



17th March, 2020

Dear Customers, Friends and Partners,

At the WCH family, we are as concerned as you are about the dangers, inconvenience and unanticipated costs of the Coronavirus pandemic. Right from the formation of WCH 27 years ago, we have placed Safety, Service and Reliability as our highest priorities and it is no different in our current crisis.

We also understand that some people and communities depend upon our services, so we have made the decision, as a company, to continue to offer flight services as long as we are permitted to do so.

We have, of course, developed a very robust risk management strategy in order to do the maximum that is possible to protect you and your family, as well as our staff in our current crisis, as we all endeavour to fulfill our work requirements.

In brief, we have instituted maximum social distancing and disinfecting protocols, while maintaining customer care and safety in flight, as our primary objectives. Some of this necessarily involves support staff working from home, so please bear with us if our usual speed of booking and helicopter turn-around is longer than usual.

Also, due to some difficulty in quickly sterilising headsets, while these will remain readily accessible to each passenger, passenger headsets will be wrapped securely in plastic bags and only accessed in the case of an emergency, or on the order of the pilot.

If you would like to understand the details of what we have instituted, please feel free to contact us at 250-956-2244.

Stay well and be Safe

Terrence Eissfeldt  
C.E.O.

