

TO: **Ground Service Providers & Station Managers**  
FROM: Ground Operations Bureau  
ISSUE DATE: 16.12.2024  
REG: 26/ONPS/2024  
REVISION: 1.0  
SUBJECT: Implementation of the 15below system

Dear Ground Service Providers,

Please be informed about implementation of an advanced tool dedicated to communicating with passengers in case of flight disruptions - **15below system** by LOT Polish Airlines.

Through **15below system**, passengers receive notifications of:

- schedule changes (cancellations, rebookings, no-shows, delays),
- gate number,
- gate number changes,
- boarding start time.

Therefore, please be careful when providing the airport information to avoid generating excessive or misleading notifications to passengers.

Thank you for your cooperation and attention to this matter.

Best regards,  
Ground Operations Bureau

Revision list:

Rev. No.	Effectivity	Reason
1.0	17.12.2024	New document

Risk acceptance:

CURRENT RISK INDEX <u>before change</u>		PROJECTED RISK INDEX <u>after change</u>		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	16.12.2024

Approval notice:

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