



**\*\*\*UPDATE – MARCH 18, 2020\*\*\***  
**CHANGES ARE INDICATED BY THE ➤ SYMBOL**

## **MINIMIZING THE RISK OF COVID-19 PROPAGATION**

Dear valued passenger, as we closely follow the COVID-19 developments through the Public Health Agency of Canada, the Quebec Health Ministry, the Regional Health Board and Transport Canada, we are taking all necessary steps to maintain the health and safety of our employees and passengers. According to the most recent governmental information, the risk of being exposed to the virus that causes COVID-19 remains low. We are prepared and our corporate preparedness action plan is following its course.

When it comes to aircraft cleaning and sanitization, Air Inuit, through its internal and external grooming crews, was already applying industry standards; we will now be implementing even more to minimize the risk for our employees and passengers.

What we are doing:

- We have emphasized to our internal and external grooming crews to pay particular attention to the cleaning and sanitization of aircraft interior chair tables, armrests, seatbelt buckles, wall, handles and lavatories for those equipped aircraft.
- For larger aircraft, we have sourced sanitizing wipes available for the cabin crews to use when deemed necessary.
- We have emphasized to our cabin crew to utilize latex gloves when picking up catering trays, boxes or any item the passenger may want to dispose of.
- We have emphasized, with all airport operators, the importance that all airport washrooms have readily available hand soap for use by the traveling public.
- We introduced a standardized pro-active public announcement encouraging passengers to adhere to the health agencies sanitary etiquette to help prevent virus propagation. This public announcement will be broadcasted in our aircrafts and in our network airport terminals.
- We introduced an educational placard that was placed in aircraft seat pockets and posted in all our network airport terminals.
- All passenger meals served onboard will now be COLD meals in order to minimize manipulations.
- All newspapers, magazines, pillows and blankets are discontinued onboard.
- The cabin crews will now be wearing nitrile gloves throughout the entire flights.
- We periodically issue directives to our personnel in order to comply with the various recommendations of Quebec's public health authorities and we adapt our operations to maintain essential services to the regions we serve.
- Only individual beverages such as cans, juice boxes and small bottles will be served onboard. Coffee and tea are discontinued.
- Passengers checking-in will be required to answer 2 specific questions provided by the authorities that will determine if they are authorized to travel.

- As of March 22, 2020, Air Inuit scheduled flights schedule has been considerably decreased to minimum service maintaining medevac and essential cargo deliveries to the communities. Charter flights are also restricted.

**In addition, for the health and safety of our employees and other passengers and in accordance with governmental recommendations, we emphasize that everyone limit their travel to essential travel only and remind that passengers with symptoms related to COVID-19 do NOT travel on board scheduled or chartered Air Inuit flights. ANY PASSENGER THAT WOULD PRESENT SYMPTOMS RELATED TO COVID-19 WILL BE DENIED CHECK-IN, BOARDING OR WILL BE ADVISED TO DISEMBARK.**

As the above lists a portion of our preventative actions, Air Inuit remains pro-active through these challenging circumstances and will be adapting its plan as the situation evolves.

Regards,



Pita Aatami  
President and CEO