



Flying Regional & Remote Australia since 1974

COVID-19 Management Plan

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1 Distribution List

This Plan is held electronically on the Chartair Electronic Library in Air Maestro.

1.1 Copies

Copies of this plan have been provided to:

- NT Department of Health
- NT Department of Transport (dipl.EOC@nt.gov.au)
- Andilyawakan Land Council (alcpermits@alcnt.com.au)
- Remote Travel NT (remote.travel@nt.gov.au)
- QLD Tropical Health Unit (EOC_TRS_CNS@health.qld.gov.au)

2 Amendment Record

Date of Effect	Version No	Section Number	Amendments
31/03/2020	01	All	New document developed for external approval and issuing.
14/04/2020	02		Include temp checking for staff, Groote specific requirements. Add remote community requirements.
20/04/2020	03	15.3 / 15.5.1	Day Wait requirements.
24/04/2020	04	3.2 / 15.7	QLD requirements
15/06/2020	05	5.1 /5.5 / 7.1 / 9.1	Update SA requirements. Update NT requirements. Temp check records, social gatherings

3 Purpose

This plan outlines the actions that Chartair implement to address the COVID-19 virus and is applicable to all staff and contractors. It applies for all cross border travel between the Northern Territory, South Australia and Western Australia to ensure the continuation of the transport of persons providing essential services and the transport of freight, food, medical supplies and pathological transport.

For the Northern Territory, this plan also covers the continuation of water testing programs in remote communities by Power and Water.

This plan is supported by the COVID-19 Internal Response Procedure (SAF SOP 007), COVID-19 Legal Requirements Document (SAF DOC 008) and the COVID-19 Operations Standard Operating Procedures (OPS SOP 010).

3.1 Scope

This plan has been developed to manage exemptions in place for aircrew and engineers (a full list can be found at Appendix A), who may be required to enter into a Designated Biosecurity Area as identified by the Map at Appendix B or cross interstate borders for the continuation of essential services by Air.

3.2 Documentation

The Chartair Air Maestro library contains all relevant documents from each state. Chartair staff are required to reference this information on a regular basis and ensure they understand the requirements of this plan.

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The Safety and Quality Department are responsible for ensuring all documentation is updated and websites reviewed for changes.

4 Introduction

On 30 January 2020, the World Health Organisation declared the Coronavirus outbreak a public health emergency of international concern.

Coronavirus is a large family of viruses that can make humans and animals sick. They cause illnesses that can range from the common cold to more severe diseases.

Some coronaviruses can cause illness similar to the common cold and other cause more serious diseases, including Severe Acute Respiratory Syndrome (SARS) and Middle East respiratory syndrome (MERS). This new coronavirus (SAR-COV-2) originated in Hubei Province China. The virus causes coronavirus disease 2019, commonly known as COVID-19.

While COVID-19 is generally considered a mild disease for most people, it can make some people very ill. Around 1 in 5 people will need hospital treatment.

4.1 Spread

The COVID-19 virus is spread through person to person contact. This can occur when:

- Close contact with an infectious person
- Contact with droplets from an infected persons cough or sneeze
- Touching objects or surfaces (like doorknobs, tables, handrails, access keypads) that have cough or sneeze droplets from an infected person, then touching your mouth or face.

4.2 Symptoms

COVID-19 symptoms are similar to having the flu. Attachment A has a guide to distinguishing the difference between COVID-19 and a cold or flu.

4.3 Virus Life

While it is unknown exactly how long the COVID-19 virus lasts or activity during exposure (once someone has coughed or sneezed), research has been able to identify the anticipated life expectancy of the virus outside the body. Refer to Appendix D for a guide.

5 Travel / Gatherings

All travel overseas has been banned by the Federal Government. Chartair staff are not approved to travel overseas at this time.

Staff travelling within Australia, may be approved to do so, by the CEO where the travel is required due to compassionate grounds. Staff who are approved to travel within Australia are encouraged to ensure good hygiene practices.

All staff are required to comply with the relevant State Border Controls in place at this time. Failure to do so may result in disciplinary action.

5.1 Isolation

All staff who travel for **non work purposes** either within Australia or overseas are required to self-isolate for 14 days on their return.

Staff who are residents of QLD returning from the NT will not be required to isolate.

Staff planning to travel interstate from the date of issue of the plan, will be required to plan for and apply for an additional 2 weeks annual leave (or as required by Government) to cover any isolation periods that may be instigated by the Government.

5.2 Travel for Work

Only essential travel will be approved the CEO. Managers requiring intrastate travel within NT to visit bases should only do so where there is no other alternative.

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Staff travelling for work, are encouraged to follow all hygiene protocols. Staff should ensure that they take care when in public places.

5.3 Training

Non-essential training should be postponed if possible.

While CASA have issued extensions to certain requirements, these will be reviewed and approved by the Chief Pilot.

