

COVID-19 UPDATE 24 March 2020

To All Our Valued Stakeholders

Our environment during these times changes daily, today sees the closure of the State Borders.

The health and safety of our passengers and the communities we service is our top priority. As such we have implemented more stringent measure to ensure the protection of our staff, passengers and the communities we services.

Flights

Chartair will continue to operate our RASS schedules as normal, which cross into WA and SA as they are deemed an essential service. In order that this is done with minimum fuss we are liaising with Transport and the Police in these states to ensure we get written authority. As events move we will keep you up to date.

We are asking that Communities nominate one person to receive and deliver mail and freight, a notice from our Chief Pilot went out to this earlier today.

If you require a charter within the NT borders please let us know. Other cross border charters for essential personnel can be looked at on an individual basis to see if they fit any guidelines that are issued.

Once Guidelines have been received by the transport ministers we will post them on our website.

For ALL booking enquiries please call 1300 790 800 or e-mail operations@chartair.com.au with your query.

Staff

Many of our staff interact with Passengers and the Communities we serve, and as such we have implemented the following to minimise the risk to our operations and the Communities and Businesses we serve.

- Pilots are required to self-isolate between flights – NO social interaction.
- Any social interaction should be kept to a min where possible, immediate family only and all guidelines to be strictly followed.
- Those departments that have direct contact with Pilots and aircraft should adopt a policy of self-isolating
- Anyone who is ill (no matter what it is), will need to isolate for a week minimum.
- A number of our staff will be working from home

Cleaning

- Chartair continues to implement the strict aircraft cleaning regime implemented.
- Our offices are also subject to this regime
- All aircraft are cleaned when they come out of Maintenance

Passengers

This morning a notification went out to the Communities from our Chief Pilot, with the following procedures:

- Passengers will be required to wait in a safe area away from the Aircraft Movement Area until called for check-in by the Pilot.
- Only essential personnel will be carried on RPT services to remote communities.
- Residents returning home will need to provide evidence of residency.
- Essential personnel will need to provide proof of requirement to attend the community.
- Passengers will be required to submit to a temperature check, conducted at Check – in. Any passenger with a temperature of over 37 degrees, will be refused travel.
- Passengers unable to prove they are approved to attend a community will be refused travel.
- Passengers will be provided with hand sanitizer prior to boarding the aircraft.
- Passengers who present at check in looking unwell will be refused travel.

In the interest of hygiene, Chartair have ceased providing disposable water bottles and plastic snack packs. Passengers are encouraged to:

- Bring their own non-disposable water bottle and snacks.
- Remove all rubbish from the aircraft when disembarking.

Freight

Chartair will continue to carry freight and mail to remote communities. To minimize any risk of transmission of COVID-19, community residents **MUST NOT** approach the aircraft or pilot.

All freight to be carried out of the community must be left for the Pilot to collect. Chartair pilots **WILL NOT** accept freight direct from community residents.

Please liaise with your local ARO for collection / delivery of freight.

Booking Policy:

If customers are required to cancel their booking to a remote community due to the coronavirus, they may be eligible for a full refund. For all booking enquiries

Passengers booked on RPT services may change their booking to a later day, without additional cost.

Contacts

The following is a list of key contacts for Chartair during this period.

Name	Position	E-mail
Sarah Dewar	CEO	ceo@chartair.com.au
Fiona Pople	Operations Manager	Opsmanager@chartair.com.au
Kim Harris	Safety and Quality Manager	Sq.manager@chartair.com.au
Sebastian Handson	CFO	cfo@chartair.com.au
Mary Widdup	Business Development Manager	sales@chartair.com.au

Afterhours & Weekend Contacts:

0408 859 312 or 0417 884 150

The Chartair Board and myself, thank you for your continued support through this time. Should you required additional information about what Chartair are doing, please go to our website www.chartair.com.au.

Sarah Dewar
Chartair
Chief Executive Officer