

BLACK DIAMOND AVIATION

COVID-19 MANAGEMENT PLAN

Black Diamond Aviation is committed to your safety first, and this commitment continues throughout this time when the world is dealing with the COVID-19 (Coronavirus) pandemic.

Whilst this situation is outside of our control, we are doing everything we can to support and protect our clients, staff and the communities and homelands we service.

The measures we are taking include:

FLIGHTS:

Black Diamond Aviation is working within the limitations of the Australian Federal Government, the Northern Territory Government, and various Land Councils to ensure our operations continue to service the Northern Territory during this time.

From 11:59pm on Thursday 26 March, remote communities in the Northern Territory (NT) were closed to all non-essential travel in response to concerns about the spread of COVID-19.

People cannot enter 'designated areas' around Australia except in the following circumstances:

- they have quarantined for 14 days in an excluded area within the NT prior to entering the designated area, or
- they can demonstrate they are an approved remote essential worker.

Travel for remote community residents is allowed between communities, homelands/outstations and any unincorporated townships (Nhulunbuy and Alyangula only) within their biosecurity area, however people who live in the towns of Nhulunbuy and Alyangula must not travel to remote communities and homelands within their designated biosecurity area unless they are an approved remote essential worker.

All essential travellers must hold a valid Northern Land Council permit and provide proof of this permit to Black Diamond Aviation at the time of booking their flight. Black Diamond Aviation is also working with the Northern Territory Police who will meet each aircraft at their destination. The NT Police will carry out permit checks and may also conduct a health check on each passenger.

It is important to note that there are no restrictions on leaving a designated biosecurity area and Black Diamond Aviation will continue to charter passengers who wishes to travel to areas excluded from the designated biosecurity areas.

A map and further details of designated biosecurity areas and excluded biosecurity areas can be found on:

<https://coronavirus.nt.gov.au/community-advice/remote-communities/travel>

STAFF:

Our aircrew interact with passengers and the communities we service, and as such we have implemented the following measures to minimise the risk of COVID-19 to our operations:

- All of our employees have received notification of the COVID-19 pandemic and have been given information on the symptoms of COVID-19, the transmission methods and self-isolation requirements. Signs of the symptoms of COVID-19 have also been posted in the workplace to remind staff.
- All of our staff have completed the COVID-19 infection control training, provided by the Australian Department of Health and their training partner Aspen Medical.
- Air crew have been trained to take each passengers' temperature and have been given the authority to refuse travel should a passenger present unwell or with a fever (37 degrees or higher).
- Air crew have been trained to ask each passenger at check in if they have travelled internationally in the past 14 days, and if they have recently experienced any COVID-19 symptoms.

- All staff have received notification on the importance of hand-washing and good personal hygiene. Signs, reminding staff to wash and sanitise their hands, have also been posted in the workplace.
- Air crew are to self-isolate between flights – NO social interaction.
- Any interaction with passengers or community members should be kept to a minimum (where possible).
- Air crew who are ill (no matter what illness it may be) will need to isolate for 14 days prior to returning to work.
- Our office staff are all required to work from home.

PASSENGERS:

Black Diamond Aviation will make every effort to ensure our passengers are safe to travel, and to do so, we kindly ask that you work with us during this time.

- Passengers travelling to a remote community or homeland must provide proof of requirement to attend that community or homeland and provide proof of a valid Northern Land Council permit.
- Passengers unable to prove they are approved to attend a community or homeland will be refused to travel.
- Passengers who are travelling to an area excluded from the designated biosecurity areas do not need to provide a permit to travel at this time – please note that this advice may change without notice as Local Governments may tighten travel restrictions at any given time.
- Passengers are required to check-in and adhere to the 1.5m distance rule between themselves and aircrew.
- Passengers are also required to distance themselves from their fellow passengers by allowing a 1.5m distance between each person.
- Passengers are required to wait in a waiting area away from the aircraft, until called by air crew to access the aircraft.
- Passengers will be required to submit to a temperature check, conducted at every check-in location. It is important to note that passengers presenting unwell at check-in or have a temperature over 37 degrees may be refused travel.
- For the convenience and education of our passengers, we have posted notifications and signs in our workplace on the symptoms of COVID-19.
- Hand sanitiser is available at our check-in office at Gove Airport and with each of our pilots, available to all passengers, prior to boarding our aircraft in the communities and homelands. We strongly encourage every passenger to make use of this facility.
- To further reduce the likelihood of COVID-19 on board our aircraft, passengers are asked not to bring any food or snacks on board, and to remove their rubbish from the aircraft when disembarking.

FREIGHT:

Black Diamond Aviation will continue to carry freight and mail to remote communities and homelands. To minimise the risk of transmission of COVID-19, community residents MUST NOT approach the aircraft or pilot. Instead, we ask that the community nominate one person to receive freight, and to keep a 1.5m distance from our air crew at all time.

CLEANING:

Black Diamond Aviation is expanding our sanitising protocols by washing each of our aircraft daily, including sanitising armrests, head rests, handles and areas that are touched regularly. Aircraft floor, walls and seats will also be cleaned.

Our aircraft will be cleaned thoroughly when they return from maintenance.

Our office and check-in counters are also subject to daily cleaning.

BOOKING POLICY:

For urgent travel bookings, please contact us on 0413 443 544 for immediate confirmation.

For advance travel bookings, please email your request to: operations@blackdiamondaviation.com.au

It is important to note that from 27 March 2020, Black Diamond Aviation has to take additional measures to roster and allocate air crew. This means that any booking, once confirmed, will be subject to a 100% cancellation fee should it be cancelled at any time before the travel date. No shows will also attract a 100% cancellation fee.

A NOTE FROM OUR CHIEF EXECUTIVE OFFICER and CHIEF PILOT

I would like to thank you for your continued support during this difficult time. Every flight booked with Black Diamond Aviation is supporting a local small business with genuine interest, respect and love for our community.

It is important to note that our Black Diamond Aviation team have a very strong commitment toward Territorians and will continue to follow the advice of the Australian Government Department of Health, the NT Government and various Land Councils to limit the risk of COVID-19.

We ask that if you do not need to travel that you stay at home. This will protect so many, including vulnerable communities, and make the jobs of frontline staff a little easier.

Please look after yourself and each other.

CONTACT US

To discuss our COVID-19 Management Plan, please contact us on 0413 443 544.

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