



Special Commission of Inquiry into the Ruby Princess

EXHIBIT 111

Statement and annexures of Teri O'Toole dated 19 June 2020

Special Commission of Inquiry into the Ruby Princess

Statement of Teri O'Toole

I, Teri O'Toole of [REDACTED] in the State of New South Wales declare the following:

1. I have been an employee of Qantas Airways Limited for 35 years and I am currently a Customer Service Manager within the International Division of Cabin crew based in Sydney.
2. I am an elected Health and Safety Representative (HSR) in New South Wales and have held this position for approximately 6 years
3. I am currently the Secretary for the International division of the Flight Attendants' Association of Australia ("FAAA") and have held this role for 4 years.
4. I have received a summons on 15 June 2020 to provide evidence to the Special Commission of Inquiry into the Ruby Princess.
5. During the months of February and March 2020, I started to see media reporting of a virus that originated in the Wuhan province of China. This virus had spread to Hong Kong and was reportedly deadly. This virus was later named COVID-19.
6. I recall that during this time there was a significant level of anxiety and fear in the cabin crew groups. There were social media postings on the union Facebook page surrounding the facts about this virus, and how it could be contracted and subsequently spread, the deadly nature of the virus. I remember that daily, more facts became known about this virus and information changed rapidly and I also recall there being conflicting sources of information from the Federal Government and the States. Crew were concerned about contracting this virus on aircraft

especially carrying international passengers coming from known areas where the virus was spreading.

7. On Sunday 22 March 2020, I received a call on the FAAA emergency phone from a Customer Service Manager ("CSM") who was to operate the QF3 Sydney to Honolulu that evening. He had called to inform me that there was concern from the crew that the flight was to have '*cruise ship*' passengers onboard and this was causing the crew distress.
8. During the call with the CSM on QF3, I was put onto speaker and tried to ascertain if in fact any cruise ship passengers had actually been confirmed as being on the flight.
9. The CSM had said '*no*', but indicated that the crew had been notified that there '*could be cruise ship passengers*'. I explained that we needed to check what ship, as not all cruise ship passengers were a threat of being exposed to COVID-19 and asked if there were safety procedures that they could follow. By this I was referring to masks / gloves and other Personal Protective Equipment or PPE.
10. During this call another crew interjected into the call and was very angry and yelled at me words to the effect of his life being put in danger. I tried to make him calm down unsuccessfully and the call was terminated.
11. At this time, I was aware that Qantas had just operated a recovery charter flight to Yokohama to collect Australian citizens from the cruise ship Diamond Princess. I had heard a few media reports of a cruise ship with suspected cases, however I became aware of the Ruby Princess cruise ship and the confirmed cases of COVID-19 after this call.
12. After this call to the crew, I contacted the On-Call Manager for Qantas, which is a rotating role shared by Crew Performance Managers from the three International

bases in Sydney, Melbourne and Brisbane. On this occasion I spoke to Ms Jodie Miller who is based in Sydney.

13. I informed Ms Miller of the conversation with the QF3 crew and asked what she could tell me about the cruise ship passengers.
14. Ms Miller informed me that the crew had just been made aware that there may be passengers from the cruise ship as there had been reports they had been on flights in the days before. However, measures had been taken to identify suspected cruise ship passengers at check in, then via queue combing, and also notifying the operating crew. However, she did not believe that there were cruise ship passengers on the QF3 that night. She confirmed there had been reports of cruise ship passengers being on Qantas flights in the days before these measures were taken.
15. I called Mr David Horsfall, the chair of the Work Health Safety Committee to let him know of the QF3 crews concerns. I recall that Mr Horsfall was familiar with the reports around the Ruby Princess and he explained what he knew to me.
16. I was subsequently made aware that one of the crew who were told at the QF 3 pre - flight briefing, that there was the possibility of cruise ship passengers being on the flight became so upset that she was removed from the flight in Sydney and sent home.
17. I continued to speak with Mr Horsfall and other HSR's around the concerns I had with COVID-19 in the workplace including contact tracing, the delay in telling Cabin Crew of suspected cases on flights they had operated on, incorrect information on the flight with COVID-19 on NSW Health sites , and the delays in crew being notified they had been in contact with positive cases in the workplace, causing further spread of the virus to family and friends.

