



Ref: QR/AA/0704/23

Date: 22 September 2023

Committee Secretary,  
Senate Select Committee on Commonwealth Bilateral Services Agreements  
PO Box 6100 Parliament House,  
CANBERRA ACT 2600

Via email: [cbasa.sen@aph.gov.au](mailto:cbasa.sen@aph.gov.au)

Dear Committee Secretary,

### **Senate inquiry into Commonwealth Bilateral Air Services Agreements**

Qatar Airways welcomes the opportunity to provide its submission to the Select Committee with regards to the Senate inquiry into all decisions made since 2016 in relation to proposals for additional services to Australia (the "**Submission**").

The strong bilateral ties between Australia and the State of Qatar have been built over 40 years. The aviation relationship between our two countries has been ongoing for 20 years, and Qatar Airways has been operating in Australia since 2009.

Our Submission highlights and demonstrates the reasons why the Australian Government should reconsider its decision not to grant additional flights to Qatar Airways.

We believe allowing Qatar Airways extra flights to Australia is in the best interests of all Australians.

Qatar Airways has worked hard to demonstrate its commitment to Australia. We have and will continue to invest in Australia, invest in taking Australians and Australian exports overseas and bringing visitors to Australia.

Yours sincerely,

**Fathi Atti**  
Senior Vice President – Aeropolitical and Corporate Affairs



Qatar Airways Tower 1, P.O. Box 22550, Doha, Qatar برج القطر ١، ص.ب. ٢٢٥٥٠ الدوحة - قطر

فاكس: ٤٤٦٢٦٦١٨ (+٩٧٤)

مجموعة الخطوط الجوية القطرية (ش.م.م.)  
Qatar Airways Group (Q.C.S.C.)  
qatarairways.com



**Qatar Airways Executive Summary**  
**Senate Select Committee on Commonwealth Bilateral**  
**Air Service Agreements**

---

22 September 2023

## Contents

### A) Qatar Airways Submissions

1. Key points
2. Recommendations
3. Benefits to Australia
4. The Current Situation
5. The State of Qatar's request for additional capacity
6. Addressing the Australian Government's concerns
7. Other matters
8. Conclusion

### B) Supporting Documents

1. Detailed background to our submission (Attachment 1)
2. Documents relating to:
  - Qatar Airways Aeropolitical Engagement in Australia (2018) (Attachment 2)
  - Qatar Airways - COVID-19 Background (Attachment 3)
  - Qatar Airways' Commitment to Australia (Attachment 4)

### Notes

- All dollar figures are in AUD
- Frequency is defined as a round-trip
- Unless defined otherwise, terms used have their natural meaning

## 1. Key Points

- a) The strong bilateral aviation ties between Australia and the State of Qatar have been built over 40 years. This relationship was strengthened during COVID-19 when Qatar Airways was one of the few airlines who consistently kept flying while other airlines suspended their regular scheduled services in and out of Australia.
- b) In March 2020, Australia's two major airlines grounded their fleets. Qatar Airways responded to the issues facing Australians trapped overseas and international tourists stranded in Australia by adding significant extra flights to our weekly services to return Australian passengers home, to bring doctors and nurses to Australia, to support Australian farmers, manufacturers and other exporters, and to return tourists home.
- c) On 16 August 2022, the Civil Aviation Authority of the State of Qatar requested an additional 28 weekly flights to Australia's main gateways, as well as an additional 7 weekly flights under the Regional Package.
- d) On 14 July 2023, the Australian Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the "DITRDCA") advised that the State of Qatar's request had been rejected. The State of Qatar and Qatar Airways are yet to be provided with the reasons for this decision.
- e) Given the significant economic benefits to Australian consumers, primary and secondary producers and the Australian tourism industry, we ask for a level playing field, equal treatment and fair competition for all the participants in this market.

## 2. Recommendations

- a) Echoing the Productivity Commission<sup>1</sup>, we recommend the Australian Government should undertake an assessment of all relevant costs and benefits of more open air services markets. This assessment should include the benefits to the Australian community being lower fares and access to a wider range of outbound travel destinations arising from a competitive and level playing field market, including any effects that granting and obtaining additional rights may have on Australian airlines. Importantly, the full assessment of the costs and benefits of the negotiated outcome should be publicly released as soon as practicable.
- b) Determine the real cost to Australia of not meeting the demand for international passenger and cargo flights including the impact on Australian consumers.
- c) Independently examine the existing bilateral air services arrangements and airlines' actual utilisation of their entitlements.

---

<sup>1</sup> <https://www.aph.gov.au/DocumentStore.ashx?id=33125849-56f5-495a-9377-ed6ddbc2cc5e&subId=748271>



- d) Grant the additional flights to Qatar Airways, in line with the original request of the State of Qatar.
- e) The Australian Government support the development of a more balanced, transparent and strategic approach to an Air Service Agreement policy that will deliver real competition and greater benefits for Australian consumers.

### **3. Benefits to Australia**

- a) We estimate Qatar Airways' existing flights create \$3billion in economic benefits to Australia over a five-year period. If the Australian Government approved the State of Qatar's request to double our services, the value to the Australian economy is clear. In July 2022, the Victorian Government estimated that Qatar Airways' second daily service from Doha to Melbourne, would create more than 900 jobs in the aviation, tourism and related sectors.
- b) Qatar Airways offers all Australians an extensive global route network and an award-winning world-class service, bringing much-needed competition to the Australian market, and ensuring competitive fares.
- c) For every additional Qatar Airways passenger flight, opportunities for Australian companies to export their products, increase. Qatar Airways offers up to 16 tonnes of belly cargo capacity on every passenger flight. These flights are competitively priced and offer Australian exporters a global network of more than 170 destinations. Qatar Airways believe that every additional flight will be utilised at 100% from cargo perspective and we therefore will likely double the cargo uplift.

### **4. The Current Situation**

- a) Qatar Airways' operations to Australia's main gateways (Sydney, Melbourne, Brisbane, Perth) are restricted to 28 weekly frequencies, with a cap of 7 weekly flights per gateway, an additional 7 weekly frequencies under the Regional Package and unrestricted capacity to secondary airports.
- b) This is the lowest capacity entitlement awarded to any airline from the Gulf and the wider Middle East currently operating into Australia. In contrast, Qantas' partner Emirates Airlines is allowed to operate 105 weekly flights, Etihad Airways can operate another 56 weekly flights and Air Arabia can operate 7 weekly flights. Additionally, the carriers of United Arab Emirates can operate a total of 21 weekly flights under the Regional Package, and unrestricted capacity to secondary airports.

- c) We would like to emphasise that whilst Qatar Airways is currently utilising its full entitlements, including the Regional Package entitlement, our regional competitors only utilise 77 out of the 168 available weekly flights to the main gateways for airlines of the United Arab Emirates, and **zero** frequencies from the 21 weekly frequencies available under the Regional Package and **zero** to secondary airports.

## 5. The State of Qatar's request for additional capacity

- a) In August 2022, the Civil Aviation Authority of the State of Qatar lodged an official request to the DITRDCA to add 28 additional weekly flights to Australia's main gateways with 7 additional weekly flights under the Regional Package. This would offer more connectivity to Australian consumers and exporters, reaching a total of 56 weekly flights to the main gateways and 14 weekly flights under the Regional Package which is still far below the capacity entitlement of our regional competitors.
- b) However, despite strong support in Australia, including from industry and government, the State of Qatar's request was rejected, and our authorities have informed us that the DITRDCA has yet to give a specific reason for rejecting the request.

## 6. Addressing the Australian Government's concerns

We would like to take the opportunity to provide our comments with regards to the concerns expressed by members of the Australian Government:

- a) **National interest** – Qatar Airways worked very closely with Australian authorities such as the Department of Foreign Affairs and Trade, the DITRDCA, and Australian embassies and consulates around the world during crisis situations, demonstrating Qatar Airways' support for Australian nationals and residents during difficult times. Examples include:
  - I. Cooperating with Australia to support Australian nationals and residents who were vulnerable and were left behind by their national carrier and other foreign carriers:
    - 1. during COVID-19, we continued operating to Australia, providing critical connectivity to Australians stranded all over the world, transporting medical supplies and Australian workers and supporting the supply chain through charter flights. We facilitated evacuations at the request of Australian embassies and consulates;
    - 2. during COVID-19, Qatar Airways worked with the International Transport Workers Federation and governments to assist the global maritime industry to provide safe

- transport for seafarers during crew changes. In Australia, we were able to obtain the DITRDCA's permission to carry 2,852 seafarers and air crew above our allocated numbers;
3. we assisted the Australian mining industry, both to repatriate staff to Australia as well as to ensure business continuity of their investments and operations abroad, primarily in Africa;
  4. due to the shortage of medical professionals in Australia, Qatar Airways facilitated the travel of doctors and nurses, mainly from the UK to Australia. We also gave 100,000 free tickets to medical staff globally;
  5. to streamline the repatriation process, in March 2020, we established a 24/7 operation centre called "Aeropolitical Relief Au" to handle travel requests from various Australian embassies, consulates, missions, and members of the Australian and State Parliaments;
  6. this team facilitated the requests for additional flights and seat capacity with the DITRDCA to carry more than 15,000 vulnerable Australian citizens and residents stranded overseas to their homes safely, which required multiple level approvals within the Australian Government;
  7. we also established a second dedicated team, "get-you-home-au", to coordinate the logistics for the return of Australian citizens and residents. Through this process, we transported more than 220,000 passengers to Australia and 117,000 passengers from Australia until the lockdown ended;
  8. we supported the evacuation of Australian nationals, diplomats and army officers during COVID-19 in Afghanistan;
  9. during the Afghanistan political and humanitarian crisis in 2021, we responded to the request from the Department of Foreign Affairs and Trade to facilitate the transportation of more than 180 Afghan nationals who were accepted by the Australian Government under the humanitarian visa program. We facilitated the resettlement of around 600 people in total; and
  10. after the deadly explosion in August of 2020 in the Port of Beirut, we provided additional capacity in response to the requests from the Australian Embassy in Beirut and the Australian mission in the UAE to accommodate vulnerable Australian passengers.
- II. During the period between 15 March 2020 and 24 August 2020 Qatar Airways carried a total of 27,094 tonnes of cargo to and from Australian stations on its dedicated cargo services and on passenger services, including essential medical supplies. Qatar Airways partnered with the Government of Australia, including the Australian Trade and Investment Commission, to help restore critical global supply chains for high-value Australian agricultural and fish exporters, that had been heavily impacted by COVID-19 restriction globally.

- b) Protection of Australian jobs** – Qatar Airways firmly believe that an increase of Qatar Airways operations in Australia will improve the Australian jobs market directly (aviation sector) and indirectly (people in other job markets will have access to more opportunities). Increasing Qatar Airways’ capacity would provide a boost to economic activity and create new job opportunities in both countries. The Australian media has also reported that blocking the State of Qatar’s request for additional flights would cost between \$540 million and \$788 million per annum to Australia. This clearly demonstrates the significant economic value added by Qatar Airways’ increased operations to Australia. In 2018, Qatar Airways explained in its detailed submission “Qatar Airways & Australia - On a flight path to the future” how additional flights to and from Australia will support the Australian economy including the increase of direct and indirect job opportunities in various sectors. Our views remain the same today.
- c) Protection of Qantas** – We supported the introduction of a safeguard clause in the air services agreement concluded between Australia and the State of Qatar, because we were and still remain confident that such provisions provide assurance to the Australian regulators that their consumers and the national airline would enjoy the benefits of greater competition, while at the same time protecting national interests and ensuring stability in the Australian market for international travel.
- d) Qatar Airways not fully utilising its available capacity** – Qatar Airways has used all its capacity entitlements under the Regional Package. The Regional Package allows international airlines to access Australia’s major airports but only if they operate via or beyond another airport in Australia as part of the same trip. Unlike our regional competitors, we have taken the opportunity to operate to regional airports in Australia, using either non-stop services or Regional Package entitlements, as the market size to operate directly to secondary cities does not always allow for an economic service. Under the Regional Package, we would like to highlight that the request from the State of Qatar included a request for additional 7 weekly flights to the main gateways via and beyond any secondary airport such as Canberra, Darwin, Gold Coast and Cairns. However, this was also turned down along with the request for additional 28 weekly flights to main gateways.
- e) Decarbonising the air transport sector** – Qatar Airways fully supports any country’s decarbonisation agenda, and we consistently demonstrate our commitment to a global sustainable aviation industry. More specifically:
- I. As a **oneworld** alliance member, Qatar Airways is committed to net zero carbon emissions by 2050.
  - II. Qatar Airways takes a holistic approach to sustainability across our global operations. For example, Qatar Airways was the first airline in the Middle East to:
    1. join the ICAO Global Coalition for Sustainable Aviation;

2. sign an international Sustainability Aviation Fuel (“SAF”) offtake agreement of neat SAF certified under the ICAO’s global recognised sustainability criteria;
    3. be certified under the IATA Environmental Assessment Program (IEnvA); and
    4. we continue to support other airlines with their development of a management framework towards their environmental accreditation.
  - III. Qatar Airways complies with the following global market-based measures to fill any remaining emissions gap:
    1. European Union Emissions Trading System (EU ETS);
    2. United Kingdom Emission Trading System (UK ETS); and
    3. Carbon Offsetting and Reduction Scheme for International Aviation (CORSA).
  - IV. Qatar Airways’ passengers can voluntarily offset their flight-related emissions. The carbon offset program allows our individual passengers and corporates (including cargo) to voluntarily offset the carbon emissions on Qatar Airways operated flights. Contributions made by individual travelers and companies to the offset program are redirected to support investments in clean and renewable energy projects in Africa and Asia that are governed by rigorous international standards.
  - V. We also operate one of the youngest fleets in the market.
- f) **Gender Diversity** - We are committed to gender inclusion: 38% of our workforce are women. In senior management, 26% are women. Our airline has been a pioneer in our region including being the first airline to employ female pilots; one of the first to train and employ female engineers; and with women in senior management positions including senior vice-president positions within the airline reporting directly to the Group Chief Executive. We have strongly enforced policies protecting whistle-blowers, prohibiting sexual harassment and bullying, and preventing discrimination. Family is an important part of our values. We provide a minimum of 9 weeks paid maternity leave. In line with current medical advice, flight crew who become pregnant are moved to groundwork. After maternity leave, they can resume their roles on board or on the ground.

Qatar Airways is committed to promoting gender diversity, both within our airline and the industry. In 2019, Qatar Airways committed to supporting IATA’s Diversity and Inclusion Awards for the next ten years. Qatar Airways also hosted virtual sessions that have afforded women in aviation access to seminars, internal and external workshops through virtual platforms for events, such as ICAO Gender Aviation Summit sponsored by the Civil Aviation Authority of the State of Qatar and Women in Aviation at Work through our very own Q-Talks.

- g) Refunds** - Qatar Airways never stopped paying refunds to customers, both those who booked directly with us and those who booked via travel agents. While many other airlines blocked refund processes in industry settlement systems, we continued to pay refunds including via travel agents helping them manage cashflow and maintain customer relationships. Since March 2020, we have paid refunds totaling more than \$600 million to Australian customers. Globally, we have paid out more than \$10 billion to consumers.

## 7. Other matters

- a) Labour relations** - Since 2018, in partnership with the International Labor Organisation, the State of Qatar has undertaken significant labour reforms – including abolishing the Kafala system by allowing workers to change jobs, establishing a basic minimum wage and establishing Workers’ Dispute Settlement Committees.

Qatar Airways was a major sponsor of the FIFA World Cup 2022 and complied at all times with its obligation to conduct business in a fair and reasonable manner and in keeping with the highest industry standards of business ethics. Qatar Airways also acknowledged (and still does) the importance of respecting Human Rights in all aspects of its activities in line with the UN Guiding Principles on Business and Human Rights (2011).

- b) Relationship with International Transport Workers' Federation (ITF)** - On 3 March 2022 the Ministry of Labour of Qatar and the ITF signed a MOU to cooperate on transport worker rights. Under the MOU, both parties commit to take advantage of opportunities to set up joint committees in local and multinational companies. Qatar Airways also partnered with the ITF, the Associated Philippine Seafarers Union, and the Associated Marine Officers’ and Seamen’s Union of the Philippines to extend a program to repatriate Filipino seafarers.

- c) Community** - Our policy is to be an integral part of the global communities we serve:

### I. Globally:

- 1. Educate A Child program:** Educate A Child is a global programme that aims to significantly reduce the number of children worldwide denied their fundamental right to education.
- 2. Children’s Brain Tumor Foundation:** The Children’s Brain Tumor Foundation is an organisation established to improve the treatment, quality of life and the long-term outlook for children with brain and spinal cord tumours through research, support, education, and advocacy to families and survivors.
- 3. Orbis Charitable Trust:** Orbis is an international NGO that transforms lives by working to eliminate avoidable blindness and visual impairment.

4. **FIFA Women's World Cup:** Qatar Airways was a major sponsor of the recent Women's World Cup in Australia.

**II. Australia:**

1. **Good Friday Appeal:** This is an annual fundraising activity on behalf of the Royal Children's Hospital in Melbourne.
2. **Redkite** (through our Sydney Swans relationship): Australia's leading childhood cancer support charity. Families facing childhood cancer can access free practical, emotional and financial support.
3. **Tour de Cure:** An Australian charity that raises money to fund cancer research, support and prevention programs.
4. **StreetSmart:** StreetSmart responds to and prevents homelessness in Australia.

## **8. Conclusion**

We look forward to a positive consideration from the relevant Australian authorities to grant the State of Qatar's request for Qatar Airways to receive an:

- a) additional 28 weekly frequencies to the Australian main gateways; and
- b) additional 7 weekly frequencies to the secondary airports via and/or beyond Australian main gateways under the regional package.





## **Qatar Airways Submission to Select Committee Inquiry**

### **Attachment 1**

## 1. QATAR-AUSTRALIA BILATERAL AVIATION FRAMEWORK

The foundation for commercial aviation services between Qatar and Australia is the Qatar-Australia ASA signed by both countries on 17 November 2016, as well as its amendments appended in the Memorandum of Understanding signed on 21 January 2022 (Qatar-Australia MOU 2022).

### 1.2 CURRENT FLIGHT ENTITLEMENTS

Below are the current weekly flight entitlements available for Qatar Airways compared to our regional competitors in the Gulf Cooperation Council.

#### Traffic Rights Entitlements September 2023.

	Qatar	UAE		
	Qatar Airways	Emirates	Etihad	Air Arabia
<b>Main Gateways</b>	28	105	56	7
<b>Regional Package</b>	7	21		
<b>Secondary Airport</b>	Unrestricted	Unrestricted		

Up-to-date, the information available in the website of the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the Department) still indicates that the current entitlements with the UAE includes 154 weekly frequencies to the main gateways (Source: Register of Available Capacity for Australian international airlines – 8 September 2023 <https://www.infrastructure.gov.au/infrastructure-transport-vehicles/aviation/international-aviation/air-services-agreements-arrangements/register-available-capacity>)

The imbalance in the capacity entitlements between Qatar Airways and its regional competitors is clear. Qatar Airways is the only carrier that is operating its full weekly flight entitlements.

#### Current Operation – Main Gateways

	Qatar	UAE	
	Qatar Airways	Emirates	Etihad
Sydney	7	21	7
Melbourne	7	21	7
Perth	7	7	-
Brisbane	7	14	-
<b>Total</b>	<b>28</b>	<b>63</b>	<b>14</b>

#### Current Operation – Regional Package

	Qatar	UAE	
	Qatar Airways	Emirates	Etihad
Adelaide*	7	-	-

\* 7 weekly flights operated in the sectors  
DOH-MEL-ADL-MEL-DOH.

#### Current Operation – Secondary Airport

	Qatar	UAE	
	Qatar Airways	Emirates	Etihad
Canberra	-	-	-
Cairns	-	-	-
Hobart	-	-	-
Gold Coast	-	-	-
Darwin	-	-	-

#### Unutilised Traffic Rights

	Qatar	UAE	
	Qatar Airways	Emirates	Etihad
Main Gateways	0%	40%	75%
Regional Package	0%	100%	
Secondary	Unrestricted	Unrestricted	



Adelaide	7	-	-
<b>Total</b>	<b>7</b>	<b>-</b>	<b>-</b>

Airport		
---------	--	--

## 2. QATAR AIRWAYS' COMMITMENT TO AUSTRALIA

### 2.1 Qatar Airways is strongly committed to Australia:

- During COVID-19, Qatar Airways continued operating to and from Australia, providing critical connectivity to Australians stranded all over the world, transporting vital medical supplies and supporting the supply chain;
- At the request of the Department of Foreign Affairs and Trade and Australian Embassies and Consulates, Qatar Airways provided charter flights from Afghanistan to facilitate evacuations in response to the COVID-19 pandemic;
- During the Afghanistan political and humanitarian crisis in 2021, Qatar Airways facilitated the travel of Afghan nationals who were accepted by the Australian Government under the humanitarian visa program; and
- After the deadly explosion in the Port of Beirut on 4 August 2020, Qatar Airways provided additional seats to accommodate vulnerable Australians as requested by Australian Embassies and other Australian institutions.

### 2.2 QATAR AIRWAYS' COMMITMENT DURING COVID-19

- Qatar Airways **never** stopped flying to Australia despite the severe passenger capacity restrictions imposed for each flight by the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the Department) granted to the airline. Qatar Airways helped:
  - bring Australian citizens and residents home safely;**
  - take stranded tourists, students, diplomats in Australia and service men and women back to their families;**
  - take essential workers, including Doctors and Nurses, miners and seafarers, to fly in or out of Australia to get to their workplace and homes.**
- Qatar Airways was one of the few options available to Australians needing to return home and to tourists stranded in Australia to return safely to their home countries, after our competitors, despite having more approved capacity, decided to stop flying.
- **Qatar Airways requested additional flights during COVID-19**

When most of our competitors decided to suspend their Australian services, Qatar Airways approached the Department to request urgent authorisation to operate, on an extra-bilateral basis, additional passenger services to Australia, including:

	Flights	
<input checked="" type="checkbox"/> <b>Sydney</b>	From double daily to triple daily	
<input checked="" type="checkbox"/> <b>Melbourne</b>	From daily to double daily	
<input checked="" type="checkbox"/> <b>Perth</b>	From daily to double daily	
<input checked="" type="checkbox"/> <b>Brisbane</b>	Daily services	

- **The Australian Government's sudden decision to withdraw Qatar Airways' additional flights**
  - The Department approved Qatar Airways operating additional flights until 31 May 2020, to cover the high demand left by other airlines.

