

BLACK DIAMOND AVIATION

COVID-19 SAFETY 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.

OVERVIEW OF BUSINESS ACTIVITY:

Black Diamond Aviation is committed to remote settlements and communities as well as the corporate sectors that support and service them. We are proud to offer professional, sophisticated and personalised air charter services to the remotest regions of the Top End of Australia.

Our services include but are not limited to:

- Day and Night Operations - we offer a 24-hour, 7 day a week service.
- General Charter Requirements (Business and Government)
- Aeromedical Charters (High and Low Acuity Medivac)
- Indigenous Community Clinic Transfers
- Patient Travel Transfers
- Power and Water Service Maintenance
- Freight Transfer (Food and medical supplies, including bulky items)
- Cyclone Retrieval and Recovery
- Dangerous Goods Acceptance
- Aerial Spotting (including Fire Spotting)
- Aerial Photography
- Aerial Surveying
- VIP Charter (this is a discreet service where your privacy is guaranteed)
- Scenic and Adventure Flights

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

NEW WORKPLACE POLICIES REGARDING COVID-19:

Have you provided education or information about COVID-19 transmission and symptoms to staff and volunteers?	YES
Do you have protocols for staff to not attend work if unwell?	YES
Have you provided direction to staff to seek medical advice if they have symptoms of COVID-19?	YES

Below are additional and more detailed information relating to the above questions:

-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.

-We have made arrangements for all of our office staff to work from home.



-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. Our aircrew have been instructed to refuse travel to those who cannot prove a 14-day isolation period after travelling overseas, and to refuse travel to anyone who have any COVID-19 symptoms.

-Air crew are to self-isolate between flights. NO social interaction is allowed with any member of any Aboriginal community and/or homeland.

-Any interaction with passengers should be kept to a minimum (where possible).

-Air crew who display any flu-like symptom are required to see a doctor and/or pandemic clinic to get tested for COVID-19. Staff are to self-isolate until their results are received. Should a staff member get a negative result, a doctor's certificate is required to ensure they are fit for work. Should a staff member get a positive result, they will need to follow their doctor's instructions on what steps to take next. Only once a staff member returns a negative result three (3) times and have a doctor's certificate stating that they are fit for work, will they be allow back in the workplace.

A NEW NORMAL IN OUR WORKPLACE:

Have you provided education on adhering to physical distancing to staff and volunteers?	YES
Have you provided clear guidance on physical distancing to customers or participants?	YES
Have you provided markings on the floor 1.5m apart in areas where people queue?	YES
Will physical distancing be managed as part of any delivery service or picking up goods?	YES

Below are additional and more detailed information relating to the above questions:

STAFF:

-Our staff and aircrew are required to keep a 1.5m physical distance from each other and our clients. We have ensured signs are placed 1.5m apart on both the floor in our office and our check in area to remind our staff and aircrew of this rule. We have also placed signs at eye level to remind our team of this new workplace rule.

-Our office staff is required to work from home for the foreseeable future. This will allow for less people in our office, allowing more room for our aircrew to move around in.

-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. Our air-crew is to view the original copies of the passengers' evidence showing 14-days isolation prior to boarding our aircraft.

-Air crew are to self-isolate between flights. Social interaction between our aircrew and passengers is not allowed between flights.

-Any interaction with passengers or community members should be kept to a minimum (where possible).

PASSENGERS:

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

-Passengers are required to check-in and adhere to the 1.5m physical distance rule between themselves and aircrew, as well as themselves and fellow passengers. We have ensured signs are placed 1.5m apart on the floor in our check-in area to remind our passengers of this rule. We have also placed signs at eye level to remind our passengers of this new workplace rule.

-Passengers are kindly asked not to enter our office area.

-Passengers are required to wait in a waiting area away from the aircraft, until called by air crew to access the aircraft. Our waiting area also has signs on the floor and at eye level, reminding passengers of the 1.5m physical distance rule.

-We have placed signs throughout our Terminal and en-route our aircraft, to remind passengers of the 1.5m physical distance rule.

-Passengers will be reminded by their pilot to adhere to this rule upon disembarking the aircraft at their destination.

FREIGHT DELIVERIES AND PICK UPS:

-To ensure we continue to minimize the risk of transmission of COVID-19, we ask that freight deliveries and pick-ups at our Gove Airport office is delivered to / picked up at our check-in counter at a prearranged time. This will be at a time when no flights are taking place to limit interaction with other passengers. We kindly ask that people delivering or receiving freight keep a 1.5m physical distance from our air crew at all time.

-Black Diamond Aviation will continue to carry freight and mail to and from 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 physical distance from our air crew at all time.

INCREASED HYGIENE:

Have you provided hand sanitiser or hand washing facilities to allow staff and customers to wash or sanitise their hands regularly?	YES
Have you provided education on COVID-19 hygiene protocols and practices, including cleaning, to staff and volunteers?	YES
Have you provided information on COVID-19 hygiene protocols and practices to customers or participants?	YES
Do you have adequate supplies of cleaning and disinfecting products?	YES
Have you identified high touch surfaces and increased your regular cleaning schedule?	YES
Have you considered ways to minimise handling of shared items to avoid the risk of contamination?	YES

Below are additional and more detailed information relating to the above questions:

STAFF:

-All of our staff and aircrew have completed the COVID-19 infection control training, provided by the Australian Department of Health and their training partner Aspen Medical.

-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 been posted in the workplace.

PASSENGERS:

-Hand sanitiser is available at our check-in office at Gove Airport and with each of our pilots, available to all passengers. Each pilot will strongly encourage every passenger to make use of this facility, especially prior to boarding our aircraft in communities and homelands.

-Signs, reminding passengers to wash and sanitise their hands, have been posted in our check-in and waiting areas.

-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.

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.

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 Safety Plan, please contact us on 0413 443 544.