



Update - Coronavirus (COVID-19)

Thunder Bay, ON, March 17, 2020 - In response to the spread of novel coronavirus (COVID-19) within Canada, North Star Air has undertaken a series of key actions to help protect the health and safety of our employees, customers and communities and to ensure continuity of the essential services we provide on a daily basis.

As part of this action, we are monitoring the spread of the coronavirus across Canada and consulting with governmental authorities, health organizations and the First Nations communities we service on a frequent basis to ensure that our response is coordinated with local directives and priorities.

This situation is constantly evolving, so we have a task force and structure in place to implement all necessary precautions and respond quickly to any challenges that arise while maintaining safe operations at all times. Many of the actions we have already taken were communicated last week and are listed on our website at <http://www.northstarair.ca/covid-19-updates>. We will continue to provide updates on this webpage and on our social media channels.

Safety is our First Priority

North Star Air is committed to being a safe and reliable air service provider to the communities we serve throughout this period. As highlighted in our previous release, we have taken steps to increase aircraft cleanliness and sanitization, including

- Revisions to our inflight procedures including
 - Suspension of inflight snack and beverage service
 - Suspension of lavatory service on flights under 1h30m in duration
- Implementation of enhanced aircraft cabin grooming processes, including the regular disinfection of commonly-touched surfaces such as tray tables, seat armrests and headrests, seatbelt buckles, overhead lighting and ventilation controls, overhead luggage bin door latches and lavatory door handles and fixtures.
- Flexible travel plan policy through April 15, 2020, enabling passengers to change flights without paying change fees.

Effective March 18 we are also implementing pre-travel screening measures to prevent the spread of COVID-19. As part of the screening process:

- Passengers will have to state whether they have travelled outside Canada in the past 14 days
- Passengers will have to state whether they have been in close contact with someone, such as family or friends that are showing the symptoms or suspected of having COVID-19.
- Passengers will have to state if they have shown the symptoms of COVID-19 in the past 72 hours.

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Keeping our Promise to Deliver

North Star Air's passenger service provides a vital link to remote northern communities, however North Star Air and all other airlines are experiencing a sudden and significant decrease in passenger demand. Effective March 21, 2020 we will be implementing a temporary schedule that will reduce our service frequency. We will maintain a minimum service level for every community we currently serve.

- For our larger routes, service will be reduced to one flight per day and reducing service on one to two days per week.
- For smaller community routes, service will be reduced from daily to every other day or as warranted.
- We will also be combining scheduled flights on an as needed basis.
- This schedule is for the next two weeks however, because this is an evolving situation, we expect that we will need to remain extremely flexible over the coming weeks and be prepared to make additional changes. We will continue to monitor our passenger and cargo loads and will make further adjustments as required, just as we normally do, albeit with heightened urgency
- We continue to consult and work with our First Nations partners to ensure we have taken every precaution necessary during these difficult times.

We expect no changes to our Canada-wide air cargo network as a result of the novel coronavirus situation. We are being proactive with our pilot, maintenance and ground operations crew, including

- Increased grooming to aircraft cockpits
- Isolating and pairing procedures to ensure crews health safety and the health safety of all communities
- Mandated self-isolation for all employees who have been, or in close contact with someone that has been recently outside Canada or have reason to suspect being exposed or infected with COVID-19

While there is no clear end in sight to these challenges, North Star Air will continue to provide essential passenger and cargo services to the people, communities and organizations we serve, regardless of these circumstances.

We are engaging with Federal, Provincial and Territorial governments to ensure that they are aware of the severity of this situation and prepared to provide us with the flexibility and support we urgently require. We are confident that they share our concern and that we will be able to depend on their partnership and support.

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Safe Workspaces

Where our employees have travelled internationally, we are following the recommended health practices of a 14-day self-isolation period. Our office employees have been instructed to work from home and avoid using the office unless it is essential to be there, following local health guidance. We have requested employees, suppliers and business partners to utilize safe hygiene to reduce risk during this time and to meet via video and teleconference rather than travelling for face-to-face meetings or attending public events, to avoid potential exposure to the virus.

Contingency Planning

All business teams have begun considering and developing plans for alternative operations, should they become necessary, as part of the company's business continuity plans. We are liaising with government officials and other airlines to ensure support is in place if and when required. We will continue to navigate through these challenging circumstances with your safety and well-being at the forefront of everything we do.

A handwritten signature in blue ink, appearing to read "Frank Kelner".

Frank Kelner
President/CEO

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