

**Embassy of the
STATE OF QATAR
CANBERRA**



سفارة دولة قطر
كانبرا



Note: 2023/0083157/5

سفارة دولة قطر / كانبرا

The Embassy of the State of Qatar presents its compliments to the Australian Senate Select Committee on Commonwealth Bilateral Air Service Agreements and has the honour to refer to the latter's email of 11/09/2023, addressed to His Excellency Mr Saad bin Abdulla Al-Mahmoud Al-Shareef, Ambassador of the State of Qatar.

The Embassy is pleased to enclose, herewith the response from
“QATAR CIVIL AVIATION AUTHORITY.”

The Embassy of the State of Qatar avails itself of this opportunity to renew to the Australian Senate Select Committee on Commonwealth Bilateral Air Service Agreements, the assurances of its highest consideration.

**Canberra
18 September 2023**

To: The Australian Senate Select Committee on Commonwealth Bilateral Air Service Agreements.



الهيئة العامة للطيران المدني
CIVIL AVIATION AUTHORITY
قطر QATAR

ATTACHMENT 1

Qatar Civil Aviation Authority Submission to the Select Committee

The Civil Aviation Authority of the State of Qatar (QCAA) extends its compliments to the Select Committee on Commonwealth Bilateral Air Service Agreements, and would like to provide our written submission on the importance of the Qatar-Australia bilateral air services agreement (ASA).

At the outset we would like to stress that QCAA has worked tirelessly to achieve a liberal aviation regime between Qatar and Australia. Since 2005, we have consistently requested to the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the "Department") to enhance the traffic rights between our two States. We have done so because we firmly believe that greater connectivity will support trade and tourism opportunities, benefit consumers and cement our economic and cultural ties.

We have worked closely with many countries and regions to achieve a liberal aviation framework, for example, in 2021, we concluded a liberal agreement with the European Commission and the 27 Member States of the European Union; in 2022, we concluded the ratification procedures of our "Open Skies" Agreement with the United States; and we have similar liberal agreements with other important aviation markets including the United Kingdom and Singapore.

In each of the above cases there have been concerns raised by some of the stakeholders in those countries. But in every case, we have worked with our counterparts in the various regulatory agencies to demonstrate our commitment to transparency and to the gradual realization of a more liberal aviation framework. Our agreements allow for Consultations and Dispute Settlement Mechanisms, and in the case of the EU, we reached a new milestone and included a forum for regular meetings to address issues and potential differences (Joint Committee) and Arbitration provisions, which provide certainty to all stakeholders that we will ensure an open and fair competitive environment. All these measures have been successful.

In this same spirit, we agreed to a new Safeguards Clause in the Qatar-Australia ASA, even though, according to the International Civil Aviation Organization (ICAO), such level of safeguard provisions are only relevant and applicable in liberalized, even if not fully open skies agreements, and are hardly justifiable in a restricted agreement, with limited capacity and frequencies.

We also accepted this Safeguard Clause because we were confident that this would provide assurance to the Australian regulators that their consumers would enjoy the benefits of greater competition, including lower fares and more travel options, while at the same time protecting national interests and ensuring stability in the Australian market for international travel.

We strongly believe, the current provisions of the ASA offer the platform to move forward in the bilateral aviation relations between Qatar and Australia by allowing airlines to decide the number of flights as needed by the market demand. Increasing the capacity entitlements will not damage competition in the Australian market, but would rather improve it for the benefit of the consumers.

The amended agreement embraces robust fair competition and safeguards provisions; and ensures that our designated airline will be subject to additional competition rules, as well as strict conditions and requirements regarding its operations to Australia. We can confirm that under these provisions, embedded in the Qatar-Australia ASA, the Australian government can evaluate and study the operations of Qatar's flag carrier serving the Australian market, including:

- 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.

We can confidently affirm, that no other country in the GCC region has included such strict conditions and requirements regarding fair competition in their bilateral agreement with Australia. Unfortunately, despite we have reached such an aspirational fair competition clause that safeguards operations, still our national carrier has not been granted with additional frequencies.

In light of the recent decision made by the Department on 14 July 2023 to reject our requests for additional flights, which was presented through our formal letter ref. no. 2022/Out/06017/PO, dated 16 August 2022, we have officially requested consultations under Article 16 (Consultations) of the ASA through letter ref. no. 2023/Out/04289 dated 14 August 2023 to better understand the reasons for their decision and to work together with the Department to build a road map for future enhancements of traffic rights.

On 25 August 2023, the Department informed us that our request for consultations was under consideration and indicated that they would respond as soon as possible. We sincerely hope that the Department will agree to schedule consultations as a matter of urgency and priority.

The Australian Government's National Aviation Policy (2009) clearly calls for a review of the bilateral agreements with foreign countries to ensure that capacity available "*remains ahead of demand so that airlines are free to make commercial decisions about the frequency and types of services they operate*", however, the allocation of traffic rights to Qatar does not reflect the intent of the above statement.

The following illustration describes a timeline of the traffic rights growth into Australia's main gateways:



We support greater connectivity with Australia as one of the pillars of the emerging global economy and look forward to a resilient partnership between our two countries. Therefore, we look forward to a positive consideration from the Department to grant the State of Qatar:

- The requested additional 28 weekly frequencies to the Australian main gateways, whilst increasing the cap to 14 weekly frequencies to each main gateway; and
- The requested additional 7 weekly frequencies to the secondary airports via and/or beyond Australian main gateways under the regional package.

To demonstrate our longstanding commitment to liberalization in international aviation we have included below, an overview of our requests for consultations and request for additional traffic rights since 2005, and the responses that we have received from the Australian Authorities.

QCAA Correspondence with Australian Authorities

No.	Date	From	Request
1	25 September 2005 (AT/C.5/1104/pf/05)	Qatar Civil Aviation Authority	Informed that Qatar Airways is keen to start operations to Australia, but requires at least 7 weekly frequencies for the route to be economically viable.
2	02 November 2005 (06635-2005)	Minister for Transport and Regional Services	Unable to give full consideration to the request.
3	13 February 2006 (AT/C.5/0143/06)	Qatar Civil Aviation Authority	Request bilateral consultation.
4	01 March 2006 (AT/C.5/0254/06)	Qatar Civil Aviation Authority	Request bilateral consultation.
5	14 March 2006 (P2005/3911)	Department of Transport and Regional Services	Indicated that the Australian government was considering Qatar's requests for formal talks and also the scope of these talks.
6	28 March 2006 (P2005/3311)	Department of Transport and Regional Services	Agreed to hold bilateral consultation and proposed the date.
7	17 April 2006 (P2005/3311)	Department of Transport and Regional Services	Proposed the date for the bilateral consultation.
8	20 April 2006 (AT/C.5/0455/06)	Qatar Civil Aviation Authority	Confirmed the date for the bilateral consultation.
9	28 April 2006 (P2003/943)	Department of Transport and Regional Services	Confirmed the date for the bilateral consultation.
10	29 June 2006	Department of Transport and Regional Services	Re-offered the proposed package of aviation agreements put forward by Australia in May.
11	24 August 2006 (AT/C.5/0814/06)	Qatar Civil Aviation Authority	<p>Informed Qatar Airways plans to commence Melbourne services and their desire to serve Sydney 12 months after the MEL launch.</p> <p>Indicated Qatar's willingness to consider alternative Australian proposals, including limited beyond rights, in the context of maintaining overall balance and reciprocal rights.</p> <p>Requested the next round of bilateral consultation.</p>
12	30 August 2006 (P2003/1740)	Department of Transport and Regional Services	<p>Referred to Australian government's proposal of an additional 4 services to/from Melbourne for Qatar's airlines and commitment to future talks for expanded services to Australia in return for:</p> <ul style="list-style-type: none"> A matching 4 additional frequencies for Australian carriers from any point in Australia to Qatar;

