



Additional Sustainability Information

**Supplementary Disclosures to the
Qantas Annual Report 2009**



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Sustainability Case Study –

Qantas acts quickly to respond to the H1N1 09 Influenza

The emergence in April 2009 of the H1N1 09 Influenza (Human Swine Influenza) presented significant challenges to the World Health Organization and national health authorities. At the front line of global travel, airlines too had to move quickly to manage the threat posed by the virus.

The Qantas Group response was coordinated by a senior management team representing all areas of the business. Tasks included meeting the screening and other requirements of governments around the world, monitoring travel demand impacts and developing and communicating processes to manage potential cases among customers and employees.

Short, medium and longer-term challenges and risks were assessed, including the scenario of a global pandemic that could lead to the closure of national borders and place restrictions on air travel.

A detailed risk analysis was carried out to provide Executive Management and the Board an in depth understanding of how the evolving issue might affect Qantas and Jetstar as well as the broader Qantas Group.

A range of measures were put in place to manage the situation and mitigate the identified risks, including:

- the development of policies and procedures to ensure a quick and consistent response to suspected or confirmed cases among the Group's employees – this was particularly important because large numbers of confirmed cases of the virus among pilots and flight attendants had the potential to directly impact operations; and
- stockpiles of essential items were confirmed and, where needed, boosted to ensure readiness for any escalation of the virus.

While the severity of the virus has, to date, been less than originally anticipated, the Qantas Group is maintaining a watching brief and continues to liaise closely with the Australian Government and other authorities.



Sustainability Case Study –

Performing under pressure – the Qantas Special Assistance Team

At Qantas, safety is our number one priority. We plan and provision carefully so that, in the event of things going wrong, we are in a position to respond quickly and effectively.

The Qantas Special Assistance Team, known as SAT, comprises volunteer employees from the Qantas Group around the world, who are committed to help us respond effectively in a crisis.

Qantas has activated the SAT for a variety of crisis events, including the Bali Bombings in October 2002 and October 2005, the Boxing Day 2004 Asian Tsunami, and Cyclone Larry in April 2005, and in situations where turbulence has caused injuries to customers or employees.

SAT members are the human face of our airline. Volunteers come from every level of the organisation, including senior management, and a broad range of cultural and religious backgrounds. This gives SAT the optimal blend of talent to manage a variety of circumstances and environments.

Often working under great pressure, with tight time constraints, and out of their normal working environment, these volunteers are the key point of contact between the Qantas Group and people affected by a crisis, including our customers, crew, people on the ground, and families.

Members undergo two days of initial training, with course content researched from other airlines and industry standards. This is supplemented annually with refresher training.

Since its inception 10 years ago, SAT now has over 800 members, with some members having attended the initial training course in 1999.

This volunteering ethos – this willingness to step up and contribute when times are tough – is in the best tradition of the spirit of Qantas.



Sustainability Case Study –

A new era of engineering talent development

The Qantas Engineering Summer School commenced in November 2008, marking a new era of engineering talent development. The Summer School hosted 14 high achieving engineering students selected from institutions such as The University of Sydney, The University of New South Wales, The University of Adelaide and The University of Queensland.

The Qantas Engineering Summer School was designed to give talented up-and-coming third and fourth year engineering students the chance to see what it would be like to work for one of the world's leading airlines. The students worked on eight commercial projects during the 12 week duration of the course, delivering tangible business outcomes at the conclusion of the school.

Following the success of the program, Qantas became the first organisation in the country to receive formal accreditation from Engineers Australia for their Engineering Summer School Program.

The competencies that students gained from their work experience are now endorsed by Engineers Australia. These competencies will be held as credits towards students' future application for chartered status. Chartered status means that students' professional credentials can be recognised by government and business in Australia as well as in numerous other countries.

For Qantas Engineering, this formal accreditation boosts its ability to attract the best students from partnered universities – invaluable at a time where there is a shortage of engineers in Australia.

The Summer School projects identified \$14 million in potential cost savings to the business. Two of these projects will be worked on in depth over the six months from July 2009 as part of a newly created Winter School. The projects include working on a *Fuel Prediction Model* and *Takeoff Optimisation on Complex Departure Paths*. The Qantas Engineering Winter School will feature students from Australian and international institutions including the Institut Supérieur de l'Aéronautique et de l'Espace, Toulouse, France, one of the most prestigious aeronautical schools in Europe.



