

Updated May 19, 2020

At Wasaya, we are doing our best effort 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. We are consolidating our flights to meet the passenger demand and we will continue to monitor and adjust as necessary. We intend to continuously inform our staff and customers of any changes to our service.

We are continuously 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 are:

- 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 an external infrared temperature scanner to measure the temperature of all passengers during check-in. 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 all flights.
- Equipping many of our staff, including pilots, with cloth masks or surgical masks to protect them and the customers they interact with. Pilots will wear masks when entering terminals in Northern communities.
- Adding plexiglass barriers to all 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 and we are also providing disinfectant, soap and water on board every aircraft.
- Aircraft are being thoroughly disinfected nightly, paying close attention to frequently touched areas.
- 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 that handle cargo and interact with customers.

- We will work to keep work crews 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 while working where it is possible to do so.

Wasaya is keeping its employees and customers updated and informed on a regular basis. We will continue to direct everyone to the Ontario COVID-19 self-assessment link, as well as the Canada COVID-19 website:

- **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 end goal is to keep our employees and customers safe and to reduce the impact to our essential operation.