

Operating Responsibly and Transparently

SAFETY AND SECURITY

The safety and security of our customers and our people is our first priority, underpinning the trust of our customers and stakeholders, the health and wellbeing of our workforce, and the way we operate. We take a vigilant, proactive and systematic approach to protect the Qantas Group against a range of risks and strive for continuous improvement in our safety and security practices and performance.

Governance

Safety and security performance and risks are monitored and reported at all levels of the Qantas Group — from Board-level oversight by the Committee for Health, Environment, Safety and Security through to our business unit safety committees. Our governance structure allows safety- and security-related information to flow freely throughout the organisation, ensuring that our risks are openly discussed and best practice shared across our businesses.

Qantas Group businesses operate integrated management systems, which have the necessary organisational structures, accountabilities, policies and procedures to ensure risks are identified and mitigated to protect our customers and our people.

Leader in Aviation Security

Qantas operates within a Security Management System, a systematic approach to managing security, including the necessary organisational structures, accountabilities, policies and procedures. The system is recognised globally by the industry as an example of best practice and forms the foundation of our risk management approach. To support this, Qantas has a specific focus on proactive collaboration with its stakeholders, our global partners across the industry and the various governments and regulators worldwide.

Qantas is at the forefront of improving security outcomes for our passengers, customers and employees. We work with law enforcement agencies, regulators, major corporates, as well as security suppliers and vendors to build a security framework that is proportionate, agile and responsive to changing threats and risks across our network.





Aviation Safety

Aviation remains the safest form of travel and, to maintain this, the entire industry needs to continue to work together. We continue to reinvest and build our capability in safety management systems.

As part of a constant drive towards continuous improvement, individual airlines in the Group are now introducing additional technology solutions and tools. These aircraft- and ground-based systems will improve the robustness of how we manage operational risk helping those who interact with, maintain and fly our aircraft to do their work with increasing safety and efficiency. As an example, we are in the final stages of rolling out a new safety database. This will allow our employees and contractors to use mobile devices to communicate any safety issues and potential deficiencies which they observe.

In 2016/17, we hosted a number of industry safety meetings and conferences, including the IATA Safety Meeting and the Qantas Group Safety Conference, which some of our competitors attended. Collaboration across our own businesses supports our philosophy of sharing lessons with a safety benefit or learning. With a focus on standardisation and best practice, liaison groups have been formed covering: Flying Operations, Flying Training, Ground Operations, Cabin Services, plus Engineering and Airworthiness.

Workplace Health and Safety

Workplace safety was a key area of focus for the Group in 2016/17 and our performance for Total Recordable Injury Frequency Rate improved compared to last year. However, our Lost Work Case Frequency Rate and Duration Rate both rose slightly.

Our frontline leaders and their teams continue to collaborate to drive improvements in safety performance. The Qantas Group has also established a number of new initiatives to improve and enhance workplace health, including:

- **Fitness for Work Framework** — a holistic framework to ensure our staff remain fit for work.
- **Ergoanalyst** — a risk assessment tool to improve understanding of our ergonomic risks and establishing more effective controls to mitigate them.
- **MyLife Hub** — a 24/7 online platform providing all Group employees with resources and services to support them through key stages of their working life.
- **Healthier Places; Healthier Bodies; Healthier Minds; Healthier Culture** — our Health and Wellbeing program.
- **Our Minds Matter** — a program that supports employees with mental health issues and creates a mentally healthy workplace culture.

Business Resilience

In an ever-changing global environment, the ability to identify, assess and effectively respond to risks is the cornerstone of the Qantas Group's industry-leading business resilience and crisis management frameworks.

Cyber Security

The Qantas Group is constantly improving its cyber and data privacy capabilities. Like many large organisations, we operate in an environment of ever-evolving cyber threat, where external attackers are always adopting new and more sophisticated techniques. Protection from these attacks — and the potential financial and public reputation implications associated with unauthorised access to the Group's information — is central to our strategy.

As part of an ongoing cyber transformation initiative and cyber safety educational and cultural program, we work to constantly expand employee awareness of cyber risks, including through simulations.

The Qantas Group continues to support key external initiatives under the Australian Government's Cyber Security Strategy, the voluntary ASX100 Cyber Health Check, and joint Commonwealth and private sector

meetings, including the inaugural Australia-United States Cyber Security Dialogue to discuss ways to collaborate on better security outcomes.

Cyber security risk assessments have also been conducted on our higher risk third party suppliers. Where appropriate, we continue to work with these suppliers to ensure risks identified through this process are addressed.

Capacity Building

With our partners, Qantas has played a leading role in capacity building programs across the region, resulting in significant improvements. As a consequence, the passenger experience has been significantly enhanced, and importantly, the security outcome has improved. Qantas continues to work with governments and security suppliers to explore additional opportunities in the region.