Sustainability Case Study –

Supporting customers with specific needs

Qantas aims to be the airline of choice for customers with specific needs, by providing a travel experience that is comfortable and hassle free, whilst ensuring the safety of passengers and Qantas employees. During the year, more than 131,000 people with disabilities were carried on Qantas flights.

Qantas continues to initiate improvements to support customers with specific needs. These include:

- establishment of an internal Disability Working Group, with a specific mandate to address the needs of passengers with disabilities and to continuously review and improve Qantas' policies, procedures and customer service for passengers with disabilities;
- liaison with national disability organisations at Customer Forums hosted by Qantas to help improve products and services for customers with disabilities;
- training of Qantas employees in excellent customer service for all customers, including our customers with specific needs;
- sponsorship of the NSW campaign, Don't Dis my Ability, in conjunction with the International Day of People with a Disability, with a view to increasing the level of awareness regarding disability within the Australian community;
- regular review of qantas.com to ensure it remains a convenient and informative site for customers with specific needs;
- introduction of a manual wheelchair with a new design into all of Qantas' Australian ports in 2007;
- engagement of commissionaires dedicated to assisting people with specific needs at major ports; and
- for the benefit of our customers who are deaf or hearing impaired:
 - captioning of three daily inflight news bulletins on Qantas domestic services, an initiative for which Qantas achieved the Deafness Forum of Australia Members Choice Award in 2007;
 - introduction in September 2008 of at least three subtitled or captioned English language movies per month on all Qantas services that have Audio Visual On Demand inflight entertainment systems;
 - a program to upgrade inflight captioning options on new aircraft, including the A380; and
 - initiation of the development and design of an Eagle Lifter (similar to hoists used in hospitals), to assist in the safe transfer of passengers to and from Qantas wheelchairs, aisle wheelchairs and aircraft seats, without significant manual handling risks. Qantas was proud to be awarded the 2006 Aviation Safety Foundation Australasia Professionalism Award for this innovation.



Sustainability Case Study –

Q Catering Cairns demonstrates environmental excellence

Qantas' premium inflight catering business, Q Catering, is making significant gains with environmental management at its seven centres nationally.

As a large business within a regional city, the Q Catering facility in Cairns holds an influential role within the local community, a responsibility which management and employees take seriously, particularly when it comes to the environment. Sound environmental practices are an important demonstration of the Qantas Catering Group values of safety, quality, integrity, respect, ownership, courage and innovation.

When Qantas announced its environmental targets for 2011, Q Catering Cairns had already begun to change its work practices to reduce resource consumption and waste generation.

The remoteness of the facility and the close-knit business community allowed Q Catering Cairns to take advantage of local, 'green' services as they emerged. One of the first major initiatives was adopted by the business over three years ago when it began using biofuel in its fleet of trucks, a cleaner fuel alternative. Since then, the supply arrangement has come 'full circle', with the catering facility now providing its waste oil to the supplier for conversion into biofuel.

More recently, Q Catering Cairns has worked with SITA to process organic waste through the local Bedminster composting plant. It is estimated that over 50 per cent of waste from Q Catering is organic material which by converting its organic waste to compost, the facility has reduced its waste to landfill by 80 per cent. The compost produced at the plant is distributed to cane farms within the region to improve crop yield, another example of Q Catering's environmental savings benefiting the community.

These achievements are made possible through extensive consultation. Q Catering Cairns works with government departments including the Australian Quarantine and Inspection Service (AQIS), the Environmental Protection Agency (EPA) and local business. Employees regularly raise ideas with management over a cup of coffee or through events such as **begreen Day** where this year, 14 local businesses, education groups and government agencies showcased new technologies and ideas.

The focus for Q Catering Cairns is now on power and water savings. Use of motion sensors at water basins, installation of solar hot water systems and the addition of rain sensors to the automated garden irrigation are all projects currently under consideration.

A link to a YouTube Video of the Qantas eXcel Awards featuring Q Catering Cairns is provided on www.qantas.com.au/annualreport.



