



COVID-19 PROTOCOLS–ALKAN AIR LTD.

At Alkan Air, the safety and well-being of our passengers, customers and employees is, and will always be, our number one priority.

With this in mind, we are continuously updating our company's protocols in response to the ever-changing Coronavirus (COVID-19) pandemic and the proactive actions our team is taking to safeguard everyone within our care.

Currently, we are maintaining normal operations and providing our company's essential services to the people, communities and organizations that depend on us. We remain particularly vigilant in this situation.

Our Proactive Safety Management Processes

As part of our **Comprehensive Safety Management Program**, Alkan Air is taking all the required and necessary precautions. These include:

- The monitoring and implementation of updates from the Yukon's Chief Medical Officer of Health, the World Health Organization, the Public Health Agency of Canada and the Centers for Disease Control and Prevention (CDC).
- The implementation of enhanced aircraft cabin grooming processes, which include the regular disinfection of commonly touched surfaces such as tray tables, seat armrests and headrests, seatbelt buckles, overhead lighting and ventilation controls.
- The utilization of approved disinfectant products deemed effective against this coronavirus and other pathogens on all our aircraft.



Our Facilities and base management teams are taking similar steps to ensure our customer-facing facilities and offices are thoroughly cleaned with disinfecting solutions and our locations are stocked with soap, paper towels and cleaning materials.

- The provision of clear and consistent direction to our team members on how to safeguard the health and safety of themselves and others in accordance with the Yukon Government's Chief Medical Officer of Health and the Public Health Agency of Canada.

Maintaining Safe and Reliable Operations

Alkan Air is proactively reviewing our **Business Continuity Plan** to respond to COVID1-9 developments that would require us to adjust our operations, while continuing to maintain the essential flow of passengers and materials to all of our locations. This includes: identifying key operational personnel and the coverage required if they were temporarily unavailable; ensuring our administrative team members are resourced to work from home if required; and, ensuring contingency plans are in place to temporarily adjust our schedule while minimizing the impact on those we serve.

Where can I find more information?

The following websites are reliable sources of updated information:

[Public Health Agency of Canada](#)

[Government of Canada Travel Advice and Advisories](#)

[Government of Canada Coronavirus \(COVID-19\) Updates](#)

[The World Health Organization](#)

[International Air Transport Association \(IATA\)](#)

[Yukon Government - COVID-19](#)



Questions?

Alkan Air will continue its vigilance and adhere to the director of public health authorities. We will provide additional updates here and on our Facebook and Twitter channels as further developments occur. In the meantime, we are always here to listen and to help. If you have any questions about your upcoming travel or shipping, please contact us at 1-867-668-2107 or dispatch@alkanair.com