


Warsaw 09 March 2016

To Whom It May Concern:

I, Agnieszka Serwon-Wilczek, representing LOT as Head of Ground Operations, recommend Baltic Ground Services, our ground handling company in Vilnius as reliable provider of Full Handling - passenger services, ramp handling and load control.

Since the beginning of our cooperation, we have appreciated professionalism of Baltic Ground Services employees, as well as support provided by the Management team in order to meet both our operational and product requirements. We are also grateful for their ongoing communication with our representatives, always done in an honest way. We find Baltic Ground Services as trustworthy partner.

Sincerely yours,

Executive Director, Nominated Person
Ground Operations

Agnieszka Serwon-Wilczek