Sustainability Case Study –

The Qantas Foundation – a year of achievement

In just over a year, the Qantas Foundation has notched up an impressive list of achievements and has helped some of Australia's leading charitable, environmental and humanitarian organisations.

One of the many worthwhile initiatives the Foundation has brought to Qantas is the Australian Business and Community Network's Transition Program. The Program involves employees from Qantas' Talent Pool mentoring a group of students at Alexandria Park Community School. For many children in the group, home life is not a nurturing environment, and school provides a safe, encouraging place where these social skills can be learnt.

As part of the Program, around 30 students from the school visited Qantas in June 2009. The aim of the mentoring program is to provide the students with positive role models outside of the school environment, expand their knowledge of what working life entails and broaden their horizons about career possibilities. The visit to Qantas provided the students with a new experience, and importantly, an opportunity to hear from employees across the business about what it is really like here at the airline.

A surprise visit from Qantas Chief Executive Officer Alan Joyce was welcomed by the students, with many not shy in asking the airline boss the hard and fast questions about what it takes to run Australia's biggest airline.

During the year, the Foundation made a significant donation to Fauna and Flora International (FFI) Australia to support their conservation efforts in the Great Sandy Biosphere, a joint project with the Burnett Murray Regional Group for Natural Resource Management and the first Australian-based effort for FFI Australia.

The Great Sandy was declared a biosphere by UNESCO in May 2009, joining Fraser Island as a UNESCO listed site in the south east Queensland area – with the area also a major tourist destination.

The donation from the Foundation will help develop a resource management strategy to ensure the ongoing conservation of this incredible natural environment. The Great Sandy area is:

- a major migration route for humpback whales;
- an internationally significant feeding and roosting location for migratory birds; and
- a known breeding site of oceanic turtles in the Pacific Ocean.

In line with FFI Australia's vision to involve the community in conservation processes, the project will incorporate the ecological practices of the local Indigenous community in the resource management strategy.

For more information, visit www.qantas.com.au/foundation.



Stakeholder Summary

Key Stakeholder Groups	Reasonable Expectations and Interests	Examples of Key Engagement Methods During 2008/09
Investments and Strategic Partners	<p>The Qantas Group has several investments including non-wholly-owned subsidiaries and two jointly controlled entities with Australia Post (Australian air Express and Star Track Express).</p> <p>Our investments and strategic partners have varying degrees of expectations but all expect transparent communication and sound governance mechanisms.</p>	<ul style="list-style-type: none"> • Representation of Qantas Group executives on boards and related committees. • Seconded employees. • Through the provision of related products and services (refer to the Qantas Annual Report 2009 for details). • Annual and Sustainability Reports.
Shareholders and Investors	<p>Our shareholder base expects a sustainable return over the long term.</p> <p>Our shareholders are most interested in financial and non-financial sustainability, sound corporate governance, an effective Board and a strong and results driven Management Team.</p>	<ul style="list-style-type: none"> • Annual and Sustainability Reports. • Annual General Meeting. • Annual and interim investor briefings – in Australia and overseas. • Meetings with institutional investors. • Participation in sustainability investor surveys including the Carbon Disclosure Project, FTSE4Good and Dow Jones Sustainability Index.



Key Stakeholder Groups	Reasonable Expectations and Interests	Examples of Key Engagement Methods During 2008/09
Employees	<p>Our employees have a wide range of interests including working in a safe, diverse and environmentally friendly workplace, accessing career development and learning opportunities, achieving a work-life balance and being remunerated appropriately.</p> <p>Employees also expect open and timely communication.</p>	<ul style="list-style-type: none"> • Volunteer groups including the Environmental Improvement Team, (the Green Team) and the Special Assistance Team. • Qantas Indigenous Programs. • The Qantas Group employee recognition program, eXcel Awards. • An annual Safety Week, an inaugural Safety Conference and an Environment Day. • Employee forums including senior management road shows. • Employee communication tools (weekly email newsletters, a monthly newspaper, Qantas News, and ad hoc email broadcasts).
Customers	<p>Our customers have an expectation to be transported safely and to be provided with the highest levels of customer service.</p> <p>Our diverse customer base is interested in our safety excellence, product and service quality, operational reliability, customer service and receiving value for money.</p>	<ul style="list-style-type: none"> • Qantas (qantas.com) and Jetstar (jetstar.com) websites. • Customer journey - touch points. • Customer Forums (including customers with special needs forums, kids forums and various Frequent Flyer forums). • Customer market research. In 2009, more than 110,000 customers were contacted to undertake market research on a variety of subjects from customer satisfaction to product and service development. There were more than 125 studies across Australian and overseas markets involving both qualitative and quantitative research techniques. Research surveys were conducted using a variety of methods including inflight self-completion surveys, telephone and online surveys as well as focus groups. • Through the dedicated Customer Care Team.



