

22 January 2009

Qantas Freight Management Changes

I am pleased to announce the following changes to the Qantas Freight management structure.

I am confident that this new structure will better align our business functions to simplify and improve interaction between our business and customers and ensure we maintain our reputation for professional and personal attention.

Following the retirement of General Manager Customer Service Garry Mangelsdorf, all Customer Service and Claims functions have been united under our Commercial division lead by General Manager Commercial Theo Triantafillides.

Responsibility for Airmail services has been assumed by General Manager Sales Harold Pang with General Manager Strategy and Business Development Lisa Brock taking on responsibility for our joint venture relationship with Australia Post.

Manager Pricing Clive Finemore has also retired from the business. Clive's responsibilities for pricing and IATA representation have been assumed by Manager Business Improvement Brian Hogan and his team.

Finally, Key Account Manager John McLure has been appointed to the newly created role of Manager Premium Products reporting directly to General Manager Sales Harold Pang. With this change, the business will now have a much greater ability to view and deal with customers on global basis.

Yours sincerely,

A handwritten signature in black ink, appearing to be "Stephen Cleary". The signature is written in a cursive style with a long horizontal stroke extending to the right.

Stephen Cleary
Group General Manager