

Wednesday, 1st April 2020

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## Bulletin: Customers, Staff and Stakeholders

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- One of several over-used words during the past two weeks has been 'Surreal'. The art movement to which it refers kicked off just before the Great War ended, by which time people had started to regard illogical, and apparently irrational, dream-like behaviour as normal.
- For all of us in the RVL team, we deal with totally pragmatic matters. The carriage of goods, people and conducting survey flights is methodical, careful, precisely structured, planned and always carried out with safety and care paramount in our minds. As it should be. And yet daily life feels a bit like a battle right now and we are as horrified as is everyone at the loss of life as the virus sweeps through.
- One of the oddities of the moment is internal communication. Normally handled by a mix of meetings, corridor conversations, and exchanges in passing it has changed. Possibly for ever. Video conferencing, like tele-conferencing, has its own surrealism, as weak phone signals and overloaded wi-fi try to keep up with sound and light. Messages still get through and while some banter is lost in transmission, we carry on regardless.
- We have successfully continued our scheduled supply chain flights on behalf of our main cargo and freight forwarding contracts and have supported incident response through our Government contracts. We remain on standby for these, and all urgent missions that we are able to fulfil for our customers, as an essential aviation business.
- We are a 24/7 airline, and our home base is a 24/7 airport. This means that we are ideally placed to serve customers and carry urgent goods for the NHS, its many suppliers and carriers, and the health sector generally.
- Our work with key clients, and others, helps keep online shopping and the online supply chain flowing through the arteries of the UK.
- As the country hunkers down to weather this invisible storm, we're at your service, washing our hands regularly, keeping a safe distance from each other and wiping down surfaces everywhere, as part of a huge army of determined citizens.
- Call us to see how we can help you.