trip with a purchased upgrade to a higher class ("C" or "P").

ATTENTION!

No matter of what travel class was purchased (including EMD upgrades). The priority rank and date of employment determines the seat allocation in the higher class.

Next page you will find a description of all Priority Group.

Additionally, please find attached extract from LOT Ground Handling Manual chapter 5, with guidelines for ID tickets acceptance.

Best regards,

Ground Operations Bureau

PRIORITY GROUP I – CHECK-IN EQUAL WITH "REVENUE" PASSENGERS, SEAT CONFIRMED

- Priority Group I means an entitlement to a confirmed seat by virtue of booking or the priority to take a seat on board before "revenue" passengers in the situation of overbooking.

Table 15 Priority levels in business travel - priority group I

Priority level	Eligible
01	<ul style="list-style-type: none"> Flight crew - pilots travelling as DHC (Dead Head Crew). Cabin crew travelling as DHC (Dead Head Crew). Flight crew - pilots travelling for simulator flight training. Flight Engineer travelling to repair a defect in a PLL LOT S.A. aeroplane under an ID00S1 ticket.
02	<ul style="list-style-type: none"> Board of Directors of PLL LOT S.A. and Eligible Companies (provided that the applicable agreement regulates business travels) and Supervisory Board of PLL LOT S.A.
03	<ul style="list-style-type: none"> STAR Alliance – DHC (Dead Head Crew) and Board of Directors on business travels.
04	<ul style="list-style-type: none"> Guests of the Board of Directors of PLL LOT S.A. and Eligible Companies (subject to authorisation by a Member of the Board of Directors of PLL LOT S.A. or a person authorised by him/her) – the priority must be clearly stated by the applicant in a travel application. Other airlines – DHC (Dead Head Crew).

PRIORITY GROUP II – CHECK-IN AFTER "REVENUE" PASSENGERS, CONFIRMED SEAT

- Priority Group II means an entitlement to block a seat by virtue of booking, but does not mean the priority to take a seat on board before "revenue" passengers in the situation of overbooking.

Table 16 Priority levels in business travel - priority group II

Priority level	Eligible
05	<ul style="list-style-type: none"> Board of Directors of PLL LOT S.A. and Eligible Companies on private travel, including close family members or a Cohabitee. Director of Division, Director of Office of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) on business travels.
06	<ul style="list-style-type: none"> Employees of PLL LOT S.A. and Eligible Companies (in accordance with the applicable agreement) on business travels. Persons eligible to use NDCREW cards. Promotion/Advertising tickets.

07	<ul style="list-style-type: none"> ▪ Star Alliance – employees on business travels ▪ Employees of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) on private travel in the IDR1 fare. ▪ GSA PLL LOT S.A. – employees on business travels for training purposes ▪ Demonstrative flights and education/marketing travels made by persons with ID tickets who are not airline employees
08	<ul style="list-style-type: none"> ▪ Star Alliance – employees on private travels ▪ Other airlines – employees on private travels ▪ Consultants, contractors, trade partners of PLL LOT S.A. and Eligible Companies (subject to authorisation by a Member of the Board of Directors of PLL LOT S.A. or a person authorised by him/her) in accordance with applicable agreements – confirmed travel. ▪ GSA PLL LOT S.A. – employees on business travels other for training purposes. ▪ IATA Director on a business travel.
09	<ul style="list-style-type: none"> ▪ IATA Employees on business travels. ▪ Other airlines – employees on private travels.

PRIORITY GROUP III – STAND BY

- Priority Group III means the right to make a booking without the right to have a seat assigned.

Table 17 Priority levels in business travel - priority group III

Priority level	Eligible
10	<ul style="list-style-type: none"> ▪ Consultants, contractors, trade partners of PLL LOT S.A. and Eligible Companies (subject to authorisation by a Member of the Board of Directors of PLL LOT S.A. or a person authorised by him/her) in accordance with applicable agreements – standby travel.
11	<ul style="list-style-type: none"> ▪ STAR Alliance – employees on business travels ▪ GSA PLL LOT S.A. – employees on business travels

12

- Employees of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) when travelling together with close family members, a cohabitee or a Travel Partner.
- Retired and Disability Pensioners travelling together with close family members or a Cohabitee or a Travel Partner.
- Applicable to travel by close family members of an Employee of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) or Cohabitees travelling without Employees.

13

- Applicable to travel by wider family members of an Employee of PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL) or Cohabitees travelling without Employees.
- Also applicable to the entire wider family in travel with or without an Employee.
- Also applicable to families of Employees travelling as DHC/CREW.

14

- Other airlines – employees on business travels (e.g. MIBA).
- Star Alliance – employees on private travels.
- General Sales Agent (GSA) PLL LOT S.A. – private travels.

15

- Other airlines – employees on private travels.
- Agency travels, marketing and education travels by persons with ID tickets who are not airline employees.
- Employees of an Eligible Company (other than PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL)) travelling together with close family members, a Cohabitee or a Travel Partner.
- Applicable to travel by close or wider family members of an Employee of an Eligible Company (other than PLL LOT S.A., LOT Cabin Crew, LOT Crew, LOT Team, LOT Travel, Polish Aviation Group (PGL), Polish Aviation Academy (PAL)) or Cohabitees travelling without Employees.
- Employees of PLL LOT S.A. trade partners on private travels, in particular WROLOT, CEES, WAS-WELCOME; Employees and other eligible persons of other airlines on private travels.

Rev. No.	Effectivity	Reason
1.0	25.09.2023	Reminder

Approval notice:

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