

COVID- 19 UPDATE 30 March 2020

Dear Valued Community Stakeholder

As a result of the COVID-19 crises and recent changes in border controls, Chartair is changing the current flight schedules for the Tri-State Area under the Federal Government Remote Air Service Subsidy (RASS) Scheme, with immediate effect.

As one of the leading aviation companies supporting rural and remote communities throughout Central Australia, Chartair is totally committed to continue providing the services you rely on for the supply of essential services and supplies.

The changes to border controls between the NT and WA mean that our flight crew who position to Kalgoorlie each Tuesday to provide the services, are not permitted to return to Alice Springs (their home base) on Friday without being subject to 14 days of self-isolation. To this end they are now positioned permanently in Kalgoorlie.

The revised schedule is attached, and a summary of the key changes include:

- There will not be a connecting flight from Kalgoorlie to Alice Springs via Warburton; and
- The normal Friday morning (Saturday morning on alternate weeks) flight originating in Kalgoorlie and ending in Alice Springs (via Warburton) will not cross the border but operate as Kalgoorlie – Tjuntjunjarra - Warburton – Kalgoorlie.

Due to quarantine restrictions, only essential service providers will be permitted to travel into communities that are locked-down. Service providers will require the appropriate documentation and permissions from the community before they will be allowed to fly. If a community cannot receive the essential services Chartair will deliver the freight to the nearest major port.

During this time of extreme challenge, Chartair is taking all of the necessary precautions to ensure the safety of our staff, passengers and communities we service. New health-check procedures have been introduced at check-in and an increased aircraft cleaning regime is in place to ensure we are doing our part to keep everyone as safe as possible.

We understand these changes may cause concern and we appreciate your understanding and patience as we do everything we can to keep the supply of essential services and supplies flowing.

Should you need more information about these changes and the new policies, please visit our website at www.chartair.com.au or contact one of the people listed below.

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