



15 March 2020

SUBJECT: Policies & Procedures for Aircraft Cleaning

BACKGROUND: On January 30, 2020, the World Health Organization declared the outbreak of COVID-19 and on March 11, 2020, they categorized the outbreak of COVID-19 as a pandemic. The CDC has provided recommendations for aircraft operators to clean and disinfect aircraft after every flight. After reviewing the CDC and aircraft manufacturers recommendations on cleaning and disinfecting aircraft, Southern Jet has combined these recommendations and have established our own policies & procedures for our flight crews which are more stringent than that of the CDC recommendations.

Since there is no way on determining if our passengers are asymptomatic or are symptomatic, we will treat the cleaning and disinfecting of our aircraft, after every flight, as if all passengers were symptomatic.

PROCEDURES:

Upon arrival and after the passengers have left the aircraft, leave the cabin door open and if able open the emergency exit and allow air to circulate through the aircraft. Remove any items that the passengers may have brought onboard the aircraft, such as newspapers, magazines, etc. and discard those items, along with all trash and catering items, before beginning the cleaning and disinfecting of the aircraft.

- Use Personal Protective Equipment (PPE)
- When transitioning from one section of the aircraft to another, i.e., cockpit to galley to cabin to lavatory, use fresh cleaning wipes/towels, when moving from one section to the next.
- On non-porous (hard) surfaces, apply the cleaning/disinfecting product and allow it to remain on for 1-3 minutes before drying and removing the solution with a clean towel.
- On porous (soft) surfaces, mist the area with disinfectant and allow it to dry.



- Porous surfaces (soft) include cloth seats, seat belts, carpeting
- Non-porous surfaces (hard) include leather/vinyl seats and side walls/panels. Ensure that all non-porous surfaces, in the cabin, are cleaned and disinfected including: armrests, plastic and metal parts of the seats and seatbacks, tray tables, seat belt latches, light and air controls, crew call buttons (if installed), bulkheads, windows, window shades, video/audio controls, etc.

In the lavatory area, include: door handle, locking device, toilet seat, faucets, washbasin, walls, mirror, and counter area.

Galley area, include: counter areas, latches, handles, bins. Remove the coffee and hot water containers and wash thoroughly with hot water, dry. And then disinfect handles and return to the aircraft.

- Above all, please exercise "Attention to Detail" and common sense and clean & disinfect your aircraft as if your next passengers are your own family members.
- During these times, please stock your aircraft accordingly, i.e., how many passengers are on your flight, please do not overstock. Also, limit the access to blankets and/or pillows on board the aircraft. If a passenger requests a blanket, at the end of the flight, treat it as a Porous surface, spray with disinfectant, allow it to dry, and then place in a plastic bag and have it cleaned before allowing another passenger to use it.

SUMMARY:

Be vigilant and assess your passengers before the flight and determine their health condition before the flight. If you suspect that they have symptoms of COVID-19, you do have the right to refuse them, reference your GOM, Section 6, Passengers and Cargo, paragraph 2.A.1. If your passengers appear to alright before the flight but then during the flight, they display symptoms of the virus, request medical personnel to meet the flight upon landing, maintain a safe distance from the passengers, allow them to exit, then open all doors and allow the aircraft to "air out" (2 hours is recommended), post a sign at the cabin door warning all ground personnel to remain clear and out of the aircraft, and contact Jerod immediately and discuss with him on whether the aircraft should be professionally cleaned and disinfected prior to the next flight.