Key Stakeholder Groups	Reasonable Expectations and Interests	Examples of Key Engagement Methods During 2008/09
Government (Policy) and International Relationships	<p>The Qantas Group plays a significant role in the provision of air transport to support business, freight and the tourism industry, and makes a major economic contribution to Australia.</p> <p>International, Federal, State and local governments and associated regulators have high and broad-ranging expectations and interests relating to the activities of the Qantas Group including but not limited to policies and programs relating to aviation safety and security, environmental impacts, regional Australia, community relations, employment and Indigenous programs.</p>	<ul style="list-style-type: none"> • During 2008, Qantas appointed a Group Executive to oversee government and corporate affairs. • Qantas' Government and International Relations Division engages with a wide range of government and industry stakeholders to influence aviation and related policy such as the Australian Government's development of a National Aviation Policy Statement, the negotiation of an aviation agreement with the European Union and the development of emissions trading schemes. • Government and International Relations undertakes direct representations with Ministers and Members of Parliament, working with a broad spectrum of government agencies, regulators, interest groups and industry associations on aspects of policy and the regulatory framework relating to aviation and tourism.
Government (Regulators)	<p>Regulators expect compliance with all regulations, good working relations and open dialogue for innovation and to contribute and promote self-assessment.</p>	<ul style="list-style-type: none"> • Qantas engages with key regulators such as the Civil Aviation Safety Authority, the Australian Transport Safety Bureau, the International Air Services Commission, the Australian Competition and Consumer Commission, Environmental Protection Agencies, occupational health and safety regulators and those promoting social justice on a daily basis to influence the improvement of industry safety, security, environment, equity, diversity and maintenance of regional infrastructure and workplace standards and practices.



Key Stakeholder Groups	Reasonable Expectations and Interests	Examples of Key Engagement Methods During 2008/09
Banks and Financers	Banks and other providers of funds expect sustainable financial performance and a strong security.	<ul style="list-style-type: none"> • The Qantas Group engages closely with its providers of credit, particularly during a time of restricted access to finance. Engagement methods include face-to-face meetings.
Industry Associations	<p>The industry associations which are generally most interested in the operations of the Qantas Group are those representing the aviation and tourism industries.</p> <p>Industry associations expect Qantas to contribute to the development of and compliance with industry standards and agreements and to work together on innovations that will deliver a sustainable industry.</p>	<ul style="list-style-type: none"> • The Qantas Group is actively involved in and is represented on: <ul style="list-style-type: none"> – Board of Airline Representatives of Australia (BARA); – the Australian Tourism Export Council (ATEC); and – the Tourism and Transport Forum (TTF). • Qantas is a member and has representation on committees of: <ul style="list-style-type: none"> – the International Air Transport Association (IATA); and – the Association of Asia Pacific Airlines (AAPA).
Unions	<p>Nearly all Australia-based Qantas Group employees are covered by awards and various collective agreements. Qantas works with 16 national unions to negotiate more than 40 Enterprise Bargaining Agreements.</p> <p>Unions are interested in upholding their members' workplace rights and interests including pay and conditions and health and safety.</p>	<ul style="list-style-type: none"> • The Qantas Group regularly engages with unions to renegotiate agreements and awards, and to discuss health and safety and working conditions.