- However, on 3 April 2020 the Department told Qatar Airways that the previously approved timetable had to be changed in order to “remove all services which exceed the capacity entitlements under the Australia-Qatar air services arrangements”, effective 08 April 2020 (Australian EST).
- To reduce the impact on Australians and foreign nationals, Qatar Airways, on 6 April 2020, requested approval to continue operating to Brisbane until 15 April 2020. This was approved by the Department.
- On 1 May 2020, Qatar Airways decided to transfer some of its capacity from Perth to Brisbane to meet the ongoing demand for flights to and from Brisbane.

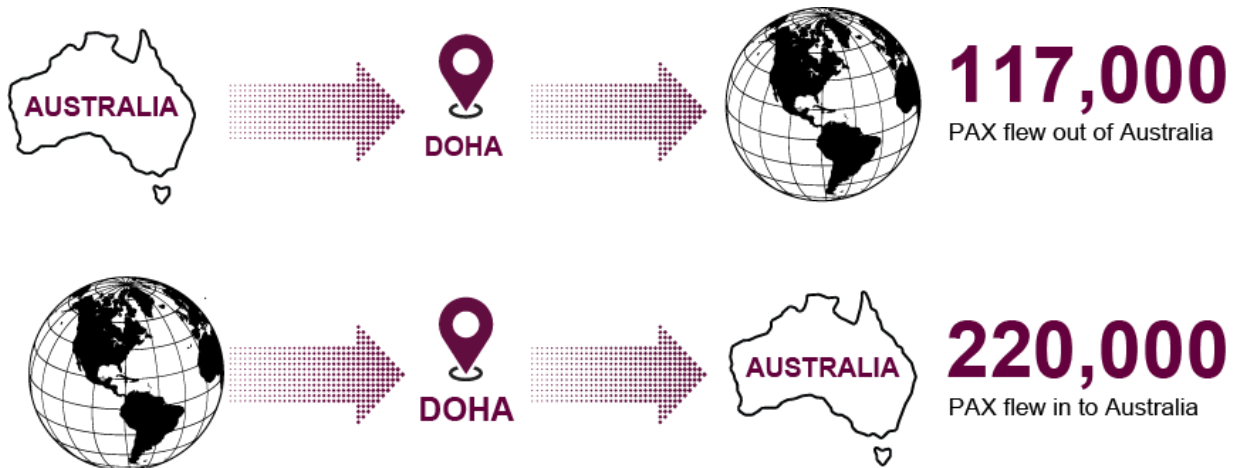
• **Qatar Airways’ support for Australians to come home**

- Qatar Airways set up “Aeropolitical Relief AU” a 24/7 operations centre to work with Australian Embassies, Consulates and DFAT to facilitate Australians’ return home.
- We also set up a dedicated team which we named “get-you-home-au”, to bring more than 220,000 passengers to Australia and 117,000 passengers from Australia including students and tourists some of whom were in dire financial straits.
- With the increase in the number of COVID-19 cases, there was a shortage of medical professionals in Australia. Australian Federal and State Governments asked Qatar Airways to facilitate the travel of doctors and nurses, mainly from the UK to Australia.
- Qatar Airways helped essential workers with traveling to and from their workplace. This was critical to maintain the Australian supply chain, while ensuring that workers based overseas could travel safely to their workplace and their home. Qatar Airways received a number of requests from Federal and State Ministers and MPs to facilitate the transportation of their constituents back to Australia.

✓ **48,000 Extra seats** | **Added in Passenger services to Australia (15 Mar-15 Apr 2020)**

Between April and May 2020 Qatar Airways became Australia’s biggest international airline carrying 44% and 34% of all passenger traffic. **Source:** [www.bitre.gov.au/statistics/aviation/international](http://www.bitre.gov.au/statistics/aviation/international)

**Passenger Traffic March 2020 to November 2021**



During the period between 15 March 2020 and 24 August 2020 Qatar Airways carried a total of 27,094 tonnes of cargo to and from Australian stations on its dedicated cargo services and on passenger services, including essential medical supplies. Qatar Airways partnered with the Australia Trade and Investment Commission, to help restore critical global supply chains for high-value Australian agricultural exports, that had been heavily impacted by COVID-19 containment measures around globally.

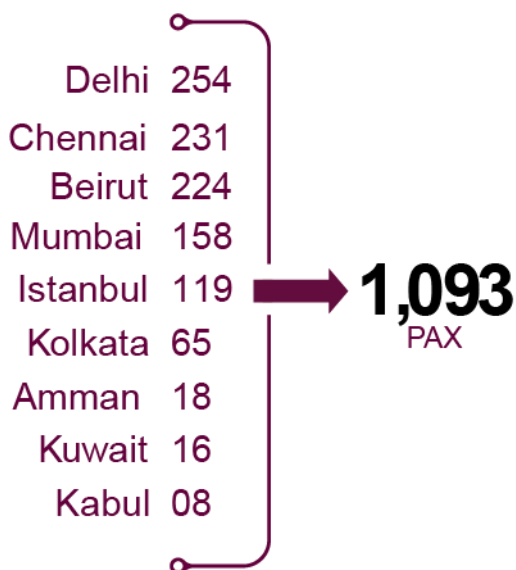
### 3. DEDICATED FLIGHTS FOR AUSTRALIAN EMBASSIES AND CONSULATES AROUND THE WORLD

From 14 April 2020, at the request of the Department, Qatar Airways began to fly special repatriation flights, directly coordinated with Australian Embassies in Afghanistan, India, Jordan, Kuwait, Lebanon and Turkey to connect with Qatar Airways’ scheduled services to Australia from our hub in Doha.

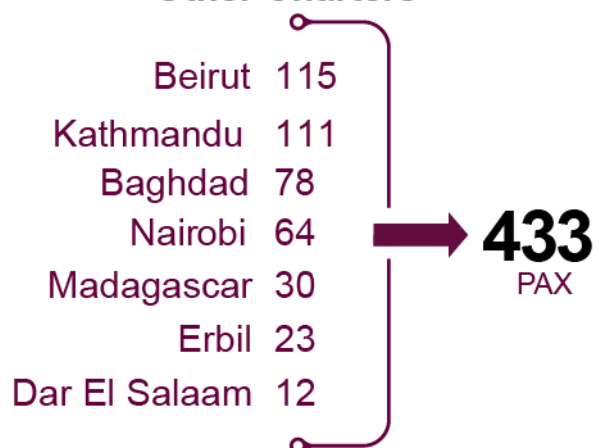
In April 2020, without any other airlines operating from Kabul, the Australian Consul-General in Kabul requested a charter flight to evacuate Embassy staff from Kabul. Qatar Airways facilitated the transportation of Australian Embassy personnel and military and other service personnel from Kabul.

**Between 14 April and 07 May 2020, Qatar Airways operated nine charter flights, carrying 1,093 passengers connecting services to Australia.**

#### Dedicated Charters

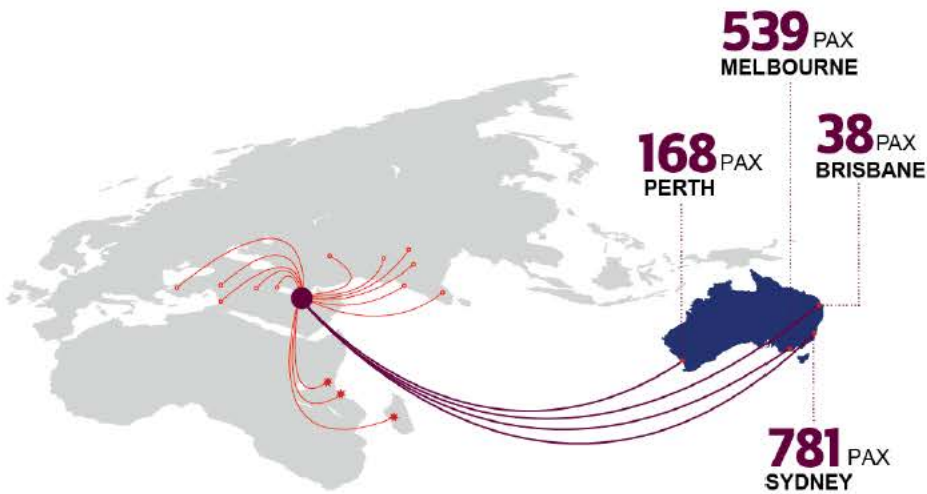


#### Other Charters



In addition to these dedicated flights, Qatar Airways helped over 400 passengers travel to Australia via flights chartered by other countries from Iraq, Kenya, Lebanon, Madagascar, Nepal and Tanzania.





Charter Flights	Destinations	Total Passenger
9+	15	1,526

### 3.1 EVACUATION FROM BEIRUT

- After the explosion at the Port of Beirut, Lebanon on 4 August 2020, the Australian Embassy in Beirut and the Australian Mission in the UAE asked Qatar Airways to carry Australian citizens, residents and their families from Beirut back to Australia.
- We prioritised families with children, the aged and vulnerable people. Qatar Airways approached the Department to approve additional capacity for us to accommodate these vulnerable Australians.
- Qatar Airways transported more than 180 Australian citizens and residents under the Beirut Humanitarian flight program.

### 3.2 EVACUATION OF AFGHAN NATIONALS DURING THE COUNTRY'S POLITICAL AND HUMANITARIAN CRISIS

- As part of the air evacuation in Afghanistan during the political and humanitarian crisis in 2021, DFAT asked Qatar Airways to facilitate the transportation of more than 180 Afghan nationals who were accepted by the Australian Government under the humanitarian visa program, with a particular focus on supporting women and girls.

### 3.3 QATAR AIRWAYS WAS WIDELY RECOGNISED FOR SUPPORTING AUSTRALIANS

- ✓ **Mr. Jonathan Muir** | Australian Ambassador to Qatar  
 “Qatar is playing a very important role as a global aviation hub, both ensuring people can return home and by carrying critical medical supplies and food.”
- ✓ **Mr. Jonathan Gilbert** | Australian Ambassador to Kuwait  
 “Australian Embassy staff happy assisting Australians & New Zealanders in Kuwait on specially arranged Qatar Airways flight today, as they return to Sydney & Auckland. Pleased [@qatarairways](#) will be flying from Kuwait twice daily till 30 May. [@MarisePayne](#) [@Smartraveller](#) [@dfat](#)”

✓ **Ms. Rebekah Grindlay** | Australian Ambassador to Lebanon

“Bon voyage to 117 Australians and their family members heading home from Beirut this morning. Thanks to [@Qatarairways](#) and the Embassy’s hard working consular team for making this [happen.@DGSG Security](#)”

✓ **Ms. Gita Kamath** | Australian Ambassador to South Africa

“We are continuing to explore ways to assist Australians find their way home. Over a dozen Aussies caught the Qatar Airways commercial flight from Johannesburg to Doha on 16 May, providing connections to Sydney, Melbourne & Perth.”

✓ **Department of Foreign Affairs and Trade (DFAT)**

“Worked with the Indian Government and [@qatarairways](#) to facilitate 4 commercial flights home for Australians in India. A flight carrying Aussies has departed Kolkata, with another three to follow from Mumbai, Chennai and New Delhi.”



## 4. QATAR AIRWAYS AS A KEY DRIVER OF QATAR-AUSTRALIAN ECONOMIC GROWTH

We believe Qatar Airways currently creates \$3 billion in economic benefits to Australia. If the Australian Government approved our request to double our services the value to the Australian economy is clear. In July 2022, the Victorian Government estimated that Qatar Airways' second daily service from Doha to Melbourne, would create more than 900 jobs in the aviation, tourism and related sectors.

These benefits flow from:

<b>Increases the number of international visitors to Australia</b>	<b>Facilitating and increasing Australian access to international markets</b>
<b>The creation, directly and indirectly, of jobs in Australia</b>	<b>Driving down the costs of passenger and cargo services</b>

Qatar Airways offers Australians an extensive global route network and a world-class service, bringing much-needed competition to the Australian market, and ensuring competitive fares.

### 4.1 QATAR AIRWAYS AND THE REGIONAL PACKAGE

- Qatar Airways has taken the opportunity to operate to regional airports in Australia, using either non-stop services or through the Regional Package, being the only foreign airline from the GCC region to provide direct flights to two regional points in Australia, with our Adelaide and Canberra (currently suspended) services.
- Qatar Airways flies non-stop from Doha to Adelaide and to Adelaide via Melbourne. These services support the Regional Package and are consistent with Australia's aviation policy.

### 4.2 QATAR AIRWAYS' ECONOMIC CONTRIBUTIONS TO AUSTRALIA

- Qatar Airways has become a significant driver for economic growth, with every Qatar Airways flight to and from Australia bringing enormous value to the Australian economy, by improving air connectivity and enhancing competition in the Australian market for the benefit of consumers.
- Additional 7 weekly flights to each of Australia's main gateways is equal to 1,579 seats daily each way. Qatar Airways forecasts that with this additional capacity, we would be able to transport 2 million incremental passengers to Australia over a 5-year period.
- Assuming a 14-day average length of stay and \$210 average daily spend per passenger, approving Qatar Airways expansion in Australia has the potential to bring \$3.08 billion in economic benefits to Australia over a 5-year period.
- In July 2022, the Victorian Government indicated that Qatar Airways' second daily service from Doha to Melbourne, would provide 250,000 seats to Victoria each year, generating around \$82 million for the economy and creating more than 900 jobs in the aviation, tourism and related sectors.
- Australian media has reported that blocking the State of Qatar's request for extra flights would cost between \$540 million and \$788 million per annum in economic activity to Australia, based on approximately 50% of seats sold to travelers overseas.

### 4.3 INCREASING AUSTRALIAN EXPORTS

- Qatar is Australia's second largest trading partner in the Middle East and North Africa region, with two-way goods and services trade worth approximately \$2.8 billion and growing by 7.7 per cent per year.

- Australian exports to Qatar are approximately \$1.1 billion.
- Qatar is the third largest market in the Middle East and North Africa for Australian chilled beef and boxed sheep meat, accounting for 8 per cent of beef and 13 per cent of sheep exports.
- Australia is the main supplier of fresh meat to Qatar transported on the belly of passenger flights, with over 200 tonnes of fresh meat exported weekly, primarily from Melbourne and Perth. Qatar Airways is the key air transport supplier between the State of Qatar and Australia.
- For every additional Qatar Airways passenger flight, opportunities for Australian companies to export their products increase. Qatar Airways offers up to 16 tonnes of belly cargo capacity per flight, competitively priced and with a global network of more than 170 destinations.
- WAFarmers estimate there is an extensive untapped market potential in the MENA region of 100 tonnes per day, which is equivalent to 3000 lambs per day or around a million lambs a year.
- The Middle Eastern buyers of high-end chilled lamb are looking for reliable supply, through regular daily and weekly shipments to keep supermarket shelves stocked. Only passenger flights can provide a cost-effective solution as dedicated air cargo planes are cost prohibitive.
- Qatar Airways believe that every additional flight will be utilized at 100% from a cargo perspective and with that, we can forecast a 40% growth in tonnage carried to and from Australia compared to 2022 levels.
- WAFarmers believe “any move to restrict flights to Doha should be carefully scrutinised, as it will directly impact Australia’s, and in particular Western Australia’s, ability to move chilled lamb and beef into the growing Middle East and North African market”.

## 5.ADDITIONAL FLIGHTS BETWEEN QATAR AND AUSTRALIA

### 5.1 QATAR AIRWAYS REQUESTS TO ENHANCE THE CAPACITY TO OPERATE TO AUSTRALIA

In August 2022, the Qatar Civil Aviation Authority (QCAA) lodged an official request to increase the number of weekly flights operated between Qatar and Australia.

Since then Qatar Airways has also submitted papers and reports to the Department to obtain authorisations to increase flights.

These highlight that:

- under Qatar Airways’ ‘Travel with Confidence’ policy during the pandemic, Qatar Airways never stopped paying refunds to customers directly, or through their travel agents. Qatar Airways offered vouchers as an alternative to refunds but included a value bonus of 10% when issuing the voucher. Qatar Airways has paid \$ 610 million in refunds to Australian passengers;
- Qatar Airways’ commitment to net zero carbon emissions by 2050 and was the first airline in the Gulf and the Middle East to: join the ICAO Global Coalition for Sustainable Aviation; sign an international Sustainability Aviation Fuel (“SAF”) offtake agreement of neat SAF certified under the ICAO’s global recognised sustainability criteria and be certified under to the highest level of the IATA Environmental Assessment program (IEnvA);
- Qatar Airways has been recognised as the World’s Best Business Class for the tenth time, as well as World’s Best Business Class Lounge, World’s Best Business Class Lounge Dining and Best Airline in the Middle East.

### 5.2: WIDEPREAD SUPPORT FOR EXTRA FLIGHTS BETWEEN QATAR AND AUSTRALIA

During the consultation process of the State of Qatar’s request for additional flights, the Department engaged with various stakeholders, including airports, airlines, local governments, trade associations, etc. Throughout this process, Qatar Airways received several strong expressions of recognition and support from, among others:

 <p>Australian Government Australian Trade and Investment Commission</p>	The Australian Trade and Investment Commission
 <p>AUSTRALIA ARAB CHAMBER OF COMMERCE &amp; INDUSTRY غرفة التجارة والصناعة أستراليا - العربية</p>	The Australia Arab Chamber of Commerce and Industry
	Fletcher International Exports
 <p>SYD MELBOURNE AIRPORT BNE</p>	Sydney, Melbourne and Brisbane Airports
 <p>Deputy Premier Minister for State Development, Jobs and Trade; Tourism, Commerce, Science</p>	The Deputy Premier and Minister for Tourism for Western Australia
	The Victorian Government,

**Since the Australian Government refused the State of Qatar's request, a broad range of organisations and individuals have supported allowing more flights, including:**

- The Productivity Commission
- The Australian Competition and Consumer Commission, Ms Gina Cass-Gottlieb
- The Acting Queensland Premier, Mr. Steven Miles
- The Premier of South Australia, Mr. Peter Malinauskas,
- The Premier of Western Australia, Mr. Roger Cook
- The Premier of Victoria, Daniel Andrews
- The former head of the ACCC, Mr. Rod Sims:
- The National President of the Labor Party, Mr. Wayne Swan
- The CEO of Virgin Australia, Ms. Jayne Hrdlicka
- The CEO of WAFarmers, John Hassell
- The CEO of Flight Centre Australia, Mr. Graham Turner
- The CEO of Sydney Airport, Mr. Geoff Culbert
- The Chair of the Australian Chamber of Commerce and Industry, Mr. John Hart
- The CEO of Melbourne Airport, Ms. Lorie Argus
- The CEO of Adelaide Airport, Mr. Brendan Cox
- The former Managing Director of Tourism Australia, Mr. John O'Sullivan
- The CEO of Canberra Airport, Stephen Byron



## 6. QATAR AIRWAYS' OPERATIONS TO SECONDARY AIRPORTS IN AUSTRALIA

- Under the Qatar-Australia Air Services Agreement, the Regional Package grants Qatar only 7 weekly flights to any regional airport via or beyond an Australian main gateway.
- Before the COVID-19, Qatar Airways operated to Canberra, via Sydney, under the Regional Package program. We evaluated the commercial potential of this route as a whole (DOH-SYD-CBR-SYD-DOH), rather than focusing solely on the route segments. However, due to the small market size of Canberra, our ability to stimulate the traffic there was limited, and the route could only be maintained if linked to Sydney.
- After COVID-19, we applied to fly to Canberra via Melbourne on numerous occasions, but we were unable to operate as there were technical problems regarding the ground handling services at Canberra airport. At that time, we were already operating directly to Adelaide.
- In addition to the proposed Canberra via Melbourne operation, on 6 April 2022 we presented the Department with a possible flight between Brisbane and Gold Coast. However, we were informed that under the current Qatar-Australia aviation framework the traffic rights to operate that route were not available.
- That meant that, if Qatar Airways wanted to operate to Canberra or Gold Coast we would have to discontinue our flights linking Melbourne and Adelaide, as Qatar Airways is using its full entitlement of traffic rights under the Regional Package (**7 weekly**). On the contrary, the UAE carriers, can utilize up to **21 regional package flights**, but, they are currently using **zero flights** from the Regional Package, thereby not serving any secondary airport.
- We are committed to serving secondary airports under the “Regional Package”, and in August 2022 the QCAA requested **adding 7 flights to the main gateways via and beyond any secondary airports such as Canberra, Hobart, Cairns, etc.**

- We have analyzed the Australian traffic data available in the latest annual report (June 2021 to June 2022) provided by the Australian Bureau of Infrastructure and Transport Research Economics (BITRE) and we have noted that the international traffic demand from most secondary airports is minimal. In addition, the direction of traffic is highly concentrated in the neighboring Australian countries, such as New Zealand, Indonesia, Singapore and Timor-Leste, thus not on routes relevant to Qatar Airways.

	Annual		
	Inbound	Outbound	TOTAL
	<b>2022</b>		
<b>Adelaide</b>	63,765	67,761	<b>131,526</b>
<b>Avalon</b>	0	0	<b>0</b>
<b>Cairns</b>	8,452	10,765	<b>19,217</b>
<b>Canberra</b>	0	0	<b>0</b>
<b>Darwin</b>	24,087	23,696	<b>47,783</b>
<b>Gold Coast</b>	40,330	41,322	<b>81,652</b>
<b>Hobart</b>	833	886	<b>1,719</b>
<b>Norfolk Island</b>	75	79	<b>154</b>
<b>Sunshine Coast</b>	202	310	<b>512</b>

- As part of Qatar Airways' commitment to Australia, a further increase of our operations to other secondary airports remains under our constant analysis and review of the relevant market conditions.



