

Updated May 14th, 2021

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 regularly reviewing and updating our COVID-19 protocols to protect our staff and customers. Below are new and existing precautions we are taking to help control and minimize the spread of the virus:

- All guests travelling on our scheduled flights must be screened prior to boarding our aircraft.
- Enhanced screening measures include:
 - Government-required screening questions will be completed with every passenger and the passenger will be observed 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.
 - A thermal imaging camera or an external infrared temperature scanner will be used to measure the temperature of all passengers prior to boarding. Any passenger who registers a fever-grade temperature will be denied boarding.
 - A Rapid COVID-19 test will be performed on every passenger prior to boarding in Thunder Bay and Sioux Lookout. A passenger with a positive test result will not be permitted to board the flight.
- Following government regulations, all passengers must confirm they have a facemask and they wear it during boarding, deplaning, and for the duration of the flight.
- Staff, including pilots, are equipped 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. In the workplace, staff will adhere to social distancing and face mask requirements indoors.
- Plexiglass barriers are installed at our check-in counters to protect staff and customers.
- 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.

- All employees are screened daily prior to reporting for work in accordance with Ontario government requirements.
- 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.
- We require 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.
- Following local public health guidelines, staff are not permitted non-essential travel outside of the Northwestern Ontario region.

We continue to monitor for any COVID-19 positive cases in the region. Any positive cases which directly or indirectly affect our staff may result in further pandemic safety measures that may lead to a temporary disruption of service. Any disruptions will be communicated on our social media pages and website. 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/coronavirus-disease-covid-19.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.