



St. Lucia Helicopters Limited

Special Operating Provisions

COVID-19 Crisis

St. Lucia Helicopters operates an aerial helicopter charter service in support of the St. Lucian tourist industry. Its main base is headquartered at the GFL Charles airport and has two operational facilities at Hewanorra International Airport and Jade Mountain resort, respectively.

Our main service products are to provide:

- a. Aerial passenger transfers between the two service airports on the island.
- b. Various suites of aerial tours over the island.
- c. Aerial photography (specialized and regular).
- d. On demand medical services within and out the island.

With the onset of the global COVID-19 pandemic St. Lucia Helicopters has found it necessary to adjust its operating safety and health procedures in accordance with the approved health protocols of the World Health Organization, the Pan American Health Organization and the St. Lucia Ministry of Health. In conformity to these guidelines St. Lucia Helicopters has decided to establish the following protocols and procedures to mitigate the spread of the Covid-19 virus to its staff and valued clients. These measures are encapsulated below and will be subject to appropriate reviews as situations and circumstances change. They are intended to mitigate person to person transmission of the virus.

Sanitation and Hygiene

Clean and disinfect moderate to high touch surfaces regularly

- E.g. Doorknobs, light switches, handrails, service countertops, tv remote controls etc.
- When cleaning workspaces, cubicles, and other office areas, make sure to disinfect frequently touched surfaces and objects, such as desks, chairs, phones, printers, keyboards, and computer mice.
- When cleaning vehicles, pay special attention to surfaces and objects that are touched often by passengers, such as door handles, window buttons, locks, payment machines, arm rests, seat cushions, buckles, and seatbelts. Also wipe down surfaces that you

frequently touch, such as the steering wheel, radio buttons, turn indicators and cup holders if applicable.

- When cleaning helicopters, pay special attention to surfaces and objects that are touched often by passengers, such as door handles, window buttons, locks, arm rests, seat cushions, buckles, and seatbelts. Special emphasis should be placed also on cleaning pilot controls and helicopter dashboards at least before the first flight of the day.

How to clean and disinfect -

Remove any visible dirt and grime before using disinfectants. Disinfecting surfaces removes most germs and are most effective on clean surfaces and objects. Corona viruses are relatively easy to kill with most disinfectants. When using cleaning and disinfecting products, always read and follow the manufacturer's directions. Staff should follow label directions and existing procedures for using gloves or other personal protective equipment (PPE). Throw away gloves after each cleaning.

Staff Conduct

General Hygiene Practices -

Hand hygiene and other preventive measures -

SHL staff should take important preventive measures to protect yourselves and reduce the spread of COVID-19. Everyone should follow preventive actions while at work and home, such as practicing healthy personal hygiene and avoiding close contact with others (physical distancing).

- Wash hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available. Important times to clean hands include:

- After blowing your nose, coughing, or sneezing
- After using the toilet, before eating or preparing food
- Before and after providing routine care for another person (for example, a child or elderly person).
- Before and after treating a cut or wound
- After handling trash
- After using public transportation



Keep 6ft (2 meters)
between your travel party
and other guests.



Face mask required.



Please Sanitize.



Some seats unavailable.



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Good Personal Hygiene Practices -

- Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
- Do not touch your eyes, nose, or mouth with unwashed hands.
- Do not shake hands.
- If you interact with clients or coworkers, remember to wash hands with soap and water or use hand sanitizer after every transaction.
- Keep at least 6 feet between yourself and others, whenever possible.
- Do not gather in groups (avoid eating at tables in groups and playing games).
- Wear a face covering (a face covering is any well-secured cloth/scarf that covers your mouth and nose). It is essential that staff continue to practice physical distancing and good hand hygiene even when wearing a face covering.

Very Important Note:

1. The mask or face covering traps dangerous carbon dioxide gases among other excretions. It is extremely important for staff to remove their face covering on a regular basis to refresh their lungs with clean breathable air. This should be done in an environment that is free from crowds.

2. It is advisable that the use of air-condition units be used in moderation especially in areas where there is multiple occupancy. The use of natural air flow is highly recommended.

3. Staff who feel ill are required to report their condition immediately to their superiors for a determination to be made on their continued service for the day.



