

Coronavirus COVID-19 Statement

Dated: June 1st, 2020

As our economy begins to slowly re-open, Granite Air Center, LLC remains committed to the safety of our customers, employees, and the local community in general and as such we are taking the Coronavirus situation very seriously. This is a highly fluid situation, and we will continue to monitor local, state, and federal health officials and make necessary changes based on guidance provided. We will communicate updates on our website and Facebook page.

We wanted to inform you of some of the precautionary measures we have implemented within our business practices to address spread of COVID-19. These changes are outlined below.

- We are disinfecting high touch points throughout the facility on a more frequent basis.
- We have increased the number of hand sanitizing stations within our facility.
- All employees are screened prior to the start of their shifts in accordance with State of NH guidelines and are not allowed to enter the building until screening is completed.
- We have communicated with our employees the importance of more frequent hand washing and usage of hand sanitizer and the importance of social distancing.
- We will make sure employees that are sick remain home and seek the appropriate medical care as needed.
- We have temporarily suspended shuttle service, but have rental cars available.
- We have installed a Lexan divider at the front counter as a physical barrier between us and our customers, as well as stanchions to help maintain social distancing.
- All employees will wear masks when interacting with customers. Disposable masks are available at the front counter for any customers who may need them.
- We have restricted access to our facility, allowing only active customers to enter the building, aside from our own personnel.
- We have rearranged seating in our customer lounge to more easily allow guests to practice social distancing.
- Granite Air Center personnel will not enter aircraft cabins.
- Cabin entrance carpets are not being used for the time being.
- Until further notice we will not reposition customer-owned vehicles. We will continue to position rental cars plane-side, unless requested otherwise, but all rental car returns must be returned to the parking lot by the renter.

We will continue to be open 7 days a week from 6am to 10pm, with after-hours service available upon request and with 24 hrs. notice. We will do everything in our power to provide you with the world class service you are accustomed to. We simply ask for your patience in the event we are running short-staffed from having employees remaining home due to illness. While we are not anticipating this to be the case, that's an area we have to take one day at a time.

We stand ready to accommodate any requests you may have that can help us all stay healthy and safe. For example, we can provide receipts via email instead of paper, communicate through Unicom if you don't want to leave the airplane, position rental cars plane-side so people do not have to enter the facility, or whatever else will help you. The bottom line is that we care greatly about your health and well-being, and will do our part to help stop the spread of this virus.

Thank you for your continued business and support in this unprecedented time.