

We hope that you are faring well during this unprecedented time in the world. We know that you are concerned about the health and safety of both you and your loved ones, as we are for our valued customers, friends, vendors, and employees. We all look forward to this pandemic ending soon.

Our top priority is the well-being of those we are fortunate enough to serve. We understand the importance of the trust people place in us, in addition to the vital role we play in providing the safest flight operations possible.

To that end, we have taken the following precautions at our FBO facilities and onboard our aircraft:

Flight Operations

- Banning travel to any Level 3 countries. (i.e. those countries with widespread sustained or ongoing transmission.)
- Inquiring of our passengers about recent international travel abroad, including travel to any Level 3 countries as noted by the Centers for Disease Control & Prevention (CDC). We will not be able to transport passengers with prior travel to those areas.
- Performing a trip-by-trip risk analysis regarding Coronavirus-affected areas.
- Crew training on the recognition of sick passengers and how to handle passengers that show signs of sickness inflight. All aircraft have been equipped with masks, gloves and universal precaution kits.
- Thoroughly cleaning each aircraft after every trip. All surfaces are wiped down and disinfected with the appropriate cleaning agents, following the recommendations of the aircraft manufacturers on cleaning and sanitation.
- In the aircraft we fly, all incoming air into the cabin is 100% fresh air. No recycled air is used.
- Onboard our aircraft:
 - Universal Precautionary Compliance Kits - their use will help protect our crews and fellow passengers in the event a passenger becomes ill while inflight.
 - MedAire services, which can place us in touch with a trained, medical professional to advise the crew and passengers in any medical emergency or condition, including COVID-19.
 - N95 masks, which can be given to a passenger exhibiting any symptoms related to COVID-19, to protect the crew and the rest of the passengers.
 - Hand sanitizer

Facilities and Employees

- Rotation of teams that work from home and in the office to ensure that we are appropriately staffed at all times with healthy individuals to seamlessly provide the high level of service that our customers and guests have come to expect.
- Our facilities are being routinely cleaned by our professional housekeeping staff and service teams. Additional rounds of cleaning and disinfecting procedures have also been added, particularly in high-touch public areas.
- All employees and crew members have been provided guidance and are being reminded to follow best practices for personal hygiene as detailed by the CDC.
- Hand sanitizers and tissues are available in our facilities and carried by employees.

We are continuously monitoring the fluid COVID-19/Coronavirus situation via the CDC, World Health Organization (WHO) and industry sources, and we are prepared to take any new actions deemed appropriate by those organizations.

We believe in safe and protected private travel, and we are proud to raise our level of protection to these new standards. The Meridian family appreciates your business and we value all of the unique relationships we have with those who touch our company. No matter what your relationship is with us, we are here to support you during this difficult time.

Please contact me or any members of our [Executive Team](#) to let us know how we can be of further help.

Sincerely,



Ken Forester, CEO