Submission to Australia Select Committee

			<ul style="list-style-type: none"> Any intermediate points in the Middle East, South and South East Asia (for both countries' airlines) Third country code share with the accompanying traffic rights (available for both countries' airlines) Beyond rights to ten points, to be nominated by Australia, from the geographic regions of Africa, Middle East, UK and Europe for Australian carriers. <p>Indicated that the Australian position includes the limited beyond rights for Australian carriers.</p>
13	07 September 2006 (AT/C.5/0889/06)	Qatar Civil Aviation Authority	<p>Confirmed Qatar's willingness to consider alternative Australian proposals, including limited beyond rights, in the context of maintaining overall balance and reciprocal rights.</p> <p>Requested the next round of bilateral consultation.</p>
14	02 October 2006 (AT/C.5/0841/06)	Qatar Civil Aviation Authority	<p>Explained that it is not commercially viable for Qatar Airways to operate such a long and expensive route with only 3 weekly frequencies.</p> <p>Willingness to consider alternative Australian proposals, including limited beyond rights, within an overall package of balanced and reciprocal rights, e.g. granting beyond rights in return for an improved Australia offer that may include additional frequencies, and a more tangible offer in respect of operations to Sydney.</p> <p>Requested bilateral consultation.</p>
15	28 November 2006 (10465-2006)	Department of Transport and Regional Services	<p>The Australian Government is committed to the negotiation of arrangements with its bilateral aviation partners which, in a balanced outcomes, gives Australian-based airlines an opportunity to compete in similar markets to hub carriers and which take into account the considerable network advantages that hub carriers have over Australian-based airlines.</p>
16	17 December 2006 (AT/c.5/1249/06)	Qatar Civil Aviation Authority	<p>Qatar would consider accepting a package that, whilst unbalanced beyond rights, included a significant improvement in the number of permitted frequencies and that was open in respect of Australian points or at least provided an acceptable timetable for access to Sydney.</p>
17	19 February 2007 (P2006/1740)	Department of Transport and Regional Services	<p>Proposed bilateral consultation on 14-15 March 2007 in Doha.</p>

Submission to Australia Select Committee

18	04 March 2007 (P2006/1740)	Department of Transport and Regional Services	Confirmed bilateral consultation on 14-15 March 2007 in Doha.
19	13 February 2008	Qatar Civil Aviation Authority	In order to allow Qatar Airways to launch the Sydney operation at the earliest, requested to urgently remove the below requirement provided in the Air Service Agreement: Qatar Airways is permitted to commence services to Sydney only one year after it has commenced services to Melbourne, Brisbane and Perth.
20	19 May 2008	Minister for Infrastructure Transport, Regional Development and Local Government	<p>Referred to the entitlements of Qatar Airways in the access to Australian market.</p> <p>Indicated that the Australian Government sought to enable Australian airlines to offer equivalent commercial services to those offered by airlines such as Qatar Airways. The ability of Australian airlines to compete with airlines operating beyond intermediate hubs such as Doha is something that is a significant factor in Australian approach to international air services negotiations.</p> <p>Also indicated that the ability of airlines to operate beyond Qatar is essential in encouraging airlines to commerce services between Australia and Qatar. On balance, the 2007 arrangements was regarded as fair and striking an appropriate balance between Australian and Qatari carriers.</p> <p>Australian government would be prepared to consider changes to the current arrangements as part of a broader discussions involving an improved package of commercial entitlements for Australian carriers.</p>
21	March 2008 (T08/00581)	Minister for Housing and Tourism	Indicated that a letter has been addressed to Minister Albanese requesting a review of the current Air Service Agreement to allow Qatar Airways to fly to both Sydney and Melbourne from start-up.
22	15 September 2008 (AT/C.5/1026/ba/08)	Qatar Civil Aviation Authority	In order to allow Qatar Airways to launch the Sydney operation at the earliest, requested Australian government urgent consideration to review the current Air Service Agreement with the aim of removing the 12 month delay before Qatar Airways is permitted to take up its rights to fly to Sydney.
23	December 2008 (10261-2008)	Minister for Infrastructure, Transport, Regional Development and Local Government	<p>Reiterated that any changes to the Air Service Agreements would need to provide for an improved package of commercial entitlements for both Qatari and Australian Airlines.</p> <p>Requested QATAR CIVIL AVIATION AUTHORITY to propose the improvements in right might be made available for Australian</p>

Submission to Australia Select Committee

			airlines in exchange for the bringing forward of capacity for Qatar's Airlines.
24	25 December 2008 (AT/1541/2008)	Qatar Civil Aviation Authority	Requested an urgent meeting to re-negotiate the existing bilateral agreement in order to demonstrate the long- term growth plan for investment in Australia and to commence an immediate operation to multi-cities in Australia.
25	11 May 2009 (08/15157)	Department of Infrastructure Transport, Regional Development and Local Government	Proposed some amendments to the Air Service Agreement.
26	26 July 2010	Department of Infrastructure Transport, Regional Development and Local Government	Rejected bilateral consultation due to election.
27	02 August 2012 (0720 10/11217)	Department of Infrastructure and Regional Development	Scheduled bilateral discussion in December 2012 in Jeddah. Indicating that from Departments' understanding, Qatar Airways will not require extra capacity in the short or medium term.
28	19 June 2013 (01162-2013)	Department of Infrastructure and Regional Development	Clarified that any services by airlines of Qatar to Sydney will have to be operated outside the curfew period. Rejected bilateral consultation and referred to the entitlements of unrestricted access to secondary cities.
29	12 December 2013 (1133 10/11217)	Department of Infrastructure and Regional Development	Indicated that the Department would advise the suggested timing and location for bilateral consultations.
30	12 June 2015 (13/4507)	Department of Infrastructure and Regional Development	Deferral of bilateral consultation
31	27 August 2015 (AT/VS/1393/2015)	Qatar Civil Aviation Authority	Requested bilateral consultation.
32	16 September 2015 (AT/VS/1709/2015)	Qatar Civil Aviation Authority	Accepted the offer proposed in the letter dated 14 August 2015 from Department of Infrastructure and Regional Development.
33	08 November 2015 (AT/VS/1733/2015)	Qatar Civil Aviation Authority	Requested Qatar Airways' Doha-Adelaide services to be operated via or beyond an Australian gateway and this operation not to be counted against the existing entitlements of 21 weekly frequencies or against the existing cap associated with the gateway points.
34	03 December 2015 (15/5779)	Department of Infrastructure and Regional Development	Indicated that the Department was considering the request for extra operational flexibility for Qatar Airways' service to Adelaide.
35	07 March 2016 (AT/RR/0577/2016)	Qatar Civil Aviation Authority	Requested an additional 63 weekly frequencies (for a total of 84 weekly); which

Submission to Australia Select Committee

			<p>allow Qatar Airways to operate 21 weekly frequencies to each gateway.</p> <p>Requested to lift the cap for each gateway from 7 to 21 weekly frequencies;</p> <p>Requested a total of 14 weekly frequencies for all-cargo services with 5th freedom traffic rights;</p> <p>Requested unrestricted 5th freedom traffic rights for passenger operations.</p>
36	25 April 2016 (AT/RR/0600/2016)	Qatar Civil Aviation Authority	Requested urgent bilateral consultations to discuss enhancement of traffic rights for an additional 7 weekly frequencies to Australia's main gateways.
37	27 April 2016	Department of Infrastructure and Regional Development	Rejected QCAA request for bilateral consultation
38	21 Sept. 2016	Department of Infrastructure and Regional Development	Informed QCAA that airlines of Qatar is entitled with unrestricted capacity to/from Avalon.
39	19 February 2017 (AT/EA/0634/2017)	Qatar Civil Aviation Authority	<p>Requested Qatar Airways' Doha-Canberra services to be operated via and/or beyond an Australian gateway shall not be counted against:</p> <ul style="list-style-type: none"> - the existing entitlements of 21 weekly frequencies or against the existing cap associated with the gateway point; - the additional 7 weekly frequencies between Qatar and Australia's gateways granted through the exchange of letters dated on 15 February 2016
40	14 September 2017 (AT/RR/1796/2017)	Qatar Civil Aviation Authority	Reiterated the request for an additional 7 weekly frequencies in order to operate to Brisbane.
41	05 December 2017 (2017/Out/08847)	Qatar Civil Aviation Authority	Requested an additional 7 weekly frequencies to Australia's main gateways in order to launch operations to Brisbane.
42	09 January 2018 (2018/Out/00256)	Qatar Civil Aviation Authority	Proposed text to strengthen Art.8 (Tariffs) of the Air Service Agreement
43	05 April 2018 (15/5779)	Department of Infrastructure and Regional Development and Cities	<p>Letter proposing to amend MOU of 2009 in order to:</p> <ul style="list-style-type: none"> - Add 7 weekly frequencies for passenger/combination services to Australia's main gateways (for a total of 28 weekly). - Remove of all capacity restrictions for freight-only services and to allow these services to exercise up to 7th freedom traffic rights.
44	12 April 2018 (15/5779)	Department of Infrastructure and Regional Development and Cities	Letter indicating that the additional capacity entitlement offered on the letter dated 05 April 2018 would not come into effect until the parties agreed on specific competition provisions to be included in the ASA.