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Pilots and Flight/Ground Crews

1. Pilots, Flight and Ground should wear protective gloves whilst executing their duties, such as engaging passengers. Pilots are required to wear face covering during every passenger flight.
2. Helicopters are to be sanitized as per the above recommendations before and after each passenger flight at each operating location.
3. Passenger vehicles are to be sanitized as per the above recommendations before and after each passenger use.

Client Conduct

Please note that currently, St. Lucia Helicopters is unable to process requests on behalf of disabled clients.

Clients/Passengers are required to -

- Wear face protection always when being serviced by St Lucia Helicopters staff. This includes all helicopter rides.
- Protective gloves are required if there is evidence of lesions or open hand wounds
- Clients are asked to refrain from touching flight crew. Communication with flight crew should be accomplished by speaking aloud. There will be no use of microphones for clients.



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ST. LUCIA HELICOPTERS LIMITED

COVID-19 PROTOCOLS

SUMMARY

Passenger/Customer Requirement -

- Unless a group of six (6) traveling together – family, the company will ONLY fly with a maximum of five (5) passengers/customers per helicopter. (Until Further Notice)
- Face covering/mask is required whilst using our helicopter service. Please bring your own face covering to use while flying. Company may have a limited supply and will not be available for every customer.
- Face covering must be on before the bus transfer (UVF Airport) and helicopter flight and should be worn for duration.
- Passengers will be sanitized prior to boarding bus/helicopter.
- All passengers must follow recommended physical distancing protocols however, the company will make every effort to accommodate groups/couples travelling together.

- Passengers will not be allowed to sit or assemble in the office (GFL Charles Airport), all customers will await flights in passenger areas outside the office.
- In keeping with COVID-19 protocols as it relates to touching, as a temporary measure, the company will limit services ONLY to passengers with full mobility. We must apologize as we simply do not have the required PPE to do otherwise and the protection and safety of our passengers and staff is important to us.
- Until further notice, all mics will be removed and/or will be unavailable for flights with us. Headsets will only be used for noise reduction and listening to the captain's instructions and commentary.

- For the protection (Health & Safety) of all involved, the company will make every effort to sanitize continually, all areas of our operation in compliance with the COVID-19 protocols. However, St. Lucia Helicopters Ltd. cannot be held liable in the event passengers suffer symptoms or contract COVID-19. Passengers/Customers travel with us at their own risk.



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COVID-19 PROTOCOLS

SUMMARY

Employee/Company Requirement -

- Offices will be equipped with hygienic screen/protective barriers and hand sanitizing stations.
- All employees will be observed and will be denied access to workspace or asked to leave work on suspicion of illness.
- Employees must stay home from work in the event of any illness until such time as they have certified proof that they have been cleared to work by a doctor.
- All employees must always wear a face covering/mask during operation; for those handling passengers/customers it will be a combination of face covering and gloves.
- Regular sanitization of all operational surfaces must be conducted throughout the workday.
- Employees must observe and maintain the physical distancing protocols and enforce said protocols with our customers throughout the workday.
- Handwashing and sanitization are required continually all day; after handling the helicopter, buses, luggage and/or handling any items handed by our customers. In the event you are not caring for customers/passengers whilst on the job, please wash your hands or sanitize at least every thirty minutes.
- All customers/passengers must be sanitized prior to boarding buses and helicopters, please ensure they are wearing a face covering/mask prior to engaging.
- All customer/passenger luggage must be sanitized prior to handling.
- Employees are asked to be polite when engaging with all customers/passengers but at no time shake hands, hug/kiss any customer/passenger. Please always follow the COVID-19 social/physical distancing protocols and limit interaction as much as possible.
- All buses and helicopters must be sanitized after every transfer or flight. That will include all seats, door handles, arm rests, seat belts and headsets.
- For employees caring for passengers/customers please be sure to bring in an extra shirt to change into before going home (safety of family). Clean shirts/uniforms must be worn to work daily no exception (safety of colleagues and customers).
- Drivers please refrain from carrying unauthorized passengers in the vans.
- Employees must comply with all COVID-19 safety protocols.



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