18. On 23 March 2020, I attended a COVID-19 meeting and spoke of this experience with senior Qantas managers. I have attached a copy of the minutes attached at 'TO1'.
19. I also attended a meeting on 25 March 2020 for COVID-19, where the number of Ruby Princess Passengers who had travelled on Qantas flights was asked for. Qantas provided numbers of Ruby Princess Passenger that had travelled on selected Qantas flights and these numbers seemed inconsistent with what had been reported to me. Please see attached minutes where this was raised and questioned attached at 'TO2'. I note that the minutes do not reflect the questions I asked about how these passengers made a booking which I suggested would have been a bulk booking of passengers that came off the cruise ship. These bookings should have been flagged as last minute bookings. Ms Amy Todd, Head of International Cabin Crew stated words to affect of *'there seemed to be multiple sources of bookings and no large bookings that could be identified'*.



Teri O'Toole

19 June 2020

Date



Witness : GARTH UREN

19 JUNE 2020

Date

Attachment T01

Meeting COVID-19 INT 23 March 2020

Attendees: Mel Zamudio (MZ), Elise Berghofer (EB), Russell Brown (RB), Nat Taig (NT), Jennifer Hall (JH), Catharine Dunn (CD), David Horsfall (DH), Thomas Kapferer (TK), Chris Worth (CW), Rob Stanley-Jones (RSJ), Teri O'Toole (TOT), Pania Schwenke (PS), Darren Thomas (DT)

Location: Teams

MZ: Thanks for everyone joining today. It is a rapidly evolving situation. Please just look after yourselves and the crew. We need to look at current situation with planes not flying. Elise sent out the matrix, PPE, handwashing and safety briefs last week. We are starting to close International, what real concerns do we have. Also need to look out our recovery flights,

TOT: How medical and what PPE is required for the remaining flights? There was a briefing yesterday that was unsafe about the cruise and the passengers. We are having more people tested and isolated. What is the company's policy? Crew have been told to self-isolate.

MZ: What direction HSR will take and the required PPR for the recovery flights.

NT: Don't have the information right now, escalation to government department after the cruise ship passengers got on Qantas flights.

MZ: Teri important points on recovery flights. Speak to HSR to make crew feel safe. Government did not flag potential cases with crew. Nat can you advise on the HNL?

NT: Not aware

TOT: I was scream at for 15mins by cabin crew and then a captain joined in. People came off the cruise ship and went and boarded flights. They did not self-isolate for 14 days. Passengers got on the flights to get out of Australia. Qantas knocked up posters advising if you have come off the cruise ship you must self-isolate. On call manager asked if crew could identify them.

Crew very upset and one went sick on sign-on. I told the crew to take a step back and control yourself. Use PPE as you would always use it. I got abused and upset everyone. People are not listening to medical advice. Yesterday was badly handled. Crew were hysterical, and the captain told me to stop.

NT: If on a cruise the passenger may not of necessary been unwell. We need to look at what we are doing.

TOT: People need to go back to what we were doing before COVID-19. We need to be having conversations with the crew before they start work. I'm worried they are not fit to work. I am also concerned about crew who are sick upline. We don't want them to be stranded, we need to get them home. These are all added stresses.

MZ: Working on this now with the government.

RB: A lot of calls with regards to the cruise ship debacle. Teri right you are right we don't need to change what we always do. All International crew have face masks they can wear on board with they wish. General advice, and screenings after the flight need more focus. Managers call sick upline overseas. When well enough to fly home as soon as they can.