- Exercise the Privilege of Licence for 6 months after expiry of any medical certificate.
- Current flight review or proficiency check that expires after 1 March 2020, will have a further 3 months from when it expires. An application to CASA will be required after that.

Staff who are affected by these situations must liaise with the Chief Pilot on any action to be taken.

5.4 Meetings

Meeting are to be conducted virtually. Chartair staff and Managers have access to Microsoft TEAMS to conduct meetings or via phone hookup.

The Chartair Boardroom in Darwin is to have no more than 4 people in it one time to comply with social distancing rules.

5.5 Social gatherings

Social gathering restrictions have eased. All staff are require to ensure they maintain social distancing, comply with state requirements and report to the Safety and Quality Manager where they believe they may have been in contact / proximity of a person displaying flu like symptoms.

All staff are encouraged to download the COVID-19 App.

5.6 Motor Vehicle Usage

Only one person to be in a motor vehicle at a time, unless necessary for operational purposes.

6 Chartair Offices

Chartair will endeavor to comply with social distancing rules within the office environment. Managers are to ensure that office layout assist with social distancing.

The Senior Management Team have identified methods of restricting staff interaction through:

- Where possible 1.5 metres between desks.

6.1 Working from Home

Staff working from home, must complete the WORKING FROM HOME CHECKLIST (SAF FOR 011) and return it to the Safety and Quality Manager with photos of the work area.

Staff are required to comply with all Chartair policies and procedures whilst working from home.

Staff are required to comply with all Government directions whilst working from home.

Staff who are working from home and become unwell, must notify their immediate Manager and submit a sick leave form. Staff are NOT to work if they are unwell.

Staff who are hurt whilst working from home, within the designated area are to notify the Safety and Quality Manager, immediately.

6.2 Passenger Lounges

Chartair passenger lounges will remain open and subject to strict cleaning processes.

Social distancing will be encouraged through:

- Darwin – one person per couch, outside waiting area encouraged
- ASP – Passengers are encouraged to remain outside unless conducting check in. Only one person at a time near the check in counters.

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6.3 Maintenance Hangars

Engineers are encouraged to maintain the 1.5 metre distance where possible. Where an activity requires 2 staff members, the contact is to be maintained for as short a time as possible.

7 Self-Isolation / Self Quarantine

Self-isolation may be required where:

- A staff member has returned from overseas travel
- A staff member has returned from interstate travel for personal reasons

Self-isolation is a government mandated process

Self-Quarantine may be required where:

- A staff member is ill or has ill family members in the same household.
- A staff member displays cold or flu like symptoms
- A staff member is in contact with another person who is in self-isolation
- A staff member is in contact with a person who is suspected of or diagnosed with COVID-19
- A share house, member is entered into self-isolation.

Chartair Senior Managers may request a staff member not return to work or attend the office, if they are identified as an at risk person, may put another person at risk or have at risk persons in the same household.

Staff with children who are sick are required to remain away from the workplace for a period determined by the Manager. This may be between 7 and 10 days depending on the illness of the child.

Where staff are requested not to attend the office, the Manager, in consultation with the CEO may approve any of the following:

- Work from home – where work is available
- Use available annual / sick leave
- Unpaid leave

Where a staff member has been asked not to attend the office, they must follow all Government requirements during that time.

Self-isolation means not attending public places and work places including schools, childcare facilities or universities.

7.1 Options

Staff who are required to enter into isolation will be offered the opportunity to take the required period in any of the below forms:

- Sick or annual leave on half pay to extend the period of leave
- Leave without pay
- Leave in advance – enter into leave debt with the company.
- **Work from home – where the option is available.**

7.2 Support During Isolation

Staff who are required to isolate and require support or assistance should contact the Safety and Quality Manager who will determine what arrangements are available to provide food and mental health services.

7.3 Cross Border Isolation

Chartair Aircrew are considered essential and therefore are not required to self-isolate following cross border services being completed. Any staff member crossing a state border for work purposes

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are required to complete a Border Notification form for the relevant state being entered into and an NT Form for returning home.

Aircrew conducting freight services or transport of essential personnel are considered transiting and are not to leave the aircraft or airport.

Chartair Aircrew however, are required to take all normal precautions whilst at home and travelling.

Aircrew are to report any symptoms experienced following a cross border or designated community services immediately, no matter how minor, to the Safety and Quality Manager and Chief Pilot.

7.4 Engineering Support

Chartair engineers may be required to attend a designated community or cross border air strip to conduct recovery and maintenance of an aircraft.

Where this is required, the Engineering staff will practice good hygiene requirements and social distancing whilst on the ground.

Engineering staff may be required to limit their interaction with other staff on return, depending on the activities undertaken whilst operating away from the Chartair engineering base.

8 Reporting

Staff who come into contact with a person suspected or confirmed as having COVID-19 should advise the Safety and Quality Manager immediately and self-isolate remaining away from the workplace.

