



11 February 2020

Mr Michael Kaine  
TWU National Secretary  
Transport Worker's Union of Australia  
388-390 Sussex Street  
**SYDNEY NSW 2000**

Via email: [michael.kaine@twu.com.au](mailto:michael.kaine@twu.com.au)

Dear Mr Kaine,

Thank you for your letter dated February 4, 2020, and for the opportunity to provide you with an update on our efforts to protect our employees from the ongoing Coronavirus outbreak.

Since the commencement of the outbreak, we have been liaising closely with State and Federal health authorities.

In the past two weeks I have personally written to all of our employees twice, in addition to frequent updates from our Human Resources and Safety teams.

These updates have communicated and reinforced:

- The latest advice and guidance from health authorities about how the virus is transmitted and what precautions can be taken to minimise infection.
- Where employees can access personal protective equipment (PPE), including face masks and hand sanitiser, and our encouragement to use this equipment, should they wish.
- Guidance on how to access our free, confidential, employee assistance program.

On the point above regarding PPE, we have made face masks and hand sanitiser available at information desks throughout our terminals and in convenient, central locations for front-line employees.

In addition to the approach we've taken with our own employees, we have sought and subsequently received assurances from our security contractor, Certis, our cleaning contractor, Assetlink, and our retail partners that they are mirroring this approach to protect the health and safety of their employees.

The health and safety of our people is paramount and we are proud of the courage and professionalism they have shown throughout this outbreak.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Geoff Culbert', written over a white background.

**Geoff Culbert**  
Chief Executive Officer

Sydney Airport