



Special Commission of Inquiry into the Ruby Princess

# EXHIBIT 112

Statement and annexures of Toni Lockyer dated 22 June 2020

## **Special Commission of Inquiry into the Ruby Princess**

### **Statement of Toni Lockyer**

I, Toni Lockyer, of [REDACTED] in the State of NSW declare the following:

1. I am the elected Work Health and Safety ("WHS") Councillor for the National Division of the Flight Attendants' Association of Australia.
2. I was employed by Qantas Airways Limited ("Qantas") for 35 years as Cabin Crew. My employment ceased in November 2019. I left by way of redundancy.
3. In December 2019, I became an employee of the Flight Attendants' Association of Australia in order to continue in my role as WHS Councillor.
4. On Saturday night of 21 March 2020, I received a phone call from a Domestic Cabin Crew member. The Cabin Crew member was concerned about the lack of Personal Protective Equipment ("PPE") available. A passenger off a cruise ship on her flight between Sydney to Perth had experienced a medical episode requiring the intervention of a doctor.
5. The doctor was reluctant to assist because appropriate PPE was not available for his use. The Cabin Crew member is also a registered nurse and had accessed the PPE in the aircraft bio hazard kit. At this point there was only one bio hazard kit available on the plane.
6. On 21 March 2020 at 6.09pm, I emailed two members of the Qantas Safety Management Team, Ms Natalie Taig, Workplace Health and Safety Manager Customer Operations and Ms Patricia Rigby, Manager Cabin Operations. In the email I advised that the Cabin Crew were concerned that passengers off the Ruby Princess and the Ovation of the Seas were being allowed to board Domestic aircraft with no health screening. Attached is the email at 'TL1'.
7. In this email, I asked what processes had been put in place to assess the health of passengers from cruise ships who were continuing on Domestic flights given that there were stringent processes in place to assess the health of inbound International passengers prior to allowing

them to board their Domestic flight. Additionally, I requested the processes that had been put in place for assessing the exposure risk to COVID-19 for Qantas employees from contact with cruise ship passengers.

8. In a confidential email dated 22 March 2020 at 2.17pm, I received a response from Ms Natalie Taig. Ms Taig confirmed that Qantas had been in contact with both the Federal and NSW Department of Health on Saturday 21 March 2020. Ms Taig's email stated that Qantas had escalated the situation, requesting the assistance of the Health Department to manage self-isolation requirements. Qantas was advised not to 'uplift' (allowed to board) Ruby Princess Passengers. It is unclear who the directive came from, if this was Federal or State health. This is attached at 'TL2'.
9. On 23 March 2020, the Work Health and Safety ("WHS") Committee was convened to review the processes associated with managing unwell passengers onboard given that they may be infectious with COVID-19.
10. Over the next couple of days, I was contacted by Cabin Crew who were concerned that they may have been exposed to COVID-19 as they had carried Ruby Princess passengers on their flight. The Cabin Crew became aware through observation of luggage, such as Ruby Princess bag tags, conversations with passengers and warnings from ground staff who advised them that they had Ruby Princess passengers on board.
11. Through personal experience, I was aware that when you book a cruise through the cruise line, you have the option to also book any flights connected with the cruise as part of the cruise booking. I raised this as a discussion on 23 March 2020 WHS Committee Meeting, as I believed they should have been able to identify these passengers in their reservation system in order to manage future domestic flights. Qantas were unable to provide any detail in regards to this.

Toni Lockyer

Toni Lockyer

22nd June 2020

Date

James Scully - Clerk

Witness: James Scully - Clerk

22/6/20

Date

**ATTACHMENT TL1**

**From:** [REDACTED]@faaa.org.au>  
**Date:** 21 March 2020 at 6:09:59 pm AEDT  
**To:** [REDACTED]@qantas.com.au>, Patricia Rigby [REDACTED]@qantas.com.au>  
**Cc:** [REDACTED]@safework.nsw.gov.au>, Linda Kirk [REDACTED]@qantas.com.au>, [REDACTED]@qantas.com.au>  
**Subject:** Domestic pax off cruise ships

Hi Ladies

I have received many emails from crew who have carried pax off cruise ships over the last few days on domestic legs after their cruise. All are concerned because there appears to have been no screening of these pax before continuing on their flights. Given there are now significant concerns for many of these pax having been exposed to COVID-19 could you please advise the process that was put into place to assess these pax before up lifting them onto domestic flights. As I understand it there were no processes to assess these pax similar to those entering on international flights so I assume the PCBU was responsible for assessing the exposure risk for employees.

Toni

Toni Lockyer

Sent from my iPad

This e-mail is intended only to be read or used by the addressee. It is confidential and may contain legally privileged information. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy or deliver this message to anyone, and you should destroy this message and kindly notify the sender by reply e-mail. Confidentiality and legal privilege are not waived or lost by reason of mistaken delivery to you.

**ATTACHMENT TL2**

**From:** Natalie Taig [REDACTED]@qantas.com.au>  
**Date:** 22 March 2020 at 2:17:19 pm AEDT  
**To:** T Lockyer [REDACTED]@faaa.org.au>, Patricia Rigby [REDACTED]@qantas.com.au>, Nicholas Bull [REDACTED]@qantas.com.au>  
**Cc:** [REDACTED]@safework.nsw.gov.au", [REDACTED]@safework.nsw.gov.au>, Linda Kirk [REDACTED]@qantas.com.au>, Louise Dell [REDACTED]@qantas.com.au>, Perry Sermon [REDACTED]@qantas.com.au>  
**Subject:** RE: Domestic pax off cruise ships

Hi Toni,

Thank you for your email and for helping to forward these health and safety concerns from our crew. We completely understand that such situations are likely to increase questions and concerns from crew.

I have contacted our Medical Director, Dr Ian Hosegood, along with Nick Bull, Cameron Miller and my manager, Matt Franzi to ensure they are aware of current concerns and actions taken.

I can confirm that Qantas contacted the Department of Health and the NSW Department of Health on Saturday to escalate the situation of carrying pax off cruise ships in recent days and we have requested their assistance to take a more active role to assist to manage self-isolation requirements. The situation was also escalated through to the Department of Home Affairs and Australian Border Force.

Qantas has been advised not to uplift Ruby Princess passengers where we are aware and the Australian Airports team have been advised, along with our cabin crew on call team.

Whilst we have implemented robust processes to manage any unwell pax on board the aircraft and we don't anticipate that these passengers will be infectious, we would like to review our risk controls for cabin crew again as a priority tomorrow. There have been other changes since our last review on Wednesday as this situation rapidly evolves hence timely to regroup the HSR team. You will see an invitation from me for 12pm tomorrow.

In the meantime, if you have any calls from crew who are concerned, please do let @Nicholas Bull and I know and we can assist with any support.

Many thanks,  
Nat

Natalie Taig  
Workplace Health and Safety Manager, Customer Operations

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