



**Q: Is SIMCOM closing or planning to close?**

**A: No. All SIMCOM locations continue to operate to provide aviation training as essential transportation related services to its customers; although SIMCOM employees not involved directly in delivery of training services are working from home where possible to minimize physical contact with customers and other employees. Should this change, SIMCOM will pro-actively notify all of its customers individually with full details.**

**Q: Can I cancel or postpone my class because of coronavirus concerns without any penalty?**

**A: Yes. Please try to give us as much notice as possible under the circumstances.**

**Q: Are hand sanitizers and other disinfectants available at SIMCOM?**

**A: Yes. Hand sanitizers and disinfectants are widely available throughout the building and in every simulator and classroom.**

**Q: Are face masks and other protective gear available at SIMCOM?**

**A: Yes. Surgical face masks will be available for SIMCOM customers and employees, should they choose to wear one. In addition, we will have replaceable microphone "socks" for the headsets in the simulators.**

**Q: What general procedures is SIMCOM following to combat coronavirus?**

**A: Currently, the company is requiring all employees who are not directly involved in delivering training services to work from home where possible, and is providing all employees with ongoing informational and educational updates regarding best COVID-19 practices. In accordance with local mandates and CDC guidelines all occupants are required to wear face coverings in the classroom and all common areas. We are also practicing social distancing to the maximum extent possible and we have made hand sanitizers and other disinfectants widely available for our customers and employees throughout the building. We have been sanitizing simulators and classrooms on a daily basis, and more frequently upon request. All of our 142 simulators have been equipped with a ventilation system, which allows positive air flow through the simulator. SIMCOM is also continuously monitoring updates and guidance from the CDC, OSHA and local authorities, as well as tracking the number of incidences of COVID-19 in the Orlando and Phoenix metro areas.**

**Q: Can I switch my scheduled training from SIMCOM Orlando to SIMCOM Scottsdale (or vice versa) as it would involve less travel for me?**

**A: Yes, subject to program availability and scheduling.**

**Q: Are local hotels and restaurants open?**

**A: Yes, the majority of local hotels are still open and accepting reservations. Restaurants are open for take-out, drive-thru and delivery.**