

## Testimonial for UAB, Baltic Ground Services in VNO

Brussels Airlines N.V./S.A., registered IATA carrier in Brussels, Belgium, started its Flight Operation in November 2001. Our fleet consists of Avro 100, A319, A320 and A330 aircrafts. Further we contract wetlease aircrafts Q400 operated by our partners Fly Be and Tyrolean, as well as Embraer 145 by BMI on SN commercialized flights within Europe.

Brussels Airlines is a leading Belgian airline known for its reliability, service and strong African expertise. We connect our convenient home base in the Capital of Europe to all the major capitals and regions of Europe, 20 destinations in Africa as well as to New York and Washington.

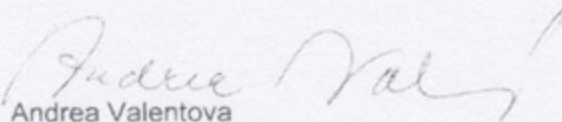
We do hereby confirm that since we opened the route to Vilnius on 29 March 2009 our flights have been professionally processed on ground by UAB Baltic Ground Services.

The contracted standard ground handling for our RJ100 and A319/320 aircrafts includes:

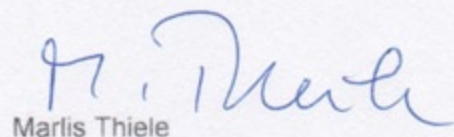
- Passenger and baggage service at Check-in, Gate and Lost & Found
- Ramp handling including loading/unloading baggage and cargo, GPU, passenger stairs, push-back
- Weight & Balance including local load control for every departing flight
- De-icing services

We highly appreciate the safe, high-quality and on-time performance in Passenger, Load Control & Ramp Services delivered by the qualified and motivated staff of BGS.

Yours sincerely,

  
Andrea Valentova

Brussels Airlines  
Ground Operations  
Regional Station Manager

  
Marlis Thiele

Brussels Airlines  
Head of Ground Operations  
Europe North, East and Middle East