



Coronavirus Update

Chartair are following advice from the World Health Organization, Australian Government Health Organization and NT Government with regard to the management of the Coronavirus COVID-19.

Coronavirus is a large family of viruses that can make humans and animals sick. They cause illnesses that can range from the common cold to more severe diseases.

COVID-19 symptoms can range from mild illness to pneumonia. People with coronavirus may experience:

- Fever
- Flu-like symptoms such as coughing, sore throat and fatigue
- Shortness of breath.

COVID-19 is spread from person to person and most likely spread through:

- Close contact with an infectious person
- Contact with droplets from an infected persons cough or sneeze
- Touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person then touching your mouth or face.

What are Chartair doing?

Chartair pride itself on the cleanliness and presentation of our aircraft. As such, we have instigated an increased stringent cleaning program with antibacterial, antimicrobial products.

Safety notices have been issued to staff with regard to transmission, hygiene and symptoms of COVID-19.

Staff who have travelled overseas or transited through any of the high or moderate risk countries are required to self-isolate for 14 days.

What we are doing for our passengers?

- Passengers who present for check-in with flu like symptoms will be refused travel.
- Passengers will be required to complete a form, advising if they have been overseas and travelled to or through any country on the High or Moderate Risk listing provided by the Australian Government. Any passenger who has travelled through or transited through any of these countries in the past 14 days, will be refused travel.
- Passengers will be required to use hand sanitizer prior to boarding the aircraft.

HIGH RISK COUNTRIES	MODERATE RISK COUNTRIES
Mainland China	Cambodia
Iran	Hong Kong
Italy	Indonesia
Republic of Korea	Japan
	Singapore
	Thailand

Cargo and Freight Handling

While the risk of transmission of COVID-19 on cargo, mail or freight is low, Chartair has instigated a policy of all cargo, mail and freight will be handled by staff using gloves and where required it may be sprayed with an antibacterial, antimicrobial spray.

Requirements for Passengers travelling to remote communities

GROOTE EYLANDT

Passengers travelling to Groote Eylandt will be required to complete questionnaire prior to be accepted for travel. This will be provided at check-in.

Please note that if you are travelling and present with flu like symptoms you will be refused travel.

TIWI ISLAND

Passengers travelling to Tiwi Islands will be required to complete questionnaire prior to be accepted for travel. This will be provided at check-in.

Please note that if you are travelling and present with flu like symptoms you will be refused travel.

If you have any questions of Chartair, please email the Safety and Quality Manager at sq.manager@chartair.com.au

Additional Information can be found at:

www.health.gov.au

www.health.nt.gov.au

www.health.wa.gov.au

www.health.qld.gov.au

<https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-the-airline-industry-including-flight-crew.pdf>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.smarttraveller.gov.au/>