

May 5, 2020

Dear Valued Stakeholders,

**RE: Temporary Level of Service Measures in the context of COVID-19**

As Canada's air navigation service provider, NAV CANADA is a key element of Canada's critical national infrastructure and essential to the safe and efficient operation of aviation in Canadian airspace. We are cognizant of the importance of our role in supporting you – our valued customers – in the transport of people and goods throughout Canada, particularly today in these challenging times but also in the future.

**Safety First**

As the impact of COVID-19 has expanded around the globe, NAV CANADA has maintained all operations. We have been implementing an escalating series of precautionary measures to protect the integrity of Canada's air navigation services and the health and safety of the men and women who operate, maintain and support our company.

The company has been closely monitoring and following the recommendations of the Public Health Agency of Canada to minimize the risk of exposure and spread of COVID-19. At our facilities across the country, NAV CANADA has implemented a series of precautionary measures to minimize the risk of COVID-19 to our employees. These include actions such as establishing segregated operational work teams, restricting building access to essential employees, enhancing cleaning and hygiene measures and ensuring that those who can work remotely do so.

**Temporary Level of Service Measures**

Given the current challenges posed by the Covid-19 pandemic, staffing at NAV CANADA facilities has become an issue of focus. Any degradation in staffing would adversely impact NAV CANADA's ability to continue to deliver on its mandate to safely manage air traffic through our designated airspace.

Staffing at our Area Control Centers (ACCs) is such that we have been able to obtain flexibility through a "crew" system that minimizes interaction between teams, should an infection occur. This method is proving to be effective and has allowed us to avoid, to date, the situation that has been experienced in facilities outside Canada with the closure of some of their air navigation facilities.

Although flexibility has been achieved in some smaller sites, the overall level of staffing at our smaller sites is insufficient to allow the Company any flexibility in relation to protective measures such as isolating staff and to cover off absences, should staff or family fall ill or be required to self-isolate; more is required to ensure our continued resilience.

In our efforts to ensure the safety of the public and our staff, NAV CANADA has sought the support of Transport Canada in relation to temporary reductions in Level of Service (LOS) between the hours of 22:00L and 06:00L at 12 facilities served by FSS or ATC, with an additional 6 sites with remote airport advisory service (RAAS).

## Protecting Services and Employees

The need for this temporary measure relates to the current, limited opportunity to segregate operational crews in the Company's smaller operational units.

These temporary measures do not generate cost savings to NAV CANADA. The main goals of this effort are:

- protection of the health and safety of our employees, consistent with federal and provincial COVID-19 guidelines and directives on social distancing and minimizing community movement; and,
- ensuring staff availability during busy traffic periods while maintaining an adequate number of staff on standby if self-isolation is required. This greatly reduces the likelihood of a full-unit closure and keeps operators and the flying public safe through continued delivery of essential ANS services during times when traffic is present.

As part of the process of preparing for these temporary measures, a full and detailed risk analysis was completed and presented to Transport Canada. The Safety Risk Management activities conducted in support of this assessment, including discussions with operational subject matter experts and airport authorities, are in accordance with the regulator-approved NAV CANADA SMS Manual, which clearly documents the requirements for conducting these safety activities.

For every site where overnight ATS service will be suspended, the following has been considered and will be mitigated prior to implementation:

- Impact on TAF production due to missing hourly reports for sites that do not have AWOS or CWO but have LWIS service (hourly wind, temperature, dew point and altimeter information) and GFA.
- Communication capability during all phases of flight, via Flight Information Centers (FICs) (FISE frequencies) and/or Area Control Centers (ACCs). This will maintain communication between pilots and the respective FIC and/or ACC in order to provide current and forecast weather, NOTAM, IFR approach and departure clearances, with communication coverage to or below circuit altitude with most sites having coverage to the ground. This will also ensure the capacity for alerting emergency vehicles for inbound traffic, when required.
- Availability of airport runway and approach lights, as applicable, during closure
- Mandatory Frequency supported by the coupling of ground and air frequencies
- ETOP requirements
- Pilot reminder on ATIS for closure of flight plans and pilot responsibility to verify that maneuvering areas are clear of traffic
- Medevac access

NAV CANADA has analyzed applicable movement data in relation to the significant reduction in traffic at all sites. Most sites proposed by this initiative do not have flights during the 22:00 – 06:00 period identified, while others have a minimal number of flights. This serves as a considerable mitigation to many identified risks.

NAV CANADA has engaged directly with a wide range of industry stakeholders, including the affected airports in question. Specific changes will be made official and communicated further via NOTAM.

### **Duration of Temporary Measures**

This measure is being implemented on a temporary basis. Traffic will be monitored on a bi-weekly basis and coordinated with Transport Canada. Any extension or lifting of the temporary period of relief would be subject to Transport Canada support and based on prevailing conditions of the COVID-19 pandemic, including safety considerations, traffic levels, governmental social distancing guidance and a number of other considerations.

With a reasonable notice period (i.e. 24 hours), NAV CANADA can readjust the schedule in order to reactivate these midnight shifts if, when, and where appropriate. This means that in case of emergencies (e.g. forest fires), or any other activity requiring sustained presence (e.g. humanitarian or military operation), NAV CANADA will remain responsive to re-establishing service as was provided prior to this initiative. This also being dependent on the availability of healthy operational employees.

We thank you for your understanding and support in relation to these temporary measures. We are committed to monitoring and responding to the evolving impacts of COVID-19 in real time and will, as always, keep safety as our top priority.

Should you have any questions or wish to discuss further, please feel free to contact Heather McGonigal, Assistant Vice-President, Stakeholder and Commercial Relations ([Heather.McGonigal@navcanada.ca](mailto:Heather.McGonigal@navcanada.ca)).

In closing, thank you for your support through this difficult time.

Yours very truly,



Rudy Kellar  
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NAV CANADA