

## **Health and Safety Protocols Regarding COVID-19**

Our utmost priority at NorthStar is the safety of our community, guests, and employees. On March 18, 2020, we temporarily suspended all operations as a preemptive measure to curtail the spread of COVID-19 into our community. Now that Juneau has reopened, we are happy to be moving forward with reopening our business for tours and charters. As we do so, we are working diligently, and in accordance with Federal, State and local regulations and guidelines, to ensure everyone's safety.

Below we have outlined the measures put in place throughout our operation to provide assurances to your health and safety, as well as peace of mind. Our commitment to you includes maintaining our operations and equipment at the highest safety standard.

### **Guests:**

We will do our best to adhere to all CDC social distancing guidelines, however, due to the configuration of the cabin in our aircraft, it is not possible to enforce these guidelines during flight. For that reason, we will be asking all potential customers and guests the following questions:

- Have you experienced a fever within the past 72 hours? (Defined as equal to 100.5 degrees or higher)
- Have you traveled outside of Alaska within the past 14 days?
- Have you been in the presence of a known positive COVID case within the past 14 days?
- Have you or are you experiencing any of the following symptoms?
  - Sore throat
  - Cough
  - Shortness of breath
  - Body aches/chills
  - Loss of sense of taste or smell

If the answer to any of the above questions is yes, the flight will be further examined, screened and potentially terminated.

Further preventative measures will include:

- Guests' temperature will be checked prior to entering our helicopter base or transport vehicles by our personnel.
- Guests will be required to wear face coverings. We will have face protection available if needed.
- Employees will be available to open our base door for our guests to reduce guest contact with common surfaces.
- Guests will be expected to maintain a distance of 6 feet between themselves and others when possible, as outlined by the Center for Disease Control (CDC) and Federal and local mandates.
- Guests will be provided ear plugs. For those passengers requiring two-way communication with the pilot, a headset with microphone will be provided.
- We will ask guests to limit their personal belongings.
- Cash payment will not be accepted, guests must plan to make payment with a credit card or other approved method of payment.

### **Helicopter Base Facilities:**

- Our facilities will be equipped with high-grade EPA approved disinfectant effective against this virus, as well as alcohol-based hand sanitizer, sanitizing wipes, face masks, gloves, and individually packaged ear plugs.
- Our facilities will be cleaned and disinfected before, after, and between guests. Additionally, frequently trafficked areas, will have increased sanitation efforts which will include:
  - The use of a compressed air sprayer that effectively kills bacteria, spores and viruses.
  - The disinfecting of all surfaces and used items.
  - Deep cleaning of bathrooms and other shared areas.

### **Gear:**

Outerwear provided for guests will be cleaned and sanitized before, after and between each use by highly-trained personnel. This includes:

- Using a disinfecting spray on our mountaineering boots.
- Hot washing gloves, jackets, and pants.
- Disinfecting all metal, rubber, and plastic harness pieces.
- Thoroughly wiping helmets, trekking poles, and ice axes with disinfectant.

- Rotating the use of equipment to allow adequate time for proper disinfecting.

### **Aircraft:**

- Helicopters will be thoroughly cleaned before, after and between each flight using high-grade, EPA-approved disinfectant effective against this virus.
- Adequate ground time between flights will be scheduled to ensure ample time for thorough cleaning and sanitizing of the cabin.
- All aircraft are equipped with supplies including gloves, disinfectant, cleaning wipes and ear plugs.
- Aircraft will be equipped with only one passenger seat up front, for a maximum of 5 passengers.

### **Pilots:**

- Pilots will greet guests with a contactless introduction and will practice physical distancing whenever possible.
- Pilots will use a headset with a microphone and will be available for discussion, however, at this time guests will not be provided with a microphone unless two-way communication is needed.

### **Employees:**

- All NorthStar employees will receive training on hygienic practices and protocols for personal protection against COVID-19.
- We will be working with a reduced staff to allow for safe distancing.
- Employees will wash their hands regularly throughout the day.
- Employees will wear face protection in the presence of guests at all times.
- Employees will wear face protection and gloves while cleaning and disinfecting the facilities and aircraft.
- Employees will be subject to a temperature check prior to clocking in to work. A temperature of 100.4 or lower is required.
- Employees will be required to stay home if they are not feeling well.

### **Ground Transportation:**

- Drivers will wear personal protective equipment as outlined above for all employees, in the form of protective face masks and gloves.

- Drivers will greet guests with a contactless introduction and will practice physical distancing whenever possible.
- Drivers will operate doors for our guests to reduce guest contact with common surfaces.
- All passenger vehicles will be thoroughly cleaned before, after, and between transfers.
- All vehicles will be equipped with cleaning supplies to maintain required standards during a transfer.
- Face protective masks are required by all (personnel and guests) for any pick up.
- Our 15-passenger vehicles will operate at a lowered capacity to allow for adequate social distancing.

We will continue to adapt our policies as updated information and guidelines become available from the State of Alaska and CDC.

For additional information regarding Alaska COVID-19 updates you may visit <https://covid19.alaska.gov>