All staff who are required to attend the hospital or doctors must notify their Manager to ensure an assessment can be undertaken of the risk posed to Chartair staff and operations.

Chartair staff are required to report to the Safety and Quality Manager, any potential issues that may affect their ability to remain COVID-19 free.

9 Hygiene Practices

Staff are required to:

- Keep work areas clean including keyboards, phones, desks
- Wash hands regularly with soap and water or use hand sanitizer
- Cover your mouth and nose when coughing or sneezing by using your elbow or tissue.
- Refrain from shaking hands with people.
- Avoid touching your mouth, eyes and nose with unwashed or gloved hands
- Do not share coffee cups. Take one and keep it with you. Keep it cleaned with detergent and thorough washing.
- Water – bring your own water bottle – preferably not plastic single use water bottle and use the water cooler to fill your bottles.
- Wipe outside of water bottle down with Antiseptic wipe daily.
- Do not come to work if feeling ill or unwell, including if there are symptoms of cold or flu.
- Maintain social distancing, even at work.
- Aircrew are to minimize the period of time, they share the planning area and reception duties. Minimums do apply.

9.1 Temperature Checks

All employees attending the work place are to undergo a temperature check to ensure they remain fit and healthy.

Where the temperature is at or above 37.5 degrees the employee will be sent home to monitor their temperature for signs of illness or COVID-19 exposure.

All Passengers will be temperature checked prior to boarding. Any passenger with a temperature over 37.5 degrees will be refused travel.

Temperature check forms are to be sent to the Safety and Quality manager at the end of each week.

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10 Person Protective Equipment

10.1 Masks

You do not need to wear a mask if you are healthy. While the use of masks can help to prevent transmission of disease from infected patients to others, masks are not currently recommended for use by healthy people for the prevention of infections like coronavirus.

If you are healthy, you only need to wear a mask if you are taking care of a person with suspected COVID-19.

Masks are only effective when used in combination with frequent hand cleaning with alcohol based hand rub or soap and water. If you have a cold or the flu and are coughing or sneezing, you should wear a mask.

If you wear a mask, you must know how to use it and dispose of it properly. For further guidance refer to <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>.

10.2 Gloves

Disposable gloves are to be worn when handling freight, cargo and mail including passenger bags.

Gloves should be put on and removed in accordance with the procedure located at Appendix B.

Gloves are to be worn when cleaning aircraft and office / hangar facilities. Where additional PPE has been identified as being necessary, the Safety and Quality Manager is to be advised and will arrange sourcing and purchase.

