

Transport Workers' Union of Australia

National Office

a. 447 Kent St Sydney NSW 2000

t. 02 8114 6500

ABN 18 559 030 246



National Secretary
Michael Kaine

22 February 2023

Richard Goyder
Chairman, Qantas Board



Dear Chairman,

As you're aware, the Transport Workers' Union represents aviation workers including pilots, cabin crew, ground crew, caterers and fleet presentation workers. Many of these workers are direct employees of Qantas, whereas thousands of other workers the airline relies on are engaged via Qantas' third-party contracts.

Over the last year, Qantas' performance and reputation have plummeted, with airport chaos driven by a mass exodus of skilled and experienced workers through illegal outsourcing and overzealous redundancies.

It has been made clear that this was Joyce-led management's strategy to gut the workforce throughout covid in order to drive down pay and conditions. This has been evidenced most recently by the leaked emails regarding a push to bring back redundant cabin crew, including those who would have been on QAL agreements, on lower pay and conditions through QD.

This chaos is not limited to cancellations, delays and lost baggage, but includes serious safety breaches at ground handling labour providers, such as:

- Firearms unloaded onto arrivals carousels;
- Dangerous goods loaded onto planes without being documented;
- Cargo doors left open;
- Stairs removed while passenger doors open;
- Huge plane load imbalances;
- Staff working while injured; and
- Vehicles colliding with the refueling hose.

In light of strong financial results, it is imperative that investment is targeted at rebuilding a skilled, experienced and sustainable workforce to repair the damage done to Qantas throughout Alan Joyce's tenure. Cash splashes on airport lounges will not restore Qantas to the Spirit of Australia built over a century by a loyal and highly-trained workforce.

NSW/QLD (Interim Governance) Branch
Secretary
Richard Olsen
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Vic/Tas Branch
Secretary
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WA Branch
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Tim Dawson
08 6313 3000

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We therefore request a meeting to discuss:

- The succession plan for a Qantas CEO including essential criteria for skills, experience and attitude towards the workforce and customers;
- The reinstatement of 1,700 skilled and experienced workers unlawfully outsourced; and
- Qantas' responsibilities to deliver safe, secure jobs through commercial contracts with labour providers, including how Qantas and the TWU can together best implement the new rights and obligations set out in the Secure Jobs, Better Pay legislation.

Rebuilding the public's trust in Qantas does not begin with band-aid measures and PR stunts to distract from exorbitant bonus schemes. Instead, there is a fundamental need for a paradigm shift back towards a culture that celebrates, retains and rewards the workforce responsible for safety and service.

Please contact [REDACTED] at [REDACTED] to arrange a meeting at your earliest possible convenience.

Yours sincerely,

Michael Kaine
National Secretary, Transport Workers' Union of Australia

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