Submission to Australia Select Committee

			Australia agreed to provide a proposed text for Qatar's consideration.
45	16 April 2018 (2018/Out/02659/ATA)	Qatar Civil Aviation Authority	Letter of acceptance to Australia's proposal dated 05 April 2018 to: <ul style="list-style-type: none"> - Add 7 weekly frequencies for passenger/combination services to Australia's main gateways (for a total of 28 weekly). - Remove of all capacity restrictions for freight-only services and to allow these services to exercise up to 7th freedom traffic rights.
46	19 April 2018 (15/5779)	Department of Infrastructure and Regional Development and Cities	Reiterated that the additional capacity entitlement offered on the letter dated 05 April 2018 would not come into effect until the parties agreed on specific competition provisions to be included in the ASA.
47	21 May 2018	Qatar Civil Aviation Authority	Requested to rapidly agree on new text to strengthen the competition provisions in the Air Service Agreement
48	07 June 2018 (15/5779)	Department of Infrastructure and Regional Development and Cities	Indicated that Australian Government is considering draft text on competition for inclusion in the ASA
49	19 July 2018 (15/5779)	Department of Infrastructure and Regional Development and Cities	Letter proposing a text to amend the ASA by incorporating a new article on safeguards and consequential amendments to other articles of the ASA, including the Route Schedule.
50	03 September 2018 (2018/Out/05317/ATA)	Qatar Civil Aviation Authority	Letter indicating that the proposed amendments to the ASA are acceptable to Qatar, with minor changes to ensure consistency and accuracy of the text.
51	09 November 2018 (15/5779)	Department of Infrastructure and Regional Development and Cities	Exchanged positions on the suggested changes to the proposed new Article of Safeguards. Provided a draft MOU that would apply the amended ASA on an interim basis. The MOU would also bring into effect the below entitlements: <ul style="list-style-type: none"> - Additional 7 weekly frequencies for passenger/combination services to Australia's main gateways (for a total of 28 weekly). - Removal of all capacity restrictions for freight-only services and to allow these services to exercise up to 7th freedom traffic rights.
52	12 December 2018 (2018/Out/07660/AT)	Qatar Civil Aviation Authority	Letter providing comments and proposing amendments to the Qatar-Australia ASA and text of the MOU.

Submission to Australia Select Committee

			<p>Qatar accepted to include an article on "Safeguards", however, the scope of this article should be clarified by Australia.</p> <p>Based on ICAO's Template Air Services Agreement text, Qatar proposes to include the "abuse of dominant position" as an airline possible unfair competitive practice which may merit closer examination by the Contracting Parties.</p>
53	06 January 2019 (2019/Out/00047/AT)	Qatar Civil Aviation Authority	Requested additional 7 weekly frequencies to Australia's major gateways whilst continue to negotiate the inclusion of the proposed competition provisions.
54	04 April 2019 (F19/951)	Department of Infrastructure, Regional Development and Communications	<p>The additional capacity entitlements will not come into effect until both Parties have settled revised competition provisions.</p> <p>Exchanged positions on the draft of amended Air Service Agreement.</p>
55	05 September 2019 (2019/Out/05473/AT)	Qatar Civil Aviation Authority	Proposed bilateral consultation with a view to reach an agreed text on the proposed amendments to the signed Agreement
56	08 October 2019 (2019/Out/06347/AT)	Qatar Civil Aviation Authority	<p>Proposed bilateral consultation in Aqaba between 02-06 December 2019.</p> <p>Requested the implementation of the addition 7 weekly frequencies to Australia's main gateways and removal of all capacity restrictions for all-cargo services.</p>
57	10 June 2021 (2021/Out/03699/AT)	Qatar Civil Aviation Authority	<p>Accepted to amend the signed Air Service Agreement to include the proposed new provision on "Safeguards" and its consequential amendments.</p> <p>Enclosed the agreed MoU and the enhanced 7 weekly frequencies to Australia's gateway would commence on the day that the MOU comes into effect.</p>
58	16 December 2021 (F19/951)	Department of Infrastructure, Regional Development and Communications	Accepted the amendments to the signed Qatar-Australia Air Service Agreement including the new provision on Safeguards and requesting the Qatari side to sign a copy of the new MOU with a view to confirm the addition 7 weekly frequencies (for a total of 28 weekly) to Australia's gateways and removal all capacity restrictions for freight-only services.
59	20 December 2021 (2021/Out/09310/AT)	Qatar Civil Aviation Authority	Provided the signed copies of the new MOU.
60	21 January 2022		New MOU signed by both Parties; As a consequence, the additional 7 weekly frequencies to Australian gateways (for a total of 28 weekly) and the removal of all capacity restrictions for freight-only services entered into effect.
61	16 August 2022 (2022/Out/06017/PO)	Qatar Civil Aviation Authority	<p>Proposed the following enhancements on the current bilateral framework:</p> <ul style="list-style-type: none"> - Propose to increase the cap to a max of 14 weekly to each gateway;

Submission to Australia Select Committee

			<ul style="list-style-type: none"> - Additional 28 weekly to Australia's main gateways (for a total of 56 weekly): <ul style="list-style-type: none"> • Sydney: additional 7 weekly (for a total of 14 weekly) • Melbourne: additional 7 weekly (for a total of 14 weekly) • Perth: additional 7 weekly (for a total of 14 weekly) • Brisbane: additional 7 weekly (for a total of 14 weekly) - A total of 14 weekly frequencies between Qatar and the main gateways provided such services operate via or beyond to a point in Australia other than Sydney, Melbourne, Brisbane and Perth.
62	14 July 2023	Department of Infrastructure, Transport, Regional Development, Communications and The Arts	Rejected the applied increase of capacity entitlements.
63	14 August 2023 (2023/Out/04289/AT)	Qatar Civil Aviation Authority	Requested consultation between the two governments, under the Art.16 (Consultations) of the bilateral Air Service Agreement
64	25 August 2023 (email)	Department of Infrastructure, Transport, Regional Development, Communications and The Arts	The Department is considering the QCAA's request for consultation and would respond to the letter as soon as possible.



الهيئة العامة للطيران المدني
CIVIL AVIATION AUTHORITY

قطر QATAR

ATTACHMENT 2

Summary of Qatar Airways' Engagements with the Australian Government

SUMMARY

SUMMARY OF QATAR AIRWAYS' ENGAGEMENTS WITH THE AUSTRALIAN GOVERNMENT

- Qatar Airways is committed to serving Australian people to fulfil their essential travel demand.
- However, Qatar Airways' capacity entitlements to Australia's main gateways are severely restricted, limiting our abilities to offer the connectivity that Australians consumers deserve.
- Qatar Airways is fully utilizing its current capacity entitlements, operating **28** passenger flights to each Australia's main gateways (Sydney, Melbourne, Perth and Brisbane) and an additional **7** flights to Melbourne, with a tag to Adelaide, under the regional package.
- Qatar Airways has worked tirelessly with the authorities in both countries to enhance our network to Australia and improve competition on the Australian market.
- In particular, since our available capacity is significantly limited compared with the ones granted to our major regional competitors, i.e. Qantas' partner Emirates is allowed to operate up to **84** weekly flights and Etihad can operate up to **63** weekly flights to main gateways.

[More information on the current bilateral aviation framework between both countries is available in page 3 of the "Qatar Airways' Recent Comments to Select Committee Inquiry" document.]

- Qatar Airways' enduring commitment to Australia and its people is reflected especially through the engagement with the Australian government during difficult times. For example:
 - 1. Support the transport of Australian nationals and residents stranded around the world, as well as passengers from other airlines and tourist stranded in Australia during COVID-19**

We continued operating to Australia, providing critical connectivity to Australians stranded all over the world and transporting vital medical personnel, supplies and seafarers supporting the supply chain.

While most foreign airlines, including our regional competitors, decided to cease their operations, Qatar Airways established a dedicated team *getyouhomeau* and managed to transport more than **220,000** passengers to Australia and **117,000** passengers from Australia.

Further to direct **requests from Australian Embassies in Afghanistan, India, Jordan, Kuwait, Lebanon and Turkey**, Qatar Airways operated nine charter flights, carrying **1,093** passengers to connect with services to Australia. 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.

Due to the **shortage of medical professionals in Australia**, Qatar Airways rose up to the situation again by facilitating the travel of doctors and nurses, mainly from the UK to Australia. Qatar Airways also helped the movement of the essential workforce, including seafarers to get to and from their workplace, which is critical to maintain the Australian supply chain.