Key Stakeholder Groups	Reasonable Expectations and Interests	Examples of Key Engagement Methods During 2008/09
Regional, Remote and Indigenous Communities	<p>The Qantas Group plays a significant role in connecting regional and remote communities and works in partnership with Aboriginal and Torres Strait Islander communities and our Indigenous employees across Australia through a range of initiatives, including recruitment, employee engagement and community activities.</p> <p>Regional, remote and Indigenous communities are concerned about social and environmental impacts and importantly, the ongoing provision of support including transport related infrastructure, employment, training and sustainable development opportunities.</p>	<ul style="list-style-type: none"> • The Qantas Group engages with a diverse range of regional, remote and Indigenous groups through the support of community, cultural, educational and sporting events, festivals and conferences. Support includes sponsorship, partnerships, employee volunteering, air travel and in-kind giving. • Refer to the Qantas Annual Report 2009 and the Spirit of Community section of qantas.com. • The Qantas Foundation (www.qantas.com.au/foundation), a charitable trust established as part of the Qantas Group's commitment to operating in a sustainable and socially responsible manner, engages with selected charities to help support varying causes, such as the Royal Flying Doctor Service of Australia to provide healthcare in regional and outback Australia.
Wider Communities including Non-Government Organisations (NGOs)	<p>As one of Australia's largest companies, there is an expectation by the wider community including non-government organisations that the Qantas Group supports projects which encourage economic development and stability and ensure that operating activities have a net positive benefit to the community at large.</p>	<ul style="list-style-type: none"> • In May 2009, Qantas supported a national campaign - <i>All of Aus</i> - an interactive website and survey which seeks to engage the people of Australia to understand what the Australian spirit means to them. • Qantas engages with local residents to maintain an open dialogue concerning noise and other environment issues through committee meetings and forums. • Sharing the Spirit, Qantas' most significant community program aims to engage the Group's customer base to support charities. Qantas also engages the wider community in sporting and cultural initiatives.



Key Stakeholder Groups	Reasonable Expectations and Interests	Examples of Key Engagement Methods During 2008/09
<p>Wider Communities including Non-Government Organisations (NGOs) continued</p>		<ul style="list-style-type: none"> • The Qantas Foundation also enables Qantas to engage with the wider community through: <ul style="list-style-type: none"> – Australian Business and Community Network Programs that mentor students and school principals and support reading and literacy for students at disadvantaged local schools; – the Qantas Foundation Social Impact Lecture, a joint initiative with the Centre for Social Impact to engage the not-for-profit sector and businesses to work together; – support of important environmental causes such as Landcare Australia, the Great Barrier Reef Foundation, and Fauna and Flora International Australia; – establishment of the Qantas Art Prize; and – the Humanitarian Fund, which in 2009, supported the Australian Red Cross' Victorian bushfires relief efforts. • The Qantas Group actively engages with communities in need during times of crisis. Further information can be found in the Qantas Factfile at qantas.com.



Key Stakeholder Groups	Reasonable Expectations and Interests	Examples of Key Engagement Methods During 2008/09
Suppliers	<p>The Qantas Group procures significant quantities of goods and services including common user and specialist items ranging from stationery to aircraft.</p> <p>Suppliers are interested in Qantas' Procurement Policy (www.qantas.com.au/infodetail/about/purchasing/ProcurementPolicy.pdf), related Supplier Requirements (www.qantas.com.au/infodetail/about/purchasing/supplierRequirements.pdf) and ensuring supplier relationships are managed in an effective, collaborative and focused manner.</p>	<ul style="list-style-type: none"> • Effective and efficient supplier relationships are vital to our success. The Qantas Group aims at all times to: <ul style="list-style-type: none"> – identify and work with best practice suppliers in the marketplace; – provide suppliers with an understanding of our business objectives and that we understand their objectives; – establish and maintain a relationship structure best suited to the achievement of those objectives; – encourage efficiency, continuous improvement and innovation; – give and receive open and honest feedback on performance to and from suppliers, and if applicable, via the Qantas Supplier Recognition Program; – promote with suppliers, standards and policies compatible with our own; and – make the Qantas Group companies 'Customer of Choice' for our suppliers. • The Group held three Procurement Community Forums in 2008/09 to collaborate and share best practice and innovations. • Qantas also partners with suppliers on specific initiatives e.g. Air Services Australia, to achieve improvements in safe and environmentally sound air traffic control.



