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**Date:** Monday, 10 February 2020 at 3:54 pm  
**To:** Troy Rogers <[troy.rogers@twu.com.au](mailto:troy.rogers@twu.com.au)>  
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**Subject:** Coronavirus briefings - TWU

Dear Troy,

I refer to meetings between representatives of Qantas and the TWU on 31 January and 6 February, for the purposes of providing current and evolving information to the TWU and its delegates with respect to the Novel Coronavirus.

At both of these meetings, we've had representatives from Qantas Medical, and senior leaders from our Airports and Cabin Crew operations, on hand to answer questions specific to each workgroup. I confirm also that our next meeting is scheduled for 10-11am this Wednesday, 12 February, when we will again have all relevant management representatives in attendance.

In this context, the TWU has raised a number of queries relating specifically to our Cabin Crew operations and procedures. Probably due to the fact that the TWU representatives at our meetings thus far have come from our Ground Operations only, these queries have not been discussed as extensively as other matters. Accordingly, we take this opportunity to address some of the key themes raised in respect of Cabin Crew, and commit to further discussing these during our next meeting on Wednesday.

### **Policies and Standard Operating Procedures**

A number of your queries are directed at Qantas' policies and operating procedures to deal with situations potentially arising from the Novel Coronavirus, both generally and specifically in response to an in-flight incident. As discussed during our last meeting, as a longstanding National and International Carrier with an impeccable safety record, our existing policies and procedures are comprehensive and our crew are trained to deal with myriad emergency situations which may arise in-flight. In this context, no new policies or operating procedures have been developed, or need to be developed specifically in response to the Novel Coronavirus, other than those developed by the Australian Government in relation to our remaining flights from mainland China.

### **Response Measures**

With respect to your queries relating to the measures which would be implemented in the event a person with a confirmed case of coronavirus was identified as having travelled on a Qantas flight, we confirm that both employees and passengers would be notified. Any additional measures would be undertaken as determined on a case by case basis by the relevant public health authority.

### **Employee information**

You have also raised a number of queries relating to the steps taken to inform staff about the coronavirus, and to provide appropriate Personal Protective Equipment (PPE). In this regard, detailed information and advice is available to all of our employees through Qantas' intranet. Specifically with respect to Cabin Crew, there is crew-specific information available via QFcrew.com, we have conducted and continue to conduct webinars including information and advice from Qantas

Medical, and our crew managers have been holding crew briefings as well as meeting flights operating to and from mainland China and Hong Kong.

### **Risk assessment**

As we have discussed, we are holding regular discussions with our respective HSRs, including Crew HSRs. This includes regular attendance by representatives of Qantas Medical. Furthermore, our Crisis Management Team (CMT) has a group-wide focus and is convened at least twice daily at the present time as we continue to monitor, assess and respond to the Novel Coronavirus situation.

Troy, I trust that this addresses some of the key matters raised in respect of Cabin Crew, at least until we reconvene to continue these discussions on Wednesday.

Kind regards,

### **Simon Brown**

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