



Madrid, March, 16<sup>th</sup> 2020,

Dear customers,

We would like to remind you that, despite the crisis caused by the COVID-19 disease, at United Aviation Services we continue to work normally by adopting special measures, which, following our safety protocol, we have applied through a Contingency and Operational Continuity Plan, to guarantee the least possible impact on daily activity without renouncing strict compliance with the health regulations approved by the competent authorities.

Firstly, we have redistributed our human resources by creating 2 different work teams at each base, without physical contact between them, in order to minimise potential cases of disease.

Secondly, we have established a series of contingency rules and health habits, consisting of regular hand washing before and after each risk operation, maintaining a prudent distance of 1 metre from the general public and avoiding unnecessary direct physical contact.

Likewise, we have established extraordinary hygienic shifts at the end of each shift, consisting of cleaning tables, counters, screens, keyboards, telephones, tablets and door knobs. We have also included in these sanitation tasks the cleaning of all vans and GSE used in each shift: door handles, dashboards, seats and steering wheel.

Thirdly, we have activated an action protocol in case any of our employees, or people in their environment, are declared as affected by COVID-19. At that time, they will be isolated in a home quarantine, and the rest of the team on duty will be notified so that they can notify the official health services of their possible infection. This team will proceed with sanitation tasks prior to the change and will inform the next team of their replacement.

With this Plan, our objective is to ensure, once again, the safety of our employees and customers, as well as to contribute to a rapid re-establishment of the normal situation.

We will keep you informed of new restrictions and do not hesitate to contact us if you need further information.

Best regards and take care.

Julian Bravo Coloma

Director General UAS

A handwritten signature in black ink, appearing to read "Julian Bravo Coloma", written over a faint circular stamp.

Jose Sanchez Rubiño

Safety Manager UAS

A handwritten signature in black ink, appearing to read "Jose Sanchez Rubiño", written in a stylized, cursive script.

