

Update on Embargo Operations at Guarulhos Airport

Dear Customer,

Due to the congestion at Guarulhos International Airport that is significantly affecting air cargo operations, GRU Airport, the airport's concessionaire, has informed us that they will be implementing a series of temporary measures:

- **Embargo on dry cargo:** From Thursday, November 7th to Monday, November 11th, all international dry cargo reception will be temporarily suspended.
- **Permitted cargo:** During this period, only perishable goods, pharmaceuticals, and animals will be accepted.
- **E-commerce and transit cargo must be segregated:** Only e-commerce and international transit cargo that is segregated from formal import shipments will be allowed. These shipments will go directly to the respective customs facilities without passing through the TECA GRU.
- GRU Airport announced the addition of **two new storage facilities** for the handling and delivery of imported dry cargo.
- **GRU Airport will offer a 20% discount** for cargo picked up on Saturdays and a 40% discount for cargo picked up on Sundays and public holidays. This discount will apply to the storage charges for Import, Tables 7 and 8, and will be valid from November 9th to 30th.

Please note that, for the time being, international freighter flights to GRU will be canceled and redirected to other destinations while the contingency lasts. However, passenger operations at the airport will continue as scheduled. We have a vast network and cargo capacity that will allow our customers to replace the cancellations and disruptions at Guarulhos with new destinations that suit their needs.

We apologize for the inconvenience caused by this exceptional situation, which is beyond our control, and reaffirm our commitment to providing high-quality service to all our customers.

If you wish to modify the destination of your cargo, please contact your sales representative or the Contact Center team. For any inquiries regarding your shipments, please reach out to the Customer Care team.

Sincerely,
LATAM Cargo Team