

Dumont JETS

To: Charter Clients

From: Ashley Welch, Director of Dumont JETS

Date: March 31, 2020

Re: COVID-19 Aircraft Disinfection and Cleaning Procedures

I trust this memo finds you and your family members safe and healthy.

I am writing to explain the processes and procedures we are following to ensure that our aircraft are safe environments during your travel. We are following rigidly the recommendations and guidance from the U.S. Centers for Disease Control (CDC) and the Federal Aviation Administration (FAA) along with the guidance provided by the National Business Aviation Association. The following are the recommendations and guidance that we follow, enhanced by the *Dumont Difference*:

CDC AIRCRAFT CLEANING RECOMMENDATIONS; THE DUMONT DIFFERENCE

- If no symptomatic passengers were identified during or immediately after the flight, the CDC recommends only that charter operators follow routine operating procedures for cleaning aircraft, managing solid waste, and wearing personal protective equipment (PPE).

We take the health and safety of our passengers more seriously.

The Dumont Difference: In addition to the recommended CDC routine procedures and Dumont's standard cabin upkeep procedures, Dumont has also incorporated the first ever EPA and FDA approved antimicrobial coating on all of our aircraft, known as MicroShield360. MicroShield360 provides a long-term protection from harmful microbes, including the Coronavirus family of viruses. One application of MicroShield360 provides 24/7 protection and is guaranteed for 365 days. For additional information regarding MicroShield360, please click on the following link:

<https://microshield360.com/>.

- If symptomatic passenger(s) are identified during or after the flight, the CDC recommends that routine cleaning procedures be followed, together with the following enhanced cleaning procedures:
 - Clean porous (soft) surfaces (e.g., cloth seats, cloth seat belts) at the seat of the symptomatic passenger(s) and within 6 feet (2 meters) of the symptomatic passenger(s) in all directions.

- Clean porous (soft) surfaces (e.g. seat covers and carpet) by removing visible contamination if present and using appropriate cleaners that are compatible with aircraft surfaces and components in accordance with the manufacturer's instructions. For items that can be laundered, use the warm setting and dry items completely on high heat.
- Clean non-porous (hard) surfaces (e.g., leather or vinyl seats) at the seat of the symptomatic passenger(s) and within 6 feet (2 meters) of the symptomatic passenger(s) in all directions, including: armrests, plastic and metal parts of the seats and seatbacks, tray tables, seat belt latches, light and air controls, cabin crew call button, overhead compartment handles, adjacent walls, bulkheads, windows and window shades, and individual video monitors.
- Clean non-porous (hard) surfaces with disinfectant products with EPA-approved emerging viral pathogens claims that are expected to be effective against the virus that causes COVID-19 (SARS-CoV-2) and ensure these products are compatible with aircraft surfaces and components. All products should be used according to label instructions (e.g., concentration, application method and contact time, PPE).
- Clean the lavatories used by the symptomatic passenger(s), including door handle, locking device, toilet seat, faucet, washbasin, adjacent walls, and counter.
- Properly dispose of any items that cannot be cleaned (e.g., pillows, passenger safety placards, and other similar items as described below).

PERSONAL PROTECTIVE EQUIPMENT DURING ENHANCED CLEANING

We strictly adhere to the following recommended safety measures for protective equipment:

- Wear disposable gloves that are recommended by the manufacturer of the disinfectant.
- Wear disposable gowns while cleaning the cabin and lavatories.
- If splashing is possible, wear eye protection, such as a face shield or goggles and a facemask may be required according to the manufacturer's label.

PROTECTIVE MEASURES DURING THE ENHANCED CLEANING PROCESS

We also adhere to the following precautions during our enhanced cleaning process:

- Ground and cleaning crews will not board the plane until all travelers have disembarked.
- Ventilation systems are kept running while cleaning crews are working aboard the airplane.
- If visible contamination is present (e.g., a body substance such as blood or body fluids), follow routine cleaning procedures based on blood or body substance spill management according to 29 CFR 1910.1030, OSHA's Bloodborne Pathogen Standard, [29 CFR 1910.1030](#).

- Ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication Standard, 29 CFR 1910.1200.
- Train ground and cleaning crews on and require that crew members demonstrate an understanding of when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE.
- After removing PPE, cleaning staff immediately clean hands with soap and water for at least 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, hands are always washed with soap and water.
- Cleaning staff will immediately report breaches in PPE (e.g., tear in gloves) or any potential exposures (e.g., contact with blood or body fluids without wearing appropriate PPE) to their supervisor.
- Cleaning staff will dispose of PPE and other disposable items used in cleaning following the airline's routine procedures.
- Ground crews assigned to wastewater management operations will follow routine procedures.
- Educate workers to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms.
- Cleaning staff will immediately notify their supervisor if they develop symptoms of COVID-19.

INTERIOR DISINFECTION PROCEDURES

When disinfecting the interior of the aircraft, we adhere to the following processes and procedures:

General Procedures

- Disinfecting procedures are carried out by trained personnel. All manufacturer guidelines and instructions are followed.
- We ensure that all crew and passengers have exited the aircraft, and we adorn all personal protective equipment.
- We use new microfiber and towel products when transitioning between sections of the aircraft. We do not transfer use from one area to another. Gloves, respirators and all towel products are replaced when moving to a different aircraft.

Galley & Kitchen Areas

- Aircraft galley and food prep areas receive disinfection with Sani-Cide FSC. After 30 seconds of contact time, surfaces are wiped clean with a new microfiber cloth. Surfaces are then ready for use.
- Trash bins are emptied, and all garbage removed from the aircraft.
- Mirrors, glass and screens are cleaned with Sani-Cide EX3.

Cabin Area

- Working in small areas, we spray hard surfaces with Sani-Cide Disinfectant or EX3 and we allow a contact time of five minutes prior to wiping clean with a microfiber cloth. Following disinfection, surfaces are cleaned with an interior product to provide a final finish.
- Leather surfaces are sprayed and wiped with EX3, followed by cleaning with Perrone Leather Cleaner/Conditioner.
- Upholstery and carpet are lightly misted with EX3 and allowed to air dry.

Lavatory Area

- The toilet area is sprayed with EX3 or Disinfectant and full contact time is allowed. Using Sontara wipes or a similar cloth product, all areas are wiped clean. Cloths and gloves are immediately disposed in a dedicated trash bin outside of the aircraft.
- Using new gloves, remaining hard surfaces in lav area are sprayed and wiped clean with a microfiber cloth.

Flight Deck & Cockpit Area

Due to the delicate nature of instruments, screens and components found in the cockpit area, we use approved procedures and products in accordance with OEM guidance.

Fly with Confidence When You Fly with Dumont JETS!

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