---

## ATTACHMENT 2

# **Qatar Airways & Australia - On a flight path to the future**

**2018**

# QATAR & AUSTRALIA

AIRWAYS القطرية

---

ON A FLIGHT PATH TO THE FUTURE

---









## Table of contents

- p. 04 Qatar Airways in the Aeropolitical Relations of Qatar and Australia
- p. 07 Aviation is a key driver of broader economic prosperity between Qatar and Australia
- p. 09 A different perspective: plan ahead of demand
- p. 10 Challenges for both Qatar Airways and the Australian consumer
- p. 11 Qatar Airways, Qantas and the Australian consumer
- p. 12 Qatar Airways, Emirates and the Australian consumer
- p. 13 Qatar Airways, Etihad and the Australian consumer
- p. 14 The path to the future: Qatar Airways' long-term roadmap to Australia
- p. 15 Top 20 Qatar Airways relevant destinations from Australia
- p. 16 Qatar Airways and oneworld
- p. 18 Total value of the Australian air travel market
- p. 19 The Australian market from a revenue perspective
- p. 20 Qatar Airways as a key driver of Qatar-Australian economic growth
- p. 21 The value of travel
- p. 23 Who we are and where we come from
- p. 24 Qatar Airways: a truly international community
- p. 26 Qatar Airways at a glance: Going places together
- p. 28 Qatar Airways sees the world differently
- p. 30 Youngest fleet
- p. 32 Welcome on board
- p. 33 Best Business Class seat
- p. 35 More than a hub... a home
- p. 38 Extensive network
- p. 41 History of service: Melbourne
- p. 43 History of service: Perth
- p. 45 History of service: Sydney
- p. 47 History of service: Adelaide
- p. 49 History of service: Canberra
- p. 50 Australian exports are important to Qatar
- p. 53 The environmental impacts of aviation
- p. 54 Qatar Airways operates green
- p. 57 No borders, only horizons

## Qatar Airways in the Aeropolitical Relations of State of Qatar and Australia

The **State of Qatar** and **Australia** enjoy a mutually beneficial relationship, transposed in various industry sectors including air transport. Air services between the two countries provide the needed passenger and cargo connectivity to support this relationship. Although the current Air Services Agreement only dates back to the 15<sup>th</sup> of October 2003, air connectivity has been on a gradual increase reinforcing the strengthening of ties between our two countries.

Further to the **Air Service Agreement** in force, the two countries have signed four **Memoranda of Understanding** (2003, 2007, 2009, 2015) with the latest one signed during the worldwide forum of the **ICAO Air Services Negotiation Conference**, and two **Agreed Record of Discussions** (2006 and 2015).

### Qatar Airways available capacity to Australia is very limited...

**Qatar Airways is currently restricted to a total of 21 weekly frequencies** to any of the 4 main gateways of **Sydney, Melbourne, Brisbane** and **Perth**, with a cap of 7 services per week to each gateway. Due to these restrictions, Brisbane remains the only gateway in Australia we are unable to serve. Since April 2016 we have actively sought an enhancement of the Air Services Agreement in order to fulfil this aspiration.

As to other destinations other than the main gateways, the airline enjoys unrestricted frequencies. Qatar Airways is the only airline from the Gulf region providing direct flight access to two regional points in Australia, with our Adelaide and Canberra service.

“ Few airlines have taken up the opportunity to operate to regional airports. The Government appreciates that it is often not commercially viable [for] an airline to offer international services to regional areas.”

**Source:** Australian Government National Aviation Policy. White paper - 2009

### Aeropolitical analysis

The exercise of 5<sup>th</sup> freedom traffic rights favours the designated airlines of Australia because it enables them to operate any beyond points in the European Union and 5 points in Africa and the Middle East. In comparison, the only beyond point available for the designated airline of the State of Qatar is New Zealand.

The 5<sup>th</sup> freedom traffic rights also include any intermediate points in South and South East Asia, and points in the Middle East.

Qatar Airways is also allowed to engage in 3<sup>rd</sup> party codeshare operations subject to the services being notified to the Aeronautical Authorities of both States.

Freighter services are also permissible but subject to the mutual agreement of the respective Aeronautical Authorities.

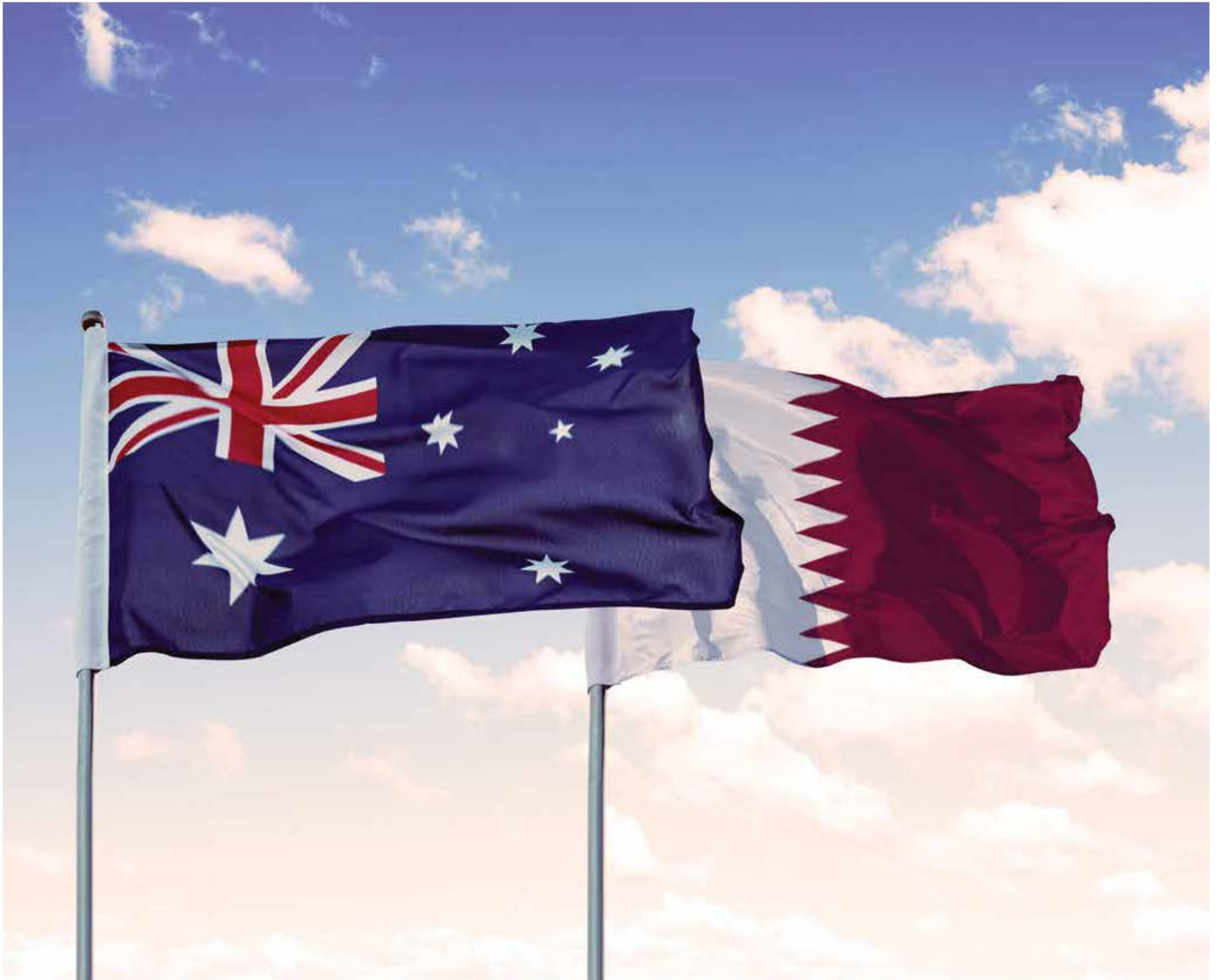
### Aeropolitical considerations

In negotiating Air Services Agreements, Australia seeks to enable its designated airlines to offer equivalent services to those offered by the designated airlines of other Contracting Parties.

Whereas Australia adopts a restrictive approach towards its 4 main gateways, it does grant unrestricted capacity and frequency (unlimited 3<sup>rd</sup> and 4<sup>th</sup> freedom traffic rights) for direct flights to/from its regional international gateways (Adelaide, Cairns, Darwin, Gold Coast and Canberra).

Moreover, Australia does grant additional capacity entitlements to the major gateways of Melbourne, Sydney, Perth and Brisbane where services operate via one of the regional international gateways of Adelaide, Cairns, Darwin, Gold Coast or Canberra, in at least one direction. On the positive side, these flights are not to be counted against the major gateway capacity available to the airline.











## Aviation is a key driver of broader economic prosperity between Qatar and Australia

5,500 Australians residing in Qatar (est. 2016)

---

14,000 Australians visited Qatar (est. 2014)

---

Australian export of services to Qatar was AUD170 million in 2016-2017

---

Australian merchandise exports to Qatar was AUD572 million in 2016-2017

---

Australian import of services from Qatar was AUD653 million in 2016-2017

---

Australian merchandise imports from Qatar was AUD375 million in 2016-2017

---

Australian goods and services trade with Qatar was AUD1.77 billion in 2016-2017

---

**Source:** Australian Government Department of Foreign Affairs and Trade  
Qatar Country Brief, December 2017



Australian Government

Department of Infrastructure and Regional Development

## Growth Potential for Foreign Airlines

### Existing bilateral markets

Markets served by a foreign airline with their own aircraft during the Northern Summer 2015 season

Market	Capacity limit <sup>1</sup>	In use <sup>2</sup>	Available	Growth potential	2017-18 forecast (TRA) <sup>3</sup>
PNG	3,520 seats	3,855 seats	520 seats	17%	N/A
Philippines	Majors: 8,300 seats <sup>5</sup> Others: Open	5,721 seats 0 seats	2,579 seats Unlimited	45% Unlimited	N/A
Qatar	Majors: 14 services Others: Open	14 services 0 services	0 services Unlimited	0% Unlimited	32% <sup>7</sup>
Samoa	1,000 seats	704 seats	296 seats	42%	N/A
Singapore	Open	47,870 seats	Unlimited	Unlimited	25%
Solomon Islands	Majors: 2,000 seats Others: Open	544 seats 0 services	1,456 seats Unlimited	268% Unlimited	N/A
South Africa	Majors: 21 services Others: Open	7 services 0 services	14 services Unlimited	200% Unlimited	23%
Taiwan	Majors: 6,000 seats Others: Open	2,960 seats 0 services	3,040 seats Unlimited	103% Unlimited	N/A
Thailand	Majors: 20,000 seats <sup>6</sup> Others: Open	14,397 seats 0 seats	5,603 seats Unlimited	39% Unlimited	16%
UAE	Majors: 154 services <sup>4</sup> Others: Open	116 services 7 services	38 services Unlimited	33% Unlimited	32% <sup>7</sup>
UK	Open	7 services	Unlimited	Unlimited	21%
USA	Open	41 services	Unlimited	Unlimited	17%





## A different perspective: plan ahead of demand

Qatar Airways growth potential in Australia, as per the existing bilateral markets register of the department of infrastructure and regional developments, is forecast at (0 percent) Zero growth.

**Qatar Airways is one of the fastest growing airlines in the world.**

The average annual growth rate since 2010 is 20 percent, and the airline has US\$70 billion worth of aircraft on order for delivery in the coming years.

The only place that Qatar Airways is not growing at this rate is in Australia, but it is not for lack of desire.

**We would like to offer a different perspective on the future.** Currently, the Australian Government's own forecast considers future demand to the Middle East will be served by UAE-based airlines only.

We believe **Qatar Airways offers more choice**, more unique destinations and more competition than any other airline.

“ In all cases the Australian Government will seek to ensure capacity available under our bilateral agreements remains ahead of demand so that airlines are free to make commercial decisions about the frequency and types of services they operate: such an approach provides airlines with regulatory certainty to enable them to commit for long-term growth plans in the Australian market. ”

Source: Australian Government National Aviation Policy. White paper - 2009

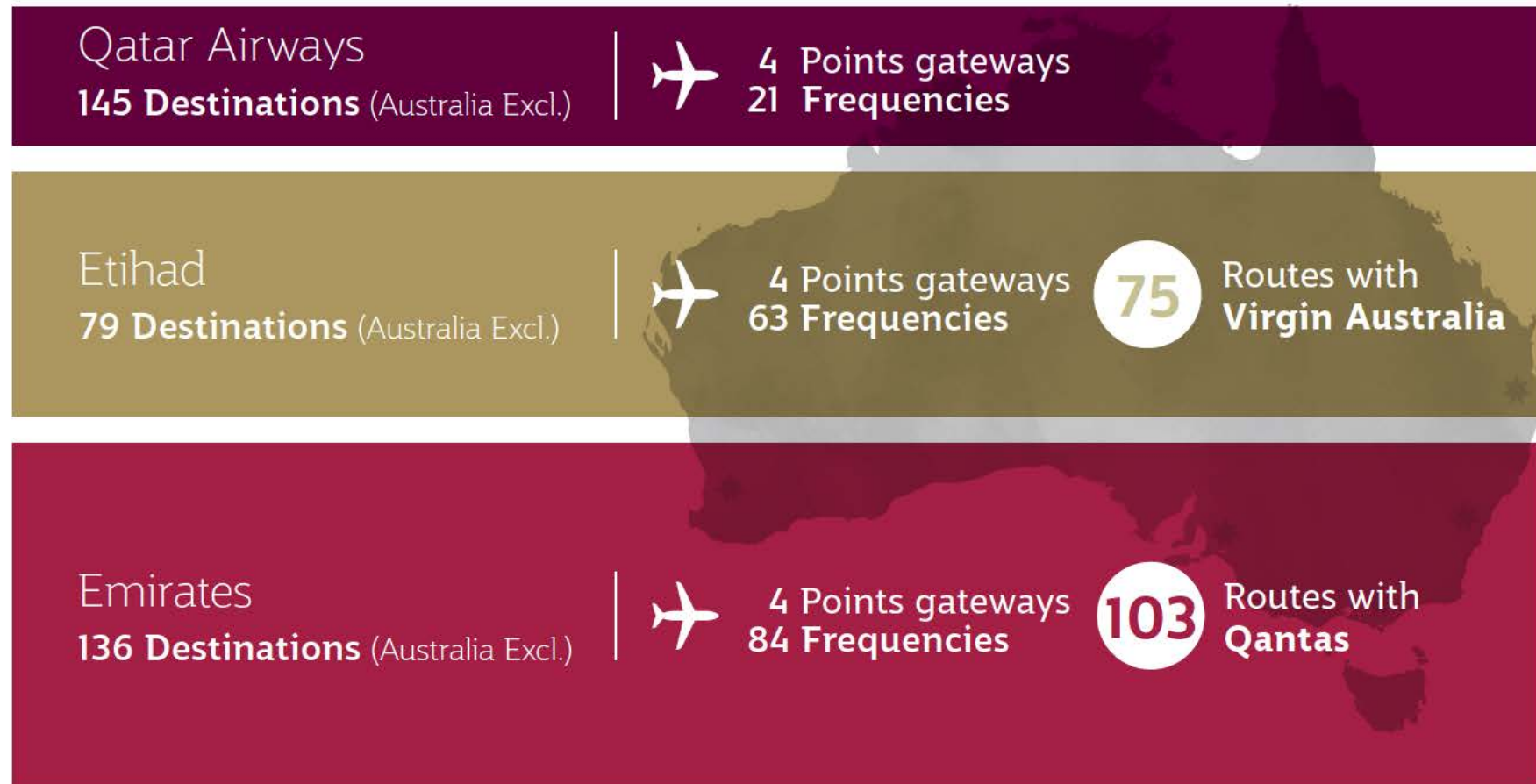
## Challenges for both Qatar Airways and the Australian consumer

Qatar Airways has earned the right to compete in Australia. The airline connects more people to more places than its competitors, with service that has been recognised around the world as best-in-class.

Qatar Airways is resourced for growth, with US\$70 billion committed to future aircraft deliveries, that can connect more people to Australia. This is more than an opinion, it is a position that is supported by independent analysis from CAPA\*:

“There is also the challenge that Australia’s only two main airline groups have formed extensive partnerships with Qatar’s two competitors, effectively blocking Qatar [Airways] from a substantial partnership”.

\*Source: CAPA - Centre for Aviation.



Source: IATA PaxIS SRS Analyser, January 2018.

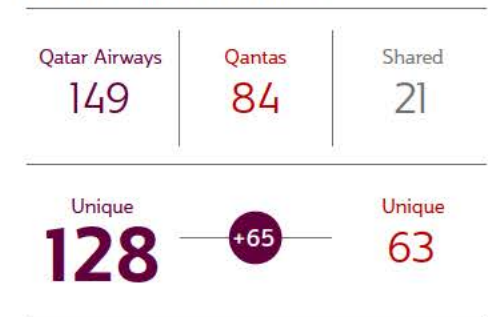
# Qatar Airways, Qantas and the Australian consumer

Qatar Airways and Qantas are both members of oneworld, the global airline alliance.

However, an analysis of both airlines' route networks reveals that Qatar Airways offers Australians a total of 149 destinations to Qantas' 84 destinations.

Qatar Airways offers a more extensive network to Australian consumers in all regions of the world except for the Far East region.

## Total network destinations



### North America destinations



### Europe destinations



### Middle East destinations



### Far East destinations



### South America destinations



### Africa destinations



### Gulf destinations



### Indian Subcontinent destinations



Source: SRS Analyser (Mar'18 Weekly Schedule; snapshot as of 15 Jan'18).



## Qatar Airways, Emirates and the Australian consumer

Gulf carriers have a geographical advantage in the global commercial aviation marketplace. Doha, Dubai and Abu Dhabi are all situated within six hours of 80 percent of the world's population, giving new life and purpose to the Middle East's traditional role as a trade capital and crossroads.

For Australians, this means easier access to the world, and robust competition for their customers.

Qatar Airways' and Emirates' route networks are comparable, but Qatar Airways edges out a slight advantage, offering Australian consumers a total of eight more unique destinations than Emirates.

Qatar Airways has a clear advantage in service to Europe, Middle East and Indian Subcontinent.

Due to the blockade, Qatar Airways previous advantage in the Gulf has been restricted.

### Total network destinations



#### North America destinations



#### Europe destinations



#### Middle East destinations



#### Far East destinations



#### South America destinations



#### Africa destinations



#### Gulf destinations



#### Indian Subcontinent destinations



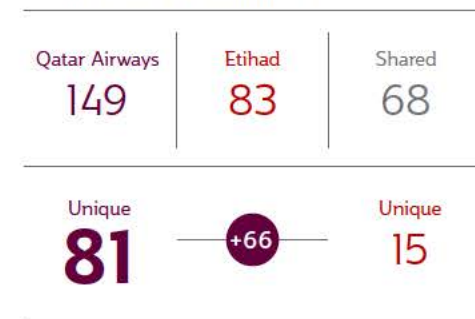
Source: SRS Analyser (Mar'18 Weekly Schedule; snapshot as of 15 Jan'18)

# Qatar Airways, Etihad and the Australian consumer

Qatar Airways offers Australians 149 destinations to Etihad's 83 destinations; of those both airlines serve 68 of the same points on the map.

Qatar Airways offers Australian consumers more destinations in every region other than the Gulf (due to the blockade) than Etihad.

## Total network destinations



### North America destinations



### Europe destinations



### Middle East destinations



### Far East destinations



### South America destinations



### Africa destinations



### Gulf destinations



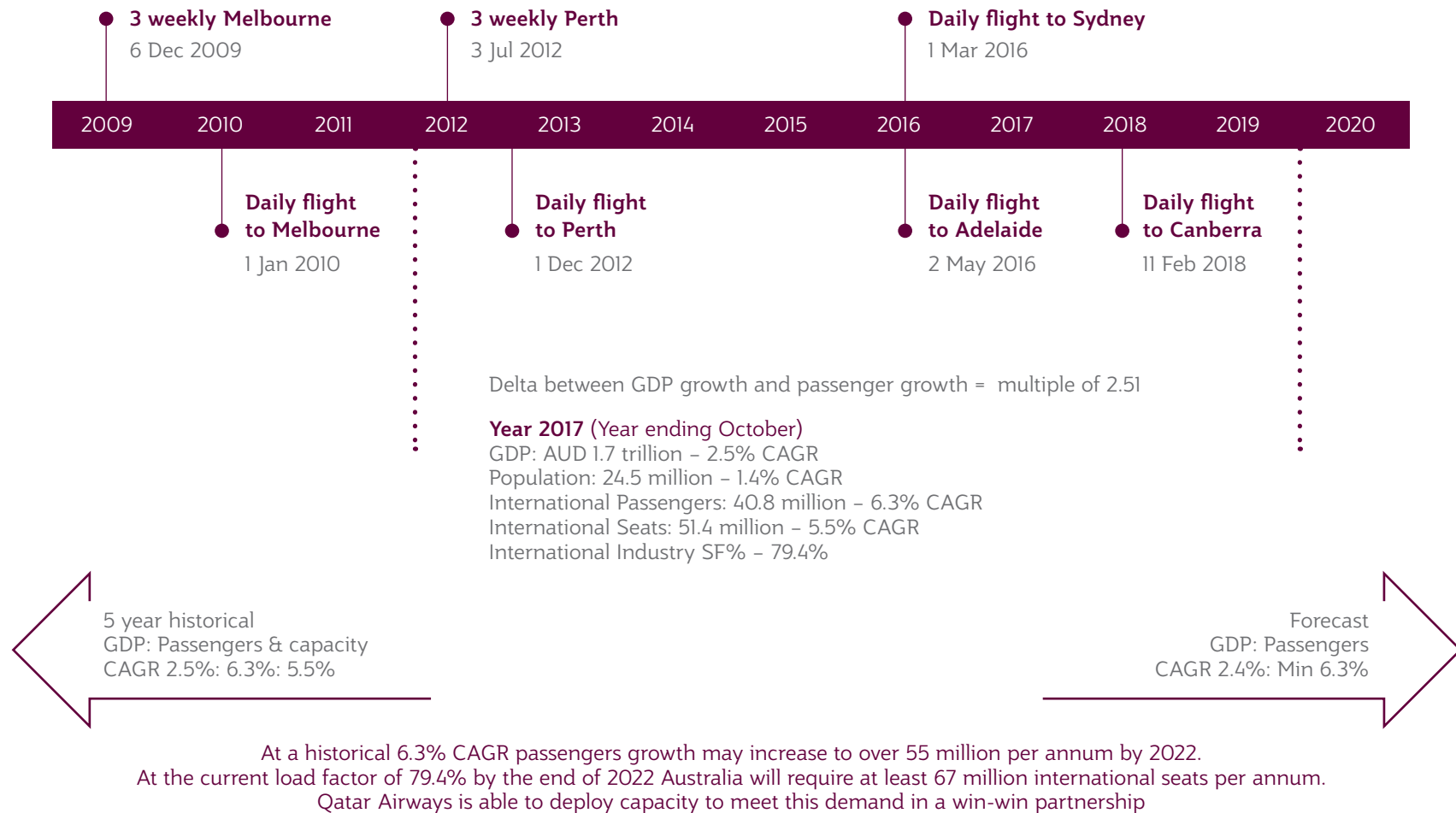
### Indian Subcontinent destinations



Source: SRS Analyser (Mar'18 Weekly Schedule; snapshot as of 15 Jan'18)

# The path to the future: Qatar Airways' long-term roadmap to Australia

“Capacity Growth to meet Market Demand”



Source: The Economist Intelligence Unit (EIU), Bureau of Infrastructure, Transport and Regional Economics (BITRE), Australia.



