

ASX/Media Release

QANTAS STATEMENT ON ACCC PROCEEDINGS

SYDNEY, 4 SEPTEMBER 2023: Qantas continues to review the allegations made by the ACCC and will have more to say once we've had that opportunity.

Understandably, these allegations have caused significant concern among our customers, our people and the general community. We want to address those allegations as best we can without cutting across the legal process we are now involved in, which follows an ACCC investigation with which we fully co-operated.

The period of time that the ACCC's claims relate to, in mid-2022, was one of well-publicised upheaval and uncertainty across the aviation industry, as Qantas struggled to restart post-COVID. We openly acknowledge that our service standards fell well short and we sincerely apologise. We have worked hard to fix them since and that work continues.

Some commentary has suggested that Qantas was engaged in charging a 'fee for no service' due to cancelled flights over this period. Our longstanding practice is that when a flight is cancelled, customers are offered an alternative flight as close as possible to their original departure time, or a refund.

The ACCC's allegations come at a time when Qantas' reputation has already been hit hard on several fronts. We want the community to know that we hear and understand their disappointment. We know that the only way to fix it is by delivering consistently. We know it will take time to repair. And we are absolutely determined to do that.

To the 25,000 people who make up the Qantas Group, we say thank you. Every day, you are focused on carrying customers safely to their destination and your professionalism in doing so is superb.

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Authorised for release by the Qantas Board of Directors.

