



## OUR RENEWED COMMITMENT

There is no doubt we are all adjusting to our new normal and you may notice some changes taking place at Atlantic Aviation. Rest assured, we are continually poised and ready to serve you. We pledge to you our exemplary customer service and dedication towards safety and health. Your comfort and safety is paramount and we are here to assure your safe passage in each Atlantic FBO you travel through.

### Enhanced Customer and Employee Safety Procedures

**We have implemented the following practices for the safety of our employees and customers throughout our FBOs.**

- Employees are required to wear face coverings when in presence of another person
- Employees are following CDC recommendations to prevent illness and ensure our facilities are as safe as possible.
  - Employees observing increased personal hygiene, personal protective equipment use, and travel restrictions
  - Employees are closely following social distancing protocols
  - Employees' daily health is being closely monitored and employee stays home if sick
- Established targeted facility cleaning procedures utilizing CDC recommended cleaning products, specifically focusing on high touch areas and cleaning hourly, including:
  - Entries and exits (door handles, glass, etc.)
  - Surfaces touched by hands in lobbies and all common areas
  - Public office equipment such as pilot computers, keyboards, printers, chairs, etc.
  - Remote controls
  - Blankets and linens
  - Bathrooms
  - Kiosk screens
  - Vehicles (steering wheels, shifters, door handles, etc.)
- Required use of gloves and masks when delivering catering to an aircraft
- Discontinue the use of exercise rooms, where applicable
- Removed lobby literature (available upon request) and unpackaged food items
- Enhanced front desk procedures to include no signature required and emailing receipts
- Limited the number of passengers during shuttle van operations
- Temporary occupancy limits in elevators, conference rooms, etc, to maintain social distancing requirements
- Reconfigured customer and employee seating areas for social distancing requirements

***We have established strategic operational contingency procedures to ensure business continuity across the Atlantic network and to keep you fueled and flying.***