Key Stakeholder Groups	Reasonable Expectations and Interests	Examples of Key Engagement Methods During 2008/09
Media	<p>As one of the most recognisable brands in Australia, Qantas attracts significant levels of national and international media interest.</p> <p>Print, broadcast and online media outlets report regularly on both Qantas and Jetstar and the Group's broader business operations.</p>	<ul style="list-style-type: none"> • Responsive and effective media relations are managed by dedicated Corporate Communication teams in both Qantas and Jetstar. They engage with national and international media on a daily basis to maximise balanced coverage of the Group's activities. • The Qantas Media Room on qantas.com provides media and the broader public with access to the latest news and information from Qantas media releases. The site, which is regularly updated, also includes a video library, image gallery, feature articles, audio podcasts and Qantas Opinion Online. Access to Jetstar media releases is available via jetstar.com.



Sustainability Policies and Standards

Qantas Group (Qantas) policies require employees to act ethically and comply with laws. The Qantas Code of Conduct & Ethics (www.qantas.com.au/infodetail/about/corporateGovernance/CodeofConduct.pdf) is the primary policy governing business actions. Qantas takes policy compliance seriously and requires senior managers to semi-annually declare their compliance. Qantas policies require compliance with all laws in the countries in which the Qantas Group operates. Qantas policies are regularly reviewed to ensure they reflect the highest standard in community and corporate expectations. Compliance with policies is monitored and breaches investigated.

The following statements clarify Qantas' policies and standards of relevance in relation to its sustainable business practices:

Environment

- Qantas has a comprehensive Group-wide Environment Policy that outlines Qantas' commitment, objectives and accountabilities around ongoing improvement in environmental management.

Social

Occupational Health and Safety Related Policies

- Qantas has a suite of policies to protect the health and safety of employees, outlining responsibilities, authorities and accountabilities. Policies and procedures cover injury and serious incident reporting, Workers Compensation, injury management, accident make up pay, personal accident scheme, alcohol and other drugs and fatigue risk management.

Standards of Conduct Policy

- The Qantas Group is committed to building and fostering a culture in which diversity is valued, and to provide a workplace that is free from discrimination, harassment, threats, intimidation and humiliation. The Qantas Standards of Conduct Policy outlines the responsibilities of managers and employees of the Qantas Group with respect to standards of personal behaviour, unacceptable behaviours, equal employment opportunity, discrimination, harassment, bullying, theft, fraud and removal of property and maintenance of a smoke-free workplace. Employees are expected to be aware of and comply with this Policy, other relevant company and Qantas Group policies as well as obligations set out in relevant legislation. Where breaches of this policy occur, disciplinary action will be taken and in serious cases may include termination of employment.



Working Conditions Policies

- Qantas has a range of employment policies to ensure it maintains the highest workplace practices and standards. These include (but are not limited to) training, learning and development policies, working hours, leave and other policies to facilitate a work-life balance, service recognition and rewards, performance management and conduct. Qantas is certified and compliant with all Federal standards including Federal fair pay and conditions. Employment benefits include:
 - 12 weeks paid maternity leave (including adoption) and up to two years unpaid parental leave for the primary care-giver, consistent with Australian best practice;
 - one week paid paternity leave (including adoption);
 - 10 days carer's leave per year;
 - salary sacrifice programs (such as superannuation and motor vehicles);
 - a Health and Wellbeing Program that includes quit-smoking programs, onsite Weight Watchers and access to scheduled exercise and health classes;
 - the Employee Assistance Program, a self-referral counselling program;
 - access to affordable, high quality, employer-sponsored childcare centres in Melbourne, Sydney and Brisbane; and
 - opportunities for reduced cost air fare travel.

Procurement

- The Qantas Group operations require that significant quantities of goods and services are procured and delivered through often complex supply chains on a global scale. These include common use as well as many specialist items ranging from stationery to aircraft. The diversity of the products, markets, cultures and regulatory regimes associated with these purchases can potentially expose the Group to ethical, legal, financial, operational and commercial risks.
- The objective of procurement in Qantas is to maximise shareholder value from all significant supplier relationships. A disciplined, systematic and ongoing process for achieving reliable, ethical and sustainable supply of externally purchased goods and services is essential. At the same time, a key focus is reducing total costs and maintaining or improving levels of quality, service and technology.
- Suppliers and their personnel are required to comply contractually with a rigorous 'Supplier Requirements' (www.qantas.com.au/infodetail/about/purchasing/supplierRequirements.pdf) undertaking. These requirements include specified standards and expectations in the areas of occupational health and safety, environment, security, personal behaviour, equal opportunity, harassment and bullying, and fraud and theft. There has been a recent change to the Supplier Requirements. This was necessary due to the newly regulated requirements of the Australian Air Navigation Regulations for random drug and alcohol testing. The Qantas Procurement Document