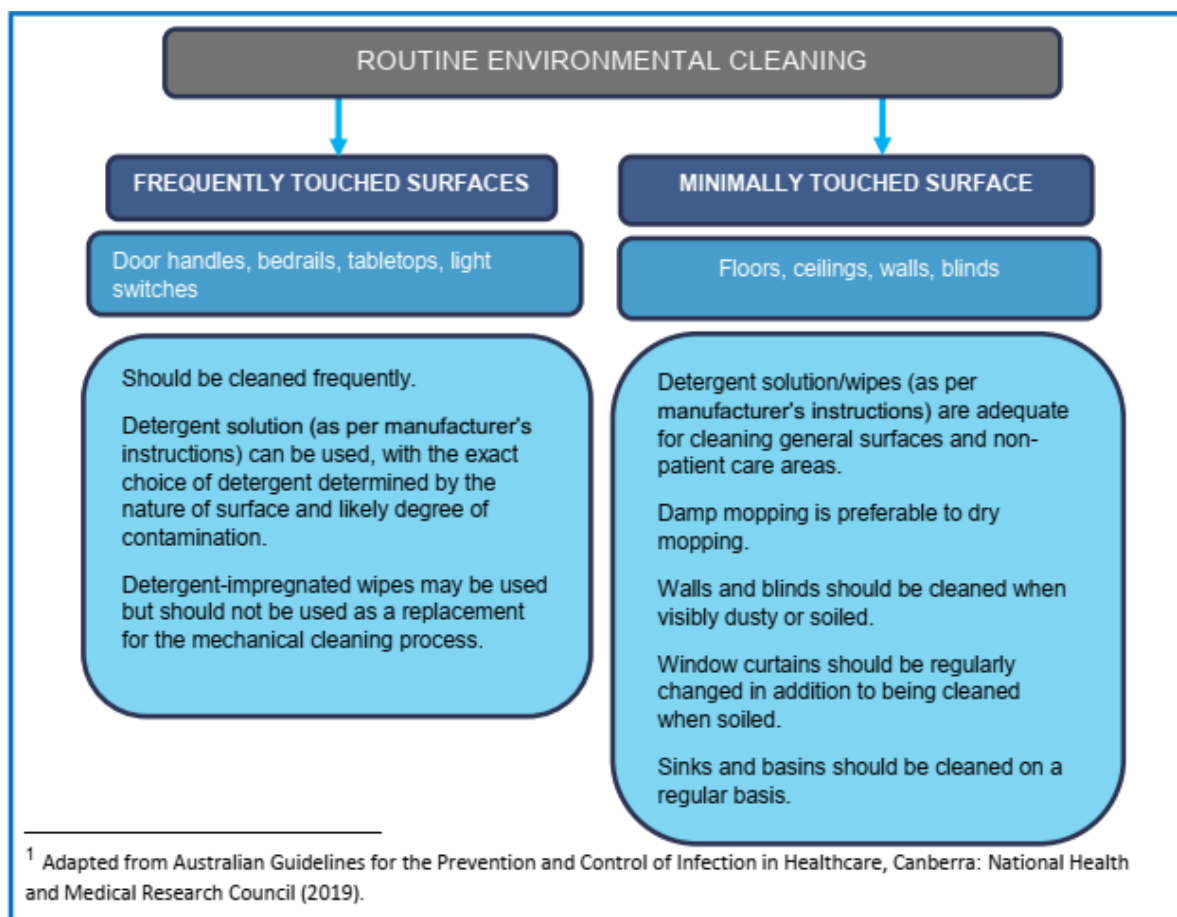
11 Cleaning

Cleaning is an essential part of disinfection. Organic matter can inactivate many disinfectants. Cleaning reduces the soil load, allowing the disinfectant to work.

The length of time that the SARS-COV-2 (the cause of COVID-19) survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid – such as respiratory droplets – present and environmental temperature and humidity. In general coronaviruses are unlikely to survive for long once droplets produced by coughing or sneezing dry out.

Routine cleaning will be broken into 2 groups as below.

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11.1 Staff Assistance

Ground shifts will be rostered daily to undertake cleaning duties. Office based staff and Managers will be rostered to work with the Pilot group to assist with cleaning aircraft.

Office staff will assist in cleaning the passenger reception areas and high traffic areas daily.

The exception to the above will be Cairns and Katherine as there are no office based staff. Pilots will work a roster to assist each other to meet the cleaning requirements outlined below.

11.2 Aircraft Cleaning

The following will be the aircraft cleaning program for aircraft in service and to be carried out until further notice. Where possible Operations will not roster an aircraft for service on consecutive days to enable aircraft to be cleaned the following day.

Aircraft cleaning is to be recorded on the cleaning form. Any aircraft that has not been cleaned after service is considered unserviceable and is not to be utilised. Aircrew finding an aircraft not cleaned is to advise the Operations Manager.

Aircraft life jackets are to be left in the aircraft to minimise handling. Life jacket bags are to be cleaned as part of the cleaning process.

Where an aircraft can be cleaned the following day, it should be left as this will minimise the risk to cleaning crew, as identified in Appendix B – life Cycle of the virus.

On return from service or the next day.

FREQUENCY	AREAS	INFORMATION
Daily	Aircraft floors - washed	Lemenx neutralising detergent
	Arm rests, head rests (back and front) , seat buckles, window frames (NOT the glass)	Wiped over with V- Wipes
	Handles – pilot, passenger, cargo doors	Wiped over with V-Wipes

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	Cockpit – flight controls, seats, dash, seat levers, door handles	Wiped with V-Wipes (Spray NOT to be used on the instrument panel)
Weekly	Aircraft floors washed	Viraclean sanitiser
	Aircraft walls	Sprayed and wiped over with Viraclean sanitiser

Note: for RPT services to remote communities, Pilots should attempt to wipe down the seat buckles and arm rests between services where time permits.

11.2.1 Cairns and Katherine based aircraft

Aircraft based in Cairns and Katherine are to be cleaned in accordance with Section 8.1 on completion of service OR the following day, if it's not scheduled for service.

11.3 Office / Facility Cleaning

High traffic area of the Flight Planning office will have Antiseptic wipes placed at their location. Pilots will be required to clean hands with hand sanitiser and wipe the keyboard and mouse with antiseptic wipes PRIOR to use.

FREQUENCY	AREAS	INFORMATION
Twice Daily	Flight crew planning area	Desks, computers, mouse and keyboards wiped with V-Wipes
	Staff Toilets	Antiseptic spray and wipe of toilets basin, benchtops, window sills.
	Kitchen	AM and PM wipe down of benches, tables, cups fridge door handles and cupboard doors. Antiseptic wipes / sprays for cleaning.
	Door handles	All doors – internal and external sprayed with Viraclean
Daily	Passenger reception areas	Seats, desks, door handles wiped with V-Wipes
		Toilets – cleaned before passenger arrivals and after departures with Viraclean sanitiser
		Water cooler taps / coffee machine buttons, tea / coffee caddies
	Office Scales	Wiped over with V-Wipes
	Esky handles and lids	Sprayed with Viraclean
Every Second Day	Passenger Reception Areas	Floors and walls washed with viraclean sanitiser and spray.
Weekly	Office floors	Vinyl areas washed with Viraclean Carpet (high traffic) areas spray with viraclean spray.
Every Friday before leaving (or Monday morning before starting)	All staff areas	Computers, keyboards, desks, mouses wiped down with V-Wipes

11.3.1 Cairns and Katherine Bases

The Cairns and Katherine bases should follow a similar cleaning program for the office, based on the frequency and number passengers / visitors entering the facility.