### Top 20 Qatar Airways relevant destinations from Australia

- London
- Paris
- Delhi
- Manchester
- Rome
- Dublin
- Amsterdam
- Johannesburg
- Frankfurt
- Athens
- Istanbul
- Zurich
- Milan
- Barcelona
- Mumbai
- Beirut
- Munich
- Copenhagen
- Birmingham
- Madrid

“The extra flights would be a boost for the tourism industry, and cater for growth in the Australia-Qatar and Australia-Europe routes.”

Warren Truss, Australian Deputy Prime Minister, September 2015

Source: IATA PaxIS (Dec '16-Nov '17)

## Qatar Airways and **oneworld**

With the strength of our **oneworld** partners, **Australia is well connected to North America, South America, Europe, the Far East and the Middle East** giving customers seamless connections and options on lounge access.

**Australians can enjoy the benefits of the oneworld network** and earn loyalty miles and loyalty status irrespective of the **oneworld** operating airline.







## Total value of the Australian air travel market: AUD27.4 billion

---

Domestic revenue value: AUD8.4 billion

31% of the total

Relevant revenue travel to cities served  
by Qatar Airways: AUD5.6 billion

20% of the total

Non-relevant international  
revenue: AUD13.4 billion

49% of the total

---





## The Australian market from a revenue perspective

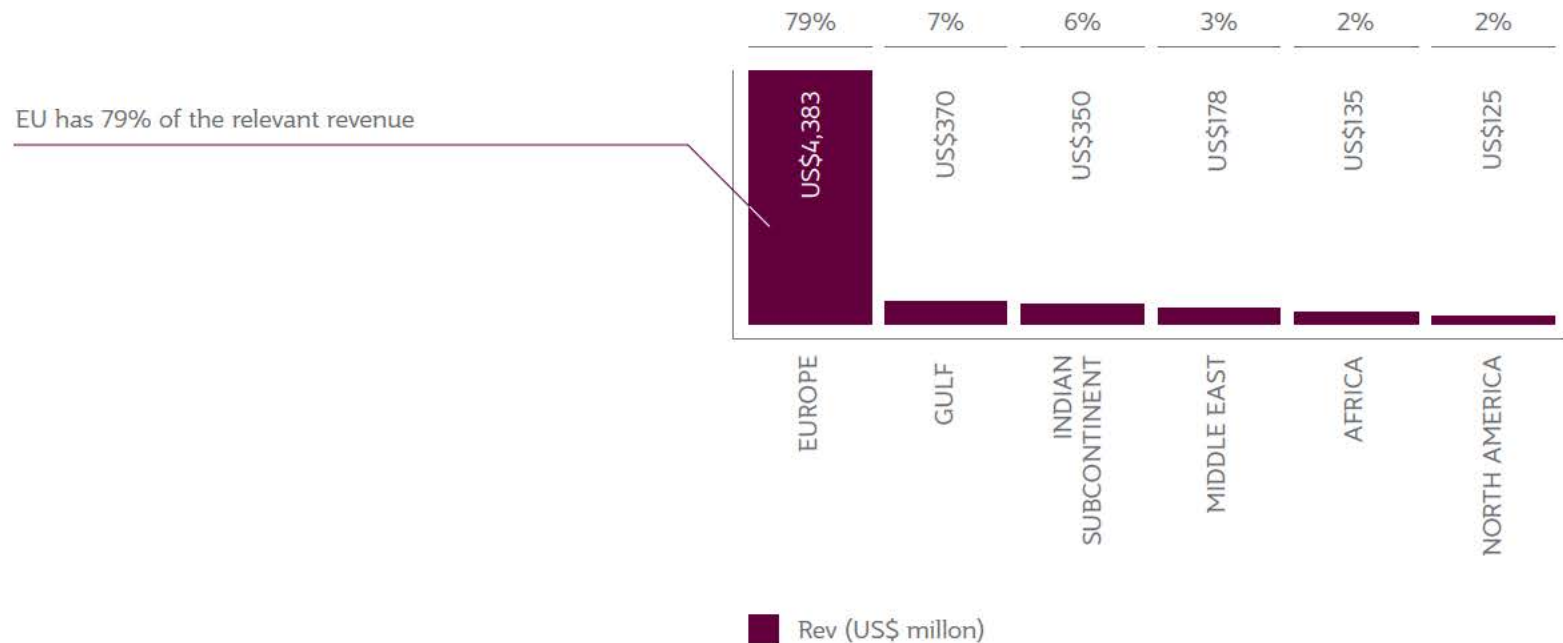
The Australian air travel market was valued at **AUD27.4 billion in 2017**. Of that, **20 percent is considered “relevant” to Qatar Airways**.

This represents the share of air travel to places Qatar Airways flies to. Of that 20% of the total market, which is valued at AUD5.6 billion, travels to Europe makes up 79 percent of that demand.

**Emirates has 24 percent of the market share of the relevant revenues, followed by Etihad at 13 percent and Qantas at 12 percent.**

Qatar Airways has 6 percent of the relevant revenue market share.

**Australian consumers will positively benefit from enhanced competition, by Qatar Airways expansion in the Australian market.**



Source: PaxIS (Dec 16-Nov 17)

## Qatar Airways as a key driver of Qatar-Australian economic growth

Every new Qatar Airways flight to Australia brings enormous value to the Australian economy.

In 2018, **Qatar Airways will increase its flights to 35 to Australia**, adding a daily service from Doha to Canberra via Sydney, becoming the only Gulf carrier to serve two regional points in Australia.

Qatar Airways is proud to bring the economic benefits of international air transport to regional centres in Australia.

**For every 14 additional Qatar Airways' flights, Australia can count on approximately AUD0.5 billion in tourist spend.**

For every 14 additional Qatar Airways' flights, opportunities for Australian companies to export their goods via belly-cargo also increases. Qatar Airways offers up to 15 tonnes of cargo per flight\*, competitively priced and with a global network of more than 150 destinations.

**Increasing passenger frequencies is essential to drive more belly-cargo capacity**, as detailed in *Estimated total belly-cargo export* chart by Austrade-Tourism Research Australia

“The Qatar deal would strengthen aviation links with the region, and support the Government's Tourism 2020 strategy by facilitating greater visitor numbers from the Gulf.”

**Richard Colbeck**,  
Australian Minister of Tourism and International Education,  
September 2015

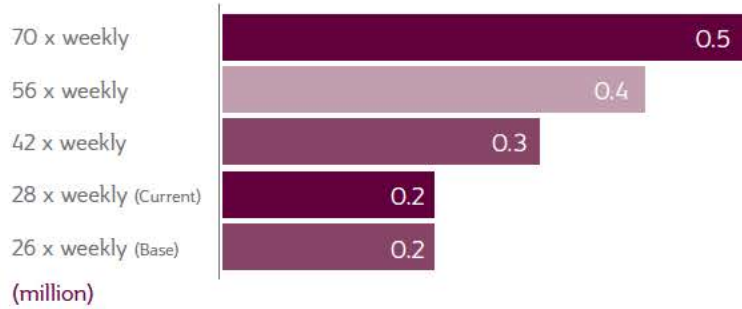
\*Source: Bureau of Infrastructure, Transport and Regional Economics, Australia.



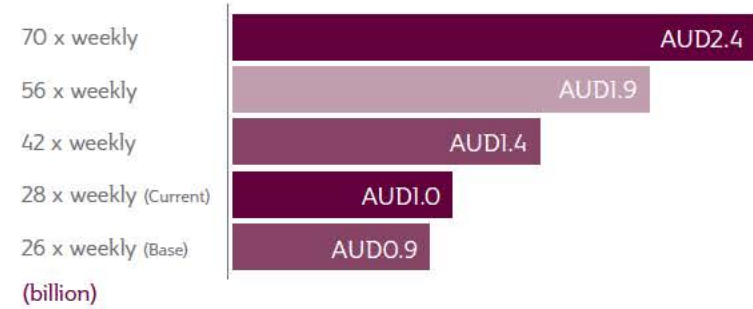


## The value of travel

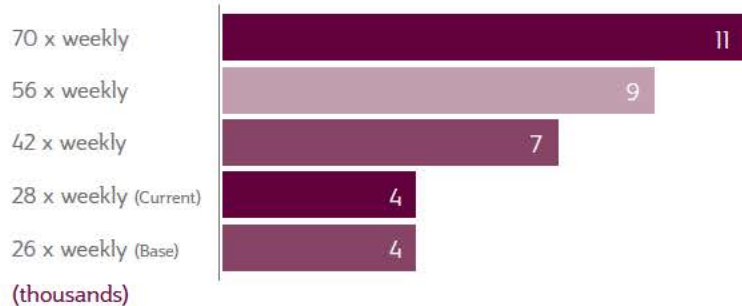
Estimate total international visitor arrivals



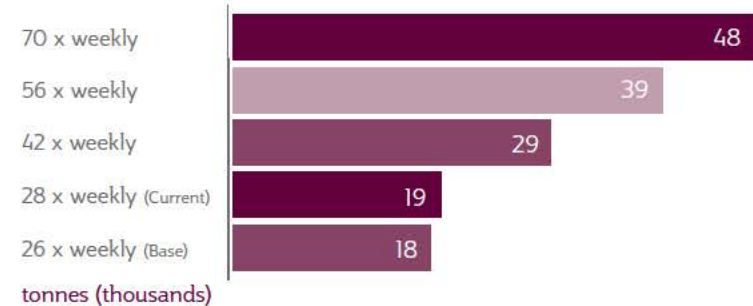
Estimate total international visitor tourism expenditure



Estimate total direct tourism employment contribution



Estimate total belly cargo export



### Aviation's economic footprint:

1. Five primary focus areas – Increase visitor arrivals, visitor tourism expenditure, tourism employment, cargo exports and exports jobs.
2. Short - long term scenarios for Qatar Airways - 28x, 42x, 56x and 70x weekly frequencies.
3. Average frequencies - 26x weekly passenger flights (Year Ending October 2017)
4. Current frequencies - 28x weekly passenger flights (Jan 18 snapshot)
5. Estimation is based on linear projection of international visitors, visitor spending, direct employment, cargo exports, seat and belly capacity.
6. International visitor arrival figures are based on estimated relevant MIDT share of inbound arrivals to Australia

Sources: Austrade and Tourism Research Australia (YE Sept '17), Bureau of Infrastructure, Transport and Regional Economics, Australia (YE Oct '17), World Trade Tourism Council (YE Dec '17).







## Who we are and where we come from

### Doha

The story of Doha is the story of progress.

This world-famous skyline did not exist 25 years ago. The modern State of Qatar is the triumph of a determination to create a modern economy, expand education, and create opportunities for its people.

The nation also looks outward; Doha has played host to a number of world sporting events from tennis to golf, and swimming to football, and will host the FIFA 2022 World Cup.

Its cultural heritage of hospitality, combined with the traditional role of crossroads trade, positions the nation for an unrivalled future.

## Qatar National Vision 2030

Charting economic and social progress in modern societies depends on a clear vision and a strategy about how to get there.

Qatar National Vision 2030 builds a bridge between the present and the future. It envisions a vibrant and prosperous country in which there is economic and social justice for all, and in which nature and man are in harmony. The National Vision aims at transforming Qatar into an advanced country by 2030, capable of sustaining its own development and providing for a high standard of living for all of its people for generations to come.

Qatar shares many Australian values, as evidenced in the National Vision's four key pillars: human development, social development, economic development, and environmental development. The State of Qatar was particularly pleased to join Australia as a signatory of the Paris Climate Agreement, recognizing a global responsibility to care for the environment.



## Qatar Airways: a truly international community

44,000

Employees

168

Nationalities

+160

Spoken languages

## A story of determination

Qatar Airways is one of the fastest growing airlines in the world, capitalising on its proven track record to deliver world-class service at competitive fares.

Qatar Airways was named **Airline of the Year** in 2011, 2012, 2015 and 2017, and continues to make the strategic decisions necessary to remain the World's Best Airline. Continued investment in the fleet, in staff, and refining the on-board experience will ensure Qatar Airways remains the first choice of all travellers.

The airline makes the most of its natural assets, primarily its location in the Middle East, where 80% of the world's population is within a 6-hour flight.







## Qatar Airways at a glance: Going places together

A multiple award-winning airline, Qatar Airways was recently named Airline of the Year by the 2017 Skytrax World Airline Awards.

### Global Network



**430**  
Flights

Operated on average each day



**150+**  
Destinations



**75**  
Nations



**6**  
Continents



**32+**  
Million

Passengers per year (2017)



**1.15**  
Million

Tonnes of cargo  
per year (2017)



**90.5%**

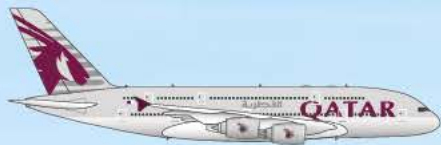
On-time Departure



Modern fleet

**203** Passenger and  
Cargo Aircraft

including



**8** Airbus A380



**19** Airbus A350



**30** Boeing 787-8  
Dreamliner

Internationally Recognized Industry Leader



Best Airline in the Middle East

World's Best Business Class

World's Best First Class Airline Lounge

## Qatar Airways sees the world differently

We believe in the old African saying,

“If you want to go fast, go alone.  
If you want to go far, go together.”

We believe in the power of travel to transform how we see the world. To us, it is not about merely getting people from point A to point B, it is about enjoying the journey as much as the destination.

## A commitment to excellence

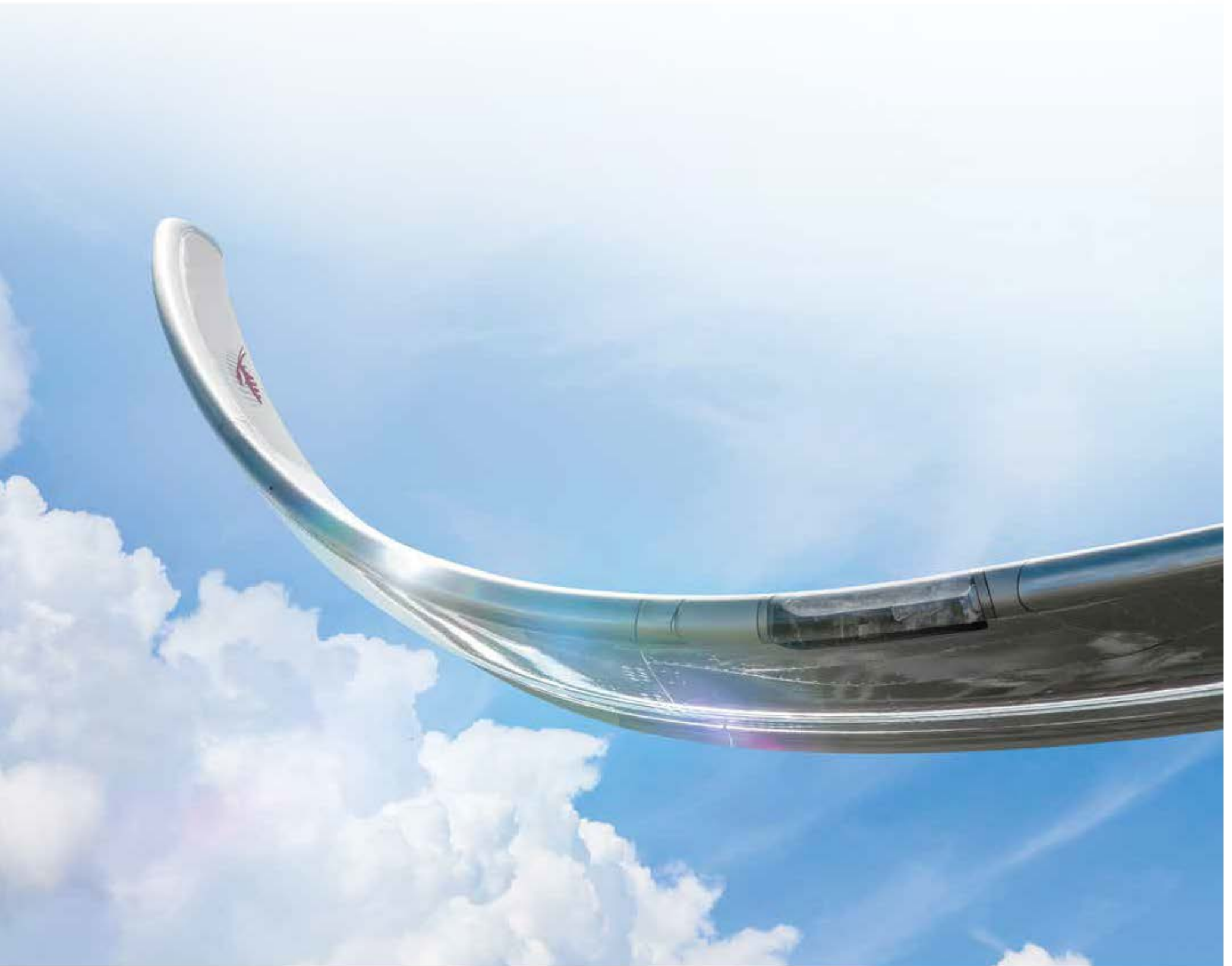
At Qatar Airways, we strive for excellence in everything we do. It is our attention to detail and unparalleled level of service that has made us who we are today.

Home to one of the most innovative and modern fleets in the world, our spacious and comfortable seating, delectable cuisine and extensive entertainment options make flying with us a truly remarkable experience.

Beyond this, our commitment to excellence has positioned Qatar Airways as an industry leader in environmental sustainability, aviation safety and security, and corporate social responsibility.







## Youngest fleet

Qatar Airways operates a mixed fleet of Airbus and Boeing aircraft including both wide and narrow body types, giving the airline the flexibility it needs to serve its growing network of regional and global destinations. With one of the youngest fleets in commercial aviation—the average aircraft age is approximately five year—Qatar Airways offers passengers one of the most technologically advanced on-board experiences.

More than US\$70 billion worth of aircraft are on order, demonstrating the confidence Qatar Airways has in its growth plan.



Global air passenger traffic  
**3.8 billion** in 2016

## Stewards of the environment

Innovation and environmental sustainability are inherent to our fleet. Aircraft types within Qatar Airways' existing fleet and on order are estimated by Airbus and Boeing to be 20-25 per cent more fuel efficient than equivalent previous generation aircraft.

Qatar Airways' fleet incorporates the most technologically advanced and fuel efficient engine designs and features. This includes, for example, aerodynamic designs and new combustion and cooling technology to increase engine efficiency and lower fuel consumption and CO2 emissions.



Global air passenger traffic will increase up to  
**7.2 billion** in 2035



**30 + 10**  
Boeing 787-9s Boeing 777-300ERs  
ordered in 2016



Auckland > Doha  
**17.5 hrs**  
the longest commercial flight in the world





Qatar Airways Airbus A350, the most technologically advanced commercial passenger aircraft in the skies



## Welcome on board

Over the past 20 years, Qatar Airways has been able to sustain its position as one of the fastest growing airlines in the world because we have proven our commitment to delivering a superior passenger experience. At Qatar Airways, we want your flight to be as delightful as your destination.

On board, you can look forward to Oryx One entertainment – offering up to 3,000 entertainment options from the latest blockbuster movies, TV box sets, music, games and much more. You will never be without something to watch.

For families, we offer a range of services on board, including bassinets, children's activity kits, and special children's meals.



## Best Business Class seat

Qatar Airways has been recognized time and again for offering the Best Business Class experience. Our attention to detail ensures the journey will be productive, restful, or entertaining – it is completely up to you.

Our premium service philosophy is that we want our passengers to create their own experience. Dining-on-demand, as you do in a restaurant, with restaurant-quality menus to choose from; entertainment-on-demand, with the most varied selection of any airline; and now, our passengers can create their own cabin-within-a-cabin.

## A new way to fly

Qsuite, patented by Qatar Airways, features the industry's first-ever double bed available in Business Class, with privacy panels that stow away, allowing passengers in adjoining seats to create their own private room. Adjustable panels and movable TV monitors on the centre four seats allow colleagues, friends or families travelling together to transform their space into a private suite, allowing them to work, dine and socialize together. These new features provide the ultimate customizable travel experience that enables passengers to create an environment that suits their own unique needs.









## More than a hub... a home

Our advantageous position is further maximised by **Hamad International Airport (HIA)**, the global hub of the future, where every decision has been made to increase passenger comfort and operational efficiency.

In January 2017, HIA was awarded a Five-Star Airport rating by Skytrax, becoming the first ever Middle Eastern airport to achieve this honour. The airport was also ranked by Skytrax as the “Sixth Best Airport in the World” at the 2017 World Airport Awards, moving up four places from the previous year, and received the Best Airport in the Middle East title for the third consecutive year.

### Hamad International Airport key facts

- Built to serve 30 million passengers annually, with an expansion plan to accommodate up to 50 million.
- The first airport designed specifically for A380 operations.
- Dual runway operations, with the western runway, at 4,850 metres, the eighth longest in the world.
- More than 60 percent of the airport is built on reclaimed land from the Arabian Gulf.
- A state-of-the-art baggage system that can handle 19,500 bags an hour.







