

POLSKIE LINIE LOTNICZE



A STAR ALLIANCE MEMBER 

Warsaw May 18th,2020

Dear Trade Partner,

The long-awaited day has come!

LOT team spent long days analysing different scenarios and it is today, that we are thrilled to announce that these plans became a reality - we announce our plan to return to flying.

Safety has always been our priority. We are constantly following reports of public health organizations, showing the effect of the struggle with the virus, both in Poland and worldwide. Considering all data and medical reports, guided by the current epidemic situation, we made a decision on a gradual restoration of LOT passenger operations. In the first stage, we will focus on the domestic market.

As of the 1<sup>st</sup> of June 2020 we will launch domestic passenger flights in Poland.

Passengers will be able to choose LOT connections and operations to/from 8 domestic airports:

- Warsaw-Gdansk: up to three flights a day
- Warsaw to Krakow, Poznan, Rzeszow, Szczecin, Wrocław, Zielona Gora - up to two flights a day
- Krakow to Gdansk - once a day.

The new network covers around 30 flights a day (business hours and tourism friendly). Tickets are available from 99PLN (OW, no bag). Please be advised that prices, for choosing a seat and additional luggage, have changed.

Further plans for passenger flights depend on the recommendations of Polish and European institutions responsible for sanitary safety, as well as restrictions imposed by other countries. Passenger and employee safety remains our primary concern. Accordingly, all international flights, scheduled from the 1<sup>st</sup> to the 14<sup>th</sup> of June 2020, have been cancelled.

Please see the updates on Procedure v 4.7 and a quick overview of the options

-Safety first-

LOT Polish Airlines works with PPL Board [‘Polish Airports’ State Enterprise] the Chief Sanitary Inspectorate and directors of domestic airports on an ongoing basis, in order to develop safety procedures for resumed flights. Airport procedures are introduced along with the guidelines of IATA, EASA, EC and others. They include temperature control at the terminals’ entrance, separating arriving and departing passengers, distance between passengers at gates and during boarding, limited airport infrastructure (shops, business lounges), access to antibacterial gels, dispensers with face masks (paid) and obligation to cover lips and nose (introduced in Poland from April 16<sup>th</sup>).

As part of limiting passenger contact with airport staff, LOT is also working on replacing existing procedures with self-service mechanisms, including obligatory online check-in and automated boarding. Detailed airport procedures for passengers shall be presented by May 25th.

Ground handling employees and cabin crews will be equipped with a number of protective measures, such as masks and gloves. All passengers traveling on LOT flights will be obligated to cover mouth and nose with a mask throughout the flight. As part of the on-board service, LOT will apply the "no contact" procedure, limiting direct interaction of passengers with the crew.

Drinks and snacks will be served in individual packages. In order to minimize contact and improve boarding procedures, passengers can carry one piece of hand luggage only (dimensions 55/40/23 cm) at an increased weight of up to 10 kg (backpack, purse, laptop or shopping bag ).

Moreover, LOT aircraft are equipped with HEPA (High Efficiency Particulate-Air) filters that remove 99.9% of bacteria and airborne viruses. In addition, the deck, storage compartments above the seats and luggage hatches are regularly disinfected with biocides.

Current information on epidemiological procedures at airports and on LOT flights are available at [LOT.com](https://www.lot.com)

I strongly believe the Monday news are not only a good start of the week, but also beginning of positive events in the aviation industry. With pure joy, I invite you again onboard LOT aircrafts,

Stay safe,