



Highland Helicopters Ltd. COVID-19 Updates to Clients

Dear Valued Customer:

The following email is an update from my April 21, 2020 email.

I am happy to inform you that Highland's staff and facilities remain **free of the COVID-19 virus**.

Since the onset of the pandemic Highland has:

- Followed/implemented all the guidelines provided by Federal and Provincial authorities
- Quickly designed and installed barriers into our entire fleet; barriers meet Canadian Air Regulation standards
- Scoured the world to successfully source non-medical masks, hand sanitizer, disinfectant and misting pump bottles

It is not yet business as normal, but normalcy is returning to our business as:

- All bases are operational
- Highland's furloughed staff are returning to work
- Two more AS350B3 DHs have been added to our fleet, one with a BLR FastFin that offers more stability and more lifting power at higher altitudes and hotter temperatures as well as a Maximum Pilot View Kit for unrestricted visibility; a fantastic aircraft for drill lift or other precision longline jobs

Every day during the pandemic, Highland has had aircraft flying to support our customers. We are extremely proud that we have been able to quickly adapt to the new norm and continued to support our clients. In one instance new protocols prevented a client from allowing their staff to fly on aerial patrols, yet the aerial patrols had to be completed. By working closely with our client, Highland was able to train our staff to act as monitors and introduced our partner, ProDelta, who provided an advanced aerial camera and sophisticated custom software to deliver a customized report that surpassed our client's needs.

Although we are experiencing a modest return to normalcy and are COVID-19 free, we remain vigilant in our efforts to keep our staff and guests safe. Myself and Highland's Director of Corporate Safety are currently in the field visiting our bases to support their efforts in preventing the spread of the COVID-19 virus.

Thank you to those of you who have flown with us. And for those who are not yet comfortable flying, we look forward to seeing you soon or answering any questions that you might have.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Simon Laight', is written over a light blue circular stamp.

Simon Laight
Chief Operating Officer