

BLUE HAWAIIAN HELICOPTERS HEALTH & SANITATION PROGRAM

Statement from Quentin Koch, President, Blue Hawaiian Helicopters

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

This plan presents what we will do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures. It relies on the best available science on sanitization methods in consultation with professional infectious disease experts. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and not applicable to all businesses in our industry.

Version 1.0

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BLUE HAWAIIAN HELICOPTERS HEALTH & SANITATION GUIDELINES

Blue Hawaiian Helicopters Health and Sanitation Program

Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Non-Contact Infrared Thermometer. Points of entry will be limited to allow our team to conduct noninvasive temperature checks utilizing Non-Contact Infrared Thermometer on both guest before entry and on our employees before every shift. Employees or guest confirmed to have a temperature over 100.4°F will be directed towards appropriate medical care. * See Entry Screening pg.6*

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, moving around the building and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All Blue Hawaiian Bases will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touch less whenever possible, will be placed at key guest and employee entrances and contact areas such as lobbies and video briefing areas. There will be health and hygiene reminders throughout the base including the proper way to wear, handle and dispose of proper face coverings. Signage will be posted throughout the bases reminding employees of the proper way to wear, handle and dispose face coverings, use gloves (in positions deemed appropriate by medical experts), wash hands, and sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the department of health. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the base are instructed to immediately notify their manager (employees) or customer service agents (guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the base, we will work with the department of health to follow the appropriate actions recommended by it.

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

Employees Responsibilities: Blue Hawaiian Helicopters Employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent hand washing with soap is vital to help combat the spread of virus. All Blue Hawaiian Helicopter employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the base, going on break and before or after starting a shift.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the base will be provided a proper face covering which covers their nose and mouth and will be required to wear that face covering while at the base. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including Customer service Agents, pilots, maintenance, and any employee in direct contact with guests. Guest are required to wear proper face coverings which covers their nose and mouth before allowed entry to property and at all times while on property. All guest will be offered appropriate PPE provided by company if they do not have their own.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

The Guest Experience: Guest Arrival- A customer service agent will greet each guest to the base for check in process. Guest are required to wear proper face coverings which covers their nose and mouth before allowed entry to property and at all times while on property. All guest will be offered appropriate PPE provided by company if they do not have their own. Appropriate signage will also be prominently displayed outlining proper face coverings usage and current physical distancing practices in use throughout the base. Lobby area will have appropriate markings on the ground (x) indicating proper physical distancing spacing for customers at front counters, waiting areas, video briefing areas etc... Guest Arrival by Bus, Taxi or Ride Share will enter the base through front doors that will be left open during business hours.(weather permitting) Employees will not open the doors of cars or taxis for arriving guest. Customer service agents to provide guidance to arriving and departing guests to ensure physical distancing measures are followed. Implement peak period queuing procedures, including a guest service agents, when the number of guests exceeds the lobby capacity. Guest returning from AOA (Air Operations Area) will be directed back through lobby and reminded of physical distancing procedures. Guest PFD's (Personal Flotation Devices) will be collected by customer service agents and disinfected before additional use.

Ramp Procedures- Social distancing procedures should be followed while escorting guest on the ramp to and from the aircraft. Walk passengers in a single file line while keeping appropriate separation between each guest. Extra caution should be taken to make sure all guest follow these procedures on our busy ramp areas.

Base Procedures – Conducted at beginning of day, every hour, and at the end of the day.

1. Disinfect ALL surfaces with proper cleaning products. (**see cleaning Products and Protocols) every hour or as needed based passenger traffic including. (but not limited to)

a. Countertops

b. Desktops

c. Seats

d. Toilet

2. Disinfect any item that is frequently touched by people every hour or as needed based passenger traffic to include the following (but not limited to)

a. Toilet handles

b. Faucets

c. Paper Towel Dispensers

d. All door handles

e. Phones

f. Keyboards

g. Computer Mice

h. Lockers

i. PFD's

j. Dispose of items that cannot be cleaned

Aircraft – Conducted at beginning of day, after Every Flight and at the end of the day

1. Aircraft will be disinfected before the first flight of the day and after the last flight of the day by the pilot.

Any aircraft surface that passengers have touched or may have touched with their hands or coughed, sneezed on should be disinfected after every flight by the ground staff to include. (but not limited to)

a. All Seats

b. All Seatbelts

c. Headset ear cushions

d. All Microphones

e. All handholds

f. All door handles

Aircraft surfaces will be disinfected with products that are compatible with aircraft surfaces and components.

If pilots notice someone coughing profusely or showing symptoms the passenger should be politely asked not to fly.

Passenger Vans– Conducted at beginning of day, after Ever use and at the end of the day

- Passenger Vans will be disinfected before the first flight of the day and after the last flight of the day by the ground Staff.

-Vehicle surfaces will be disinfected with products that are compatible with vehicle surfaces and components.

-If ground staff notices someone coughing profusely or showing symptoms the passenger should be politely asked not to fly.

- Any vehicle surface that passengers have touched or may have touched with their hands or coughed, sneezed on should be disinfected after every use by the ground staff to include: (but not limited to)-

All Seats –

All Seatbelts –

All door handles-

Cleaning Products and Protocols Our base use cleaning products and protocols which meet EPA guideline and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Laundry. All laundry will be washed at a high temperature and in accordance with CDC guidelines.
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2> 3
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, cleaning equipment, keys, time clocks and all other direct contact items used throughout the base. The use of shared food and beverage equipment in break rooms (including shared coffee brewers) will be discontinued.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

DEPARTMENT SPECIFIC SANITIZATION POLICIES

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Public Area Cleaning & Sanitizing Protocol: Employees to sanitize the following areas at least once per hour, Employee smoking areas, Exterior benches and Trash bins. All employee restrooms to be sanitized at least once per day.

Office Cleaning & Sanitizing Protocol: Sanitize all employee touch points every hour or as needed per employee traffic. Offices, Reservations, employee break rooms to be deep cleaned and sanitized upon a shift change.

Physical Distancing Protocol: Restructure work stations to provide appropriate six-foot intervals. Staff every other workstation

ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening

Non-invasive Non-Contact Infrared Thermometer will be placed at each designated entry point to the base. Any employee displaying a temperature above 100.4°F, they will be denied entry to the base and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

A guest displaying a temperature above 100.4°F will be reported to a manager for discernment and possible denial of boarding. If any other symptoms are noted, the guest will be subject to appropriate health reporting.

If the employee or guest refuses the entry screening reading or adhere to these guidelines, they will be denied entry to the base and provided a COVID-19 information card.

Reporting Of Possible Case of Covid-19

Any employee or guest displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be reported to a manager and a safety report filled out by employee.

All reports shall be filed using our ETQ safety reporting system

The Base Supervisor or employee designated by management will immediately notify the Department of Health and advise the operator that there is a possible case of COVID-19.

Inform the department of Health if the guest or employee is requesting medical care or refusing to cooperate and leaving the base. Refer to Blue Hawaiian Helicopters Emergency Response Plan Section 2.0 (Incidents/Accident Reports)

Transportation

If the guest or employee has their own vehicle the guest may leave in their own vehicle.

If the guest or employee does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by local health authorities.

Guest or employees who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