During these critical times, Qatar Airways provided a detailed report to the Australian Competition and Consumer Commission (ACCC) regarding the difficulties faced to operate during the pandemic.

2. Support the evacuations of Australian nationals, diplomats and defence officers during the COVID-19 Pandemic.

In April 2020, **Consul General of Australian Embassy in Kabul**, approached Qatar Airways for over **50** stranded Australians who had registered that *“they were desperate to return to Australia”* with more Australians to be expected. Qatar Airways provided a repatriation flight to evacuate Australian, nationals, residents, diplomats and defence officers from Afghanistan to Doha, connecting on our scheduled flight to Australia.

3. Supporting the evacuation of Afghan nationals during the country’s humanitarian crisis

As part of the air evacuation in Afghanistan during the humanitarian crisis in 2021, Qatar Airways responded to a request from the Australian 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, with a particular focus on supporting women and girls.

4. Support the transport of vulnerable Australian passengers after the deadly explosion in Beirut.

In August 2020, after the explosion at the Port of Beirut in Lebanon and under the requests from **Australian Embassy in Beirut and the Australian mission in the UAE**, Qatar Airways responded again to carry Australian citizens, residents and their family from Beirut back to Australia.

[For more information on Qatar Airways’ commitment to Australia, please refer to pages 4 - 7 of the *“Qatar Airways’ Recent Comments to Select Committee Inquiry”* document.]

- Qatar Airways’ flights into Australia bring enormous value to the Australian economy and the Australian media has reported that blocking the request for extra flights would cost between **\$540** million and **\$788** million per annum in incremental economic activity to Australia.
- Qatar Airways is the key transport supplier between Qatar and Australia, with Qatar importing over 200 tonnes of fresh meat weekly, primarily from Melbourne and Perth.

[For more information on Qatar Airways’ economic benefits to Australia, please refer to page 8 of the *“Qatar Airways’ Recent Comments to Select Committee Inquiry”* document.]

- As part of Qatar Airways' commitment to serve Australia, unlike our regional competitors, we have taken the opportunity to operate to regional airports in Australia, using either non-stop services or through the regional package, as the market size to operate directly to secondary cities does not always allow for a sustainable operation.
- Qatar Airways is currently serving Adelaide with a total of **14** weekly passenger flights, including **7** weekly non-stop services and **7** weekly flights via Melbourne under the regional package.
- Contrary to what has been claimed, Qatar Airways' current services to Adelaide via Melbourne, actually support the regional Australian market. Our application for this operation, was subject to a comprehensive review by the Australian Authorities, resulting in the granting of the required approval in line with the applicable aviation regulatory requirements, as these flights in no way contravene the Australia's aviation policy.

[For more information on Qatar Airways' commitment to secondary airports in Australia, please refer to page 10 of the "Qatar Airways' Recent Comments to Select Committee Inquiry" document.]



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CIVIL AVIATION AUTHORITY

قطر QATAR

ATTACHMENT 3

**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 15th 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 5th 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 5th 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 3rd 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 3rd and 4th 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

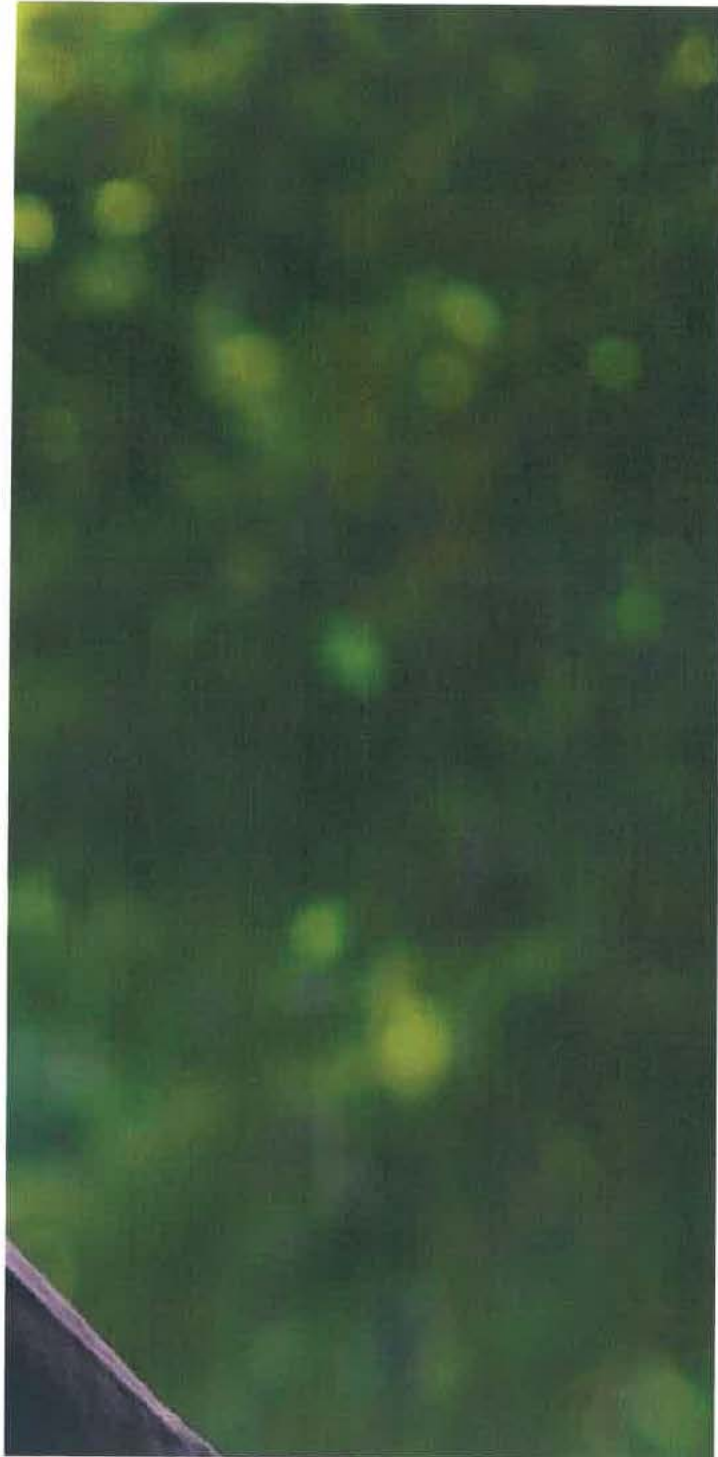
Australian merchandise exports to Qatar was AUD572 million in 2016-2017

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

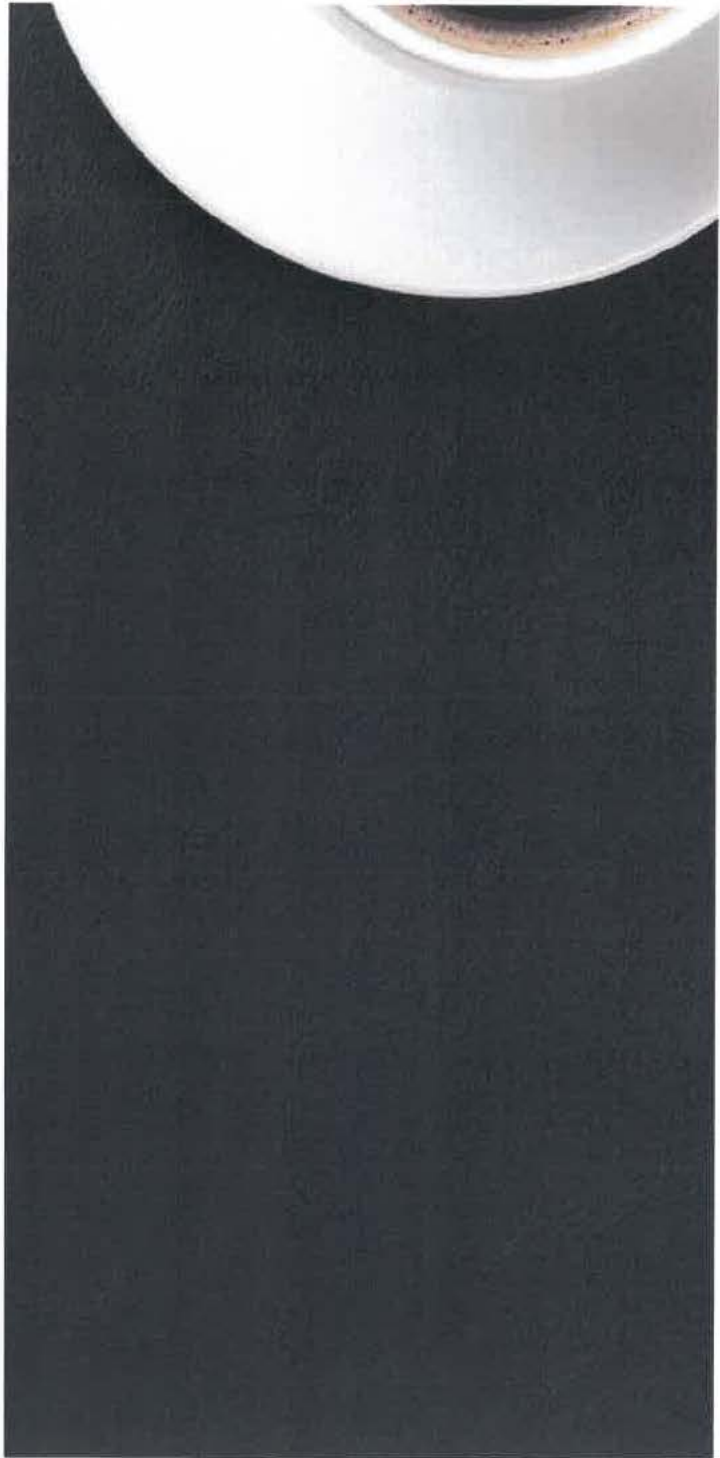
Department of Infrastructure and Regional Development

