

OFFICIAL ANNOUNCEMENT

STATEMENT ON THE OCCURRENCE OF ACTS OF GOD, UNFORESEEN CIRCUMSTANCES, AND/OR UNUSUAL EVENT THAT EXONERATES ALMAVIVA S.A., ALMAVIVA GLOBAL CARGO S.A.S. and ALMAVIVA ZONA FRANCA S.A.S.

MARCH 21, 2020

Dear customers and suppliers:

As the public knows, the world is currently going through a difficult situation as a result of the spread of COVID-19, a situation that, while under a State of Emergency, has led the National Government to implement a mandatory shelter-in-place starting on March 24 at 23:59 until 12:00 p.m. on April 13, 2020, just as it was notified to the general public via a presidential broadcast and on the webpage of the President of the Republic.

Having said this, we are facing an unforeseen, devastating, and extraordinary event as stipulated by Article 64 of the Civil Code, which could eventually affect service delivery.

We want to express that the teams at **ALMAVIVA S.A.**, **ALMAVIVA GLOBAL CARGO S.A.S.**, and **ALMAVIVA ZONA FRANCA S.A.S.** are making their best effort at a national level, executing protocols to protect the health and safety of our employees, customers, and suppliers. In addition, we are defining guidelines and procedures that allow us to function and face this situation the best way possible, which of course involve working together with our customer and suppliers. All of the aforementioned within our abilities and current legal structure.

Thank you in advance for understanding the changes that our operation must implement to comply with the requirements issued by government authorities.

Finally, please keep in mind that any request, eventuality, or comment should be sent to our customer service area servicioalcliente@almaviva.com.co, through our webpage www.almaviva.com.co "Customer Service" section.

Sincerely,

ALMAVIVA S.A.
ALMAVIVA GLOBAL CARGO S.A.S.
ALMAVIVA ZONA FRANCA S.A.S.