

7th April 2020

Dear Customer,

Subject: COVID-19 EMERGENCY SUPPORT SURCHARGE – IMPORT CARGO

During these unprecedented times for our industry, Swissport is committed to maintaining operations across our network, despite the significant reduction of flight schedules. Swissport continues to meet the current demand by adjusting its facility opening hours and the necessary manning levels, whilst retaining flexibility in accommodating charter flights and other ad-hoc movements where applicable.

Swissport is dealing with multiple challenges to ensure that our facilities remain operational and secure for business by adjusting our cost base in line with current activity. Despite this, the reduction in schedules and frequency of flights has necessitated a change to our charging arrangements, with the consequent need for Swissport to cover its fixed costs.

Therefore, in order to maintain services, Swissport will introduce a COVID-19 Emergency Support surcharge to be billed to the clearing agent on all import cargo processed through our facilities. This shall apply to import cargo handled loose and pre-built ("BUP").

A surcharge per AWB (all amounts excluding taxes) shall be applicable as of 14th April 2020 and until further notice as follows: -

- AWB weight between 1kg and 500 kg - 19.00 Euro
- Between 501kg and 1,000kg - 22.00 Euro
- Between 1001kg and 5000 kg - 25.00 Euro
- More than 5001kg - 30.00 Euro

This surcharge shall only apply at the Swissport station of AWB termination and levied along with other applicable Import Terminal Handling Charges assessed locally to the clearing agent.

This surcharge shall **not** apply to cargo:

- in transit landed at a Swissport facility, where the final AWB destination is beyond the airport of flight arrival;
- COVID-19 related medicines, pharmaceuticals, human remains and humanitarian relief goods where the special handling code "COV" is stated on the AWB;
- export cargo.

We will continually assess the necessity of this surcharge and we will remove it as soon as airline flight schedules have returned to normality.

We fully appreciate that this comes at a challenging time for our industry sector, however this is purely to enable Swissport to continue providing services to you during this period of stark reductions in demand for our services.

We kindly request you to ensure that your invoice approval cycles and processes are updated accordingly to avoid any payment delays and we thank you for your co-operation and understanding during this time.

Yours faithfully,

A handwritten signature in blue ink, appearing to read "Tomi Viitanen".

Tomi Viitanen

SVP Swissport Northern Europe