



Alkan Air COVID-19 Protocols

INFORMATION:

Definition of coronaviruses:

A large family of viruses that are common and typically associated with mild illnesses, similar to common cold. COVID-19 is a new disease, not previously identified in humans. There have been 2 other specific coronaviruses including MERS and SARS.

Symptoms of COVID-19:

Those infected may have little to no symptoms. *Symptoms have included:*

- Cough
- Fever
- Difficulty breathing (shortness of breath)
- Pneumonia in both lungs.

In severe cases, infection can lead to death. Symptoms may take up to 14 days to appear after exposure to COVID-19.

Transmission of virus:

This virus is most commonly spread from an infected person through:

- Respiratory droplets generated from a cough or sneeze
- Close, prolonged personal contact, such as hugging or shaking hands
- Touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands

The virus can be transmitted to others from someone who is infected, but not showing symptoms. This includes people are pre-symptomatic or asymptomatic. It is extremely important to follow the proven preventative measures below:

Prevention Measures:

If you feel unwell for any reason, please stay home.

Physical Distancing:

- Keep a distance of at least 2 metres from others at all times.
- Avoid all non-essential trips in your community.
- Do not gather in groups, avoid crowded places.
- Limit contact with people at higher risk, such as older adults and those in poor health.
- Avoid common greetings such as handshakes or hugs.

Hygiene:

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- Wash your hands often with soap and water for at least 20 seconds, if soap is not available use an alcohol-based hand sanitizer



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- Cough or sneeze into a tissue or the bend of your arm, not your hand; dispose of any tissues you have used as possible in a waste basket and wash your hands
- Avoid touching your eyes, nose, or mouth with unwashed hands

Cleaning:

Health Canada recommends cleaning high-touch hard surfaces often using a regular household cleaner. These surfaces include:

- Toilets
- Phones
- Electronics
- Door handles

ALKAN AIR SPECIFIC PROTOCOLS

Keeping our customers safe

1. Signage indicating the proper method to wash hands. Washrooms in the Reception area are dedicated to passengers and clients only. In addition, hand sanitizer is provided in communal use areas.
2. Alkan Air personnel are to wear a mask whenever they are interacting with the public or our clientele. In addition, Alkan Air personnel must wear a mask when they are unable to keep six feet apart. This includes interactions while in the building, in the Alkan Air yard, and while providing ground or air transportation. This is intended to protect both our employees and our client base.
3. Modified pick up and drop off protocol. All passengers must use hand sanitizer prior to entering the company vehicle. Passengers are required to be seated with six feet apart or wear their mask for their ground transportation. All seat buckles, headrests, arm rests and controls will be properly disinfected post pick up.
4. The window between Reception and Dispatch areas is to remain closed. All reading materials have been removed from Reception waiting area.
5. Enhanced aircraft cabin grooming procedures including the regular disinfection of commonly touched surfaces such as seat armrests, headrests, seatbelt buckles, overhead lighting and ventilation controls.
6. Enhanced cleaning and disinfection protocols in place in our communal use areas and offices.
7. Implementation of screening protocol for all passengers on flights:
 - a. **Do you have a fever, and a cough?**
 - b. **Do you have a fever and difficulty breathing?**

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- c. **Have you been refused boarding in the past 14 days due to a medical reason related to COVID-19?**
 - d. **Are you the subject of a provincial/territorial or local public health order?**
 - e. **Do you have a mask?**
8. All passengers are required to wear masks on each flight.
9. Air crew will provide hand sanitizer to each passenger immediately prior to boarding.

Thank you for your continued hard work and dedication to keeping yourself and Alkan Air safe. If you have any questions, please do not hesitate to speak with Management.

Sincerely,

Alkan Air Management