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 ¹	In use ²	Available	Growth potential	2017-18 forecast (TRA) ³
PRG	3,520 seats	3,856 seats	520 seats	17%	N/A
Philippines	Majors: 8,300 seats ³ Others: Open	5,721 seats 0 seats	2,579 seats Unlimited	45% Unlimited	N/A
Balearia	Majors: 14 services Others: Open	14 services 0 services	0 services Unlimited	0% Unlimited	32%
Samoa	1,000 seats	704 seats	206 seats	42%	N/A
Singapore	Open	47,870 seats	Unlimited	Unlimited	23%
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	20%
Taiwan	Majors: 6,000 seats Others: Open	2,980 seats 0 services	3,040 seats Unlimited	103% Unlimited	N/A
Thailand	Majors: 20,000 seats ⁴ Others: Open	14,397 seats 0 seats	5,603 seats Unlimited	38% Unlimited	16%
UAE	Majors: 154 services ⁴ Others: Open	116 services 7 services	38 services Unlimited	33% Unlimited	30%
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

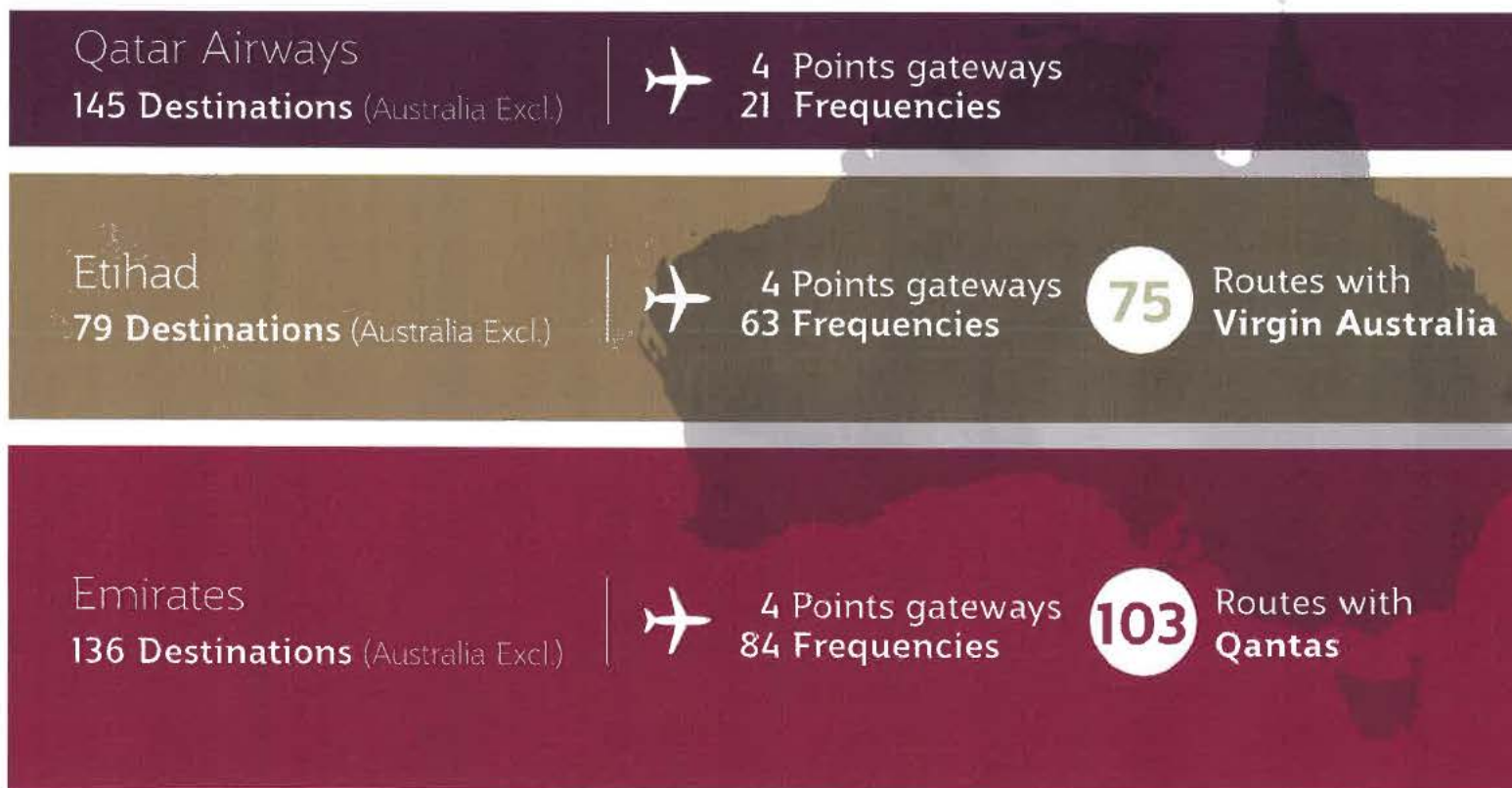
Challenges for both Qatar Airways and the Australian consumer

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



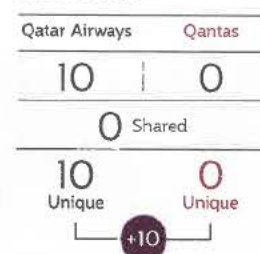
North America destinations



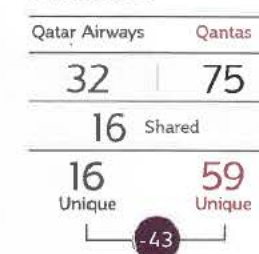
Europe destinations



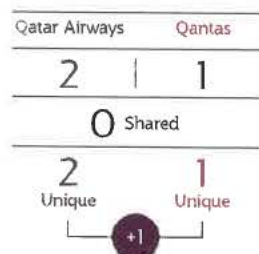
Middle East destinations



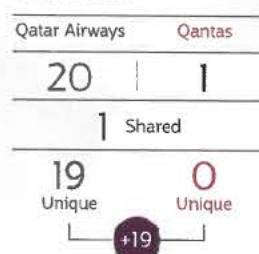
Far East destinations



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



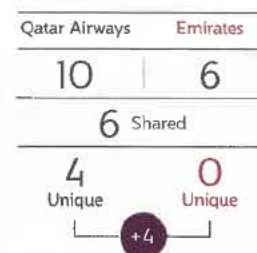
North America destinations



Europe destinations



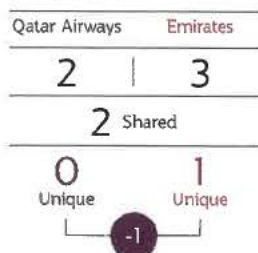
Middle East destinations



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

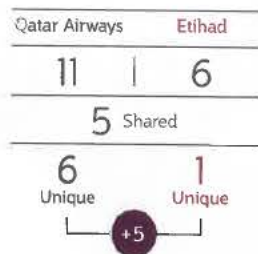
Qatar Airways offers Australians 149 destinations to Etihad's 83 destinations; of those both airlines serve 68 of the same points on the map.

