

Vietnam Airline JSC

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Website: www.vietnamairlines.com**PRESS RELEASE****Vietnam Airlines Temporarily Suspends
Flights Between Vietnam and France, Malaysia**

Hanoi, 17 March 2020 – Due to the current situation in France and limited operating conditions, Vietnam Airlines will temporarily suspend services between Vietnam and France starting 17 March 2020. Specifically, the airline will cancel flight VN11 from Ho Chi Minh City to Paris (France) on the night of 17 March 2020. Afterward, flights scheduled between Vietnam and France will temporarily discontinue operating until further notice from the competent authorities. The routes between Vietnam and England, Germany will continue operating as planned.

In Southeast Asia, Vietnam Airlines will temporarily suspend flights between Vietnam and Malaysia from 18 March to 31 March 2020 as per the Malaysian Government's temporary border closure announcement. The airline will consider reducing its Southeast Asia routes based on developments of the COVID-19 pandemic and the latest entry and quarantine regulations of the Government of Vietnam.

Vietnam Airlines will waive fees for itinerary and date changes for affected passengers on flights between Vietnam and France departing from 18 March through 30 June 2020. Fees will also be waived for date changes on flights between Vietnam and Malaysia departing from 18 March through 31 March 2020.

Upon receiving updated rulings from the authorities, Vietnam Airlines will announce its operational resumption of flights to France and Malaysia, accordingly. For other destinations, the airline will continue to monitor the situation and implement appropriate adjustments in response to any new resolutions passed by these governments. Vietnam Airlines will continuously update the latest information for passengers in Vietnam as well as Vietnamese nationals in foreign countries.

For more information and assistance, please visit Vietnam Airlines' website at www.vietnamairlines.com, official Facebook page at www.facebook.com/VietnamAirlines, or contact Vietnam Airlines' ticket offices or Customer Service hotline 1900 1100 (if calling from Vietnam) or +84 24 38320 320 (if calling from overseas).

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Prevention for Flights between Europe and Vietnam

Hanoi, 16 March 2020 – Four flights operated by Vietnam Airlines departing from the UK, France, and Germany successfully landed at Van Don (Quang Ninh) and Tan Son Nhat (Ho Chi Minh City) International Airports this morning. These flights transported a total of 180 Vietnamese nationals and were conducted following the most stringent standards to ensure the safety of passengers and staff members, and to prevent further spread of the pandemic.

Vietnam Airlines administered pre-boarding temperature checks and interviews of all passengers to assure that they were medically fit to board these flights without posing risks to themselves, other passengers, or flight crews. Throughout the flights, passengers were equipped with medical masks and had their health monitored regularly. Since landing, they have been kept in centralized quarantine and will remain for 14 days as per the regulations of the Ministry of Health.

To strengthen pandemic deterrence, flight crew members serving on these flights have all had their temperatures checked before boarding for duty. Furthermore, they have been equipped with specialized medical gear since they were in Vietnam, including protective suits, gloves, face shields, face masks, alcohol pads, and antiseptic sanitizers. All areas of the aircraft operated for these flights (the crew compartments, passenger cabins, and cargo holds, etc.) have been thoroughly disinfected.

After reviewing and discussing with competent authorities, Vietnam Airlines has decided to maintain a minimum number of flights between Vietnam and European countries, to facilitate Vietnamese nationals' opportunity to return to Vietnam on the condition that these passengers meet all immigration and health requirements.

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