

In this presentation:

JTG means Jetset Travelworld Group

JTW means Jetset Travelworld Limited

QH means Qantas Holidays Limited

QBT means QBT Pty Ltd



**Full Year Briefing  
Year ended  
30 June 2009**



The Jetset Travelworld Group

# Highlights

## Financial



- TTV \$2,377 million
- PBT \$23.8 million
- Cash \$113.7 million
- No debt

## Dividend



- Final dividend 2 cps
- Fully franked
- Total for year 7 cps

## Fundamentals



- Integration objectives achieved
- Efficiency and productivity gains
- Sustainable cost savings
- Key growth strategies implemented
- Business sound

# Financial Summary

The Jetset Travelworld Group

<b>Segment analysis</b>	<b>Retail</b>	<b>Wholesale</b>	<b>Business travel</b>	<b>Consolidated JTG</b>
\$ millions	Jun 09	Jun 09	Jun 09	Jun 09
<b>TTV</b>	877.4	503.2	996.3	2,376.9
<b>Revenue</b>	30.9	67.9	46.3	145.1
<b>EBITDA</b>	17.3	1.9	3.1	22.3
<b>Profit before related income tax expense and net finance revenue</b>	<b>11.8</b>	<b>1.2</b>	<b>2.9</b>	<b>15.9</b>
Net finance revenue	1.1	6.9	(0.1)	7.9
<b>Profit before related income tax expense</b>	<b>12.9</b>	<b>8.1</b>	<b>2.8</b>	<b>23.8</b>
Income tax expense				(8.0)
<b>Profit for the year</b>				<b>15.8</b>
<b>Segment results by reporting period</b>				
1H	11.5	11.7	2.6	25.8
Amortisation 1H	(2.7)			(2.7)
	8.8	11.7	2.6	23.1
2H	6.5	0.2	0.9	7.6
Amortisation 2H	(2.4)			(2.4)
Closure Costs		(3.8)	(0.7)	(4.5)
	4.1	(3.6)	0.2	0.7
	<b>12.9</b>	<b>8.1</b>	<b>2.8</b>	<b>23.8</b>

# Financial Summary (continued)

## Balance Sheet Summary

	30 June 2009 (Group) \$m	30 June 2008 (QH) \$m	Increase/ (Decrease) \$m	30 June 2008 (JTW) \$m
Net working capital	39.6	17.5	(22.1)	24.5
Property, plant and equipment	1.5	1.0	(0.5)	0.8
Intangible assets	173.5	0.9	(172.7)	7.9
Non-current liabilities, excluding tax	(2.0)	(1.1)	0.9	0.0
Net tax liabilities	(17.2)	1.7	19.0	(0.2)
<b>Net Operating assets</b>	<b>195.4</b>	<b>20.0</b>	<b>(175.4)</b>	<b>33.0</b>
Net debt	0.0	0.0	0.0	0.0
Reserves	170.6	0.0	(170.6)	0.0
Total Shareholders' equity	24.8	20.0	(4.8)	33.0
<b>Total funds employed</b>	<b>195.4</b>	<b>20.0</b>	<b>(175.4)</b>	<b>33.0</b>

# Financial Summary Notes

- Results reflect QH only for the period 1/7/08 to 24/7/08 and the combined results of QH, QBT and JTW for the period 25/7/08 to 30/6/09
- JTW TTV 1/7/08 to 24/7/08 \$76.8 million
- JTW PBT 1/7/08 to 24/7/08 \$0.9 million before transaction related abnormal costs of \$1.9 million

Reverse acquisition accounting



- QH is the head entity for the consolidation
- JTW is the parent entity
- Comparatives relate to QH only

Change in revenue presentation from 2008



- Basis reclassified from principal to agent for consistency
- No impact on timing of revenue recognition or profit

# Key Profit Drivers

Economy



- Consumer confidence
- Discretionary spending
- Interest rates on cash holdings

Foreign Exchange



- Payments to suppliers
- Propensity for overseas travel

Operations



- Volume driven
- Diversity of distribution channels
- Established all-of-group procurement
- Sustainable cost savings – manpower reduction (19%), property consolidation and overhead control

People



- Engagement

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# Our Brands

The Jetset Travelworld Group

The Jetset Travelworld Group



Wholesale brands including Qantas Holidays, viva! holidays, and orient pacific.

Wholesale



Retail brands including Jetset (the world is yours, use it), travelworld, and JTG BUSINESS SELECT.

Retail



Corporate brand including QBT.

Corporate



# Wholesale

Brands



- Qantas Holidays
- Viva! Holidays
- Orient Pacific Holidays

Customer support



- Increased support from JTW network
- *trip* program – travel consultant incentive program

Marketing



- Demand stimulation
- Success with domestic packages
- Success with new marketing media

Operations



- Significant cost savings
- Closed Brisbane contact centre



# Corporate - QBT

Market



- Business travel curtailed and move away from premium cabins, fully flexible airfares and 5 star hotels
- Quality government and corporate customer base
- Launched “cost down” initiative with customers to reduce travel spend and protect QBT fee revenue

Technology



- Implemented new mid-office data repository with
  - web-based booking engine
  - web-based MIS reporting
  - new gateway to support all credit cards
  - integrated with core online booking tool
- Implemented Serko online booking tool offering alternative functionality

Efficiency



- Now using JTG ticket consolidator (NTC) for all non-QF bookings (assists group volumes)
- Closed Adelaide contact centre

# Retail

Brands



- Jetset
- Travelworld
- Business Select

Network



- Record organic growth (net increase of 23 outlets for total of 646 incl. affiliates)
- Greater profile increases potential for further expansion

Marketing



- Improved creative output
- Improved speed to market
- Physical media and online

Business Select



- Sub-group of 52 outlets focused on corporate travel services for SMEs
- First Travel Group in NZ
- Co-operation with QBT

# Online

Trade



- Redesigned Jetset.com.au and Travelworld.com.au websites
- Sites have agency call to action and agent finder tools
- Agents share in commission on bookings through these sites
- Improved speed to market of special offers via Fastmail
- Post-booking CRM tools

Corporate



- Full online booking capability
- Online travel management and reporting tools

Consumer



- Expanding existing online offering
- Hotel bookings via Qantas.com
- Expanding marketing lists

# Outlook

Market



- Difficult to predict
- Longevity of global crisis unclear

Focus



- Stringent cost control
- Volume stimulation
- Sustainability initiatives
- Implementation of growth strategies

Underlying business



- Fundamentally strong
- Cost base “right sized” for economic turnaround
- Enviable platform for growth
- Strong governance

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# Questions