From Australia  
to the world



## Extensive network

The world knows that Australians love to travel. And not just weekend jaunts. Australians embrace the spirit of travel and take months-long journeys.



54%

of Australians have passports.



22%

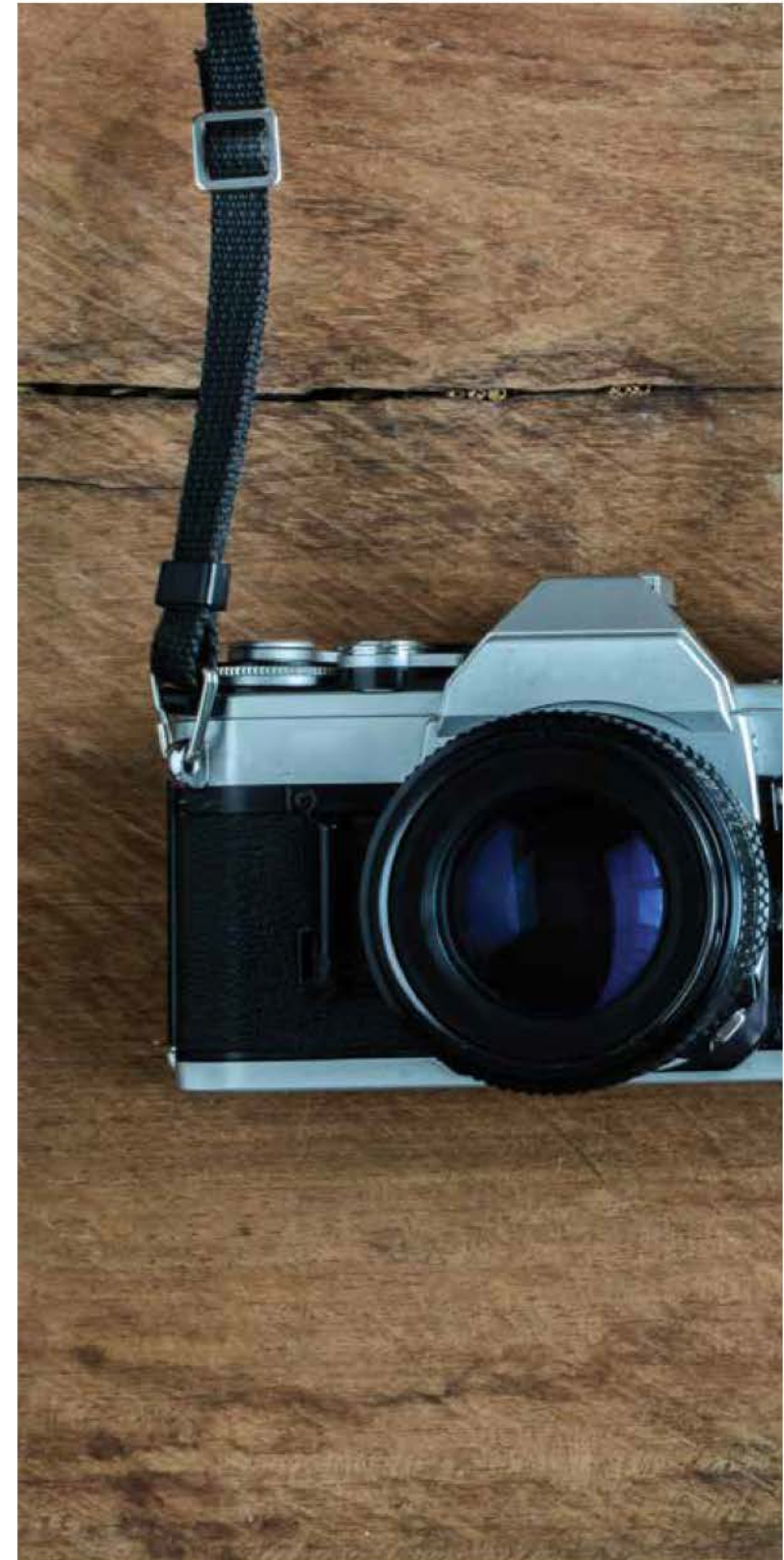
of all Australians travel more than 30 days in a year.



16%

of all Australians have travelled to Europe, Africa and the Middle East.

Qatar Airways offers Australians an **extensive global route network**, bringing much-needed competition to the marketplace, ensuring fares remain market-driven and service remains world-class.









Qatar Airways offers daily flights between Doha and Melbourne

---

Average flight time from Doha to Melbourne: 13 hours, 30 minutes

---

Average flight time from Melbourne to Doha: 14 hours, 20 minutes

---

Route upgauged from Boeing 777-300ER to Airbus A380 on 30 June 2017



Melbourne



## History of service: Melbourne

December 2009

Qatar Airways celebrates the inaugural service to Melbourne.

“We are entering the Australian market at a time of continued growth for an airline despite the current economic climate when many airlines worldwide are consolidating and retrenching. Our strategy is long-term, maintaining our expansion plans to meet demand and this will remain unaffected despite the events around us.”

*Qatar Airways Group Chief Executive,*  
His Excellency Mr. Akbar Al Baker





Qatar Airways offers daily flights between Doha and Perth

---

Average flight time from Doha to Perth: 10 hours, 55 minutes

---

Average flight time from Perth to Doha: 11 hours, 10 minutes

---

Route to be upgauged from Boeing 777-300ER to Airbus A380 on 1 May 2018



Perth





## History of service: **Perth**

July 2012

**Qatar Airways celebrates its second destination in Australia.**

In a truly win-win partnership, Qatar Airways invested AUD1.2 million in a promotional tourism campaign with Tourism Western Australia with the launch of service to Perth.



Qatar Airways offers daily flights between Doha and Sydney

---

Average flight time from Doha to Sydney: 13 hours, 55 minutes

---

Average flight time from Sydney to Doha: 14 hours, 35 minutes

---

Route upgauged from Boeing 777-300ER to Airbus A380 on 15 September 2016



Sydney





## History of service: **Sydney**

March 2016

Qatar Airways started serving Sydney in 2016, making global connections easier and faster for Australians, whose world-famous travel habits are well known.



“Australia needs to allocate more air access to Qatar so that Qatar Airways can help boost the local tourism industry with flights from Doha to Sydney.”

Andrew Robb, Australian Minister for Trade and Investment

The Sydney Morning Herald, 19 February 2015

Qatar Airways offers daily flights between Doha and Adelaide

---

Average flight time from Doha to Adelaide: 12 hours, 55 minutes

---

Average flight time from Adelaide to Doha: 13 hours, 45 minutes

---

Route operated with Airbus A350-900



Adelaide





## History of service: **Adelaide**

May 2016

2016 – a banner year for Qatar Airways and Australia.

With the addition of non-stop service between Doha and Adelaide in May 2016, Qatar Airways doubled its service to Australia year-over-year.



“The flights [to Adelaide] will lead to an increase in the visitor economy - We estimate it'll bring AUD41 million [and] an extra 228 jobs to South Australia at a time when our economy is diversifying.”

Leon Bignell, South Australian Tourism Minister  
June 2016



Qatar Airways' A350 XWB are powered by Rolls Royce Trent XWB engines, the quietest, most fuel-efficient and cleanest (in terms of emissions) engines in their class. Combined, the airframe and engine efficiencies make the A350 one of the world's most environmentally-friendly powered aircraft.

Qatar Airways offers daily flights between Doha and Canberra

---

Average flight time from Doha to Canberra: 14 hours, 40 minutes

---

Average flight time from Canberra to Doha: 15 hours, 50 minutes

---

Route operated with Boeing 777-300ER



Canberra





## History of service: **Canberra**

February 2018

Qatar Airways is the only carrier from the Gulf region providing direct flight access to two regional points in Australia, with our Adelaide and Canberra service.



“We have had a long-held dream that we could connect Canberra with the rest of the world. The beginning of the Qatar Airways service in February provides seamless access to the major international hub of Doha, and a stepping off point for the Middle East, Europe and points beyond.”

**Stephen Byron**, Managing Director Canberra Airport  
July 2017



## Australian exports are important to Qatar

Air cargo represents over 20 percent of the value of Australia's international trade and the Australian Government considers it is important to ensure the regulatory framework is supportive of the markets revival and ongoing viability.

Australia is the main supplier of fresh meat to Qatar, with 370 tonnes of fresh meat imported weekly, from primarily Melbourne and Perth and several other gateways, and **Qatar Airways is the key air transport supplier between Qatar and Australia.**

**290 tonnes of fresh meat is transported weekly in the belly space of direct passenger flights to Doha.**

Specifically, Qatar imports meat from Australia from HASSAD FOOD, a Qatari developer in the agriculture and livestock sector.

HASSAD FOOD Australia owns and operates 290,000 hectares of land that produces 179,000 tonnes of grains and 250,000 head of sheep on a yearly basis and relies on Qatar Airways to export its fresh meat products from Australia to Qatar and the world.

Fresh meat shipment is a perishable cargo with rigorous health and safety regulations and must be delivered to the destined market within 72 hours, on a daily basis.

This justifies the urgent need for increased passenger frequencies to carry cargo in the belly.

## Qatar Airways Cargo is the 3<sup>rd</sup> largest cargo carrier... but still not in Australia

By 2015, **Qatar Airways Cargo** had grown to be the world's third largest air cargo operator. Currently, Qatar Airways Cargo operates 59 freighter destinations (of which 10 are exclusive freighter destinations) in addition to the airline's passenger network.

Qatar Airways Cargo has made substantial investment in its Doha hub with superior facilities and skilled personnel to ensure expert handling over a wide variety of product categories, including express products, live animals, dangerous goods, valuables, vulnerable goods, automobiles, perishables, oversized cargo, pharmaceuticals and temperature-sensitive goods.

At the forefront of global cargo innovations is the new cargo facility at **Hamad International Airport**. One of the most sophisticated cargo terminals in the industry, it is a platform for the expanding global freight business, **enabling Qatar Airways Cargo to provide unified and efficient services to customers and cargo carriers around the world.**













## The environmental impacts of aviation

### The Australian approach

#### **(Responsible approach of managing the environmental impacts of aviation)**

The Australian Government is working to improve aviation's environmental performance.

As part of the Government's broader response to the issue of climate change, Australia has ratified the Kyoto Protocol and has proposed a Carbon Pollution Reduction Scheme which includes domestic aviation to meet carbon dioxide reduction targets.

#### The Government will:

- Continue to work through the International Civil Aviation Organisation to establish a framework for the treatment of international aviation emissions that can reduce emissions without unfairly disadvantaging Australia's international airlines.
- Pursue a range of measures to manage aircraft noise.
- Strengthen Airservices Australia's approach to managing noise complaints and distributing noise information through the establishment of a noise information and complaints ombudsman.

Through these measures, as well as better coordination of planning on and around airports, and more effective community engagement, the Government will work with the aviation industry and local communities to better deal with the impacts of aircraft.

**Qatar Airways' as a responsible operator, complies with local airport operational restrictions and noise abatement procedures, such as noise track-keeping and continuous descent approach wherever practical.**

Source: Australian Government National Aviation Policy. White paper - 2009



## Qatar Airways operates green

At Qatar Airways, we believe in our responsibility to care for the environment. Our ambition is to demonstrate environmental leadership through our global airline operations. We aim to: achieve lower greenhouse gas emissions and work with our industry to agree on CO2 emission limits to help tackle climate change.

We reduce, re-use and recycle waste; manage noise and control emissions; and reduce our impact on the local environment wherever we operate.

We prevent pollution and continually improve our environmental performance which involves always complying with environmental legislation and local airport requirements.

Qatar Airways is continually improving how we manage our impact on the environment and actively participates in aviation's approach to tackling climate change.

This investment in sustainability underpins our broader commitment to the environment and, along with our operational performance management programmes, enables us to comply with local noise restrictions in every destination we fly.

Qatar Airways supports the International Civil Aviation Organization's new CO2 emissions standard for commercial aircraft, which will come into force from 2020 and will require that CO2 emissions from new aircraft meet a minimum baseline. From 2023 this will also apply to existing aircraft designs still in manufacture at that date.

Our modern aircraft also align with the ambitions of the Advisory Council for Aviation Research and Innovation in Europe (ACARE), adopting guidance from those involved in creating technological solutions to noise and the perception of noise.

### Sustainability in 2016-17



14%

More passenger flights



10

New global routes



2.5%

More carbon efficient in 2017



21,047

Tonnes of fuel saved (2016-2017)

CO<sub>2</sub>

11.9%

Improvement in carbon efficiency per passenger













## No borders, only horizons

On June 5, 2017 Qatar Airways ceased being just a commercial carrier and overnight became the only humanitarian bridge connecting the State of Qatar to the world.

Qatar's only land bridge and lifeline was shut down without warning leaving over 3 million residents, including 5,500 Australian expats, without access to new shipments of food, medicines, and other critical supplies. Qatar Airways quickly mobilized to provide the humanitarian care required of its international residents while continuing to deliver our 5-star customer service, of which we are renowned.

The air, sea and land blockade imposed on Qatar by Saudi Arabia, Bahrain, United Arab Emirates and Egypt has underscored Qatar Airways' essential purpose as an airline – bringing people together and connecting the world.

**As an airline, we don't believe in boundaries. We believe in bringing people together. The world's better that way.**

**We believe it is a right of all of us to go where we need to go, to feel the things we want to feel, to see the people we want to see.**

**That's why we'll continue to fly the skies, providing our passengers with everything we can and treating everyone how they deserve to be treated.**

**We do this because we know that travel goes beyond borders and prejudice.**

**That travel teaches compassion.**

**That travel is a necessity.**

**That travel is a right for all.**

**There should be no borders in the sky, only horizons.**







This is a limited circulation document specifically designed for Australian Government decision makers in relation to Qatar Airways access to the Australian market.

No part of this document may be disclosed in any manner to a third party without the prior written consent of Qatar Airways.

All information within is correct at the time of going to press.



---

## ATTACHMENT 3

# **Qatar Airways & Australia - Navigating the Global COVID-19 Pandemic Together**

**2020**



---

## QATAR AIRWAYS - AUSTRALIA

---

NAVIGATING THE GLOBAL COVID-19 PANDEMIC TOGETHER





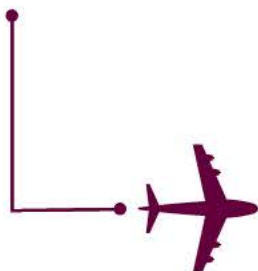
# Table of Contents

- p. 3 — **Qatar Airways and Australia**
- p. 4 — **Repatriations to Australia in numbers**
- p. 5 — **Dedicated charter flights for Australian embassies and consulates around the world**
- p. 6 — **Cargo import / export during the COVID-19 crisis**
- p. 7 — **Qatar Airways' commitment to help bring Australians home from abroad**
- p. 8 — **Enhanced safety precautions**
- p. 9 — **Hamad International Airport preventive measures**
- p. 10 — **Qatar Airways committed to its responsibility for the environment**
- p. 11 — **Industry-leading flexibility for our customers**
- p. 12 — **Aviation relations between Australia and the State of Qatar**
- p. 13 — **Qatar Airways operations under governmental COVID-19 restrictions**
- p. 14 — **The way forward for Qatar Airways & Australia to resolve urgent needs**



## Qatar Airways and **Australia**

The State of Qatar enjoys a mutually beneficial relationship with the Commonwealth of Australia, with air transport providing an essential link for broader economic prosperity for both partners through enhanced trade and tourism. Qatar Airways celebrated its inaugural flight to Australia when it first landed in Melbourne in December 2009.



In the decade that followed, Qatar Airways added regular passenger services to Perth, Sydney, Adelaide and Canberra.

### **COVID-19 impact on airlines and nations**

The COVID-19 pandemic created unprecedented circumstances for nations around the world. During March 2020, many national governments placed temporary restrictions at their international borders to control the spread of the virus. This forced airlines to suspend or dramatically reduce operations, resulting in very challenging situations for millions of travellers attempting to return to their home countries.

With much of the aviation industry immobilised, Qatar Airways was able to quickly respond to the immediate needs of its customers through its robust network and by working with governments and private companies to operate charter flights and additional scheduled services.



Since the beginning of the COVID-19 crisis, more passengers have chosen to fly with Qatar Airways than any other airline:

 **4.4 million passengers**

While many airlines suspended operations during this crisis, Qatar Airways maintained a core network of at least 34 destinations at the peak of the travel restrictions.

 **09 Dedicated charters for Australia**

Qatar Airways worked closely with Australian Embassies around the world to help bring Australians home from abroad.



## Repatriations to Australia in **numbers**

### Scheduled flights

During the COVID-19 pandemic, the State of Qatar maintained its international airport open for transiting passengers, enabling Qatar Airways to maintain a robust passenger network of 34 international destinations.

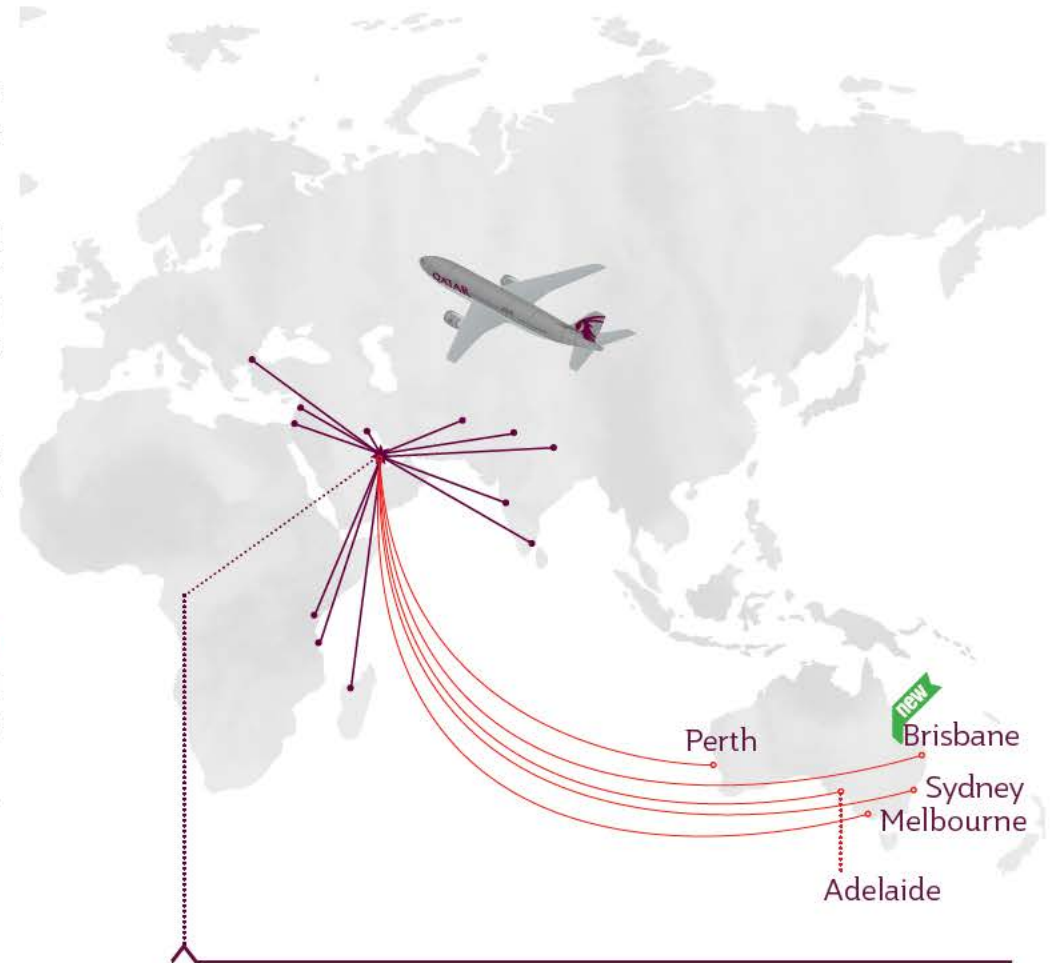
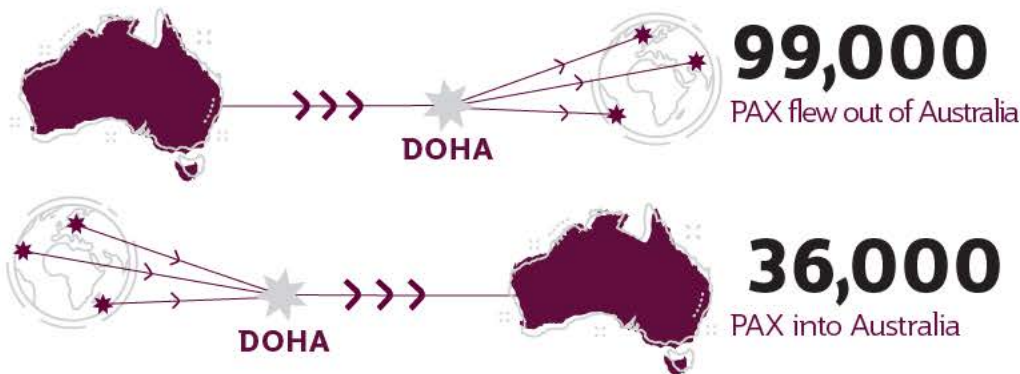
When other airlines suspended services, leaving Australians stranded around the world, Qatar Airways added an extra 48,000 seats to its passenger services to Australia to help stranded passengers get home, continuing with regular scheduled services to Melbourne, Perth and Sydney, as well as introducing a new service to Brisbane to meet demand.

During the period between 15 March 2020 and 31 July 2020, Qatar Airways carried over 36,000 passengers into Australia via its scheduled services. A further 99,000 passengers flew out of Australia with Qatar Airways.



\* Based on Australian Department of Infrastructure, Transport, Regional Development and Communications statistics: [www.bitre.gov.au/statistics/aviation/international](http://www.bitre.gov.au/statistics/aviation/international)

### Passenger traffic 15 March - 31 July 2020



“Qatar is playing a very important role as a global aviation hub, both ensuring people can return home and by carrying critical medical supplies and food.