Katherine Pilot House requirements are outlined in Katherine Visitor Requirements found on the Air Maestro Library.

The Cairns base, utilising shared facilities are to coordinate cleaning efforts with Hawker Pacific.

11.4 Hangar Cleaning

FREQUENCY	AREAS	INFORMATION
Daily	Engineer kitchen / eating areas	Food preparation area / sinks / fridge doors

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	Staff Toilets	Antiseptic spray and wipe of toilets basin, benchtops, window sills.
	Hangar space	Stair railings
		Door handles, stores desks / shared keyboard workstations
Weekly	Hangar	All door handles / access points
		Staff workstations / desks / keyboards / mouse
		Bin lids
		Toolbox handles / toolbox tops /
		Kitchen table / chairs

11.5 Company Vehicles

Company vehicles should be wiped over with Disinfectant spray or wipes each week. Particular attention should be paid to:

- Steering wheel
- Hand brake
- Gear shift
- Door handles
- Radio volume buttons / knobs
- Boot opener / closer
- Fuel cap release level

12 Passengers

All passengers will be required to complete the Passenger Questionnaire prior to travel. Any passenger who has been to or transited any of the countries on the questionnaire will be refused travel.

Any passenger who presents for check in and is looking unwell must be questioned. Staff conducting check in must be aware of the difference between COVID-19 and common cold or flu symptoms.

If the check in staff deem the passenger unfit to travel, they must refuse travel.

All passengers must consent to and have their temperature checked and recorded on the Passenger Declaration form.

All passengers will be required to use hand sanitiser prior to boarding the aircraft.

If a passenger presents with a doctors certificate stating the passenger has a cold or flu, they are deemed fit to travel.

Passengers are to maintain social distancing while waiting for check in. Once check in is complete, the passenger must remove their self from the counter area until time for boarding.

12.1 Health Professionals

Health professionals that are travelling for essential reasons, and on a regular basis, shall be required to complete the Passenger Declaration Form each fortnight. This is to determine that no circumstances have changed in that fortnight.

13 Cargo

Staff handling any freight, cargo or mail, should wear gloves. If gloves are not worn staff MUST wash their hands with soap and water or hand sanitiser. The cargo should be lightly sprayed with Viraclean spray before handling. The gloves must be removed once the cargo has been either loaded or placed in storage.

13.1 Mail Bags

Staff collecting or handling mail bags must wear gloves. The mail bags should be sprayed lightly with Viraclean spray, if possible prior to handling or loading into the company vehicle.

14 Contractors / Ground Handlers

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Contractors and Ground handlers will be required to comply with all Government processes and ensure that good hygiene practices are instilled in staff to minimise the risk to Chartair staff and services.

15 Staff Working Remotely

Staff who elect to, or have been requested to work from home, are to ensure they follow all good hygiene practices and minimise the risk to themselves and family members.

15.1 Kalgoorlie

Aircrew operating the Kalgoorlie deployment will be required to ensure they follow good hygiene practices. Including cleaning of apartment prior to departure, minimising interaction with external persons.

Where aircrew present with symptoms of cold or flu they must notify the Chief Pilot and Safety Manager immediately. The aircrew member may be required to:

- Remain in isolation and / or
- Seek medical assistance / confirmation.

No crew member is to command a service if they are feeling under the weather or ill without approval from the Chief Pilot.

15.2 Overnighting Crews

Charter requests for overnight stays should be discouraged.

Where a Charter request involving an overnight of a crew member is received and there are no alternatives, the request is to be discussed with the Chief Pilot and CEO.

No staff member will be required to overnight unless they agree.

15.3 Darwin Returning Crews

All services returning to Darwin will be required to disembark all passengers and aircrew and enter via the International Arrivals area.

Aircrew and Passengers must have completed the NT Arrivals Form for presentation.

Chartair Aircrew who have conducted charters interstate are required to limit any interaction with members of the community or public whilst interstate. All hygiene requirements are to be adhered to. Aircrew are exempt from the 14 day quarantine period when returning to the Northern Territory. A copy of the Exemption and all relevant state documentation is to be carried.

15.4 Groote Eylandt

Chartair do not generally require entry into communities on Groote Eylandt. Charter requests may be made which require a pilot to overnight or remain for the day in the Alyangula.

