

## STERLING HELICOPTER'S RESPONSE TO NOVEL CORONAVIRUS (COVID-19)

The novel coronavirus, COVID-19, is having a dramatic impact on our lives and businesses. We want to share an update on what Sterling Helicopter is doing to keep our customers and our people safe while continuing to provide the finest helicopter maintenance services.

Due to the important nature of the services Sterling provides to local and state law enforcement and our customers in the medevac industry, Sterling is remaining open at this time. The safety of Sterling Helicopter's employees and our work environment is one of Sterling's top priority. We are committed to providing customers the safest service possible and ensure that team members are provided timely and reliable information on the present coronavirus pandemic.

To that end, Sterling is following the guidance of global health experts at the World Health Organization (WHO) and U.S. Centers for Disease Control (CDC) on preventing the spread of the COVID-19 virus. We are reminding our employees about frequent hand washing, and we are regularly cleaning and disinfecting our facilities and equipment. Importantly, we are asking that our employees stay home from work if they feel sick and making arrangement for many of our staff to work from home. We have also instructed our employees to not shake hands with you, our customers, as a way to prevent the spread of the virus.

Sterling's facilities, both maintenance and heliport, are cleaned bi-weekly and all surfaces wiped with cleanser that is effective against the COVID-19 virus. We sent an email to our employees that included the following statements:

- Wash your hands frequently with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Refrain from shaking hands or other direct contact with others.
- Cover your cough or sneeze with a tissue, and then throw the tissue directly in the trash.
- Clean and disinfect frequently touched objects and surfaces in your workspace. This includes your cellular phone.
- To the extent possible, maintain at least six feet of space between you and other individuals.
- Avoid overcrowding in common areas, being mindful of the current administration's guidance to avoid gatherings of ten or more people.
- Stay home from work if you feel sick.

Because this situation is evolving rapidly, Sterling's management team will update you, our customers, as necessary.

In closing, Sterling continues to serve the needs of our customers during this time, while keeping our both our employees and customers safe. Please reach out to us if you have any questions, concerns, or needs.