ARSERVICES

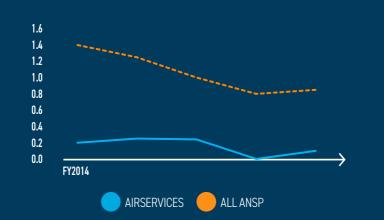
OUR TRANSFORMATION JOURNEY SINCE 2015

AS AT 30 JUNE 2021

WE CONTINUE TO DELIVER SAFE AND EFFICIENT SERVICES

ZERO
SIGNIFICANT
ATTRIBUTABLE
SAFETY
OCCURRENCES
ATM SINCE FY2011
ARFF SINCE FY2016







WE ARE DELIVERING GREATER VALUE

TOTAL COST PER IFR

PRICING DROP IN REAL TERMS
(INCLUDING 2% NOMINAL DECREASE IN FY2019)

\$9.3M
WAIVED AEROMEDICAL FEES
SINCE FY2019

\$48.1m



\$200m

RETURNED TO THE GOVERNMENT

WE CONTINUE TO TRANSFORM INTO A MORE FLEXIBLE ORGANISATION

↓ 53 % MANAGEMENT ROLES

↓ 25 % 4493 TO 3353 **FTE**

2016

J 40 %

INTERNAL

PROJECT

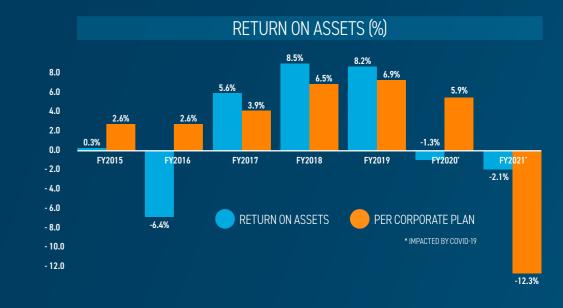
LABOUR

COSTS

17.6%
UNDERLYING
COSTS
(3% NOMINAL
DECREASE)

98% CORPORATE TECHNOLOGY TRANSITIONED TO CLOUD SERVICES

2018



2020

WE ARE KEEPING OUR PEOPLE SAFE



8 J 1 LOST TIME INJURY FREQUENCY RATE

WE DELIVERED INITIATIVES TO SUPPORT OUR SERVICE DELIVERY

2017

 Enabled benefits of satellitebased navigation for the industry (ADS-B)

- Delivered safer BaroVNAV approaches at regional airports
- Adelaide and Cairns terminal control services transitioned to our major centres
- Migrated to cloud-based managed service for corporate IT
- New Security Operations Centre delivering cyber security uplift
- Commissioned CMATS voice switch
- Confirmed civil military ATM harmonisation with signing of the CMATS contract
- Commissioned new ARFFS at Whitsunday Coast

2019

- New infrastructure and services to support new runways at Brisbane and Sunshine Coast
- Drone detection surveillance implemented at 29 airports
- \$100m Cost savings delivered

2021

- Civil Military Air Traffic
 Management System (CMATS)
 critical design review complete
- 2 new state-of-the-art Air
 Traffic Service Centres (ATSC) In
 Melbourne and Brisbane