

Wednesday, 8th April 2020

Bulletin: Customers, Staff and Stakeholders

- Feeling on the cusp of deflated? No need; please enjoy these positive rays of brighter light.
- As well as recognising our own employees who actively support their local communities, here are a few other positive stories we liked from last week: news of a 94-year-old great-grandmother, and an 82-year-old grandfather, in Norfolk, who have fought off coronavirus and won. In Hebden Bridge a whole street came together for a socially distanced brew and neighbourly waving after a neighbour said she was struggling with loneliness, her dog having recently died. And in Stockport, a mysterious figure known only as the 'Stockport Spiderman' has been cheering up isolated children. He goes out daily for his Government-sanctioned exercise to visit a different neighbourhood each time. Human spirit uncrushed remains uncrushed!
- We have devised a Code of Conduct to underline how we engage with you in this time. We will do all that we can to:
 - **Take care of our employees and do whatever is possible, and in our power, to appreciate them, to keep them healthy and to make sure they are well-informed.**
 - **Take care of our customers by being as flexible as is feasible when we respond to you during the crisis. Our relationships with you keep the RVL team at max performance.**
 - **Take care of our suppliers because we want to help them first to survive, and then recover quickly. We really are all in this together.**
 - **Take care of our business so when this is over we shall be more agile and flexible as we adjust to the immediate challenges of recovery and are better placed to manage future tests such as climate change.**
- To emphasise that we are a 24/7 airline operating from East Midlands Airport, itself a 24/7 operation, we are pleased to report we have increased the flexible service we provide. In particular to support the urgent and critical supply chain which, along with e-commerce, are under tremendous pressure right now. We are playing an important role to keep this lifeline going.
- When some of us are aloft rather than on the ground, we also '*Clap the Carers*' and send our support to each member of this vital network of people, from health to home delivery.
- We, that's the whole RVL team, can help solve your logistics problems.