TOT: Crew just need to hear an Australian voice, a Qantas doctor. Advice from Med Air sometimes can be lost in translation. Reassurance from Australia we will not leave you behind. Med Air ordered a crew member who is sick upline in DFW to go and get a COVID-19. If we can work more closely with crew upline. Peter at medical deserves a medal.

RB: Individuals calling them, agree with all you say Teri.

NT: Any ideas?

TOT: I have live Facebook feeds as we miss human contact. Just need to pick up the phone R U OK? Paxing home if crew are sitting in economy need to place crew together away from passengers. They do not want to sit with passengers.

MZ: Noted. Need to work out face to face when contacting crew.

TOT: Human conservations is really important, Do we need to help crew returning with groceries? They could be away for more than 10 days. I am trying to think outside the box.

MZ: Welfare phone call by cabin crew support team. Coming home do you need any support like online shopping.

NT: Loving the conservations and ideas.

MZ: Teri, I have a list WHS approve to look at recover flights.

Attachment T02

Meeting COVID-19 INT 25 March 2020

Attendees: Mel Zamudio (MZ), Amy Todd (AT), Elise Berghofer (EB), Russell Brown (RB), Nat Taig (NT), Catharine Dunn (CD), David Horsfall (DH), Chris Worth (CW), Rob Stanley-Jones (RSJ), Teri O'Toole (TOT), Ross Collins (RS), Patricia Rigby (PR), Lisa Di Brazza, Michael Theoclitou, Russell Brown (RB), Liam Cousins (LC), Ben Parker (BP), Marian Angelopoulos (MA), Vicki Greaves, Whitney Hughes, Gab ta Carmen

Location: Teams

MZ: Thanks for everyone joining today. We are all doing best we can in difficult times.

A lot on agenda. We will update Amy and chase up. HSR priority and meet again tomorrow and Friday.

AT: Ruby Princess (RP). Disembarked in Sydney with Covid-19 cases. Crew reported RP customers on our flights. Three international flight 1x DFW 1x MNL 1x HNL. Immediately escalated to Department of Health (DOH).

Manifest received yesterday and used to prevent other cruise customers from flying on our flights.

Two reviewed - unidentified.

11 matched on QF7 21/03, nil tested positive, however were on ship with others.

Our protocols on flights are substantially effective controls on flights.

TO: Info advised it was 176, when did it become 11?

WH: 167 reported, cross referenced with cruise/flight – 11

AT: No customers on QF19

DH: 16 Crew from cruise to self-isolate

WH: Advice on cruise manifest. Ensure no additional customers on our flights.

Spot check other flights.

Spoken with GVT re controls for future cruise ships. Advice is not to uplift anyone from cruise ships where COVID-19 has been detected.

Pax and crew manifest to be provided to Qantas.

TO: Should have been done much earlier. HSR want on record that too late (Haneda)

WH: NSW GVT decision to allow ship to dock and get off. Advised Commonwealth and State asked for manifest numerous times and rejected for privacy reasons. WH then spoke to NSW Health – if airlines are compelled to provide manifests, why couldn't we ask cruise to provide. It was then provided.

TO: Qantas Legal team should have done this earlier. This is irrelevant. Workers were not protected. Our focus is that Qantas didn't bring in testing, temperature checks.

DH: Process is what we're raising.

WH: Mentioned Diamond Princess has 20-30% positive cases. Mitigations put in. RP advised smaller amount of pax and not symptomatic. Appropriate measures were put in place. 180 cases, no links of inflight transmission to our crew

MZ: Contact trace.

AT: How propose we move forward. Reasonable next position. Crew enquiry found on sites of flights we weren't aware of.

State advised no longer going to contact trace international.

WH: Restrictions, everyone self isolate except for crew. No need to contact trace because they are in self-isolation, not in community.

We are going to review crew. We don't get notification from jurisdiction – the focus will be on Domestic because more pax COVID-19 positive.

If we receive notification, we will advise crew.

We may not get information as domestic are not doing contact tracing. Have requested written advice.

TO: Telling crew not to get on these websites as they are not accurate, now AT saying to check sites.