

EXECUTIVE BIO

VANESSA HUDSON – CHIEF CUSTOMER OFFICER (FEB 2018)

Vanessa Hudson was appointed as Chief Customer Office of Qantas in February 2018.

Joining Qantas in 1994 she has held a variety of senior commercial, customer and finance roles across the Group, both onshore and overseas.

Immediately prior to her appointment as Chief Customer Officer, Vanessa was the Executive Manager of Sales and Distribution with responsibility for the airline's revenue through all sales channels including key corporate and agency accounts.

Prior to that, Vanessa was Senior Vice President for Qantas across the Americas and New Zealand; Executive Manager of Commercial Planning, where she was accountable for network planning and revenue management; and Executive Manager for Product and Service where she oversaw transformation in catering, airports and network aimed at driving better commercial and customer outcomes.

Vanessa has a Bachelor of Business and was admitted as a Member of the Institute of Chartered Accountants in 1994.

CAREER SNAPSHOT

Qantas Group

Chief Customer Officer	2018
Executive Manager, Sales and Distribution	2016
Present Senior Executive Vice Present, The America's & NZ	2013
Executive Manager Commercial Planning	2010
Executive Manager Product and Services	2005
General Manager Inflight Services	2001
Qantas Catering Product Manager	1997
Financial Controller, Commercial Division	1995
Internal Audit Supervisor	1994

Deloitte Touche Tohmatsu - External Audit 1992