



Mountain Air Cargo
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MEMORANDUM

To: All MAC Personnel

Date: March 15, 2020

From: Mike Bandalan, CEO/President

Subject: COVID-19 – Business Contingency Protocols

This Memo issuance is to provide all MAC employees with specific protocols for this event.

Introduction:

The following protocols are based on what is currently known [about the coronavirus disease 2019 \(COVID-19\)](#). The Center for Disease Control and Prevention (CDC) is working across the Department of Health and Human Services and across the U.S. government in the public health response to COVID-19. Much is unknown about how the virus that causes COVID-19 spreads. Current knowledge is largely based on what is known about similar coronaviruses.

According to the CDC, Coronaviruses are a large family of viruses that are common in humans and many different species of animals, including camels, cattle, cats, and bats. Rarely, animal coronaviruses can infect people and then spread between people, such as with MERS-CoV and SARS-CoV. However, respiratory illnesses like seasonal influenza, are currently widespread in many US communities.

About COVID-19:

Infection with SARS-CoV-2, the virus that causes COVID-19, can cause illness ranging from mild to severe and, in some cases, can be fatal. Symptoms typically include fever, cough, and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people, referred to as asymptomatic cases, have experienced no symptoms at all.

According to the CDC, symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure.

How COVID-19 Spreads:

Although the first human cases of COVID-19 likely resulted from exposure to infected animals, infected people can spread SARS-CoV-2 to other people. The virus is thought to spread mainly from person-to-person, including:

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

It may be possible that a person can get COVID-19 by touching a surface or object that has SARS-CoV-2 on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the primary way the virus spreads.

People are thought to be most contagious when they are most symptomatic (i.e., experiencing fever, cough, and/or shortness of breath). Some spread might be possible before people show symptoms; there have been reports of this type of asymptomatic transmission with this new coronavirus, but this is also not thought to be the main way the virus spreads

Business Continuity Protocols:

This section describes basic steps we can take to reduce the risk of exposure to SARS-CoV-2, the virus that causes COVID-19, in our work areas.

1) Basic Infection Prevention Measures:

All employees shall implement good hygiene and infection control practices:

- Frequent and thorough hand washing. Utilize soap and water and wash hands for 20 seconds. Alcohol-based hand rubs containing at least 60% alcohol may be used.
- If you are sick, stay at home. Contact your immediate supervisor of your condition.
- Utilize respiratory etiquette, including covering coughs and sneezes.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Do not use other employee's phones, desks, offices, work tools or equipment when possible.
- Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.
- Minimize going out into the general population.
- Use social distancing (maintain a distance of approximately 6 feet, if possible) whenever out in public.
- Avoid crowds, stores, sporting or mass entertainment events, and other situations likely to attract large numbers of people

2) Prompt Identification and Isolation of Sick people (as appropriate)

- Employees will self-monitor for signs and symptoms of COVID-19. Symptoms include:
 - Fever
 - Cough
 - Shortness of breath
 - Difficulty breathing
 - Persistent pain in the chest
- If employees become sick or have been in contact with anyone that have tested positive for COVID-19 shall immediately contact their Human Resources. Human Resources shall report the event to the appropriate department head.
- If any family members are sick, the employee shall follow the same protocols.

- If you develop fever, cough, or difficulty breathing:
 - Stay home or in your hotel room and avoid contact with others.
 - Immediately report your symptoms to your immediate supervisor.
 - Seek occupational health clearance before being cleared to work.
 - If symptoms occur during flight, separate yourself from others following CDC's guidance, to the extent possible.
 - If you are at your residence, call your state or local health department or a doctor for medical advice before seeking care. Tell them your symptoms and whether you work as a crewmember or mechanic for an air carrier.
 - Wash your hands frequently and use hand sanitizers.
- What should you do if you are sick or may be infected?
 - A person will self-isolate for up to 14-days or until found clear from a medical evaluation.
 - Stay at home.
 - Do not go to work, school or public areas.
 - Do not use public transportation.
 - Avoid visitors at home.

3) *Flexible Workplace and Protections:*

- Sick employees will remain at home and follow notification protocols (i.e. immediate supervisor) by phone call.
- The MAC Management Team shall ensure flexible work schedules/work from home protocols are implemented for a period of 30 days. This will include:
 - Minimize face-to-face meetings with virtual communications and teleworking.
 - Alternating days or extra-shifts to reduce the total number of employees in any given work area.
 - Discontinue non-essential travel. Required travel only.
 - Monitor public health communications about COVID-19 recommendations and ensure that workers have access to that information. Frequently check the CDC COVID-19 website: www.cdc.gov/coronavirus/2019-ncov.
- Collaborate with employees to designate effective means of communicating important COVID-19 information.
- Keep customers informed about symptoms of COVID-19 and ask sick customers to minimize contact with workers until healthy again.
- Where appropriate, limit customers' and the public's access to the worksite, or restrict access to only certain workplace areas.

4) *Classification of Worker Exposure:*

- MAC is considered a Lower Exposure Risk.
- Lower Exposure Risk jobs are those that do not require contact with people known to be, or suspected of being, infected with COVID-19 nor frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers.

5) *Travel Policy:*

- All Non-Essential travel will be discontinued until further notice.
- All conferences and events will be cancelled until April 30, 2020.
- All new training events will be cancelled until April 30, 2020.

- If traveling, stay in your hotel room to the extent possible.
- Minimize going out into the general population and use social distancing (maintain approximately 6 feet, if possible) whenever out in public. Avoid crowds, stores, sporting or mass entertainment events, and other situations likely to attract large numbers of people.
- Eat in your hotel room with either room service or delivery service. If in-room dining options are not available, eat at a restaurant located in the hotel. If not available at the hotel, eat at a restaurant located close to the hotel.
- Avoid contact with sick people.
- Minimize contact with ground personnel and time in public areas while moving between the aircraft and the private transport.
- Minimize the use of public transportation, including when traveling between the airport and hotel.
- Please be advised that the preference bid scheduling may be postponed as we consider the safety of our crew during this time.

6) Vacation Policy:

- All approved vacations will be honored. We encourage employees to rebook their vacation when possible.
- New further vacation requests shall be approved until April 30, 2020.

7) Employee Hiring:

- No on-site interviews will be conducted.
- Interviews will be held via alternate means (i.e. phone, skype, etc.)
- Unless the position is critical, all positions will be frozen until April 30, 2020.

Employee Assistance Program:

MAC provides an Employee Assistance Program (EAP) which provides assistance and counseling regarding any concerns you may be experiences during this time. If you have any questions or need to confide in an employee assistance professional, you are encouraged to contact the resources below:

Human Resources

PH: 828-466-6687/6685

Email: HR@mtaircargo.com

ACI Specialty Benefits

PH: 855-775-4357

Email: rsli@acieap.com

<http://rsli.acieap.com>

<https://www.teladoc.com>

Visit our MAC Human Resources Benefits SharePoint Link for more information:

<https://airt.sharepoint.com/sites/MAC/HR/Benefits/SitePages/Home.aspx>

SUMMARY

These protocols will remain in place until this Memo has been rescinded or superseded. For questions or concerns regarding this Memo please contact:

Mike Bandalan

CEO/President

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