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

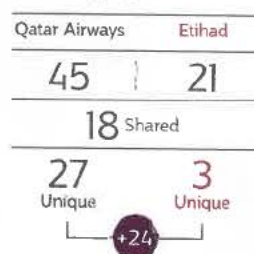
Total network destinations



North America destinations



Europe destinations



Middle East destinations



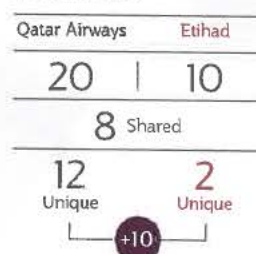
Far East destinations



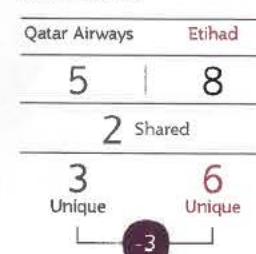
South America destinations



Africa destinations



Gulf destinations



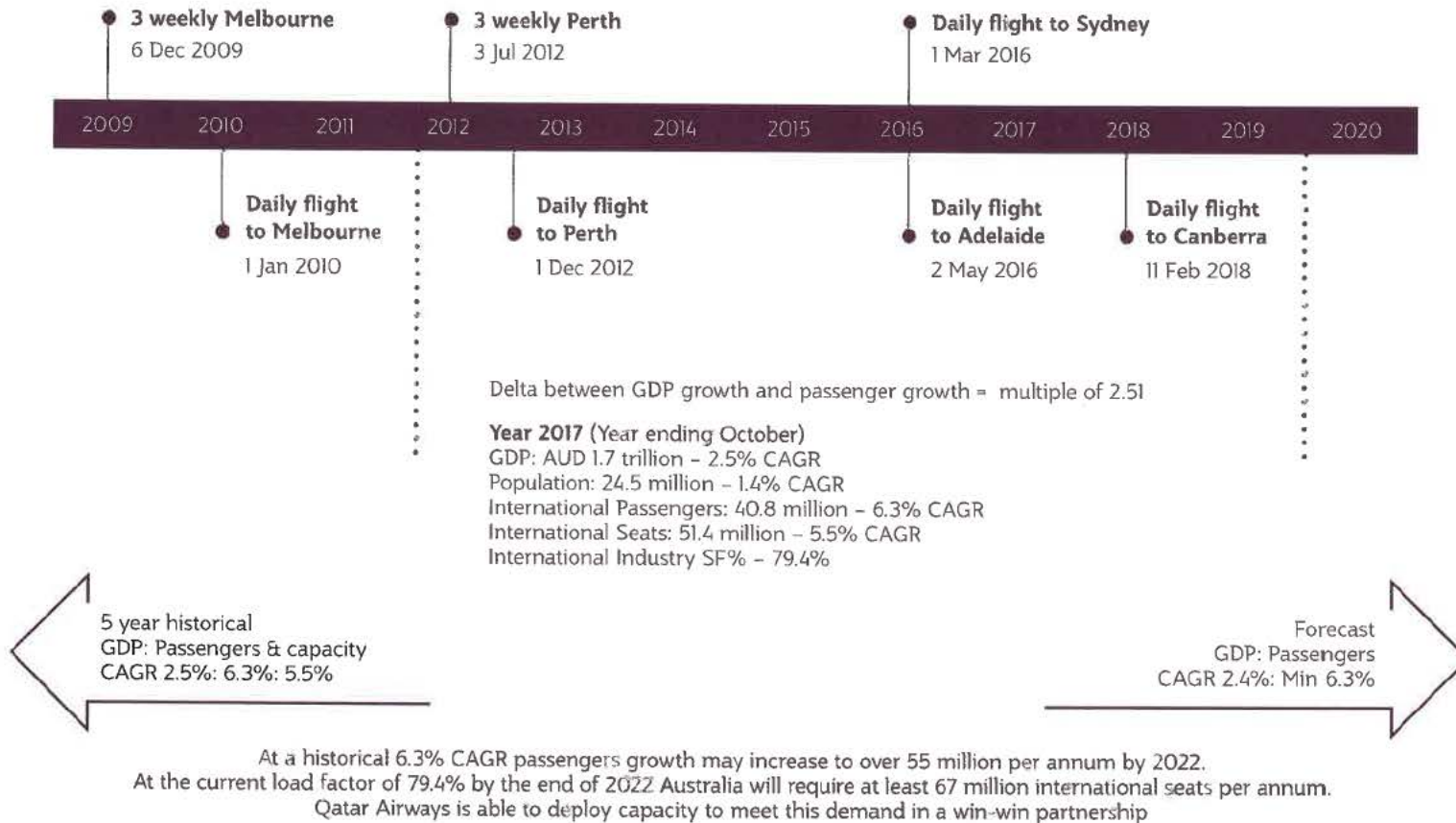
Indian Subcontinent destinations



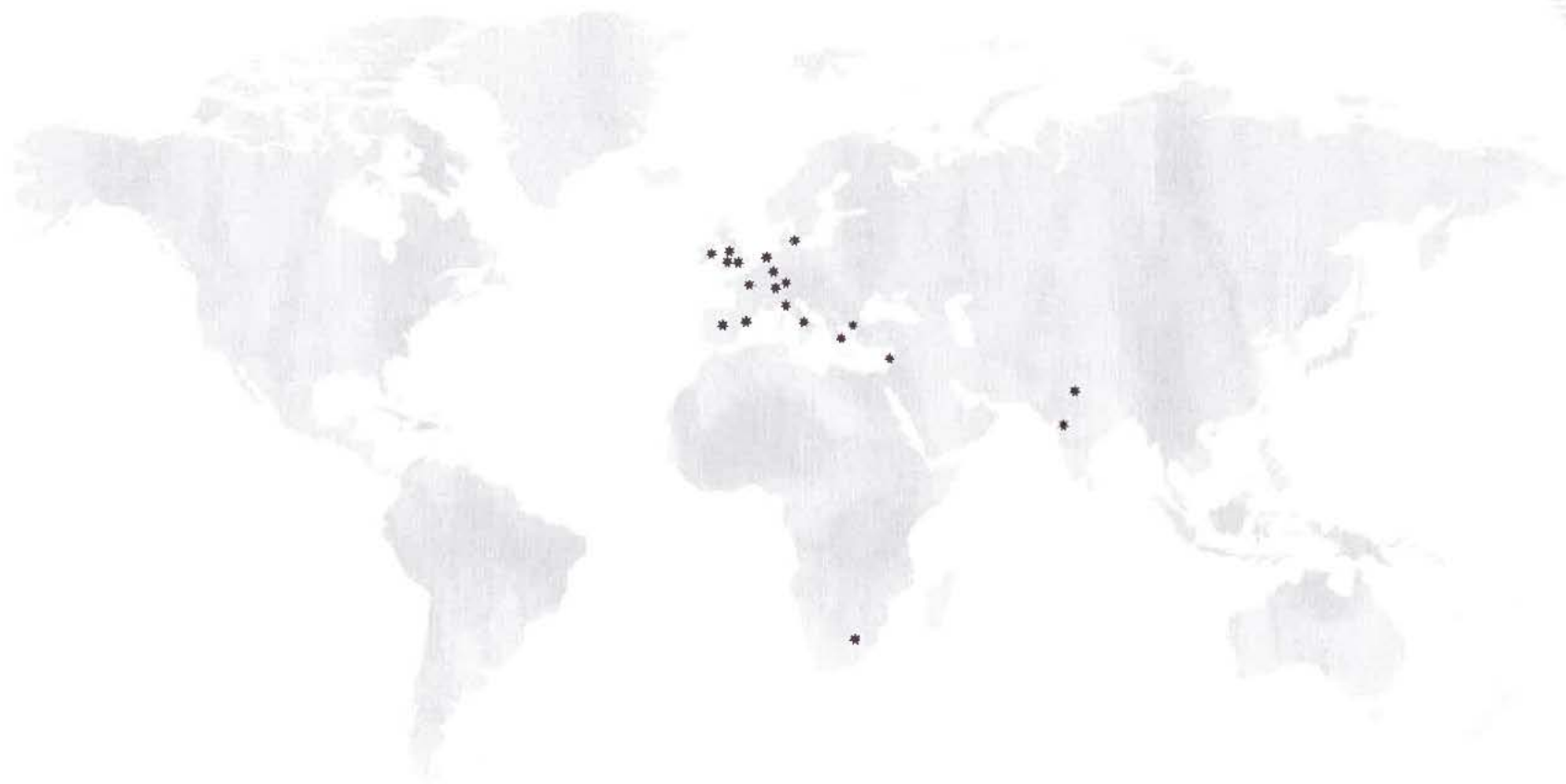
Source: SRS Analyser (Mar'18 Weekly Schedule; snapshot as of 15 Jan'18)