(www.qantas.com.au/infodetail/about/purchasing/ProcurementPolicy.pdf) sets out Qantas' position in several key areas including ethics, how Qantas buys, how Qantas assesses suppliers, the approval process and Supplier/Qantas Relationships.

Customer Related Standards and Policies

- Qantas regularly monitors customer attitudes and seeks feedback on areas for improvement. Complaints are taken seriously and are tracked to feed into a continuous improvement program. Qantas surveys are used to measure customer satisfaction and these results are compared with internationally recognised airline industry surveys, such as Skytrax and IATA Global Airline Performance Reports. Research surveys were conducted using a variety of methods including inflight self-completion surveys, telephone and online surveys as well as focus groups.
- Qantas Group advertising, promotional and marketing material must comply with relevant consumer protection laws. To ensure compliance, it is Qantas Group policy that all advertisements, promotional and marketing material is reviewed by the Qantas Legal Department before publication.
- Qantas has had a policy of protecting customers' personal information long before the Commonwealth Privacy Act was amended to apply to business. Qantas takes its privacy obligations seriously and investigates thoroughly allegations of wrongful use or disclosure.

Governance

Corporate Governance

- Qantas maintains the highest level of corporate ethics. In response to the Australian Securities Exchange (ASX) Corporate Governance Council's Corporate Governance Principles and Recommendations, 2nd Edition (ASX Principles), Qantas publicly discloses each of its corporate governance tools including policies, which can be found at (www.qantas.com.au/info/about/corporateGovernance).

Risk Management Policy

- The Qantas Group was an early adopter of the ASX Principle 7 – Recognise and manage risk, and for the first time in 2009, publicly disclosed its Risk Management Policy Statement (www.qantas.com.au/info/about/corporateGovernance). This outlines that the Qantas Group is committed to embedding risk management practices within the business to support the achievement of objectives and fulfil corporate governance obligations.

Political Donations

- Qantas complies with section 305B of the Commonwealth Electoral Act, which



requires donors to political parties to disclose contributions through lodgement of a Donor Return. Qantas representatives take up opportunities for business networking and contact with Ministers and Members of Parliament to make known the Group's position on public policy; however, to ensure transparency, this is disclosed in the Return, as required. Qantas does not make direct contributions to political parties.

Adherence to Laws

- Qantas and its employees are expected to comply at all times with all laws governing its operations, including the Commonwealth Trade Practices Act and the competition laws of every jurisdiction in which it operates. Qantas approaches any allegation of a breach seriously and proactively engages with the regulator to resolve the matter. Refer to the Qantas Annual Report 2009, for details on existing investigations.

Crime and Corruption

- Qantas employees are required to comply with comprehensive policies and procedures regarding crime and corruption. Policies and procedures require Qantas Group business units to document and report crime and corruption risks and be accountable for them. It places responsibility for crime prevention, detection, deterrence and reporting with the business units.