**Mr Jonathan Muir**  
Australian Ambassador to Qatar





## Dedicated charter flights for Australian embassies and consulates around the world

From 14 April 2020, Qatar Airways began to fly special repatriation flights, directly coordinated with Australian Embassies in Afghanistan, India, Jordan, Kuwait, Lebanon and Turkey, to connect with scheduled services to Australia from our hub in Doha.

A total of nine charter flights, carrying 1,093 passengers to connect with services to Australia were operated between 14 April and 07 May 2020.

### Dedicated Charters

Delhi	254
Chennai	231
Beirut	224
Mumbai	158
Istanbul	119
Kolkata	65
Amman	18
Kuwait	16
Kabul	08

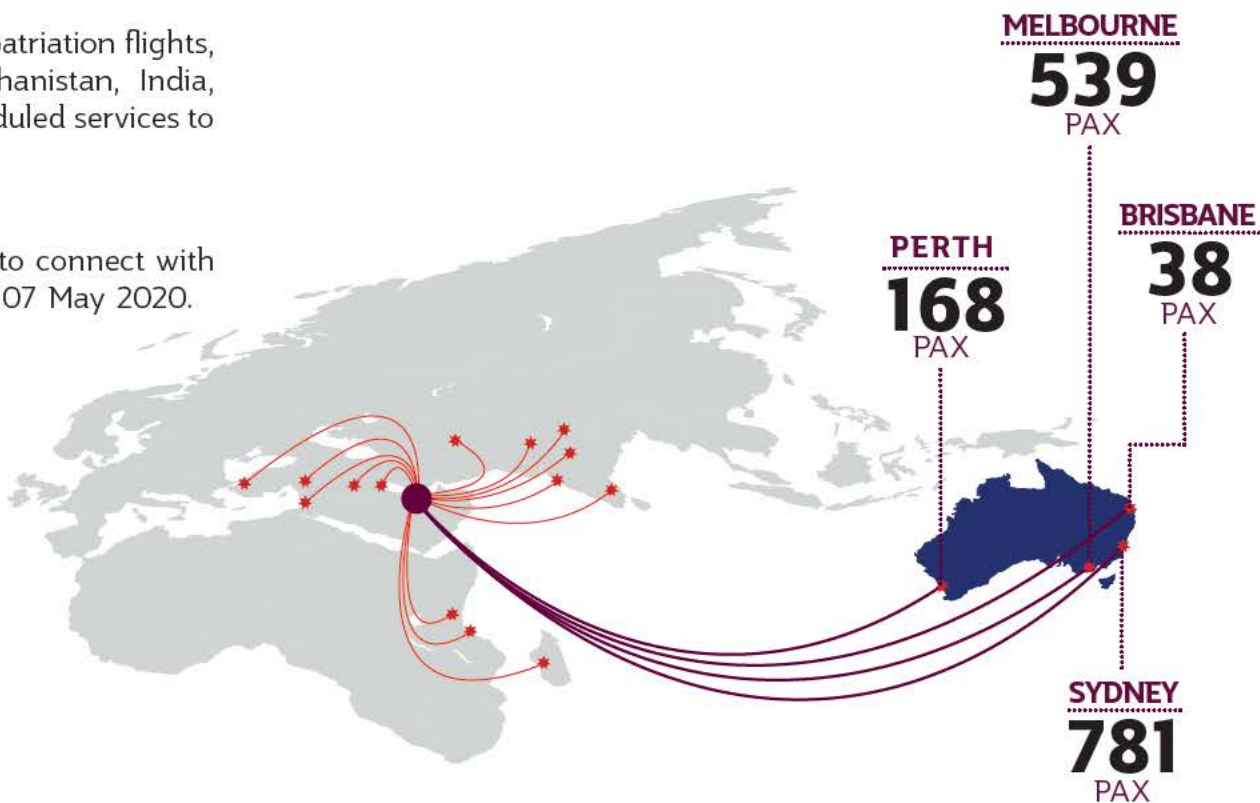
### Others Charters

Beirut	115
Kathmandu	111
Baghdad	78
Nairobi	64
Madagascar	30
Erbil	23
Dar El Salaam	12

**1,093 PAX**

Qatar Airways worked closely with Australian Embassies around the world to help bring Australians home from abroad.

**433 PAX**



**9+**  
Charter flights

**15**  
Destination

**TOTAL PAX**  
**1526**

In addition to these dedicated charters, Qatar Airways helped over 400 passengers travel to Australia via flights chartered by other countries from Iraq, Kenya, Lebanon, Madagascar, Nepal and Tanzania.

## Cargo import / export during the COVID-19 crisis

During the period between 15 March 2020 and 24 August 2020 Qatar Airways carried a total of 27,094 tonnes of cargo to and from Australian stations on its dedicated cargo and passenger services, including essential medical supplies.

**27,094**  
tonnes of cargo



	Cargo movement in tonnes				
	Adelaide	Brisbane	Melbourne	Perth	Sydney
Import	89	793	5,700	2,737	3,034
Export	123	595	6,661	4,599	2,763
<b>Total</b>	<b>212</b>	<b>1,388</b>	<b>12,361</b>	<b>7,336</b>	<b>5,797</b>



### International Freight Assistance Mechanism



Qatar Airways has partnered with the Government of Australia through the International Freight Assistance Mechanism (IFAM).

The IFAM is an initiative by the Australian Government to help restore critical global supply chains for high-value Australian agricultural and fisheries producers, that have been heavily impacted by COVID-19 containment measures around the world. Through this initiative, the Australian Government is partially offsetting the cost of airfreight by reducing airfreight and freight forwarding costs for exporters and ensuring businesses and exporters in the country can swiftly transport their produce on flights to international customers.

Qatar Airways offers a combined cargo capacity of over 570 tonnes each way. Through IFAM's mechanism, Qatar Airways Cargo transports Australian exports like seafood, meat, dairy and horticulture, such as premium fruits, packaged salads and vegetables. On the import side, Qatar Airways flights bring in medicines, medical supplies and equipment to support Australia's fight against COVID-19.



# Qatar Airways' commitment to help bring Australians home from abroad



**Jonathan Gilbert** @AusAmbKuwait · Apr 14  
✈️ Australian Embassy staff happy assisting Australians & New Zealanders in Kuwait on specially arranged Qatar Airways flight today, as they return to Sydney & Auckland. Pleased @qatarairways will be flying from Kuwait twice daily till 30 May. @MarisePayne @Smartraveller @dfat ✈️



**We will take you home**  
Flight from Kuwait to Brisbane Via Doha

If you are interested in returning to Australia, the Embassy has worked alongside Qatar Airways to put on a special commercial flight on 14 April from Kuwait to Doha and onward travel to Sydney. Please contact us on Consular.KuwaitCity@dfat.gov.au and follow our social media.

For citizens and permanent residents seeking to return home, @QatarAirways continues to offer regular flights from Kuwait to Doha and then onward travel to Sydney, Melbourne and Perth. An additional route to Brisbane has been added from 20 May until 29 June. @Smartraveller 📌



**Barry O'Farrell AO** @AusHCIndia  
📌 With the two Qatar flights today, that takes the total passengers returned to Australia supported by us and @AusCG\_Mumbai, @AusCGKolkata and @AusCGChennai to 2256. Thanks to @qatarairways @AusAmbQatar and Indian authorities @DrSjaishankar @MEAIndia @MarisePayne @dfat



**Greg Wilcock** @AusCG\_Mumbai · Apr 28  
170 more passengers under way from Mumbai; safe journey home! @MarisePayne @dfat @MEAIndia @DrSjaishankar



**Rebekah Grindlay** @SafirAustralia · Jun 5  
Bon voyage to 117 Australians and their family members heading home from Beirut this morning. Thanks to @qatarairways and the Embassy's hard working consular team for making this happen. @DGSG\_Security



**Gita Kamath** Australian High Commissioner  
@AuHCSouthAfrica  
We are continuing to explore ways to assist Australians find their way home. Over a dozen Aussies caught the Qatar Airways commercial flight from Johannesburg to Doha on 16 May, providing connections to Sydney, Melbourne & Perth. ✈️



worked with the Indian Government and @qatarairways to facilitate 4 commercial flights home for Australians in India

A flight carrying Aussies has departed Kolkata, with another three to follow from Mumbai, Chennai and New Delhi.





## Enhanced **safety precautions**

Qatar Airways enhanced its onboard safety measures for passengers and cabin crew during the COVID-19 pandemic.

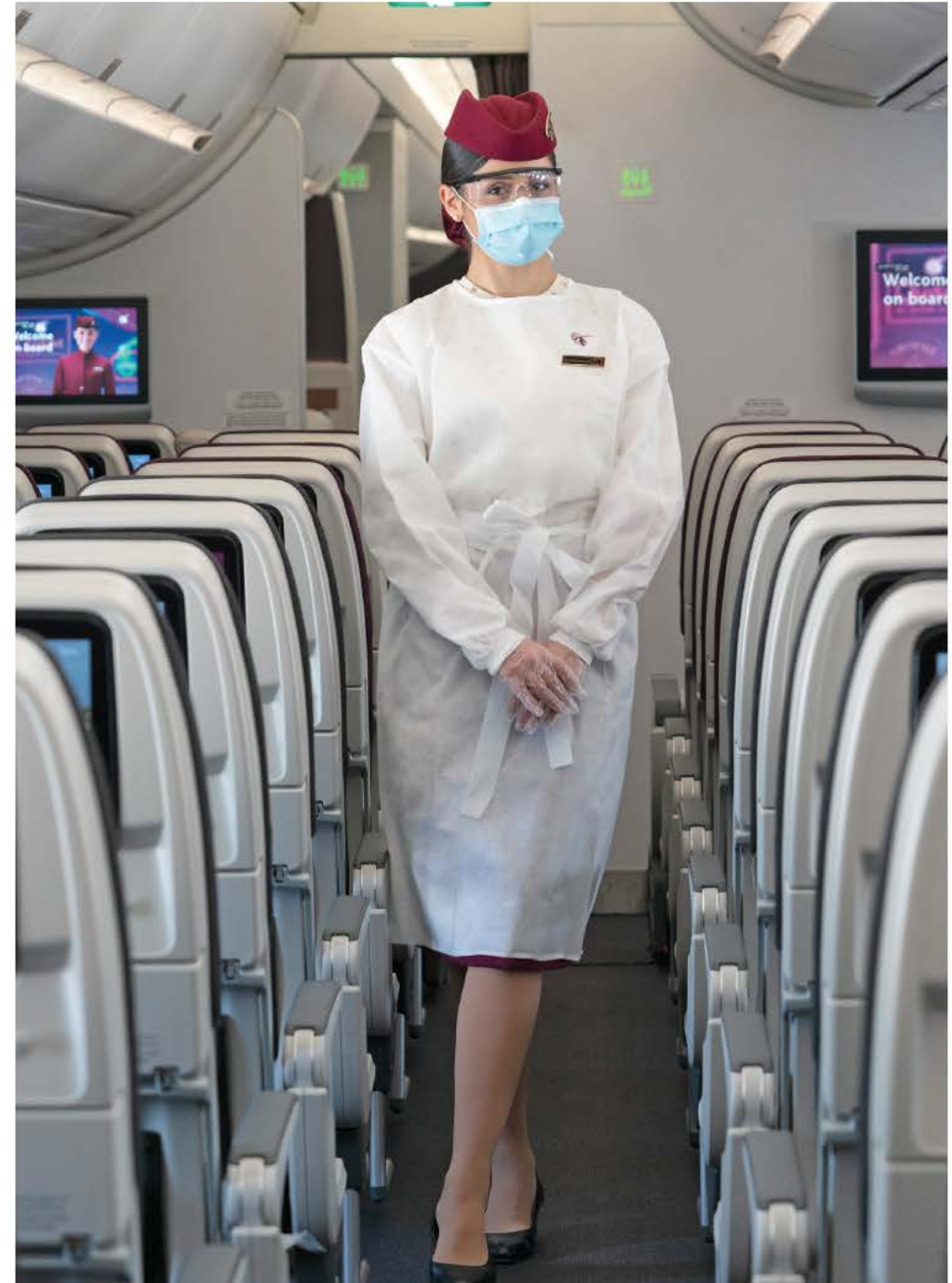


- Face Mask
- Face Mask / face coverings in-flight for passenger
- Protective suits for cabin crew to wear while on-board
- Hand sanitiser is available for both cabin crew and passengers.

Qatar Airways implements the highest standards of health and safety. Its aircraft are regularly disinfected using cleaning products recommended by the International Air Transport Association (IATA) and the World Health Organization (WHO).



- Qatar Airways' aircraft feature the most advanced air filtration systems, equipped with industrial-size HEPA filters that remove 99.97% of viral and bacterial contaminants from re-circulated air, providing the most effective protection against infection.
- All linen and blankets are washed, dried and pressed at microbial lethal temperatures.
- Cabin crew are trained to minimise the risk of contracting or spreading the infection. Crew are thermally screened before departure and after arrival.
- Qatar Airways sends separate cabin crew on shorter flights for outbound and inbound trip. For long-haul flights, crew members staying overnight can only travel in approved transport and must remain in their rooms.





## Hamad International Airport preventive measures

Enhanced safety measures at Hamad International Airport include:

- ◉ Restricting entry to travelling passengers only
- ◉ Thermal screening at entry and transfer points
- ◉ Face masks for all passengers and staff
- ◉ Contactless check-in
- ◉ Hand sanitation stations at immigration and security screening points
- ◉ Social distancing measures for queue management and seating
- ◉ Closure of retail outlets and restricting food and beverage to take-away services only



Health advice and alerts are provided to passengers via:

- ◉ Hamad International Airport Website
- ◉ Social media channels
- ◉ Departure lounge public system announcements
- ◉ Information display screens

Enhanced cleaning protocols have been introduced with increased focus on touch points, including the introduction of mobile disinfection robots, as well as UV baggage disinfection systems.






## Qatar Airways committed to its responsibility for the environment



Throughout this crisis, Qatar Airways has remained committed to its responsibility for the environment. With additional capacity in our fleet resulting from flying less, we have been mindful of the environment in selecting the most appropriate aircraft for our business going forward, with newer and more efficient aircraft favoured over those that may be less environmentally friendly. With this in mind, Qatar Airways is retiring its Airbus A380 aircraft, in favour of more appropriately sized and efficient aircraft.

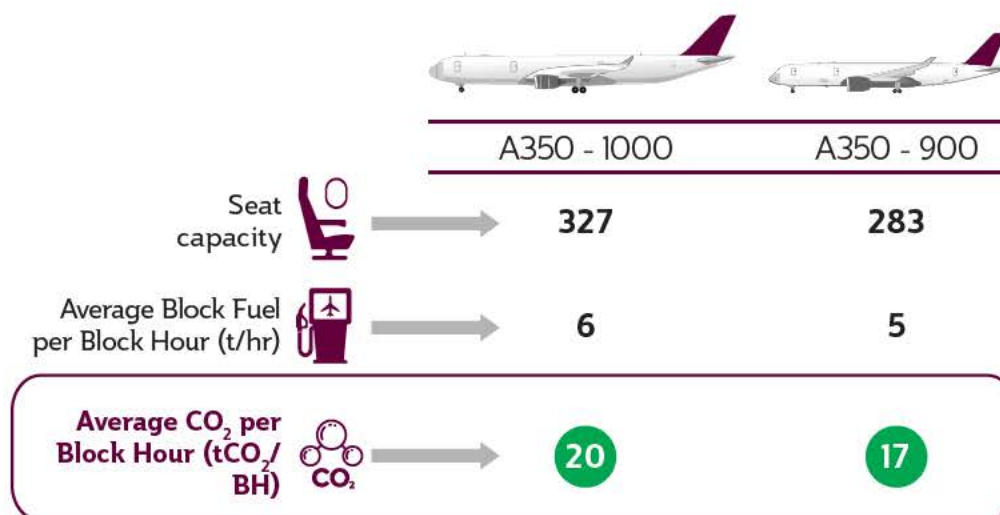
The Airbus A350 is considered as one of the most efficient aircraft in the Qatar Airways fleet in terms of fuel consumption and carbon emissions. As a comparison to the bigger A380, the A350 is 20 percent more efficient in terms of fuel consumption and carbon emissions.

Our fleet of Airbus A350 series aircraft consumes approximately half the fuel per block hour of the A380. As an example, a typical flight from Doha to Sydney with an A350 would save an approximately 19 tonnes of carbon dioxide per block hour compared with the same journey using an A380.

Aircraft Type	Seating capacity	Fuel efficiency (Fuel (kg)/RTK)	Carbon efficiency (CO <sub>2</sub> (kg)/RTK)
 <b>A350</b>	283-327	0.256	0.806

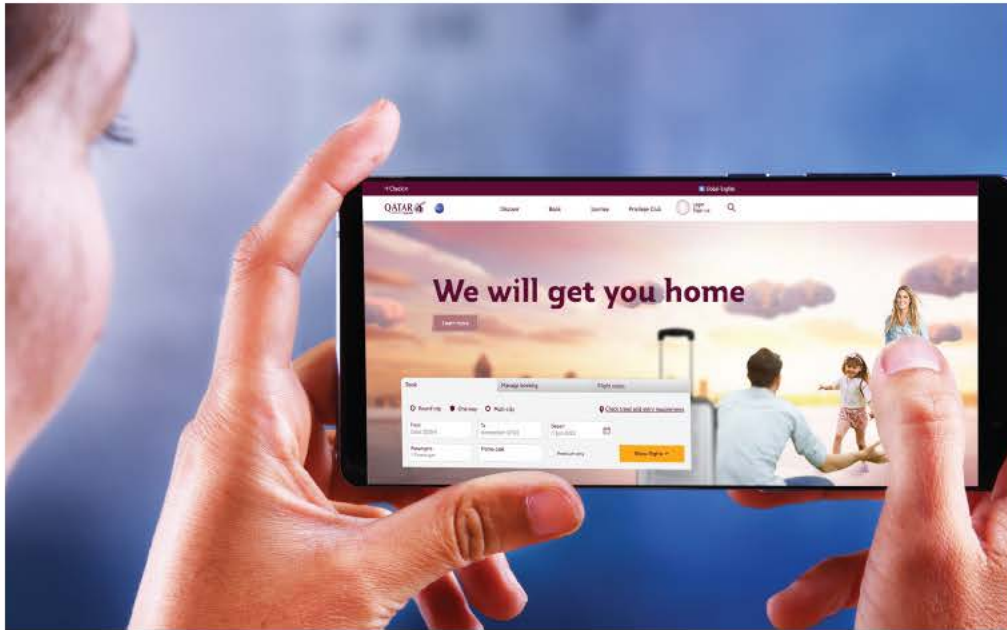
With a total of 49 A350 variants in the current fleet at an average age of 2.5 years, and a seating capacity optimized for the current market, the A350 is at the forefront of our forward looking strategy. As the world prepares itself to emerge from the COVID-19 crisis, Qatar Airways' A350 fleet is the aircraft of choice for the most strategically important long-haul routes to Australia.

### All Qatar Airways operated flights by aircraft type






## Industry-leading flexibility for our customers



To help our customers plan travel during the uncertain climate caused by the COVID-19 pandemic, Qatar Airways extended its flexible booking policy to offer even greater choice and peace of mind. Qatar Airways currently allows **unlimited date changes, where passengers can change their destination as often as they need if it is within 5,000 miles of the original one.** The airline will not charge any fare differences for travel completed before 31 December 2020, and all tickets booked for travel up to 31 December 2020 will be valid for two years.


Qatar Airways' passengers can also choose to their swap ticket for Qmiles to use however they like, or exchange it for a travel voucher with **10% additional value, also valid for two years.** Further options include refunding tickets to the original form of payment if flights are cancelled.

This enhanced policy is another demonstration of Qatar Airways' position as an airline that passengers can trust.



May 2020  
Free tickets  
for healthcare  
professionals

**100,000**  
Tickets to healthcare  
professionals around  
the world



To express gratitude for all the work and effort from dedicated medical professionals in combating the COVID-19 pandemic.

**Dedicated medical professionals**



**Date**  
Unlimited changes



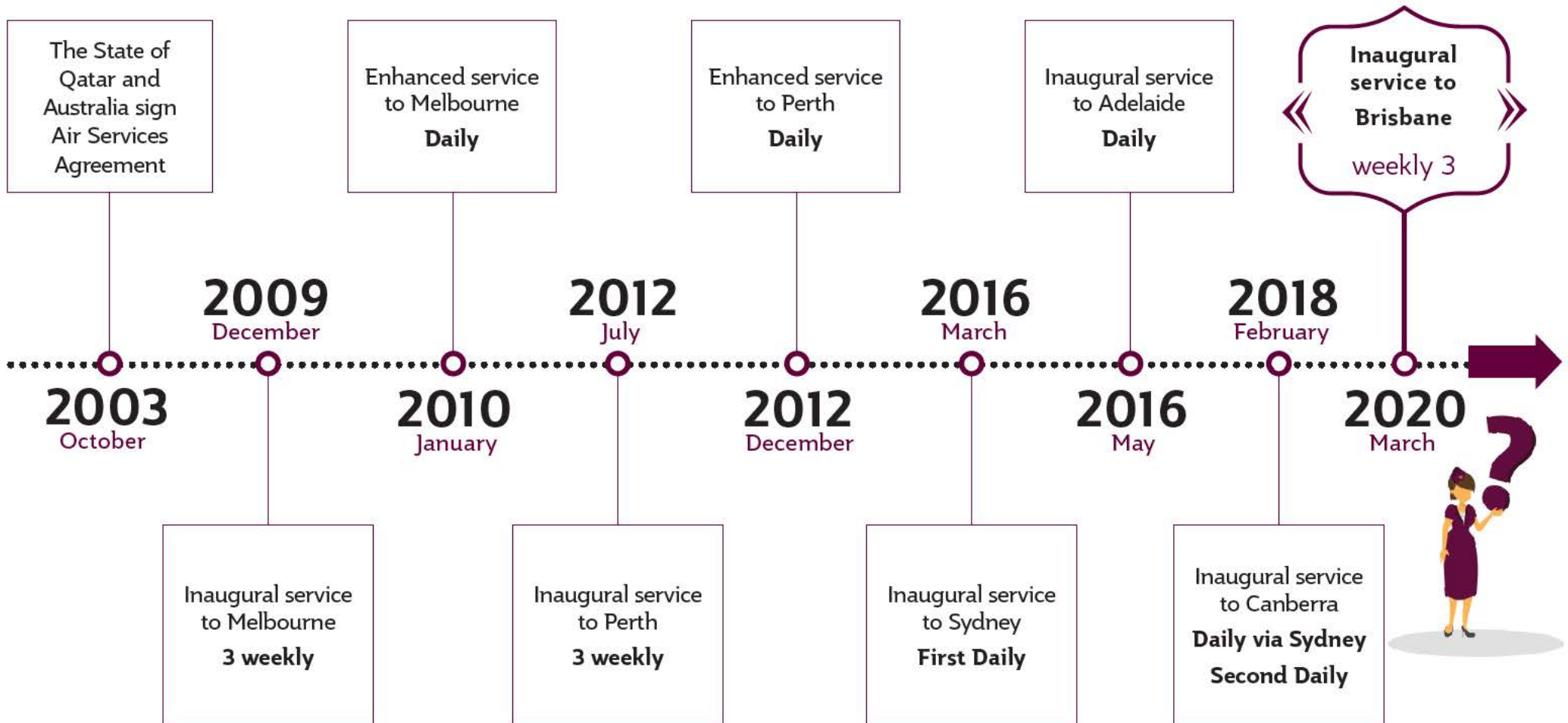
**Destination**  
Changes within 5,000 miles

Qatar Airways will not charge any fare differences for travel completed before 31 December 2020

## Aviation relations between Australia and the State of Qatar

The State of Qatar and Australia enjoy a mutually healthy bilateral relationship, transposed in various industry sectors including air transport. Air services between the two countries provide the needed passenger and cargo connectivity, and although the current Air Services Agreement only dates back to the 15th of October 2003, air connectivity has been on a gradual increase ever since.

