



**SPANAIR HAS DEPLOYED ALL ITS RESOURCES
TO ASSIST THE VICTIM ON JK 5022**

The company has activated the Special Assistant Team, a team of volunteers in Spanair's Emergency Plan

Palma de Mallorca, 21 August, 2008. Spanair is deploying all its available resources to assist the passengers on board the JK 5022 flight. Early yesterday afternoon, once confirmed the extent of the accident, the company activated the Special Assistant Team (SAT), formed by a team of nearly 500 people that, in the instance of incident or accident in a Spanair or Star Alliance members' flights, they volunteer to assist affected passengers and families.

SAT is formed by six teams, specialized in different areas of the company led by a coordinator. Spanair provides to all its SAT volunteers professional training to deal with an emergency situation: psychological training for first assistance and respond to the basic requirements of passengers and families.

Three hours after the accident occurred, a 24 hours help line number was activated for families and friends (800 400 200), and set up two SAT centres for priority assistance to families affected in Madrid and Las Palmas of Gran Canary, beside emergency units in other bases.

Spanair prepare an aircraft on Wednesday afternoon with a capacity of 180 passengers to transport victim family members from Las Palmas to Madrid (170 family, three authorities and five Red Cross members). Additionally it transported 17 family members in the scheduled flight Las Palmas – Madrid JK 5045 that arrived in Madrid at 3.15 a.m. today Thursday.

Spanair provided the families with transport to Madrid, and accommodation the Hotel Auditorium. In Las Palmas a volunteer unit was summoned to accompany families to Madrid.

Around 130 SAT volunteers have flown to Madrid between yesterday and today to assist the families of the passengers from the JK 5022 flight. From various regions in Spain, these Spanair's volunteers have gone to IFEMA and the family centres to accompany the families in these difficult times identifying the victims in order to assist the paperwork with the funeral services.

On the other hand, psychologists from IPSE (Intervención Psicológica Especializada) are working to assist the victims' families on behalf of Spanair. This service is also available for crew and company's personnel that might require it.

Friends & relatives calling from Spain: 800 400 200

Friends & relatives calling from abroad: +34 971 916 050

Media only: +34 91 625 87 03

