

November 22, 2019



Mr. Lester Sola
CEO and Director
Miami International Airport

Dear Director Sola:

As you may know, in April and May of this year, the U.S. Occupational Safety and Health Administration (OSHA), initiated two (2), separate, safety inspections of Eulen's operations at MIA. In addition, OSHA opened an investigation into whether Eulen America retaliated against employee Esteban Barrios (featured in a recent, local CBS4 program making false accusations) for raising safety complaints. Those three (3) investigations have concluded, and Eulen America cannot be more pleased with the results.

As I have stated previously and repeatedly, Eulen America takes the safety of its employees very seriously and, *particularly in the last five (5) years, has a good safety record as a result. Indeed, based on publicly-available information, Eulen America's safety record favors comparably to our competitors.* Furthermore, as part of our ongoing efforts to enhance safety, we have reinforced the Safety team with a Director of Safety with decades of experience and empowered him to make any necessary changes and improvements.

Eulen America cooperated fully in the investigations, a point noted by OSHA when we met with them following the inspections. In addition, during the investigations, if the inspector raised any concerns, Eulen America took immediate steps to address them. Although we disagreed with some of OSHA's findings, for example, pointing to the facts that Eulen America was following practices common at MIA and other airports and that some of what OSHA suggested is more updated than what it was the original manufacturer recommendations, Eulen America preferred to maintain its focus on employee safety and customer service instead. Therefore we find that thanks to OSHA visits, we are able to bring our safety standards beyond the common practices of the industry. Apparently recognizing Eulen America's good record, approach to safety, and the bases for our objections to at least some of the findings, OSHA agreed to reduce the proposed penalties by 40% if we agreed to drop its objections. That is a significant reduction, allowing us to continue to focus on our core values.



In addition to the positive outcome of the safety inspection, the complaint of retaliation by employee Esteban Barrios, was withdrawn after OSHA's investigation revealed it had no merit. This employee has been used by the union in its misinformation campaign against Eulen America. He has been featured on local media reports that are sympathetic to the union's cause. His discredited narrative was used by the union as part of their plan to discredit our operations at the airport. We are very pleased that OSHA rejected that narrative.

It is no secret that the SEIU is engaging in a continual campaign intended to force Eulen America to recognize it as the bargaining representative of our employees even though those same employees have rejected the SEIU and its strong-arm tactics of falsehoods, distortions, and intimidation. At Eulen America, we work hard every day to serve our customers, to provide a safe and good place to work, to respect the rights of others, and to comply with all laws.

As always, I am ready to meet with you regarding any questions or input you may have regarding our operations at MIA, so please feel free to contact me.

Thank you,

A handwritten signature in black ink, appearing to read 'Xavi Rabell', is written over a horizontal line that extends across the page.

Xavi Rabell
CEO
Eulen America