



6th April 2020

Dear Business Partner,

Re: dnata COVID-19 Surcharge - Update 6

The COVID-19 pandemic, with its devastating effects on global trade and, in particular, the aviation industry, has resulted in unprecedented actions across our industry in our fight for survival.

Over the last few weeks we have endeavoured to keep you fully informed of our business continuity plans in consolidating our cargo business at London Heathrow and Manchester Airports by closing some of our facilities, reducing hours of coverage at some of our regional airports and in unfortunately suspending our cargo operations at both London Gatwick and East Midlands Airports.

In our previous correspondence we also shared with you our initial Business Response Scheme (BRS) with voluntary options for our staff. However, the extreme downturn in business has left us with limited flights operating and a completely reduced cargo capacity at our key airports. In line with this workload we have now completed our manpower assessments and have been obliged to place a large proportion of our staff on to the government furlough scheme.

Whilst we have now implemented our manpower plan, the situation remains fluid, with unpredictable demand in handling ad-hoc freighters and continuous schedule and capacity changes from many airlines, and this is anticipated to remain the 'norm' over the coming months as the crisis continues.

In ensuring we can continue to try and meet these demands, and have a level of resistance in our business to prepare for such eventualities, we will be implementing a COVID-19 surcharge effective 9th April 2020 to our Terminal Handling Charges as follows:

- GBP 0.04 per kilo - GBP 8.00 minimum: To apply to all import and export cargo/mail handled at all dnata UK stations.

We will be informing the freight forwarding community via ASM Helpline. Please ensure that your staff and other stations are also advised of these changes.

Thank you for your cooperation and support during these unprecedented and challenging times.

Yours sincerely,

A handwritten signature in black ink, appearing to read "MA", with a horizontal line underneath.

Mohammed Akhlaq
Chief Commercial Officer