Further to the Air Service Agreement in force, the two countries have signed four Memoranda of Understanding (2003, 2007, 2009, 2015) with the latest one signed during the worldwide forum of the ICAO Air Services Negotiation Conference, and two agreed Minutes of Meetings (2006 and 2015).





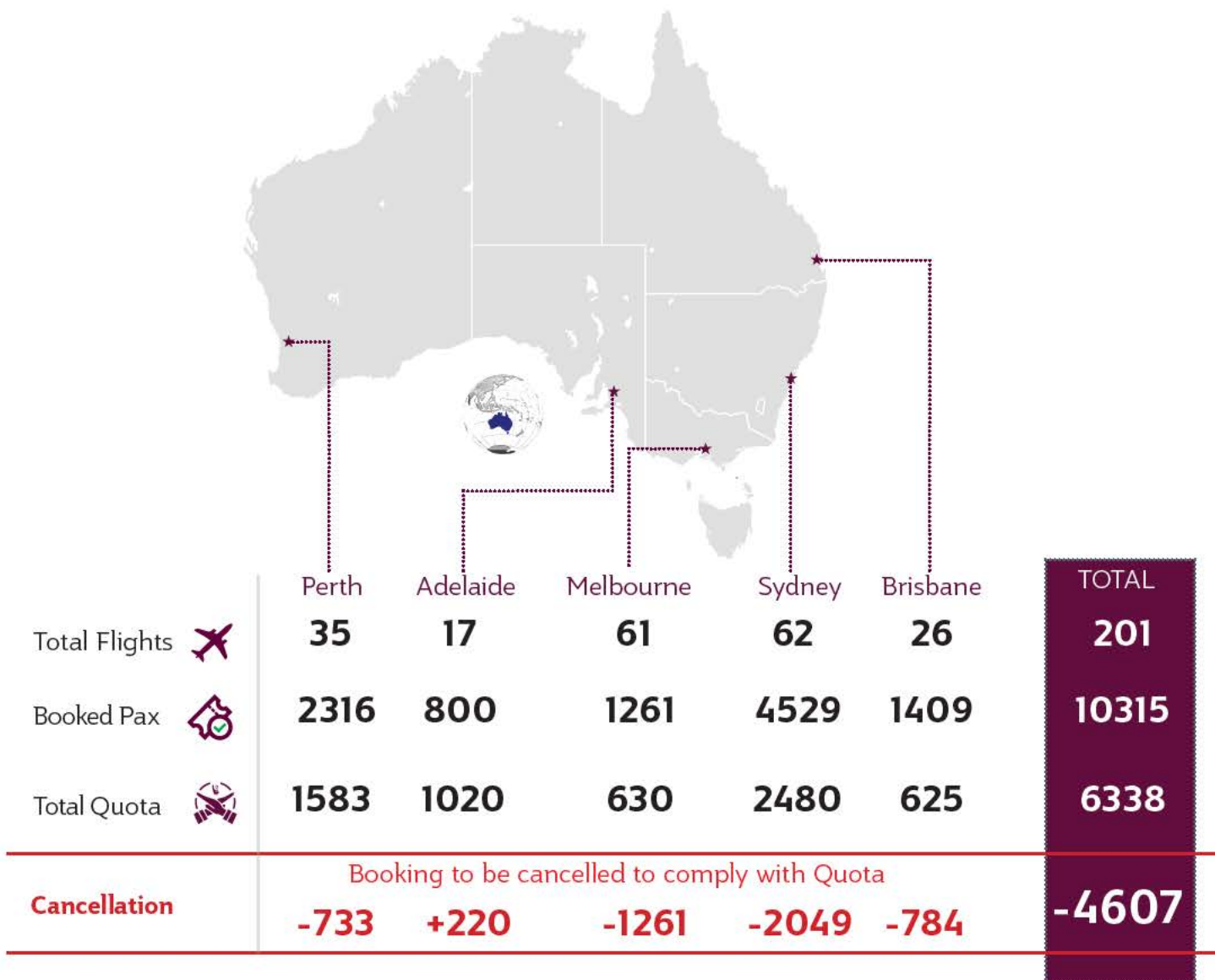
## Qatar Airways operations under governmental COVID-19 restrictions

Qatar Airways currently has 4,315 passengers booked to travel to its Australian stations during the period of the proposed restrictions. With the restrictions applied, our capacity reduces from zero percent on flights to Melbourne to a maximum of 18 percent on flights to Perth. Current information identifies that, of the passengers currently booked, only 1,690 will be able to fly. This means 61 percent of passengers, totalling 2,625 individuals, will not be able to use their booking to return home while these restrictions are in place.

Qatar Airways is committed to respecting the restrictions of the Australian federal and state governments. Adding frequencies to its Australian services at lower capacities will serve to provide flexibility and continuity to Australians returning home under the current restrictions. This will also help to redistribute passengers from Melbourne while providing more options should further restrictions become necessary.

Daily services at lower capacity also generate less congestion at airports, helping social distancing measures to be achieved.

**Forecast of Qatar Airways booked passengers and new quota restriction for August to October 2020**  
(Average daily quota ADL: 60, BNE: 25, MEL: 0, PER: 45 and SYD:40)





## The way forward for Qatar Airways & Australia to resolve urgent needs

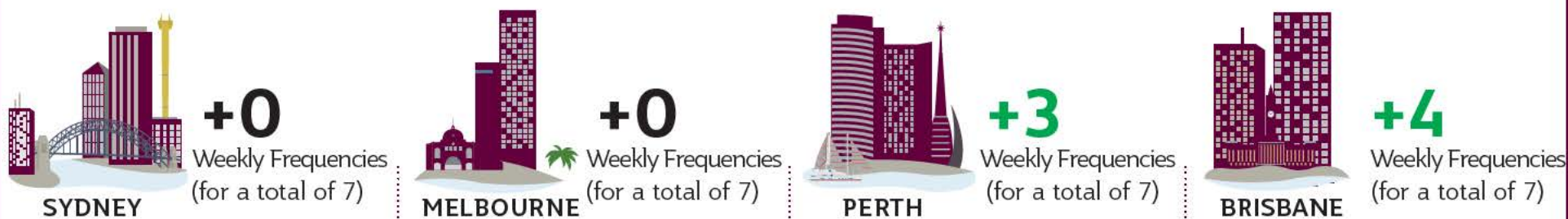
As the world faces unprecedented challenges resulting from the global COVID-19 pandemic, Qatar Airways could not be more proud as an airline to partner with the Government of Australia to help bring Australians home from abroad.

Throughout the COVID-19 crisis, Qatar Airways' focus has been to serve as a reliable partner in helping people find their way home safely, and we are grateful to the Government of Australia for putting its trust in us. It is our sincere hope that as we approach Qatar Airways' twelfth year of serving the Australian people, our enduring relationship will strengthen even further.

As the world emerges from this unprecedented crisis, Qatar Airways seeks increased cooperation with the Government of Australia in rebuilding critical global connectivity to facilitate international trade, tourism development and people to people exchanges.

### QATAR AIRWAYS COVID-19 RECOVERY PROPOSAL

To help keep Australians moving in a controlled way, and in respecting the Australian governments' restrictions on entry into Australia, Qatar Airways proposes to increase its scheduled passenger/combination services to/from the Commonwealth of Australia for the month of September 2020, by including an additional three weekly frequencies to Perth and four weekly frequencies to Brisbane, to reach daily flights to each destination.



# #TakingYouHome



---

This is a limited circulation document specifically designed for Australian Government decision makers with respect to Qatar Airways' access to the Australian market.

No part of this document may be disclosed in any manner to a third party without the prior written consent of Qatar Airways.

All information contained within this document is correct at the time of going to press.



---

## ATTACHMENT 4

# **Qatar Airways Commitment to Australia**

**2022**





GOING PLACES TOGETHER



NOVEMBER 2022

# QATAR AIRWAYS' COMMITMENT TO AUSTRALIA

“ On a Flight Path to the Future ”







# Page of CONTENTS

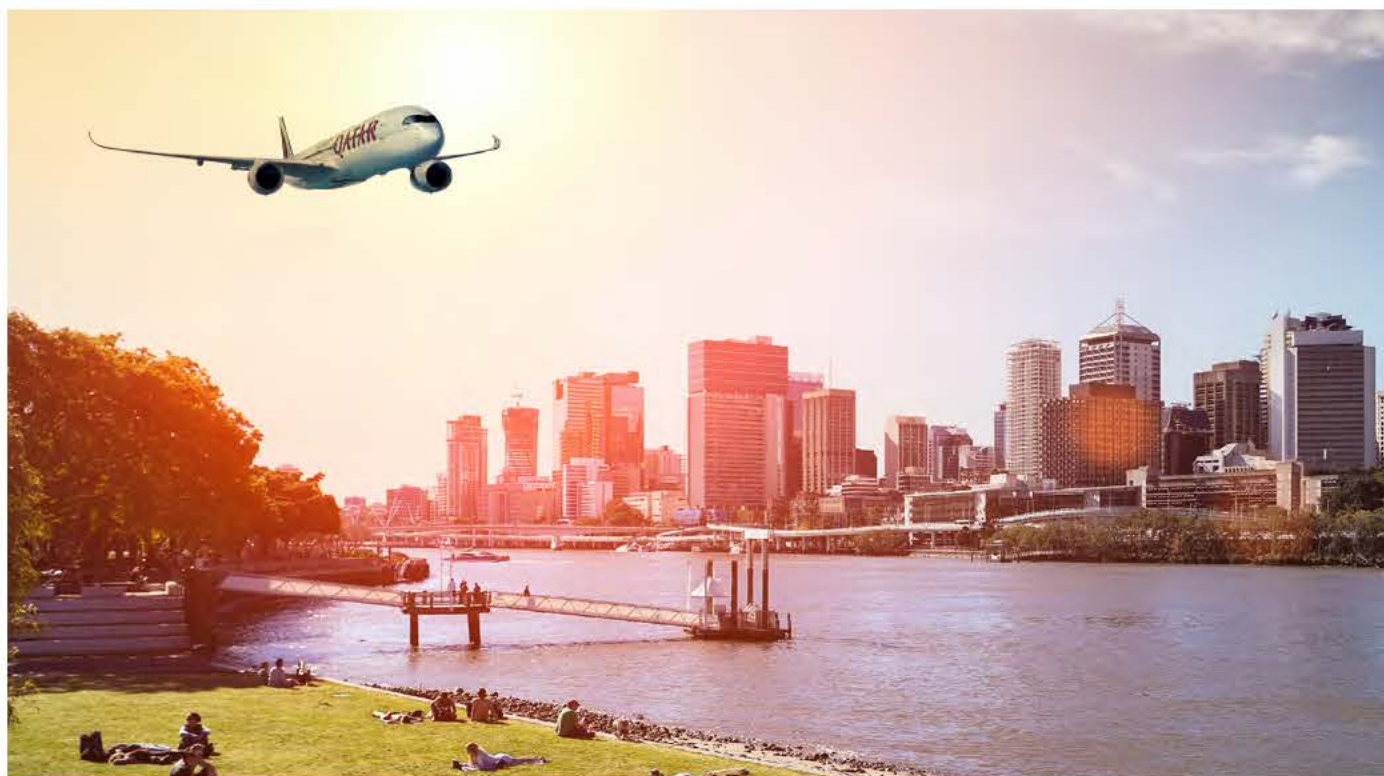
---

- 03 ▶ Section 01 Qatar Airways current operations to Australia’s main gateways
- 04 ▶ Section 02 Despite our long term commitment to Australia...we are still restricted
- 05 ▶ Section 03 An Air Services Agreement in favour of further liberalization of air services
- 06 ▶ Section 04 Qatar Airways’ current growth plan
- 07 ▶ Section 05 Qatar Airways offers the optimal solution
- 08 ▶ Section 06 Qatar Airways & other aviation partners
- 10 ▶ Section 07 Qatar Airways & Australia navigating together the Covid-19 pandemic
- 11 ▶ Section 08 Qatar airways’ efforts to support Australian consumers to reach home
- 12 ▶ Section 09 Dedicated charter flights for Australian embassies and consulates
- 13 ▶ Section 10 Qatar Airways’ support Australia and Australians highly acknowledged
- 14 ▶ Section 11 Qatar Airways’ commitments and contribution to Australia
- 15 ▶ Section 12 Recognition and support to Qatar Airways in Australia
- 17 ▶ Section 13 Recent lobbying and negative media allegations made by Qantas
- 18 ▶ Section 14 Qatar Airways’ corporate environmental sustainability strategy



# 01

## QATAR AIRWAYS CURRENT OPERATIONS TO AUSTRALIA'S MAIN GATEWAYS



Qatar Airways currently operates a total of **28 weekly frequencies to the four Australian main gateways**, namely Sydney, Melbourne, Brisbane and Perth; with a cap of 07 weekly frequencies to each gateway.







# 02

## DESPITE OUR LONG TERM COMMITMENT TO AUSTRALIA... WE ARE STILL RESTRICTED



### Qatar-Australia Growing Relationship

- ✓ Qatar and Australia enjoy a friendly bilateral relationship marked by strong commercial links.
- ✓ Qatar is Australia's second largest two-way trading partner in the Middle East and North Africa (MENA) region, with goods and services trade worth around AUD 2.1 billion (2020-21).



Qatar Airways is one of the fastest growing airlines in the world with a steady annual growth rate.

### Being the best airline in the world, Qatar Airways offers:

- ✓ more choice for consumers,
- ✓ more unique destinations,
- ✓ more competition for the benefit of Australian consumers, and
- ✓ strong commitment, reliability and consistency.

### **BUT...**

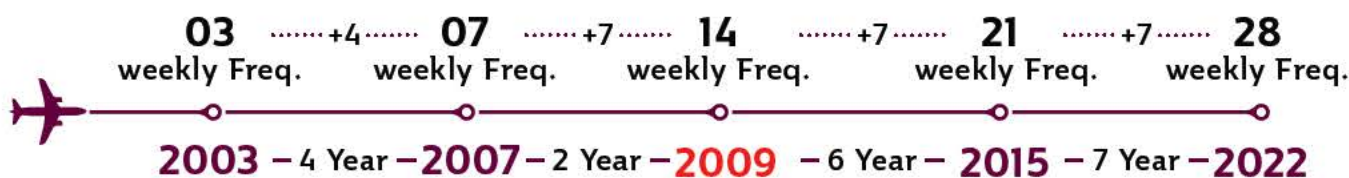


Qatar Airways has the lowest traffic rights growth to the main gateways in Australia.



- ✗ Qatar Airways is restricted to **only 28 weekly frequencies** to the Australian main gateways
- ✗ Qatar Airways' frequencies to the Australian main gateways are capped at **7 weekly frequencies**

### Timeline of traffic rights growth in the Australian gateways



“ In all cases the Australian Government will seek to ensure capacity available under our bilateral agreements remains ahead of demand so that airlines are free to make commercial decisions about the frequency and types of services they operate. Such an approach provides airlines with the regulatory certainty to enable them to commit to long-term growth plans in the Australian market.

Source: Australian Government National Aviation Policy. White paper - 2009





# 03

## AN AIR SERVICES AGREEMENT IN FAVOUR OF FURTHER LIBERALIZATION OF AIR SERVICES



### Qatar and Australia Air Services Agreement (ASA):

- ✓ includes robust fair competition and safeguard provisions;
- ✓ Qatar Airways is subject to a more modernized ASA with safeguards on competition, which are not included in agreements between Australia and any other country in the GCC Region.



As the primary customer of the ASA, Qatar Airways welcomed the introduction of fair competition principles to achieve a gradual liberalization of air services with Australia.



Qatar accepted these new fair competition provisions, despite the fact that according to ICAO, the level of safeguard provisions like the those included in the **Qatar-Australia ASA** are only relevant and applicable in “liberalized” even if not fully “open skies” agreements and are hardly justifiable in an restricted agreement, with limited capacity and frequencies.



Based on the latest negotiated and agreed amendments to the Air Services Agreement, the Australian competition laws will apply to the operations of Qatar Airways. Accordingly, the Australian government and its different agencies can scrutinize Qatar Airways’ operations to/from Australia, including closer examination on various areas, such as:

- ✓ fares, charges and rates offered to the public,
- ✓ number of frequencies and capacity deployed in measure with competition,
- ✓ points served behind and beyond Australia,
- ✓ Qatar Airways published annual audited financial statements, and
- ✓ abuse of dominant position.

### **BUT...**



**No other carrier in the GCC region is subject to such strict conditions and requirements regarding fair competition in Australia.**



Despite we have reached such an aspirational fair competition clause that safeguards operations, still Qatar Airways has not been granted further frequencies.





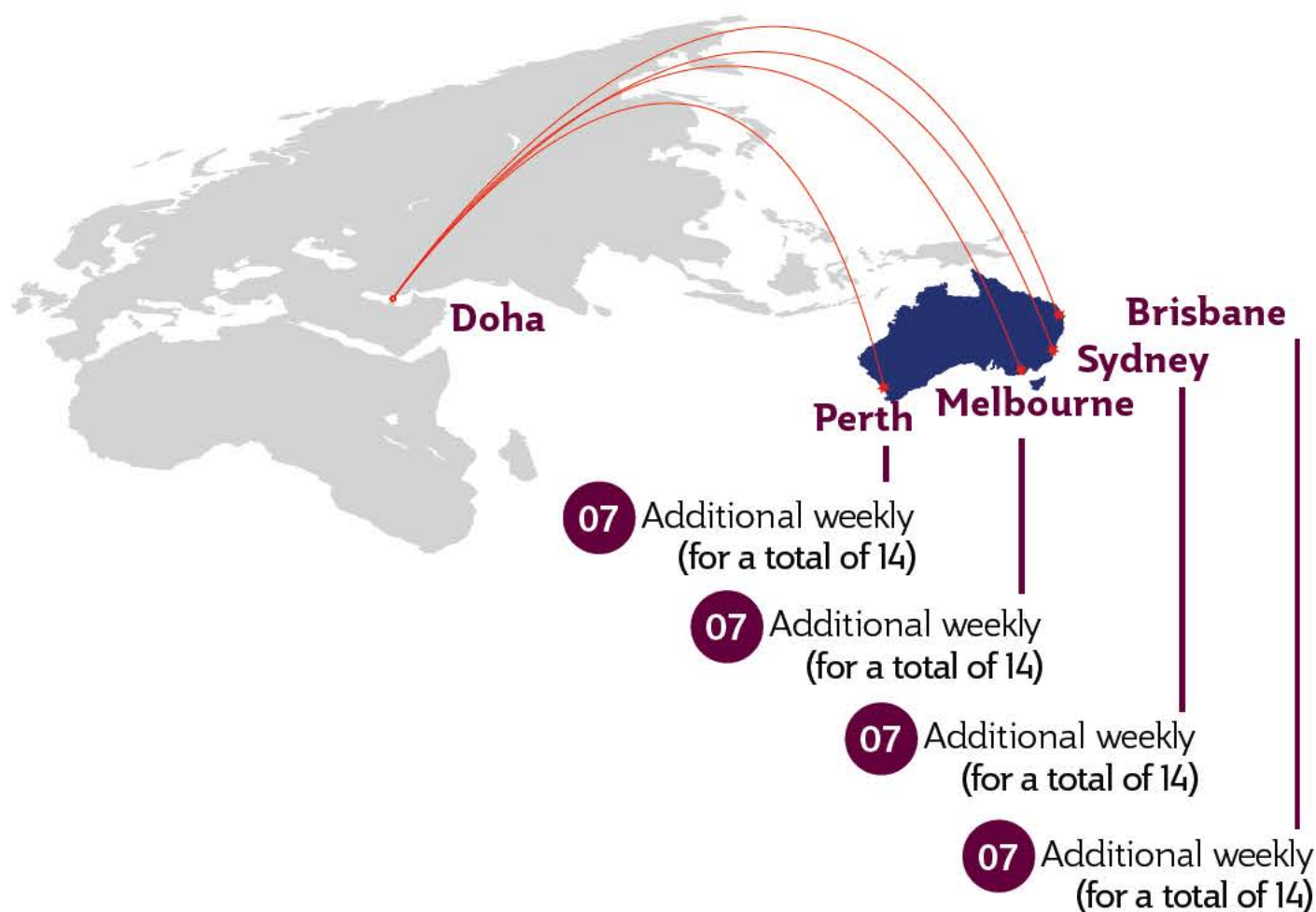
# 04

## QATAR AIRWAYS' CURRENT GROWTH PLAN



Qatar Airways' current growth plan in the Australian market requires the following enhanced capacity:

- ✓ Increase the cap to a maximum of 14 weekly frequencies to each gateway.
- ✓ Additional 28 passenger/combination frequencies to Australia's main gateways to be allocated as follows:



- ✓ Enhancement to the regional package with additional 07 frequencies for passenger/combination services linking air services between regional airports with the major gateways in Australia.





