



N O R T H E A S T A I R  
1011 Westbrook Street, Portland, ME 04102  
[www.northeastair.com](http://www.northeastair.com) 207.774.6318

## **Our COVID-19 Procedures for the Health and Safety Of Customers and Employees**

As we navigate these unprecedented weeks ahead, NEA is committed to the health and safety of our customers and employees. We are adapting to the challenges and health concerns in real-time, while standing by our commitment to provide uninterrupted service in all our company divisions including general aviation, commercial airline ground support and aircraft maintenance.

To that end, here is information and precautions we are taking:

On March 19, the US Department of Homeland Security released a memorandum classifying our industry as “**Critical Infrastructure**”. Workers under this memorandum are considered essential and have authorization to move from home to work even under “Shelter in Place orders.” Northeast Air will follow this advisory and continue operations. Our Senior Management is continuously monitoring and educating all of our employees on COVID19 symptoms and preventative measures as outlined by local, state and federal guidelines.

We have eliminated public access to our **Administrative** offices to “by appointment only”. Employees who can work from remote access or are at a higher health risk have been sent home to reduce exposure.

Our **Maintenance** facility is open and fully staffed to handle scheduled aircraft maintenance where we can control the environment and aircraft access; we are disinfecting all aircraft on arrival and departure from our shop. We do request a call in advance for visits and that you adhere to CDC guidelines. In fact, now is a good time to schedule maintenance and upgrades so your aircraft can be up and running after this disruption. Our mechanics will continue to respond to emergency mechanical issues for the commercial airlines we are contracted to serve.

Our **General Aviation** facility remains open with our regular hours and services to private aviation customers. We have stepped up precautions to protect pilots and their customers, including:

- Daily professional cleaning with viral grade spray of all NEA public spaces including general aviation terminal, customer service counter, pilot lounge, bathrooms, and public surfaces. Our gym and snooze rooms are closed for now.
- Disinfecting all crew cars and rental cars delivered to our property before customer pickup
- Ramp agents assisting private aircraft are wearing gloves that are then disposed of after each use.
- Caterers delivering food are required to leave packages in the lobby. Only NEA personnel, following strict food handling guidelines have access to our refrigerators and kitchen.

Thank you for your continued support and understanding while we work through this challenge together. If you have any questions, concerns or suggestions, please do not hesitate to contact us.

Henry A. Laughlin, CEO  
Northeast Air  
[HenryL@northeastair.com](mailto:HenryL@northeastair.com)  
970-846-7133

Mark Goodwin, General Manager  
Northeast Air  
[MarkG@northeastair.com](mailto:MarkG@northeastair.com)  
207-774-6318 Ext. 101