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DULUTH INTERNATIONAL AIRPORT ANNOUNCES NEW MITIGATION POLICIES AND PROCEDURES DURING COVID-19

Duluth, MN — The Duluth International Airport (DLH) today released information regarding new mitigation policies and procedures during the COVID-19 pandemic. This comprehensive plan follows current best practices for sanitization and safety and was developed from local, state, national and international guidelines.

“As the state, nation and world begin to reopen, it’s crucial our passengers know we are doing everything we can to help them travel safe” said Tom Werner, Executive Director of the Duluth International Airport. In coordination and cooperation with the airlines, TSA, car rental agencies and our airport tenants, we’ve developed a robust and thorough mitigation plan to minimize risk and maximize safety for our passengers and employees.”

The DLH mitigation plan includes the following policies and procedures:

- Paper or cloth masks are now required for all airport employees and airport tenant employees when interacting with the public.
- Plexiglass barriers have been installed at all person-to-person contact areas, including transportation desks, ticket counters and passenger boarding gate counters.
- Thorough disinfecting all seating areas, wheelchairs and touchpoints in the public areas of the terminal multiple times a day.

- Custom signage and floor spacing decals have been installed to remind passengers to keep socially distant, as well as to take additional precautions such as wearing face coverings and washing hands.

The plan also includes a reminder of DLH's Above and Beyond Service Pledge, which states: No matter where you are going or coming from, we believe it's our job to welcome you or send you off with a great experience. Every team member. Every flight. Every guest. Every time.

"It's our commitment to exceed your expectations in every way we can." said Natalie Peterson, Director of Communications and Marketing. "That hasn't changed during these times. If anything, it's become a deeper, more meaningful promise to help you have safe travels."

About Duluth International Airport

The new state-of-the-art passenger terminal at the Duluth International Airport opened for business on January 14, 2013. Currently, United Airlines offers two daily nonstop flights to Chicago and Delta offers two daily nonstop flights to Minneapolis/St. Paul. We are committed to providing our customers with superior services in a safe, secure and professional environment. Be sure to visit our new Club DLH Business Suite, designed with the working traveler in mind. Visit duluthairport.com, follow us on Twitter @DuluthAirport, and like us on [facebook.com/duluthairport](https://www.facebook.com/duluthairport).