



Vilnius, October, 2011

To Whom It May Concern:

Baltic Ground Services has been a very reliable partner to Small Planet Airlines in field of ground handling and fuelling for already many years. They have always delivered an excellent service for our operations, have been flexible and met all our expectations including the concept of how business must be done. Their staff always showed the highest professionalism whether it would be passengers handling, de-icing or fuelling operation.

As for an airline it is very vital to have very reliable ground handling partner therefore Small Planet Airlines is very happy that Baltic Ground Services has expended its operations to Warsaw and other Polish airports to continue to be our business partner.

Dear, Baltic Ground Services, Thank you for being with us through all these years, you are an example of what the great business partner should be!

ALL THE BEST,

On behalf of Small Planet Airlines:

Gytis Gumuliauskas

Director, Ground Operations and In-Flight Department



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