



## Copenhagen Oct – 2011

DHL have been flying into Vilnius more or less since day one of their independence. During those two decades, we have used Baltic Ground Services for the Ground Handling as well as Fuelling and De-icing. They have always delivered an excellent service and they have shown flexibility and willingness to adopting to our demands.

Lately, we have located one of our main-deck loaders in VNO, operated and maintained by BGS. The aim is naturally to safeguard a possibility for us to come in with bigger airplanes but it also open up for BGS to offer this service to other cargo-customers.

As a summary we can only praise BGS and their staff for a well, efficient and safe service being provided and we look forward to continue our relationship for many years to come.

Sincerely

A handwritten signature in blue ink, appearing to read 'J. Lundell', is written over the typed name. The signature is fluid and cursive, with a long horizontal stroke at the end.

**Janne Lundell**  
**Airport Affairs & Airside Operations Manager / Nordic H&G**

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