

7th April 2020

Subject: COVID-19 EMERGENCY SUPPORT SURCHARGE – IMPORT CARGO

Dear Customer,

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 facilities opening hours and staffing 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 material reduction in flight schedules and a significant increase in unit costs necessitates a change to our charging arrangements, as Swissport needs to cover operational fixed costs.

Therefore, and in order to sustain service delivery, Swissport is forced to introduce a **COVID-19 Emergency Support Surcharge** to be collected from the clearing agent and applicable to all import cargo processed through our facilities. This shall apply to import cargo handled loose, warehouse transfers, and pre-built units ("BUPs").

A minimum surcharge of \$25.00 USD per MAWB, or for consolidated shipments with multiple HAWB's \$25.00 USD per HAWB, will be applicable as of 14th April 2020 and until further notice.

This surcharge shall only apply at the Swissport station of AWB termination and is being levied along with other applicable Import Terminal Handling Charges.

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

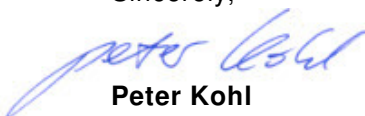
- in transit landed at a Swissport facility, where the final AWB destination is beyond the airport of flight arrival;
- human remains shipments;
- export cargo.

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

We fully appreciate that this comes at a challenging time for our industry, however, this measure is entirely aimed at permitting Swissport to continue providing vital services to our customers and the aviation industry at large during this period of stark reductions in demand for our services.

We kindly request you to ensure that your invoice approval processes are revised accordingly to avoid payment delays. Thank you for your understanding and precious support during this trying time.

Sincerely,



Peter Kohl
COO Cargo