

5th February 2010



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❖ NOTICE ❖

TO: ALAEA MEMBERS - QANTAS

RE: "ENGINEERING SERVICES BACKLOGS"

The ALAEA has been made aware by concerned members of an email directive issued by Qantas Manager David Wells regarding "Engineering Services Backlogs" as follows:

"Engineering Services Backlogs Background

In 2009 we committed to new standards of operational performance, in particular to reducing the backlogs of overdue work. Over the past six months significant progress has been made with several departments having achieved zero overdue AQD actions, SDR's, MPAR's, eRES, Form 500's and Service Literature. As well as reducing operational risk, this improved performance will enable us to contend for customer work where it is appropriate.

New strategies are required in order to sustain the required level of performance and accountability. The requirement for us to adopt a new management system is also part of the evolution of the Qantas Safety Management System (SMS) originating from CASA CAO 82.5 and the need to demonstrate clear management process and accountability.

Action

The following enhancements will be adopted from today –

- 1. All overdue AQD actions, SDR's, MPAR's, Form 500's or eRES up until February 28, 2010 will be escalated to the staff member's manager for resolution.*
- 2. From March 1, 2010 any staff member with an overdue AQD, SDR, MPAR, Form 500 or eRES will be required to attend the monthly Aircraft Airworthiness Safety Meeting. This meeting is chaired by the Head of Aircraft Airworthiness and will provide an opportunity to request assistance and/or escalate the issue.*
- 3. Continuing overdue AQD actions, SDR's, MPAR's, Form 500's or eRES will be reflected in the annual Performance Review.*
- 4. All work that is overdue (or that will become overdue during a period of planned leave) will be reviewed prior to approval of leave.*

Service Literature will addressed via a separate range of measures which will be communicated in the coming months.

If you have any questions please contact your manager.

Thank you for your support.

David Wells”

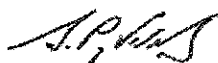
The email details “Action” to be implemented and some of these so called “Actions” are obnoxious, and appear to be veiled threats designed to intimidate or coerce staff members by threatening to not approve annual leave and not pay annual increases if they don’t rush through AQD actions, SDR's, MPAR's, Form 500's or eRES.

The ALAEA is disturbed by the nature of this email that effectively orders staff to rush work because the backlog is too great for managers to achieve their KPI bonus targets. It is clearly the responsibility of high paid managers to provide the appropriate personnel and resources to acquit the workload and not abrogate that responsibility to the workforce. Technical support staff should not be made to cut corners and have their leave withheld or attend performance interviews when they don’t get through the backlog.

Members should no longer attend any performance hearings until further notice as this pressure by management is a safety and airworthiness matter for staff and the travelling public.

Members should forward any further evidence of this managerial behaviour to our office immediately as the matter will ultimately be raised with CASA and the travelling public.

Members are advised to strictly adhere to the Qantas Engineering Procedures Manual and Safety Management System as approved by CASA and not take any shortcuts.



Stephen Purvinas
Federal Secretary