Chartair Pilots scheduled to undertake a charter, which requires access to the Alyangula community, must undertake the following:

- Have not operated an interstate charter in the past 14 days.
- Limit social interaction at home in the past 24 hours
- Conduct a temperature check prior to departing for the Groote Eylandt Designated area.
- Pilot will carry the Chartair aircraft cleaning kit, consisting of:
 - Gloves
 - Disinfectant
 - Hand sanitiser
 - Disinfectant wipes.
 - Face mask (where available)

15.4.1 Power and Water

Charters conducted on behalf of Power and Water, may require the pilot to wait while works are completed. The Chartair Pilot will be transported by Power and Water employees to the Power and Water “donga” and wait for the time required.

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Chartair Pilot is not permitted to travel with anyone other than Power and Water staff and is not permitted to interact with anyone in the community during the day wait.

15.4.2 Other Charters

Where a Chartair Pilot is required to day wait on behalf of other clients, the Pilot will be required to relocate to the Groote Eylandt Lodge.

- Chartair Pilot will have a vehicle provided either by the Groote Eylandt Hire car company or provided by the Ground Handling Agent.
- The Pilot will drive themselves to and from the Lodge.
- The Pilot will ensure the vehicle is cleaned prior to departing the airport.
- Chartair will arrange payment over the phone with the lodge, limiting interaction with Lodge staff.
- Chartair Pilot will remain in the allocated room until the time of collection by the Chartair Ground Handling Agent
- The Pilot is not permitted to go for a walk, use the facilities or leave their room during the day wait.
- Where the Pilot is required to overnight, the pilot will arrange for meals to be taken in the room, restricting any interaction with Lodge staff.
- Chartair Pilots overnighing or day waiting are remain isolated from community members including Lodge staff.

15.4.3 Engineering Support

In the event of a breakdown or unserviceability of aircraft on Groote Eylandt, Chartair will arrange for an engineer to attend. Where the unserviceability is unable to be rectified the same day, all efforts will be made to return the engineer and pilot to Darwin.

Where, due to crew duty times, the return to Darwin is not achievable, and the Engineer is required to remain on Groote Eylandt, the Engineer will follow all action as outlined in Section 15.4.2.

15.5 NT Remote Communities

Chartair currently holds an exemption issued by the Department of Health for entering remote communities to drop off freight and cargo.

Power and water sampling is left for collection and no interaction with community members is required.

Freight delivery and collection is only permitted by a designated person within the community. There is no interaction between pilot and community member.

Chartair pilots are not permitted to leave the airport when conducting these services.

Charter services requiring day waits are required to hold all valid permits. (these are recorded in Air Maestro)

15.5.1 Day Wait / Overnight

Where Chartair receives a required to overnight or remain in the community for any period of time, the following process is to be followed:

- Pilot is to remain in the accommodation provided and not interact with any community members.
- Pilot is to ensure that they carry hand sanitiser and use it every hour.
- Accommodation for overnight stays will be paid by Chartair, over the phone to reduce interaction with community members at the hotel.

15.6 SA Remote Communities

Effective 17 June 2020, South Australia do not require quarantine or isolation for persons travelling from WA or NT.

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15.7 QLD Remote Communities

15.7.1 Cross Border

Chartair Aircrew entering QLD from another state, who are not residents will be required to isolate:

- For transit – overnight in a hotel
- For work – 14 days unless an exemption is provided.
- Aircrew / Engineers are required to remain in accommodation provided and not interact with any community members.
- Aircrew must ensure they have completed all relevant paperwork and permits and carry a copy of all Chartair documentation.

15.7.2 Weipa

Charters to Weipa require the following:

- Pilot to apply on line for a Remote Community Border Pass (www.qld.gov.au/border-pass/travelling-to-or-through-remote-communities)
- For Day waits only – pilot must complete a SPECIAL CONSIDERATION TO ENTER COMMUNITIES APPLICATION. A copy can be found on Air Maestro Library –COVID-19/Closed Border Information / QLD. The application must be emailed to admin@weipatownauthority.com.au
- Print and carry a copy of the Chartair COVID-19 Response Plan.
- All passengers and staff are to be temperature checked prior to boarding.
- Passengers with a Temperature over 37.5 degrees will not travel.
- Chartair staff are to remain in the provided accommodation whilst waiting for the works to be completed.
- Chartair staff are not to interact or venture out into the community for any reason.
- Meals will be arranged, where necessary or the Pilot is responsible for ensuring they have adequate food and water for the duration of the wait.

