



2 February 2020

Mr Michael Kaine
National Secretary, Transport Workers Union
Level 2, 388-390 Sussex Street
SYDNEY NSW 2000

By Email: michael.kaine@twu.com.au

Dear Mr Kaine

Your letter of 1 February 2020 - Novel Coronavirus

I refer to your letter of 1 February 2020 to Alan Joyce. Alan has asked me to respond on his behalf.

Safety is our first priority and one of our core beliefs is that everyone has the right to return home safely.

The Qantas Group is continuing to carefully monitor the Novel Coronavirus situation. Our medical teams are in constant contact with the Australian Government, Australia's Chief Medical Officer, the World Health Organisation and the health departments of the States and Territories.

The measures outlined in your letter (noting that the United States Government has not banned entry but is directing flights to particular ports) and yesterday's more recent measures announced by the Government represent a public health response. They are directed to containment. They do not indicate any change in the risk of an individual becoming infected.

The Qantas Group's approach and the measures in place are developed based on the best and most up to date scientific advice available, which is that the risk of contracting Novel Coronavirus in Australia is very low. Specifically, the risk of aviation workers contracting Novel Coronavirus as a result of working on or near aircraft originating from a Chinese port are negligible. These already very low risks can be further mitigated with basic hygiene measures.

The Group has measures in place to ensure that employees have this and other information available to them.

In these circumstances, our people can have no reasonable concern that performing their normal duties in accordance with our standard procedures (including on or around an aircraft originating from a Chinese port) would expose them to a serious risk to their health or safety



or expose them to an immediate or imminent hazard. We expect that our people will continue to work as as normal and as directed.

The Group will continue to monitor the Novel Coronavirus situation carefully. We will continue to keep our people informed and will continue our dialogue with your organisation through the existing process.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Sonia Millen', with a stylized, cursive style.

Sonia Millen
Executive Manager Industrial Relations
Qantas Airways Limited

