

Lisbon, April 30th, 2020

Dear TAP Air Cargo Customer,

We would like to inform you that we have decided to assign from May 1st a new partner for the Austria market as TAP Air Cargo GSSA, **Sky Cargo Solutions GmbH** with head-office in Vienna.

TAP Air Portugal has been through a significant transformation process in the last 4 years, most visible is the introduction of more efficient aircrafts (Airbus Neo), 37 during 2019 and opening new online destinations 13 in 2019, including 3 new destinations in the US (from a total of 8 in North America).

Specifically, in the cargo and mail businesses we have been extending our offline network that has now over 250 destinations and we have focused our attention on key business elements.

Time-to-market being on top of our priorities, but also reinforcing our customers access to our services with new website and new digital tools, we have introduced the e-AWB single process, e-Booking tool as well as CargoHub a new connectivity toll that allows full booking and feedback automation. Finally, we want to reinforce the company contact availability and correct fit towards our customers, with TAP Air Cargo, our customers can control their cargoes 24/7.

1

Your main management contacts will be:

<p><u>Wolf Maria Taborsky – General Manager</u></p> <p>Sky Cargo Solutions GmbH Air Cargo Center / Object 610, Room 103 AT-1300 Vienna International Airport</p> <p>Tel: + 43 1 7007 32480 Mobile: + 43 664 495 6370</p> <p>Mail: wolf.taborsky@sky-cargo.at</p>	<p><u>Dana Götz - Operations</u></p> <p>Sky Cargo Solutions GmbH Air Cargo Center / Object 610, Room 103 AT-1300 Vienna International Airport</p> <p>Tel: + 43 1 7007 32481</p> <p>Mail: Dana.goetz@sky-cargo.at</p>
---	--

Available for any ideas or questions that you may have.

We are thankful to our previous GSSA, rendering a good service during these years.

Looking forward to developing new business opportunities together.

Thank you for your ongoing and future support, yours faithfully

Bernardo Nunes

TAP Air Cargo | www.tapcargo.com

Senior Manager Business Development

e-mail. bnunes@tap.pt / Mobile. +351 937 888 887