

01st April 2020

Dear FlyPelican Customers,

We are clearly in challenging times, in what is a dynamic and fast evolving situation. We would like to share with you what FlyPelican is doing to support our customers, staff and the community.

Virus Transmission Risk Reduction

In order to ensure we reduce the risk of virus transmission as far as possible for all customers and staff we have introduced several new procedures. These include:

Onboard Our Aircraft

- Regular Deep Cleans of our Aircraft Interior to an extremely high standard,
- Issue of individual anti-bacterial gel to all flight crew,
- Additional steps added to “first flight of the day” check to ensure all the cleaning and hygiene products required on board are present and, in enough quantity,
- New cleaning procedures with thorough cleaning of aircraft at the start, end and between every flight,
- Seat allocation procedures adapted to, where possible ensure social distancing within the aircraft itself (e.g. where possible always have a seat between passengers and not seat people in Row 1 behind the flight crew),
- New signage at all check in desks where people who are sick are encouraged not to fly and are asked specific questions by our check in staff about if they are ill. If someone is ill the operations team and pilot in command will decide if that person can fly (and, if so, what measures must be put in place to protect others).

In Airports On Our Network

- We are communicating and working alongside our airport partners (including owners and ground handling agents) to ensure the most rigorous cleaning, social distancing and other required measures are in place,
- In our offices the SafeWork NSW and government recommendations have all been implemented (no touching, regular hand washing, social distancing, closed bins, provision of PPE etc.).

This is clearly a highly dynamic situation which we are monitoring every day and updating our pandemic response plan and virus control measures as appropriate based on advice and feedback from NSW Health, Department of Health, SafeWork NSW, aviation authorities and other valued partners.

We appreciate your support at this time and appreciate your continued business to help keep NSW communities connected now and into the future. Please also ensure you take personal responsibility by:

- Not flying if you are ill,
- Following personal hygiene guidance (hand washing etc where possible),
- Promoting social distancing where possible.

If you have any questions or concerns, please contact our customer service team on 02 4965 0111.