Global Reporting Initiative (GRI) Index		
Indicator	Description	Reference (weblinks)
Strategy and Analysis		
1.1	Chairman and CEO statements	Chairman and CEO's Reports
1.2	Key impacts, risks and opportunities	Sustainable Transformation
Organisational Profile		
2.1	Company name	Qantas Airways Limited
2.2	Primary brands, products and/or services	Qantas, QantasLink, Two Brands, Jetstar, Alliances, Online, Frequent Flyer, Jetset Travelworld Group, Freight
2.3	Operational structure	The Vision New Management Team Directors' Report
2.4	Location of headquarters	Qantas Centre, Level 9, Building A, 203 Coward Street Mascot NSW 2020, Australia
2.5	Countries of operation	Our Network
2.6	Nature of ownership and legal form	Financial Report
2.7	Markets served	Our Network
2.8	Scale of the organisation	Operational Overview
2.9	Significant size, structural or ownership changes	Directors' Report Financial Report
Report Parameters		
3.1	Reporting period	1 July 2008 to 30 June 2009
3.2	Date of previous report	1 July 2007 to 30 June 2008
3.3	Reporting cycle	Annual aligned to financial year
3.4	Contact point	sustainability@qantas.com.au
Report, Scope and Boundary		
3.5	Process for defining report content	Sustainability Statistics and Notes
3.6	Scope or boundary of the report	Sustainability Statistics and Notes
3.7	Limitations on scope/boundary	Sustainability Statistics and Notes
3.9	Data measurement techniques	Sustainability Statistics and Notes
3.10	Restatements	Sustainability Statistics and Notes
3.11	Significant changes	Sustainability Statistics and Notes
3.12	Location of standard disclosures	Global Reporting Initiative Index (microsite)
3.13	External assurance	Independent Review Report
Governance		
4.1	Governance structure of Board of Directors (Board) and Board committees	Corporate Governance Statement
4.2	Chair of the highest governance body	Corporate Governance Statement
4.3	Independent and/or non-executive directors of the Board	Board of Directors Corporate Governance Statement



Global Reporting Initiative (GRI) Index		
Indicator	Description	Reference (weblinks)
Governance continued		
4.3	Independent and/or non-executive directors of the Board	Board of Directors Corporate Governance Statement
4.4	Mechanisms to provide recommendations/direction to the board	Corporate Governance Statement
4.5	Compensation and financial, social and environmental performance	Directors' Report
4.6	Avoidance of conflicts of interest	Corporate Governance Statement
4.7	Board qualifications and expertise for guiding strategy on economic, environmental and social topics	Board of Directors
4.8	Mission, code of conduct and values statements	Corporate Governance Statement
4.9	Board process for identification and management of performance	Corporate Governance Statement
4.10	Evaluating Board performance	Corporate Governance Statement
Commitments		
4.12	External economic, environmental and social charters, principles or initiatives	www.qantas.com/sustainability
4.13	Memberships in associations and advocacy organisations	Stakeholder Engagement (microsite)
Engagement		
4.14	List of stakeholder groups	Stakeholder Engagement (microsite)
4.15	Identification and selection of stakeholders	Stakeholder Engagement (microsite)
4.16	Approaches to stakeholder engagement	Stakeholder Engagement (microsite)
4.17	Key issues and concerns of stakeholders	Stakeholder Engagement (microsite)
Economic Performance		
EC1	Direct economic value	Sustainability Statistics and Notes
EC2	Climate change financial implications, risks and opportunities	Environment and Climate Change Carbon Disclosure Project response at www.qantas.com.au/sustainability
EC9	Indirect economic impacts	Sustainability Statistics and Notes
Environment		
EN3	Direct energy use	Sustainability Statistics and Notes
EN5	Energy saved due to conservation and efficiency improvements	Sustainability Statistics and Notes
EN7	Initiatives to reduce indirect energy consumption	Environment and Climate Change
EN8	Total water withdrawal by source	Sustainability Statistics and Notes



Global Reporting Initiative (GRI) Index		
Indicator	Description	Reference (weblinks)
Environment continued		
EN16	Direct or indirect greenhouse gas emissions	Sustainability Statistics and Notes
EN18	Initiatives to reduce emissions	Environment and Climate Change
EN20	Nitrogen oxide (NOx) emissions	Sustainability Statistics and Notes
EN23	Significant spills	Sustainability Statistics and Notes
EN26	Initiatives to mitigate environmental impacts	Our Fleet Environment and Climate Change Q Catering Case Study (microsite)
People		
LA1	Workforce composition	Sustainability Statistics and Notes
LA2	Employee turnover	Sustainability Statistics and Notes
LA7	Rates of injury, lost days, absenteeism and number of work related fatalities	Sustainability Statistics and Notes
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Our People Sustainability Policies and Standards (microsite)
LA13	Employee diversity	Our People Sustainability Statistics and Notes
Product Responsibility		
PR5	Practices relating to customer satisfaction	Stakeholder Engagement (microsite)
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Sustainability Policies and Standards (microsite)