

Managing Director
and Chief Executive Officer
Alan Joyce AC



7 December 2022

The Hon. Catherine King MP
Minister for Infrastructure, Transport, Regional Development and Local Government
PO Box 6022, Parliament House
Canberra ACT 2600

By email: Catherine.King.MP@aph.gov.au

Dear Minister,

I refer to your letter dated 22 November 2022 regarding the recent travel experience of s47F - personal privacy. The Qantas Group is committed to carrying all passengers in a safe and dignified manner. We regularly carry customers with disabilities s47F - personal privacy and have arrangements in place to ensure they have a smooth journey.

s47F - personal privacy




Qantas Airways Limited, ABN 16 009 661 901, 10 Bourke Road Mascot NSW 2020 Australia
Telephone +61 2 9691 3636, qantas.com

Qantas is committed to improving the experience of customers with accessibility needs. We hold regular sessions with customers and stakeholder groups representing people with disabilities to better understand their experiences and concerns. We are also reviewing the end to end processes relating to wheelchair assistance and the carriage of personal mobility aids across all ports to understand the vulnerabilities in our current system, strengthen any points of failure and identify opportunities to enhance the customer experience.

I trust this addresses your concerns and would be happy to discuss any questions you may have.

Yours sincerely,



ALAN JOYCE

From: Alan Joyce s47F - personal privacy >
Sent: Tuesday, 2 May 2023 10:11 AM
To: Minister.King.MO
Cc: Solomon, Joseph
Subject: CEO Succession
Attachments: Letters - Qantas Group CEO Succession - Minister Catherine King.pdf

This has been sent for PDMS registration 'for appropriate action', noting that it is being provided to DM for consideration.

Minister King

Please see letter attached.

Regards
 Alan

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Qantas Airways Limited
 ABN 16 009 661 901

Visit Qantas online at <http://qantas.com>

Managing Director
and Chief Executive Officer
Alan Joyce AC



2 May 2023

The Hon Catherine King MP
Minister for Infrastructure, Transport, Regional Development and Local Government
Parliament House
CANBERRA ACT 2600

Via email: minister.king@mo.infrastructure.gov.au / s47F - personal privacy

Dear Minister,

I'm writing to you as a valued stakeholder to let you know that the Qantas Board has appointed Vanessa Hudson to take over from me as Group CEO and Managing Director when I retire in November 2023.

Vanessa has been with the Group for almost 30 years and has held a number of senior roles in that time, both onshore and offshore, from sales to network to finance. In early 2018 she was made Chief Customer Officer and since late 2019 she has been Chief Financial Officer, including through the incredibly challenging COVID crisis.

Vanessa is an outstanding leader and has a deep knowledge of our business, including the importance of key industry partners, which will help make this a smooth transition.

I will remain as CEO until the formal transition takes place at our Annual General Meeting in November, so it's effectively 'business as usual' in the meantime.

While a change in CEO is always a significant moment, the Board and Management have no plans to materially change our overall strategy. The Group's long-term focus and priorities remain the same.

I have a number of important projects to see through in the next six months, with the top one being supporting a smooth transition to Vanessa as CEO designate. We look forward to meeting with you as part of this process.

In the interim, please don't hesitate to reach out to me or the broader Group Executive team.

You can read our public statement [here](#).

Yours sincerely,

ALAN JOYCE



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