

ASX/Media Release

QANTAS APPOINTS NEW CEO FOR LOYALTY BUSINESS UNIT

SYDNEY, 18 January 2024: The Qantas Group has appointed Andrew Glance as the new CEO for its Loyalty business unit.

Mr Glance is currently the Executive Manager of Commercial Partnerships and Qantas Business Rewards, having worked in a number of senior roles in Qantas Loyalty since 2016. Prior to that he held senior finance positions across the organisation, ranging from flight operations to inflight services, since joining Qantas in 2002.

Announcing the appointment, Qantas Group CEO Vanessa Hudson said: “Andrew has a deep understanding of the Loyalty business having been part of that leadership team for many years, as well as the organisation more broadly given he’s also worked in several other parts of the Group.

“Over the past few years, Andrew has done an outstanding job in leading the growth of points-earning opportunities for members, particularly through financial services, which has strengthened the program overall. In the process, he’s developed a very strong understanding of what drives success for Loyalty, both for our customers and commercial partners.

“Ultimately, what members of our Frequent Flyer program want is the ability to earn points in lots of different ways and convert them into great travel experiences. That’s what the strategy for Loyalty is focused on delivering, including the recent expansion into hotels and holiday packages as well as adding more partner airlines.

“Qantas Frequent Flyers have access to up to 5 million reward seats and late last year we invested heavily in making more available during the European summer. We’re working on some more improvements that we expect to announce in coming months, which we think will be very well received by our millions of members,” said Ms Hudson.

Andrew Glance said: “Qantas Loyalty is a fantastic business that delivers a lot of value to its members and corporate partners, and I look forward to leading the team to build on that.”

Mr Glance’s appointment follows the resignation of current Qantas Loyalty CEO Olivia Wirth in October 2023. He will transition to his new role, including becoming part of the Qantas Group Leadership Team, once Ms Wirth leaves at the end of February 2024.

Ms Hudson added: “I want to thank Olivia for all she achieved as Loyalty CEO since 2018 and her broader contribution to the Group during her 14 years here.”

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Authorised for release by the Qantas Group Chief Executive Officer.

