

To whom it may concern,

In relation to the health crisis caused by the coronavirus (COVID-19) and the official statements and legal provisions adopted by the different Governments and Administrations, we would like to briefly describe the measures that we are adopting meant to preserve the safety and health of our employees, prevent the spread of the coronavirus, as well as ensure the operability of our services. These actions will be continuously evaluated and updated as the situation evolves.

Prevention measures:

- **Monitoring the health of our employees:** we have enabled a single channel for inquiries and communications on COVID-19 and all employees have been instructed on the risk situations that must be communicated to the company in order to apply the internal protocols for actions that help us preserve, above all, the health and safety of employees, customers and suppliers.
- **Updated information:** a banner has been published on the Saba Intranet with information of interest in relation to the coronavirus, updated on a daily basis, so that all employees can consult it.
- **Personal hygiene:** As scientific authorities have repeatedly communicated, personal hygiene, especially hand hygiene, is essential to control this pandemic. For this reason, we have communicated to all of our employees the need for frequent hand washing (with hot water and soap) and they have also been provided with antiseptic gel.
- **Telework strategy:** Saba has provided all the necessary resources and technological tools to facilitate teleworking so employees can provide their services with the same quality, rigor and immediacy as always.
- **Travel and meetings:** We have suspended travel for professional reasons, both local and international, as well as attendance at conferences, events and meetings, reinforcing at the same time communication via digital channels such as videoconferences.

Business continuity planning

- **Continuity of our activities:** our organization has a Business Continuity Plan that takes into consideration the risks that may affect all our operations and the services we provide to our customers.
- **Public service:** we understand that the activity in our car parks is a relevant public service seen as an ancillary activity and necessary to facilitate the performance of critical and essential services.
- **Operational:** we will maintain, to the extent that present circumstances, the evolution of this health crisis and the provisions of the authorities allow, the normal functioning of our car park network, as well as the activity of our Customer service and Control Center (CAC) which gives support to the car park network in Spain, Italy and Portugal. This operation will be carried out with the minimum necessary structure, always attending to the activity and the adequate control of the facilities and the safety of our employees.
- **Permanent contact with the authorities:** the company will remain in permanent contact with the State Security Forces and the competent authorities in charge of the urban

mobility, in order to preserve and guarantee that employees of our car parks and the CAC employees can reach their workplace, with complete normality.

- **Division of work:** in some cases, we have divided the work teams into two independent and fully operational blocks with the aim of minimizing the risk of contagion as a consequence of a lower density of people and therefore preserving the continuity of our services.
- **Customers:** all these measures aim to maintain, as far as possible, the quality of service we offer to our customers, efficiency in management and the commitment to excellence that we have always pursued at Saba. This is why we will use all the technological tools and channels at hand, as well as a direct and flexible human service that is capable of attending all requests in the best possible way.

As far as Social Responsibility is concerned, we have put our facilities at the service of the Health authorities, especially those located near hospital centers and other authorized centers, in order to attend the constant changing needs that arise to its personnel.

Finally, we would like to communicate that, due to the nature of this health crisis, this is a living and constantly evolving process. From Saba we will be reviewing, complementing and adjusting the measures adopted to the evolution of the events. And, of course, we will keep communication open to promptly report any new measures taken.

We remain at your disposal at all time to answer all the questions you may have. We want to send you a clear message of solidarity and support as we trust that, in difficult and critical moments such as the one we are experiencing, it is the strength and work of individuals and companies that will help to advance and fight this pandemic, always with responsibility, seen from an individual or collective point of view.

Thank you for your understanding.