

Transport Workers' Union of Australia

VIC/TAS Branch

a. 52-56 Rouse Street Port Melbourne VIC 3207
m. PO Box 203, Port Melbourne VIC 3207
t. 1300 727 614
f. (03) 9646 1792
e. info@twu.asn.au
ABN 47 634 608 538



www.twu.asn.au

Branch Secretary

Mike McNess

7 March 2023

Andrew David
CEO of Qantas Domestic and International

By email: [REDACTED]

RE: Rivet refuellers' pay and conditions

Dear Andrew,

As you're aware, the Transport Workers' Union represents aviation workers including pilots, cabin crew, ground crew, caterers, fleet presentation workers and aircraft refuellers. Many of these workers are direct employees of Qantas, but thousands of these workers the airline relies on are engaged via Qantas' third-party contracts over which it holds great commercial influence.

Refuellers under this latter arrangement are currently struggling under increased workloads and additional responsibilities while pay and conditions are going backwards.

Qantas has enjoyed a \$1 billion half-year profit while workers refuelling Qantas planes have not received a pay increase for nearly three years.

As Rivet's major client, Qantas has the ability and responsibility to dictate through its contracts with labour providers that workers are receiving fair pay and safe working conditions. This is not happening at Rivet. After a year of negotiations without a fair solution on the table, workers have been left no choice but to take protected industrial action.

We are writing to call on you to urgently meet with Rivet and the elected worker bargaining committee to ensure workers receive a fair package that will ease their increasing workloads, including manageable rosters and certainty over hours, as well as fair provisions for overtime and being called in on a day off.

Please contact [REDACTED] arrange a meeting as soon as possible.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'MS', written in a cursive style.

Mem Suleyman
Acting Branch Secretary

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By email: [REDACTED]

RE: Rivet refuellers' pay and conditions_– follow up

Dear Andrew,

Since our prior correspondence with you today, the TWU has received an email from Rivet management which contained a threat that if protected industrial action was to proceed then “Rivet *and its customers* [emphasis added] will be forced to consider all options available.” As you know Qantas has twice been found by the Federal Court of Australia to have breached the adverse action provisions of the *Fair Work Act*. Please confirm as a matter of urgency what discussions have taken place between Qantas and Rivet in relation to workers exercising their workplace right to engage in industrial action.

Please send your response to both of our letters to [REDACTED].

Yours sincerely,

Mem Suleyman
Acting Branch Secretary