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

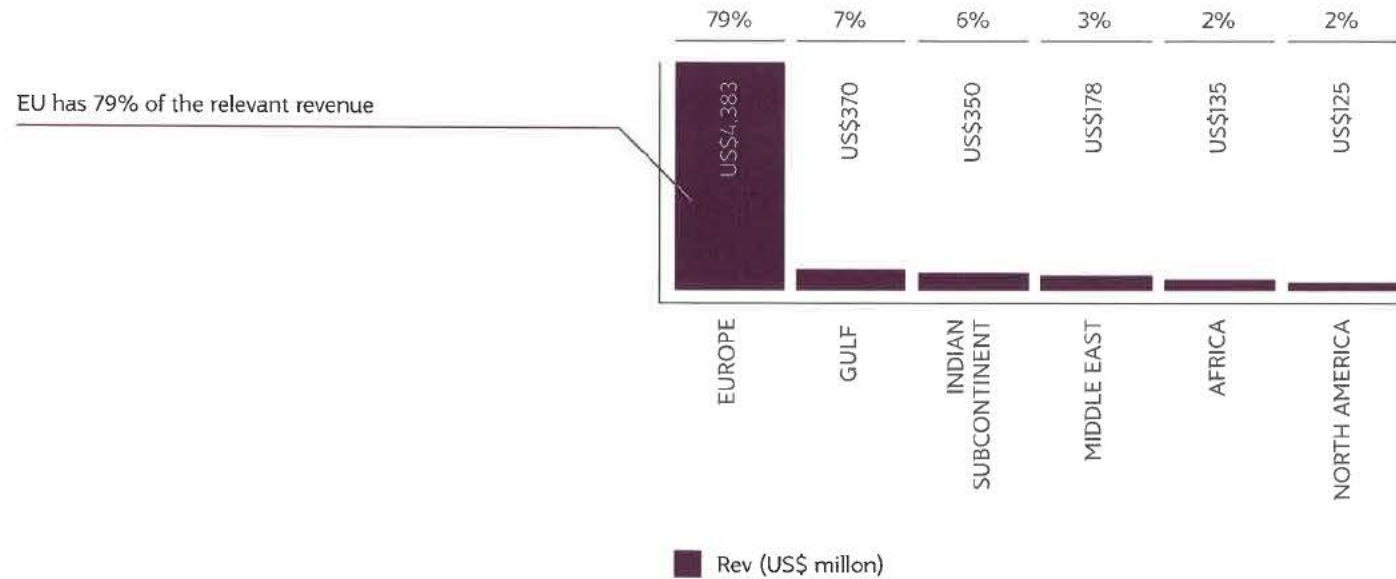
The Australian air travel market was valued at **AUD27.4 billion in 2017**. Of that, **20 percent is considered “relevant”** to Qatar Airways.

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.



EU has 79% of the relevant revenue

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. ●●

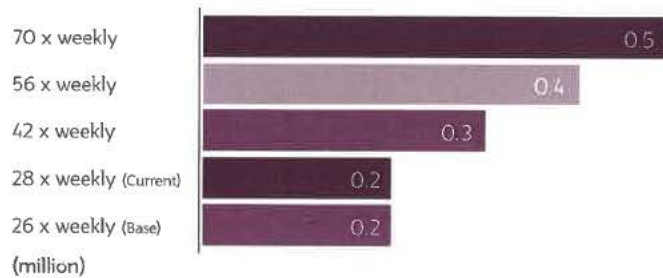
Richard Colbeck,
Australian Minister of Tourism and International Education,
September 2015

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

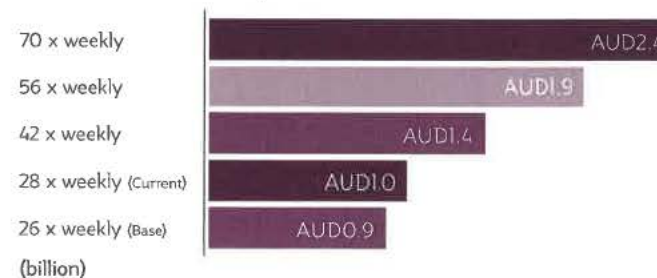


The value of travel

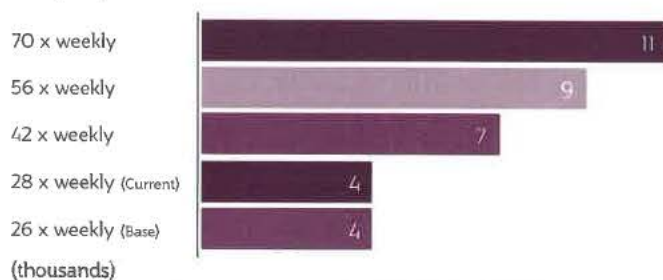
Estimate total international visitor arrivals



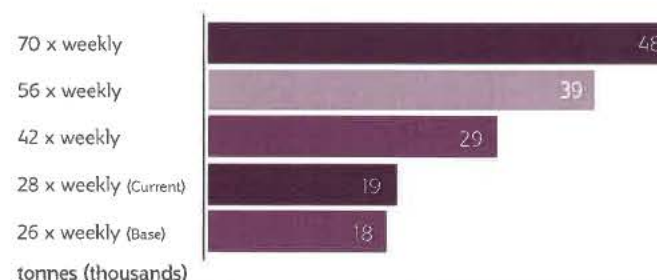
Estimate total international visitor tourism expenditure



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	168	+160
Employees	Nationalities	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

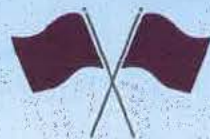


430
Flights

Operated on average each day



150+
Destinations



75
Nations

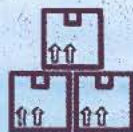


6
Continents



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.”

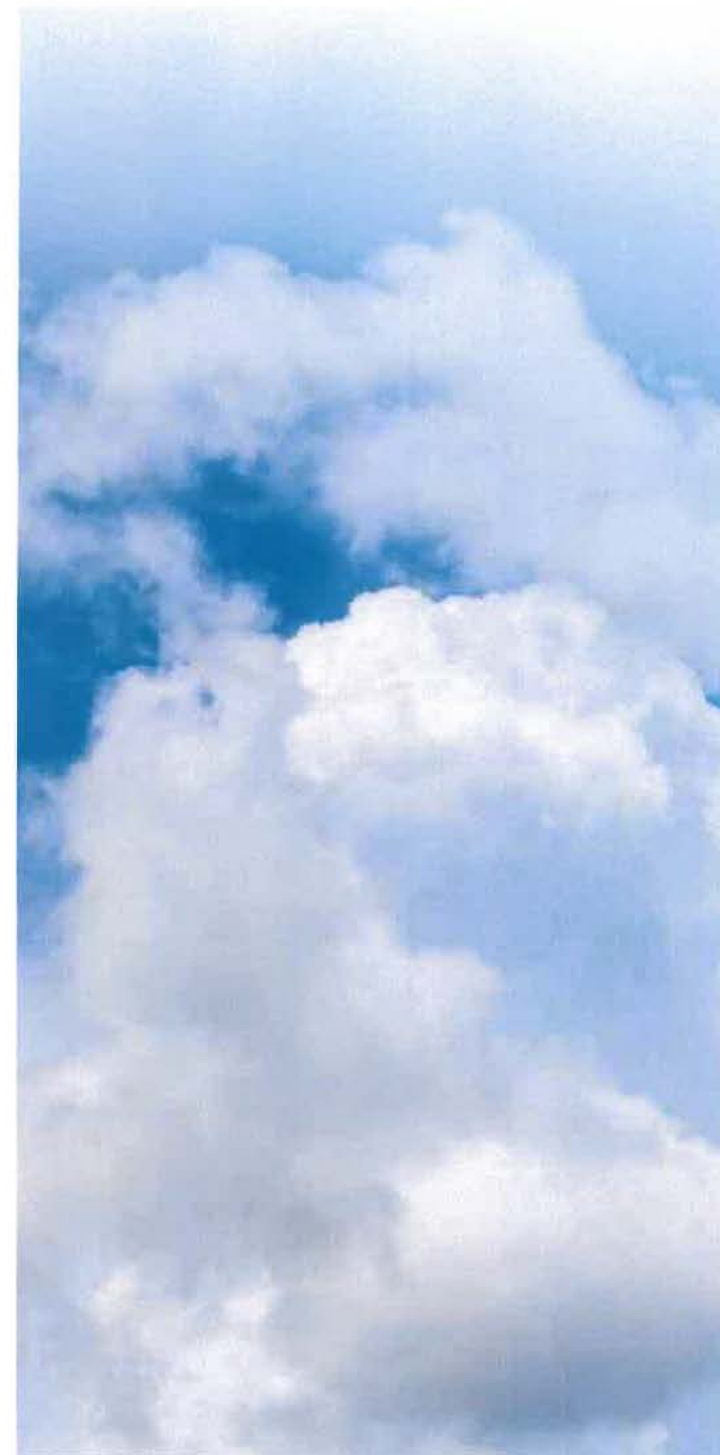
We believe in the power of travel to transform how we see the world. To us, it is not about merely getting people from point A to point B, it is about enjoying the journey as much as the destination.

