



18<sup>th</sup> March 2020

**To all our customers, suppliers and partners**

As we deal with the COVID-19 pandemic, our thoughts go out to those most directly affected. I hope that you and your families remain healthy and safe during this difficult time.

We would like to further update you on the actions we are taking in light of the pandemic.

Our first priority is the health, safety and well-being of our employees and their families, as well as to you – our customers, partners and suppliers. As such, we continue to monitor and adapt our operations to the evolving guidance and restrictions from the appropriate governments and health authorities in our sphere of operation.

We are taking the necessary measures to reduce the risk of transmission across our workforce. Sloane has taken the precautionary measures of suspending all overseas employee travel and minimising travel within the UK and Ireland to essential trips only.

We are focussed on the continuity of our operations to ensure minimal interruption to your business and needs. Although we have conducted a risk assessment of our various operations, sites and supplier base, with the various country restrictions in mind, this plan continues to be dynamic.

Currently, our service and supply chain networks remain in operation. However, due to the various country and regional restrictions, including some border closures, there may be delays that could impact our business. We expect that there may well be stricter border measures applied at some stage, which may degrade the situation rapidly.



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We seek your understanding during this time whilst our teams continue to work with you to ensure our fullest support. We have directly engaged with our suppliers and proactively addressed the areas of greatest risk by reviewing stock orders and implementing enhanced logistics plans.

### **Ongoing Support**

As you plan for potentially significant COVID-19 effects on your operations, we are working to ensure we have the appropriate capacity in place to help keep you flying.

In order to ensure maximum availability of personnel, we would request that field support is kept to a minimum and then only in support of emergency unscheduled maintenance. It is likely that we will ask you to position your aircraft to one of our suitable bases for any maintenance activities to be performed.

We would like to remind operators that should you need to cease operating your aircraft during this challenging time, it is important to ensure that the engines and other key components are preserved as described in the relevant Maintenance Data, which we can advise details of if you so require. The alternative would be to routinely carry out routine ground runs. This will allow the aircraft to be returned to service without unnecessary cost and delay.

We will continue to carry out our air ambulance operations as required by our customers and have contingency plans in place to cover for staff unavailability.

Scheduled flights will continue to operate, although we regularly monitor government advice on travel. Unless otherwise required, it will be our intention to continue to provide this service albeit that the flight schedule may need to be adapted from time to time.

Provisions have been put in place to ensure that all aircraft are cleaned either prior to, or on completion of, maintenance as well as increased cleansing of operational aircraft during turnrounds.

Subject to an ongoing review and subject to students wishing to carry out flight training, flight training continues to be performed. This is on the basis of the appropriate part of the aircraft being cleaned between each customer flight and the fitness of the student and instructors.

All visitors to our facilities are requested to adhere to our guidelines as well as those issued by the Government and other appropriate organisations. Furthermore, we would ask that all visitors refrain from attending our facilities should they display any symptoms of the Covid 19 virus or if they have been in contact with someone with such symptoms.

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**Clarification:**

If you need help, or if you have any questions, please visit our website which is constantly being updated with the very latest information and advice or contact one of our offices.:

Email : [info@sloanehelicopters.com](mailto:info@sloanehelicopters.com)

Website : [www.sloanehelicopters.com](http://www.sloanehelicopters.com) or  
for schedule flights [www.penzancehelicopters.com](http://www.penzancehelicopters.com)

Until then, we hope that you, your family and loved ones stay safe and healthy.

Yours sincerely

  
**Jeremy Awenat**  
**Managing Director**

