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*When replying please quote*

Reference : EUR/NAT 20-0177.RD (GES/OTC)

19 March 2020

Subject : **Update to the Directors General on COVID-19**

Dear Madam/Sir,

1. The evolution of COVID-19 is having a global impact not only on civil aviation but also on all other aspects of our lives. The ICAO EUR/NAT Office has been closely monitoring this rapidly changing situation and has adapted its working methods accordingly.
2. Following the advice from the Secretary General of ICAO, the UN System and the administrative decisions of the Host State our staff started teleworking as of Tuesday, 17 March 2020 and we continue to advance the work programme of the Office using teleconferencing facilities, communicating via email or by telephone. We have cancelled or postponed all non essential meetings as well as travel for the months of March and April 2020.
3. Our crisis response measures have been reinforced by the physical closure of the Office until 17 April 2020. As the situation evolves, we will keep you informed on any new changes applicable to our staff and the office operations and hope that soon we can resume our activities on site.
4. I wish to emphasize that the ICAO EUR/NAT Office remains open for business and continues to support the work programmes set up for 2020. We will prepare for any adjustments deemed necessary as we overcome together these times of crisis.
5. Lastly, may I wish all of you, your staff as well as your families to remain safe and healthy.

Yours faithfully,

**Silvia GEHRER**

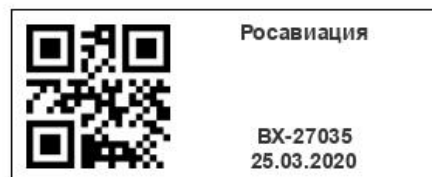
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