

# LOT Polish Airlines announces development strategy for 2024 and beyond



Cabin interior for LOT Polish Airlines

[LOT Polish Airlines](#) presented its development direction for 2024 to 2028 this month, announcing several directions and initiatives to look forward to. The airline will increase number of modern aircraft, fly to more destinations and meet demanding environmental targets in the years ahead, according to the press release.

“It’s who you travel with. After all, a good travel partner stands for safety, comfort and a guarantee of successful plans,” said Michał Fijoł, LOT Polish Airlines, CEO & President of the Management Board. “For nearly 95 years LOT Polish Airlines has been just such a partner: reliable and important for successive generations of Poles. The strategy we have presented today is a promise for the decades to come. Global aviation is evolving before our eyes, and we will be one of the leaders of this evolution.”

The airline’s strategy reportedly involves expanding its aircraft fleet by around 50 percent (from 75 to 110 aircraft by 2028), increasing passenger numbers by around 70 percent (from 10.3 million to 16.9 million in 2028) and enhancing service quality to boost passenger satisfaction.

The LOT Polish Airlines flight network will introduce nearly 20 destinations in the next few years, the press release said. It will also invest in its airports, including remodelling the Polonez Business Lounge in Warsaw and launching a business lounge at Chicago O’Hare International Airport.

## **First business lounge at Chicago O’Hare**

LOT Polish Airlines announced the construction of its first business lounge in North America at Chicago O’Hare Airport, set to open in 2024. Chicago is a strategic destination in the US market for the Polish airline because of potential Polish and other minority traffic living in the Chicago metropolitan area, <sup>1</sup>

the press release said.

The LOT Polish Airlines lounge in Chicago will feature a modern work zone, a relaxation zone and a catering zone. It will be the first space of its kind outside Europe and the company plans to integrate Polish traditions into the design and passenger experience. The lounge will cover 617 square meters and will be located in the central part of the terminal.

“I feel truly delighted that we can now break the news of the construction of the LOT Business Lounge at Chicago’s O’Hare Airport,” said Izabela Leszczyńska, Director of the Product Development and Customer Experience Department. “The new, and at the same time first business lounge outside Europe is another milestone in the development of our company. We want the space to symbolize the Polish hospitality which LOT is inextricably associated with. I do believe that it will help us offer a fantastic experience to our guests.”

The lounge is currently scheduled to open in late Q3 or early Q4 of 2024. It will be available to LOT Polish Airlines passengers and partner program cardholders.

### **Cabin upgrades in 787-8 Dreamliner**

In addition to its business lounge in Chicago, LOT Polish Airlines has announced a major upgrade to the cabins of the 787-8 Dreamliner. The wide-body retrofit will feature a refreshed design, including replacing the seats in all classes and installing a new IFE system. Internet connectivity will also be available to passengers following the upgrades.

The cabin upgrades are part of a collaboration with notable brands such as [RECARO Aircraft Seating](#), [Safran Passenger Innovations](#), [Viasat](#) and [Tangerine](#), according to the press release. The LOT Economy Class seats will be manufactured at the RECARO Aircraft Seating factory in Poland. Meanwhile, Tangerine created the design of the cabins. The goal of the design is to respect the 95-year history of the company while modernizing the aircraft.

“The new cabin space in all classes is inspired by the Polish landscape,” said Leszczyńska, Director of Product Development and Customer Experience Department at LOT Polish Airlines, about the experience of future travel in the upcoming 787-8 cabin interiors. “Vibrant, deep blues emanate perfectly from the LOT brand, while the addition of copper alludes to the warmth of the Polish sun. The design follows business trends, however, as one of the oldest and most recognizable Polish brands in the world, we do not forget to include touches from our cultural heritage.”

Upgraded seating is a large part of the cabin design passengers will experience in coming years, LOT Polish Airlines said in the press release. The entire cabin of the 787 fleet will be feature seats from RECARO Aircraft Seating in LOT Business Class (CL6720 model), LOT Premium Economy Class (PL3530 model) and LOT Economy Class (CL3810 model).

“By choosing RECARO Aircraft Seating as the exclusive supplier of seats for our wide-body fleet, we prioritized passenger comfort and innovation,” said Leszczyńska. “Our partnership marks a milestone for both LOT Polish Airlines and RECARO, with whom we are working on a wide-body aircraft cabin design for the first time. The CL6720, PL3530 and CL3810 series seats materialise our commitment to providing comfortable travel experience in all classes. We are confident that this collaboration will establish new standards and reflect our dedication to making the journey even better for passengers.”

The seating configuration in LOT Business Class will change to 1-2-1, giving each passenger direct aisle access. Each seat will have an individual door for enhanced privacy. There will be more space for personal items in LOT Premium Economy Class. In LOT Economy Class, passengers will experience increased legroom and advanced cushions in the seats, the company shared in its press release.

The 787-8 fleet will also see upgraded IFE systems in the coming years, including 4K resolution screens of 17.3 inches in LOT Business Class and 13.3 inches in LOT Premium Economy and LOT Economy Class. Passengers travelling in all classes will be able to connect their headsets to the IFE system using Bluetooth technology. All seats will feature a modern USB-C charging port, while LOT Premium Economy Class and LOT Business Class seats will have universal power sockets. LOT Business Class seats will also feature a wireless charging built-in in the console.

LOT Polish Airlines also said in its press release that the entertainment system will be supplied by Safran Passenger Innovations. Passengers travelling on long-haul routes will have wireless Internet access aboard all of the LOT Polish Airlines wide-body aircraft. Internet connectivity (with global coverage) will be provided by Viasat.

“This will be a brand new quality of travel – from boarding and the overall experience to the comfort of the seats and the enjoyment of the inflight entertainment, right down to the tiny details that we hope our passengers will appreciate. We are looking forward to welcoming you to this experience,” said Leszczyńska.

The modernized cabins are expected to be completed and in serviced by 2026.

### **Looking to the future**

The press release stated that the airline will focus on sustainability throughout the development of these projects.

“I would like to say a big thank you to the entire team, our LOT family, for their extraordinary commitment in preparing the plan for the coming years. I believe that the implementation of the strategy will prepare LOT Polish Airlines for its second centenary year of operations,” added Fijoł.