# 05

## QATAR AIRWAYS OFFERS THE OPTIMAL SOLUTION

Qatar Airways' growth plan is timed to support the post-pandemic recovery of the Australian aviation sector and to particularly tackle:



foreign carriers' lack of appetite to resume their pre-pandemic flights to Australia,



Australia's national carriers with very limited international routes,



post-pandemic recovery with scarce international capacity and excessive air fares,



offering connectivity and competition benefits in favor of Australian consumers, and



enhanced carriage of cargo in the belly.



The requested frequencies are also planned to stimulate demand for Australian travelers during & beyond the FIFA World Cup 2022.



Australia is a high priority market for Qatar Airways and our continued efforts to grow our services to Australia demonstrate our long-term commitment to delivering:

- ✓ greater tourism and trade benefits, and
- ✓ highest connectivity to Australian consumers.



Qatar Airways' case should be seen by the Australian government as a solution to provide Australia with more connectivity.



# 06



## QATAR AIRWAYS & OTHER AVIATION PARTNERS

Similar to Australia, Qatar Airways has been working closely with other aviation partners around the world.



After the adoption of the Aviation Strategy for Europe, Qatar was the first country to conclude a Comprehensive Air Transport Agreement with the European Union and its 27 Member States, the first of its kind between the EU and a Member State of the GCC.

The Qatar-EU Agreement provides unlimited 3<sup>rd</sup> and 4<sup>th</sup> freedom traffic rights between any airport in the EU and Qatar.

### Benefits of the Qatar-EU Agreement include:

- ✓ enhanced and improved global connectivity,
- ✓ direct contribution to economic growth and job creation,
- ✓ a driver of trade and tourism,
- ✓ more options at competitive prices for passengers,
- ✓ provides new business opportunities for European companies, and
- ✓ highest standards for safety and security.



The same benefits that the Qatar-EU Agreement delivers to European consumer and the EU aviation industry are transferable to Australia.

### **BUT...**



For these benefits to materialize in Australia, Qatar Airways needs to enjoy similar - if not the same level of market access to the main gateways.

Below is the timeline of negotiations with the EU:



Since 2015, the traffic rights entitlements with Australia have been increased by just 07 additional weekly frequencies to the main gateways, compare to the liberal agreement achieved with the EU in a negotiation that started in 2016.






## QATAR AIRWAYS & OTHER AVIATION PARTNERS



During the First meeting of the Qatar-EU Joint Committee (June 2022), we ticked all the following green boxes:

- utilization of the existing traffic rights with the commitment of strong provisions for fair competition;
- transparency provisions to ensure obligations are fully respected;
-   future cooperation on a wide range of aviation issues (safety, security, air traffic management, etc.);
- provisions facilitating business for airlines; and
- environmental sustainability.



**Another aviation partner of Qatar is the United States**, with whom Qatar has not only signed an “**Open Skies**” Agreement (2001), but also the ASA has been ratified (2020).

**Under the Qatar-US “Open Skies” Agreement, there is fair and equal opportunity for the airlines to compete, and unilaterally determine their frequencies and capacity.**



Qatar and the United States have also reached an agreement to address their mutual concerns on transparency and free and fair competition. However, such agreement has come after a fully liberalized market access.



**Qatar has bilateral aviation relations with over 170 States** and majority of such agreements and arrangements have been concluded under a fully liberalized air transport regulatory regime, enabling Qatar Airways to operate unrestricted passenger/combination and all-cargo services.

---

### ***BUT...***



**Despite the success with several aviation partners in terms of market access, Qatar Airways growth in Australia remains constrained.**



Qatar Airways still remains the airline with the lowest granted frequencies in Australia compared to its regional peers.





# 07

## QATAR AIRWAYS AND AUSTRALIA NAVIGATING TOGETHER THE COVID-19 PANDEMIC



In January 2020 the Australian government introduced a range of policies and measures in response to COVID-19 including:

- ✓ travel restrictions,
- ✓ international border controls, and
- ✓ quarantine arrangements.



Qatar Airways never ceased its operation to Australia despite the extremely restricted capacity per flight granted to it, thus providing a reliable solution to:



- ✓ Bring Australians stranded around the world home onboard repatriation flights,
- ✓ Help stranded foreigners in Australia to return home with our scheduled services,
- ✓ Support the critical global supply chains of high-value Australian agricultural and fisheries producers.



During the Covid-19 pandemic, Qatar Airways not only continued its scheduled services to Australia, but also requested authorization to operate an enhanced capacity, on extra-bilateral basis, as follows:

- ✓ Double daily to triple daily to/from Sydney;
- ✓ Daily to double daily to/from Melbourne;
- ✓ Daily to double daily to/from Perth; and
- ✓ Daily services to/from Brisbane.

**BUT...**



Australian national carriers, as well as international and regional airlines (i.e. GCC) decided to suspend their operations to and from Australia.



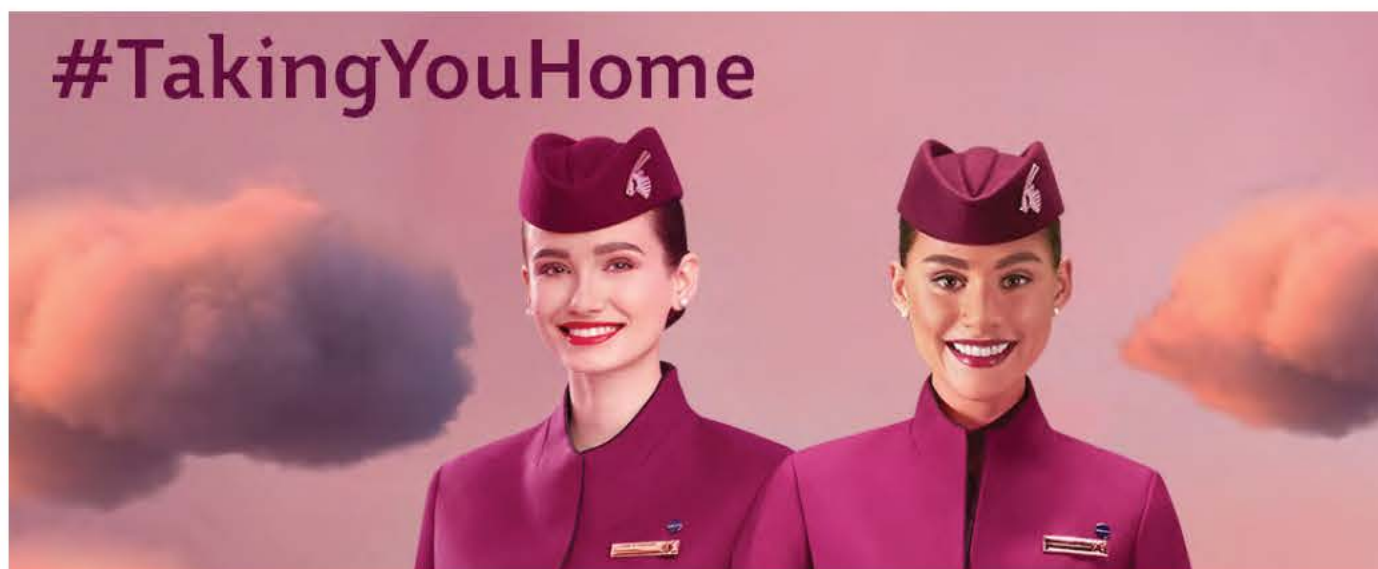
Despite having tickets with other airlines, Australians around the world were not able to return home to their families.





# 08

## QATAR AIRWAYS' EFFORTS TO SUPPORT AUSTRALIAN CONSUMERS TO REACH HOME



- ✓ When other airlines suspended their services, leaving Australians stranded around the world, Qatar Airways added extra 48,000 seats to its weekly passenger services to Australia, in order to help stranded passengers return home.



- ✓ Between 15 March 2020 and 31 July 2020, Qatar Airways carried over 36,000 passengers into Australia onboard its scheduled services; with a further 99,000 passengers that flew out of Australia with Qatar Airways.



- ✓ According to statistics from the Australian Department of Infrastructure, Transport, Regional Development and Communications, Qatar Airways became Australia's biggest international airline carrying 44% in April 2020 and 34% in May 2020 of all passenger traffic.

- ➔ Qatar Airways worked closely with Australian Embassies around the world to help bring Australians home from abroad.





# 09

## DEDICATED CHARTER FLIGHTS FOR AUSTRALIAN EMBASSIES AND CONSULATES



- ✓ Qatar Airways operated special repatriation flights, directly coordinated with Australian Embassies in Doha, Afghanistan, India, Jordan, Kuwait, Lebanon and Turkey, to connect with scheduled services to Australia from our hub in Doha.
- ✓ A total of 09 charter flights, carrying 1,093 passengers to connect with scheduled services to Australia were operated between 14 April and 07 May 2020.
- ✓ In addition to these dedicated charters, Qatar Airways helped over 400 passengers travel to Australia via flights chartered by other countries from Iraq, Kenya, Lebanon, Madagascar, Nepal and Tanzania, connecting via Qatar Airways network.

### Dedicated Charters

Delhi	<b>254</b>
Chennai	<b>231</b>
Beirut	<b>224</b>
Mumbai	<b>158</b>
Istanbul	<b>119</b>
Kolkata	<b>65</b>
Amman	<b>18</b>
Kuwait	<b>16</b>
Kabul	<b>08</b>

➔ **1,093**  
PAX

### Others Charters

Beirut	<b>115</b>
Kathmandu	<b>111</b>
Baghdad	<b>78</b>
Nairobi	<b>64</b>
Madagascar	<b>30</b>
Erbil	<b>23</b>
Dar El Salaam	<b>12</b>

➔ **433**  
PAX



In partnership with the Australia's International Freight Assistance Mechanism, Qatar Airways carried a total of 27,094 tonnes of cargo to and from Australia, between 15 March 2020 and 24 August 2020.





# 10

## QATAR AIRWAYS' SUPPORT AUSTRALIA AND AUSTRALIANS HIGHLY ACKNOWLEDGED



**Jonathan Gilbert** 🇺🇸 🇰🇼 @AusAmbKuwait · Apr 14

Australian Embassy staff happy assisting Australians & New Zealanders in Kuwait on specially arranged Qatar Airways flight today, as they return to Sydney & Auckland. Pleased @qatarairways will be flying from Kuwait twice daily till 30 May. @MarisePayne @Smartraveller @dfat



**Barry O'Farrell AO** 🇺🇸 @AusHCIndia

With the two Qatar flights today, that takes the total passengers returned to Australia supported by us and @AusCG\_Mumbai, @AusCGKolkata and @AusCGChennai to 2256. Thank to @qatarairways @AusAmbQatar and Indian authorities @DrJaishankar @MEAIndia @MarisePayne @dfat



**Gita Kamath** 🇺🇸 Australian High Commissioner @AuHCSouthAfrica

We are continuing to explore ways to assist Australians find their way home. Over a dozen Aussies caught the Qatar Airways commercial flight from Johannesburg to Doha on 16 May, providing connections to Sydney, Melbourne & Perth.



**Rebekah Grindlay** 🇺🇸 🇸🇯 @SafirAustralia ·

Bon voyage to 117 Australians and their family members heading home from Beirut this morning. Thanks to @Qatarairways and the Embassy's hard working consular team for making this happen. @DGSG\_Security



**DFAT** 🇺🇸 @dfat

Worked with the Indian Government and @qatarairways to facilitate 4 commercial flights home for Australians in India

A flight carrying Aussies has departed Kolkata, with another three to follow from Mumbai, Chennai and New Delhi





# 11


## QATAR AIRWAYS' COMMITMENTS AND CONTRIBUTION TO AUSTRALIA

Qatar Airways is a key driver for the Qatar-Australian economic growth. Every new Qatar Airways flight to Australia brings enormous value to the Australian economy:

-  increase the number of international visitors arriving in Australia.
-  facilitate and enhance access of Australian products to international markets.
-  promote direct employment due to tourism.
-  competitive fares for passenger and cargo services.

 Qatar Airways offers Australians an extensive global route network and a world-class service, bringing much-needed competition to the marketplace, and ensuring fares remain market-driven.

 Qatar Airways has been operating not only to Australia's main gateways, but also operated to Canberra and currently we operate to Adelaide.

 With the strength of our oneworld partners, Australia is well connected to North America, South America, Europe, the Far East and the Middle East giving customers seamless connections.



Qatar Airways - Virgin Australia strategic partnership is bringing substantial benefits to Australia:

- opening a world of new travel opportunities by creating a new gateway of smooth travel between Australia, the Middle-East, Europe and Africa,
- provides a boost for trade and tourism in Australia.

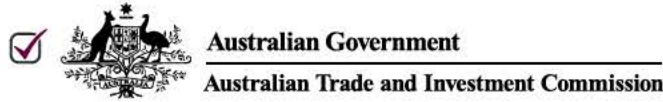
 Despite the significant contributions and benefits we bring to Australia and the Australian consumers, through our oneworld partners and our partnership with Virgin Australia, Qatar Airways' operations into Australia remain constrained.



## 12



## RECOGNITION AND SUPPORT TO QATAR AIRWAYS IN AUSTRALIA



The Australian Trade and Investment Commission has provided an appreciation letter to Qatar Airways in July 2022, highlighting Qatar Airways partnership as a valued partner airline within the Australian Government's International Freight Assistance Mechanism (IFAM) program.

Through Qatar Airways support, the IFAM program was able to reconnect Australia's crucial global supply chains, that collapsed as a result of the COVID-19 pandemic.

The Australian Trade and Investment Commission has also emphasized that maintaining air connectivity has retained Australia's reputation as a reliable global trading partner, thus supporting the economic future of Australian farmers, fishermen and producers.



In November 2022, the Australia Arab Chamber of Commerce and Industry indicated their support towards Qatar Airways' request to increase flights to/from Australia to Qatar.



In November 2022, Fletcher International Exports wrote to the Department of Infrastructure, Transport, Regional Development, Communications and the Arts expressing their support to Qatar Airways' request for greater access to Australia's airports.

Fletcher's letter outlined several justifications in favor of Qatar Airways' request:

- 01 Qatar Airways was one of the few airlines that continued to fly into Australia during the pandemic, providing essential connectivity to Australians to return home and vital airfreight space to ensure the supply of Australian products around the world; which in turn supported trade and jobs across Australia;
- 02 There is a long-standing desire from Qatar Airways to increase its services to Australia. Hence a timely decision to allow this growth will provide critical additional seats, freight capacity and competition to the market;
- 03 Qatar Airways is a valuable partner to Australia's exporters, farmers and the public, considering its aircraft capacity, their hub airport – one of the best in the world and its global network.





## RECOGNITION AND SUPPORT TO QATAR AIRWAYS IN AUSTRALIA



Sydney Airport has also expressed their support for Qatar Airways' request to increase its flights into Australia, including through meetings with senior government officials in Canberra.



The New South Wales Government has expressed that the Western Sydney Airport opportunity is an attractive proposition for Qatar Airways and indicated how Qatar Airways can contribute to the NSW visitation numbers. NSW Government has also highlighted that the direct air links between Sydney and Doha greatly facilitate perishable exports, in particular now that Qatar is a growing market for NSW produce.



In March 2021, on the first anniversary of Qatar Airways operations to Brisbane, Brisbane Airport (BAC) acknowledged Qatar Airways' contributions and investments to Brisbane; in particular by bringing Australians home, repatriating people out of Australia and cargo carriage. BAC has also confirmed their support to work with Qatar Airways for an increase of flights into Brisbane.



In March 2022, the Deputy Premier and Minister for Tourism for Western Australia sent an official letter to Qatar Airways highlighting the friendship between Qatar Airways and Western Australia, emphasizing the airline's commitment to Western Australia during the pandemic and recognizing that Qatar Airways flights into Perth further support Western Australia's connectivity with priority markets (i.e. United Kingdom and Europe).



In July 2022, both the Victorian Government and Melbourne Airport, welcomed Qatar Airways' decision to operate a second daily service from Doha to Melbourne, along with the regional package of entitlements available to other Australian airports.

In a press release, the Victoria Government indicated that once operational, Qatar Airways' two daily flights to Melbourne will provide 250,000 seats to Victoria each year, generating around \$82 million for the economy and creating an estimated 910 jobs in the aviation and tourism sectors. Furthermore, the large freight capacity of the B777 means the flights will also boost Victorian exporters' access to markets in Europe and the Middle East.

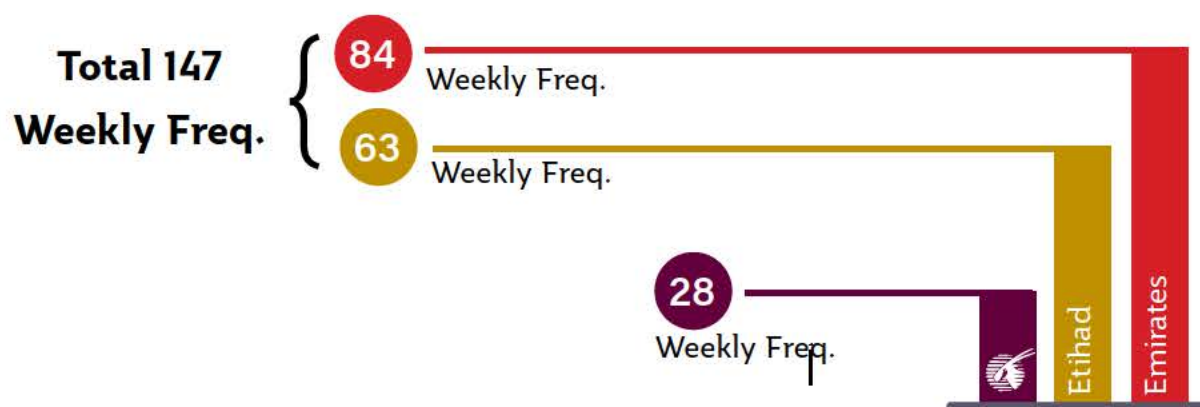




## RECENT LOBBYING AND NEGATIVE MEDIA ALLEGATIONS MADE BY QANTAS



- ✓ The media allegations and negative lobbying against Qatar Airways do not reflect the strong relationship that Qatar Airways has developed with Australia, in particular in terms of connectivity, our support to the further development of tourism and trade; as well as the airline's response during COVID-19.
- ✓ Qantas has no reason for making such negative statements, except for the benefit of their commercial relationship with Emirates. Unfortunately, it is evident that both airlines are interested in blocking Qatar Airways' growth in Australia.



**Qatar Airways has very limited frequencies serving Australian main gateways, compared to the huge capacity exercised by Qantas' commercial partner (Emirates) across all Australian gateways.**





## QATAR AIRWAYS' CORPORATE ENVIRONMENTAL SUSTAINABILITY STRATEGY



As the World's Best Airline, Qatar Airways has a holistic approach to sustainability across its global operations. The comprehensive corporate sustainability framework is aligned to the United Nations Sustainable Development Goals (SDGs) and identifies the economic, social and environmental topics that are material to the airline and its corporate functions:



### Climate Change

- ✓ Qatar Airways together with the oneworld® alliance, committed to a net zero carbon emissions by 2050, becoming the first global airline alliance to unite behind a common target to achieve carbon neutrality.
- ✓ Qatar Airways has a strategic approach to achieve the net zero target through various initiatives aligned with ICAO and IATA's four-pillar strategy: advanced aircraft technology, improved operations, SAF and offsetting.
- ✓ Qatar Airways is committed to achieve 10% of sustainable aviation fuel (SAF) use by 2030 and became the first airline in the Middle East and Africa region to sign an international SAF offtake agreement (25 million US gallons) of neat SAF certified under the ICAO's global-recognized sustainability criteria.
- ✓ As the first carrier in Middle East to join the ICAO Global Coalition for Sustainable Aviation, Qatar Airways remains steadfast to actively work in collaboration with industry stakeholders including IATA, towards the sector decarbonization.



### Voluntary Carbon Offset Programme

- ✓ Qatar Airways is the first airline worldwide to make a carbon transaction on the IATA Aviation Carbon Exchange (ACE) via IATA Clearing House (ICH), enabling transparency and access to a broader high-quality project portfolio for voluntary carbon offsetting programmes.





# QATAR AIRWAYS' CORPORATE ENVIRONMENTAL SUSTAINABILITY STRATEGY



## ▸ Noise and Air Quality

- ✓ Qatar Airways has the newest and most advanced aircraft technology in the sky, reducing the noise and air quality emissions at source while continuing to work on optimising flight paths that adhere to airport noise abatement procedures and air quality regulations at all its global destinations.



## ▸ Environment Management System (EMS)

- ✓ Qatar Airways is the first airline in the Middle East to be certified with IATA's Environmental Assessment Programme (IEnvA) Stage 2, which is the highest level of certification within the aviation industry.



## ▸ Waste

- ✓ Qatar Airways is constantly reducing waste by considering the whole lifecycle of a product, reducing the single-use plastic and striving to increase recycling rates throughout its operations.
- ✓ Qatar Airways Group is also collaborating with the Ministry of Municipality and Environment to achieve 'Zero Waste to Landfill by 2030' at its main hub, the state of art Hamad International Airport.



## ▸ Conservation of Biodiversity

- ✓ Qatar Airways was the first airline globally to be certified under the Illegal Wildlife Trade (IWT) Assessment for delivering on the commitments within the Buckingham Palace Declaration.
- ✓ Qatar Airways has a zero-tolerance policy for the transportation of illegal wildlife and their products through a global collaborative network, including government authorities, international regulators and sector experts to tackle this issue.
- ✓ The 'Rewild the Planet', launched in February 2021 as part of the Qatar Airways Cargo WeQare project will provide free transportation for wild animals back to their natural habitats.



**It is our ambition as an airline to minimise our impact on the environment, and facilitate continued global travel and commerce while limiting carbon emissions.**