15.7.3 QLD Biosecurity Designated areas

Travel to QLD Biosecurity designated areas should be undertaken in conjunction with the QLD Government Dept of Aboriginal and Torres Strait Islander Partnerships website.

www.datsip.qld.gov.au/coronavirus/travel-restrictions-remote-communities

Aircrew must ensure they complete the following:

- Pilot to apply on line for a Remote Community Border Pass (www.qld.gov.au/border-pass/travelling-to-or-through-remote-communities)
- Print and carry a copy of the Chartair COVID-19 Response Plan.
- Ensure that temperature checks have been conducted on all passengers and the Chartair Passenger Declaration form is completed and retained with the Flight Documentation.
- Passengers / staff with a temperature over 37.5 degree will not travel.
- Pick up and drop off do not require the pilot to leave the airport.
- Where Day waits are required the pilot shall:
 - Remain within the accommodation area provided
 - Will not interact with community members
 - Will ensure that hand sanitiser is used regularly

16 Response Program

Where a Chartair staff member is diagnosed with COVID-19 the following will occur.

16.1 Staff Not on Leave

Staff who are currently working and are diagnosed with COVID-19:

- **MUST** notify the Safety and Quality Manager immediately.
- Follow all instructions from Health authorities
- Must not have any contact with Chartair employees.

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Chartair will arrange to have all aircraft and facilities accessed by the employee cleaned with disinfectant suitable to remove any traces of the virus.

All staff who are not essential will be removed from the facility and requested to either work from home, limit their interaction with others, self-isolate and report any potential symptoms.

Where the staff member is a pilot, the aircraft will be isolated and removed from service until a deep clean is completed.

Staff who have come into close contact with the aircraft will be advised and may be requested to self-isolate for a period to ensure they are COVID-19 clear.

16.1.1 Company Houses

Staff who share a Chartair provided house, will be required to self-isolate in accordance with Health Guidelines. Chartair will arrange for a specialised cleaner to clean the house and dispose of all linen.

Only when the house is fully cleaned and new linen is purchased will access to the house be granted.

16.2 Staff on Leave

Staff currently on leave are required to notify the Safety and Quality Manager if they or any person in their household is suspected of or diagnosed with COVID-19.

Chartair will endeavour to provide support as necessary and where logistically viable.

16.3 Passengers

Where a staff member is suspected of or diagnosed with COVID-19, a review will be conducted of all passengers and Chartair declaration cards, the staff member may have been in contact with. These details will be provided to the Department of Health and any other interested regulatory bodies.

17 Customer Service Items

Customer service items such as water bottles, food packs may facilitate transmission of the COVID-19 virus.

Passengers should be encouraged to bring their own water bottles and fill them from the supplied water cooler.

Staff should carry their own water bottles and limit the use of plastic commercial water bottles.

Where ear plugs or other items are issued, the passenger will be advised they are required to remove the items from the aircraft.

18 Products / Cleaning Supplies

18.1 Products

The Safety department will be responsible for sourcing and reordering supplies as needed. The following is the products currently in use:

- Lemex Detergent
- Viraclean spray Bottle (500ml)
- V-Wipes 50 flat pack
- Antiseptic detergent

These products are sourced through Warner and Webster in Adelaide.

Hand Sanitiser will be ordered to ensure a stock is maintained. Staff issued with small bottles are to have them refilled from larger stocks.

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18.2 Ordering

Senior Base Pilots are to advise when product is getting low. The Safety and Quality Department will re-order as necessary.

19 Staff who House Share

Chartair recognises the need for staff to share housing and understand the risk this poses. Staff are reminded to ensure that good hygiene practices are in place for all common areas.

Staff are required to advise the Safety and Quality Manager where a housemate or partner becomes ill or is required to enter self-isolation.

The Safety and Quality Manager will liaise with the relevant Manager and CEO to determine any self-isolation requirements.

20 Information Sharing

Chartair will endeavour to update staff on any actions, processes or changes on a regular basis.

Chartair will remain in contact with Contractors and Communities with regard to Chartair operations and strategies to minimise transmission of COVID-19.

The Chartair website will contain a range of actions for the members of the public to be aware off. This includes any updates to changes in services and how Chartair is ensuring the health and safety of our staff and travelling public.

21 References

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

<https://securent.nt.gov.au/alerts/coronavirus-covid-19-updates>

https://ww2.health.wa.gov.au/Articles/A_E/Coronavirus

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

Air Maestro Library – COVID-19 contains copies of relevant Government Guidance, All staff Notices, Safety Alerts and additional information.

