



Thai Airways International Public Company Limited  
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## Translation

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Kor Bor 07/20

March 25, 2020

Subject: Preparation to temporarily cancel Flights

Dear SET President,

According to the impact of COVID 19 virus, Thai Airways International Public Company Limited (THAI) is in the process of implementing measures to effectively manage such impact's by establishing a working group on problem resolution to supervise and monitor closely to deal with current situations which still no sign of relief but even more severe in Europe and many countries. As a result, THAI has to reduce flights and traffic production in accordance with the decreased number of passengers reflecting the operations of the company. THAI has initially informed the Stock Exchange of Thailand since March 2, 2020. However, the current situation of the epidemic of the COVID-19 virus is still intensifying in all regions throughout the world causing each country to increase preventive measures including screening by local Ministries of Public Health and Civil Aviation Organizations as well as national lockdown. THAI, therefore, has to prepare a response plan in tighter measures by temporarily canceling flights along with cost controlling program by reducing both variable and fixed costs to reflect the gradual cancellation of such flights. However, THAI also provides freight services on certain routes and may arrange special flights if there are a lot of passengers left behind and has been coordinated by relevant government agencies. Moreover, THAI's supporting activities still continue to operate for customer airlines with business guidelines during this period to have the least impact on the stakeholders.

Therefore, THAI has prepared its plans and temporarily suspended its operations on the following flights.

1. Starting on March 25, 2020: Hong Kong, Taipei, Tokyo (Narita and Haneda), Osaka, Nagoya, Seoul, Phnom Penh, Vientiane, Ho Chi Minh, Hanoi, Yangon, Singapore, Jakarta, Denpasar, Kunming, Xiamen, Chengdu, Beijing, Shanghai, Guangzhou, Karachi, Kathmandu, Lahore, Dhaka, Islamabad, and Colombo. For

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domestic flights to Chiang Mai, Phuket, and Krabi will be transferred and operated by THAI Smile.

2. Starting on March 27, 2020: Brisbane, Sydney, Melbourne, and Perth

3. Starting on April 1, 2020: THAI will cancel most of its flights to Europe which are London, Frankfurt, Paris, Brussels, Copenhagen, Oslo, Moscow and Stockholm

THAI previously suspended flights to Sendai, Sapporo, Fukuoka, Busan, Manila, Kuala Lumpur, Rome, Milan, Vienna, New Delhi, Mumbai, Kolkata, Chennai, Bengaluru, Hyderabad, Muscat, Dubai, and Auckland.

To facilitate customers, THAI allows passengers holding THAI and THAI Smile code-share flights air tickets, issued before March 25, 2020 with the following date of travel, to convert unused tickets to one-year valid travel voucher without fee and surcharges:

- Asian Routes during March 25 –May 31, 2020
- European, Australian and New Zealand Routes during April 1 –May 31, 2020

Royal Orchid Plus (ROP) members holding award tickets issued to travel during March 25 –May 31, 2020 may fully re-credit mileages or change the travel date without any fee or charge with expired miles extended until September 30, 2020.

Passengers may check flight schedules and make changes to itineraries themselves on [thaiairways.com](http://thaiairways.com) website. For ticket adjustments or more information, ROP members can contact THAI Sales Offices or visit [thaiairways.com/rop](http://thaiairways.com/rop).

THAI still operates cargo service in some routes and will operate charter flight if there are stranded passengers or requested by government agencies concerned. THAI will inform passengers accordingly if there is some flight adjustment.

Finally, THAI is in the middle of its procedures and will inform all relevant agencies in case of any additional information.

Please be informed accordingly.

Sincerely,

(Nattapong Samit-ampaipisarn)

Executive vice president, Finance & Accounting

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