

## **A Message from our Chief Operating Officer regarding COVID-19**

March 17, 2020

Highland Helicopters is closely monitoring the spread of COVID-19 and would like to update you on our preparedness. Foremost, Highland would like to assure you that we continue to fly. As always, the safety and health of our customers and employees is our top priority.

Highland has proactively taken steps to mitigate the risk of contracting COVID-19 within our facilities and on our aircraft. To ensure all staff have been made aware of the threat of the virus and steps to mitigate the threat Highland has published the Public Health Agency of Canada information fact-sheet regarding the virus and being prepared.

We require that all visitors or passengers to Highland bases or offices complete a mandatory self declaration form to confirm that they have not traveled overseas in the last 14 days and do not have any COVID-19 symptoms. Daily aircraft cleaning will include cleaning headsets, seatbelt buckles, and door handles with a disinfecting wipe. Additionally, prior to each flight, disinfecting wipes (when available) shall be provided to passengers to wipe down their headsets, seatbelt buckle or door handle. Used wipes are to be placed in a zip lock bag and disposed of at the end of each day. During the Safety Orientation, or at a suitable time, Highland pilots will instruct passengers on the usage of the disinfecting wipes.

Highland Management are monitoring the Public Health Agency of Canada's website to determine if there has been a reassessment of the public health risk associated with the COVID-19 virus.

We hope this gives you confidence in the actions we are taking on your behalf. Highland remains committed to providing you with a safe travel environment. If you have any questions regarding Highland's preparedness please contact me directly.



**Simon Laight** | Chief Operating Officer

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