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Appendix A – List of Chartair Employees

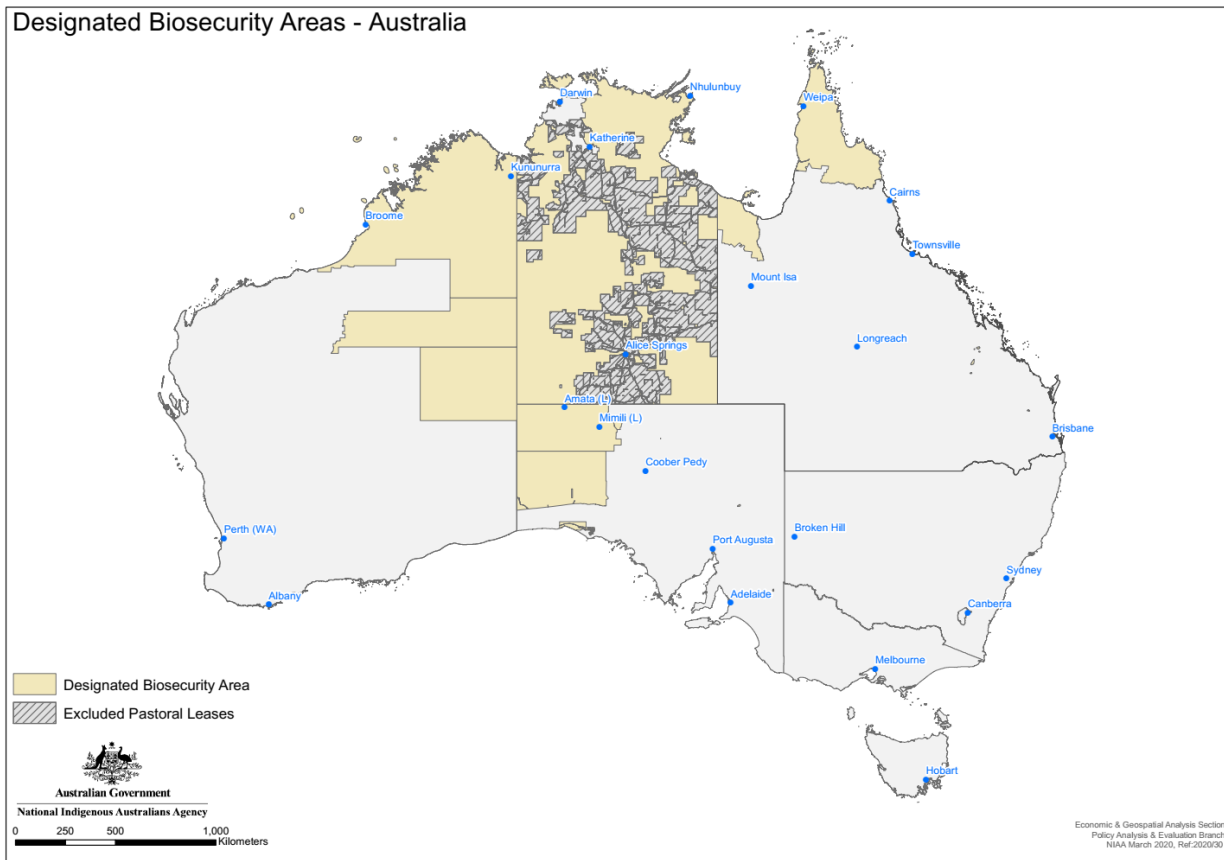
Aircrew

Kieran Thomson	Matthew Guetlich	Tom Hawksworth
Andrew Steain	Darran Anderson	Rohan Pratt
Jeff Raymen	Trish Curry	Michael Kohn
John Deecke	Dylan Barclay	Arley Carrera
Jacqueline Liang	Sam Best	Daniel Lynch
Thomas Peck	Robert Jacobsen	Harrison Hunt
Matthew Di Paola	Riley Neilson	
Alexandra Clift	Francis Lee	
Liam Daff	Dallas Vieira	
Jordan Dixon	Douglas McCourtie	
Luke Jackson	Duke Dingley	
Andrew Farrow	Emily Stewart	
Bayleigh McGuire	Joel Willis	
Henk Esterhuizen	Matthew Jones	

Engineers

Benjamin Watkins	Odsuren Tsendjav
Nathan Prosser	Paul Totani
Dave Taylor	Adam McDonough
Tim Watkins	Andrew Surtees
Dion Keresztes	Nathan Evers
Zac Chellingworth	David Fry
Lachlan Bonney	Ashley Smith
Henk Breedt	Tim Gallard
Sam Gallard	Matthew Gallard

Appendix B – Designated Biosecurity Areas – Australia



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Appendix C – List of Forms Required

Northern Territory

COVID-19 NT Arrival Form – Online NT Pre-arrival border crossing application

<https://forms.nt.gov.au/Produce/wizard/5d66597b-93d5-43fb-a83e-ceb085826c31/?prepared=true&logGuid=3fa1935d-063f-4a88-99de-57b61b4196f4>

COVID-19 NT Exemption Application Form V1.3

NLC PERMIT Application 27-03-2020

CLC Essential Services Contractor Permit Request

Power and Water Visitor Checklist

Tiwi Island Entry Form

Western Australia

DPC00156 COVID19 Special Exemption Form

DPC00156 COVID19 WA Arrivals Form

COVID19 Screening Questionnaire – Paupiyala Tjutja Aboriginal Corporation (Tjuntjuntjara, Ilkurlka and Spinifex Country).

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