

Updated July 6, 2020

At Wasaya, we are continuing our efforts to protect our employees and customers from the risk of spreading the novel coronavirus (COVID-19).

Operations are continuing at Wasaya as we are an essential service for remote Northern Communities. Our consolidated passenger flight service is continuously evaluated and adjusted as necessary to meet passenger demand. We will work to continuously inform our staff and customers of any changes to our service.

We are reviewing and updating the extra precautions to protect our staff and customers. Below are new and existing precautions we are taking to help control and minimize the spread of this virus:

- All guests travelling on our scheduled flights must be screened prior to boarding our aircraft. Our staff will go through government required screening questions with every passenger and observe the passengers for obvious signs of COVID-19 symptoms. We are required by law to deny boarding to any guests who refuse the questionnaire, answer yes to any questions, or exhibit any COVID-19 symptoms.
- We have begun enhanced screening measures for Northbound passengers by using a thermal imaging camera or an external infrared temperature scanner to measure the temperature of all passengers prior to boarding. Any passenger who registers a fever-grade temperature will be denied boarding.
- Following government guidelines, all passengers must confirm they have a facemask and they wear it during boarding, deplaning, and for the duration of the flight.
- Equipping our staff, including pilots, with cloth masks or surgical masks to protect them and the customers they interact with. Pilots will wear masks when interacting with passengers and when entering terminals in Northern communities.
- Added plexiglass barriers to our counters to protect staff and customers during check-in.
- Providing a constant restocking of all cleaning supplies to all our bases. Cleaning staff are utilizing enhanced cleaning methods following the guidance of Public Health Agency of Canada guidelines.
- Our aircraft are cleaned at every turn at bases using a modern fogging device to thoroughly disinfect the aircraft. Aircraft are being thoroughly disinfected nightly, paying close attention to frequently touched areas.
- Hand sanitizer is available on board every aircraft.
- In addition to requiring our employees to self-monitor for COVID-19 symptoms, we have implemented an online daily health check questionnaire which every employee must complete before they physically report to work. We are also temperature screening all staff daily who handle cargo and interact with customers.

- Work crews are paired together on specific jobs, buildings, and aircraft to minimize risk of spreading COVID-19. This includes staggering arrival and departure of employee shift times and requiring employees to take their meals and breaks at different times, in different areas, to minimize employee contact.
- Requiring employees to frequently wash their hands and to regularly wipe down workstations and customer areas with supplied sanitizing wipes.
- Following government guidelines of the Quarantine Act for both staff and passengers.
- Workstations are distanced at least 2 metres or more apart and many of the existing staff to work from home where applicable. Employees will also remain at least 2 metres apart from each other while working where it is possible to do so. Employees will be required to wear face masks when physical distancing is not possible.

We continue to monitor for any COVID-19 positive cases in the region. Any positive cases in the region will result in locking down affected bases with our pandemic response protocols. Our focus for our cargo operation is keeping the supply chain moving without interruption or delay.

Please remain informed on the latest COVID-19 information by accessing the following government web resources:

- **Ontario COVID-19 Resources:**
<https://covid-19.ontario.ca/>
- **Canadian Government Coronavirus website:**
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>
- **Northwest Health Unit:**
<https://www.nwhu.on.ca/covid19/Pages/home.aspx>
- **Thunder Bay District Health Unit:**
<https://www.tbdhu.com/coronavirus>

This is an ever-changing situation for Wasaya and the world. Wasaya will continue to do its best to keep our staff, customers, and ownership group informed of any changes to our service. Our priority remains on keeping our employees and customers safe and reducing the impact to our essential operation.