

29 September 2011

Qantas Freight Terminal Service Standards

In the last fortnight, since deploying our new operating system, many of you have regrettably experienced a level of service that is below the normal high standards you expect from Qantas Freight.

We have taken a number of steps to rectify the issues and there has been some improvement. I am receiving twice-daily updates from Head of Operations Bob Lugton and his team to ensure our service continues to improve, particularly in Sydney and Melbourne.

The following measures are now in place and will remain so until we are certain our new business processes will support our published service standards.

- **System enhancements:** a number of 'hot-fixes' have been deployed to the iCargo system since it was cutover and further enhancements are scheduled for deployment this week. Overall the system is stable.
- **Process improvements:** our import delivery and export acceptance processes have been reviewed at all terminals and the following improvements are now in place or being implemented in Sydney.
 - Account customers can now pick up shipper loaded units and their document directly from the by-pass area.
 - From next week, account customers will also be able to collect shipments directly from SFT2.
 - We are finalising the process for export documentation to be processed on the export dock during peak hours.
 - Physical checks to reconcile inventory with our system are being carried out each evening.
- **Additional resourcing:** extra staff continue to man our customer support centre and terminal counters, in addition both systems and subject matter experts have been rostered to provide support.
- **Staff training:** we are continuing to provide additional training to support our team members in each terminal. In Sydney alone we have been running sessions each day to ensure that our teams have the skills to properly use the new iCargo system.

Thank you for your continued patience and understanding at this time.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Lisa Brock".

Lisa Brock
Executive Manager Qantas Freight