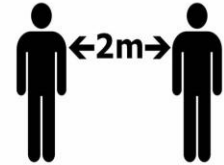## Physical Distancing

- ✓ Thunder Bay and Sioux Lookout Airport terminals by placing floor markings and designated seating
- ✓ Where loads permit, on-board NSA aircraft
- ✓ Plexiglass barriers at counter and cargo drop-off in Thunder Bay and Sioux Lookout
- ✓ Suspension of proof of delivery signatures

Passenger Safety

- ✓ Continued mandatory ID checks for all passengers to ensure travel is authorized
- ✓ Pre-flight temperature checks at Thunder Bay and Sioux Lookout Airports. Passengers with body temperature exceeding 38C will be denied boarding
- ✓ Pre-flight health questionnaire for all passengers
- ✓ Pre-shift health self-assessments for all NSA staff. Any staff that feel ill are required to follow isolation guidelines
- ✓ Keeping passengers on-board at all enroute stops
- ✓ Reduced in-flight snack and beverage service
- ✓ Working with communities to establish travel authorization protocols, and working with communities to enforce protocols
- ✓ All passengers required to wear face coverings on-board aircraft
- ✓ Flight crews required to wear face coverings when loading and unloading aircraft

Enhanced Cleanliness

- ✓ In between passenger flights, aircraft receives standard clean. At northern airports, cleaning supplies are made available to passengers
- ✓ All aircraft receive deep clean every night using COVID-19 certified cleaning solvents
- ✓ Hand sanitizer available for NSA staff and customers at bases
- ✓ Customer friendly cargo sanitizing and self-labelling station in place in Thunder Bay and Sioux Lookout
- ✓ Palletized freight on cargo runs to reduce individual touches of freight

May 15, 2020