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.



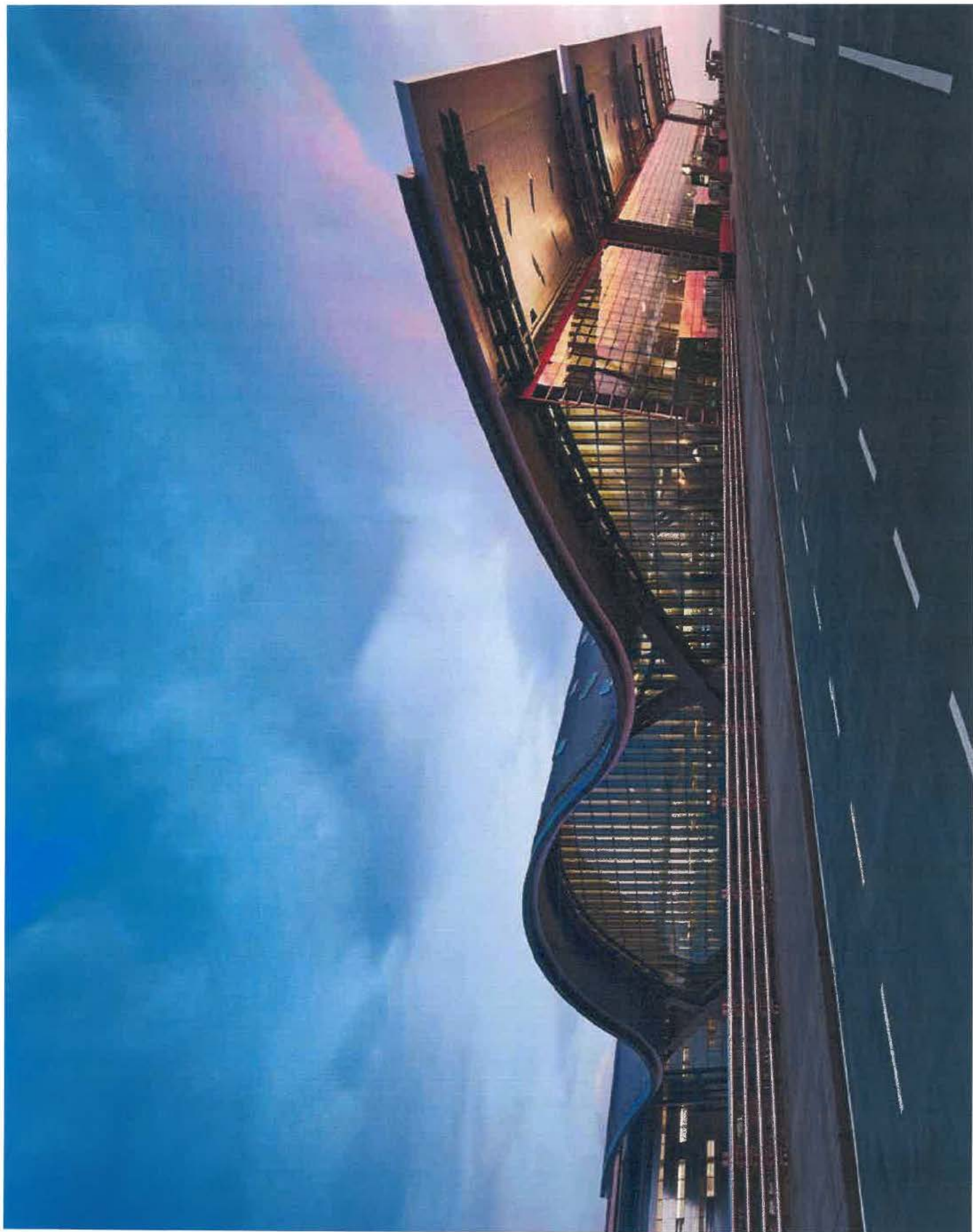
Best Business Class seat

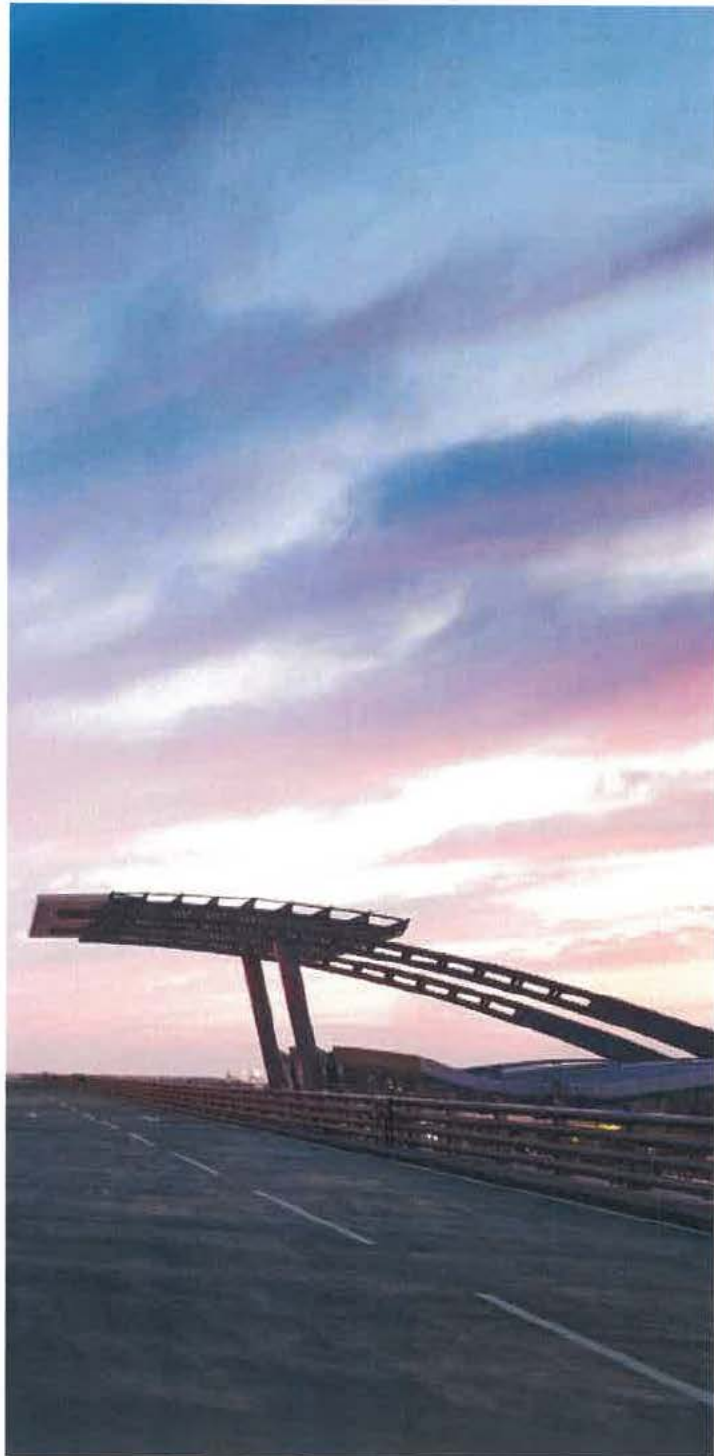
Qatar Airways has been recognized time and again for offering the Best Business Class experience. Our attention to detail ensures the journey will be productive, restful, or entertaining – it is completely up to you.

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.





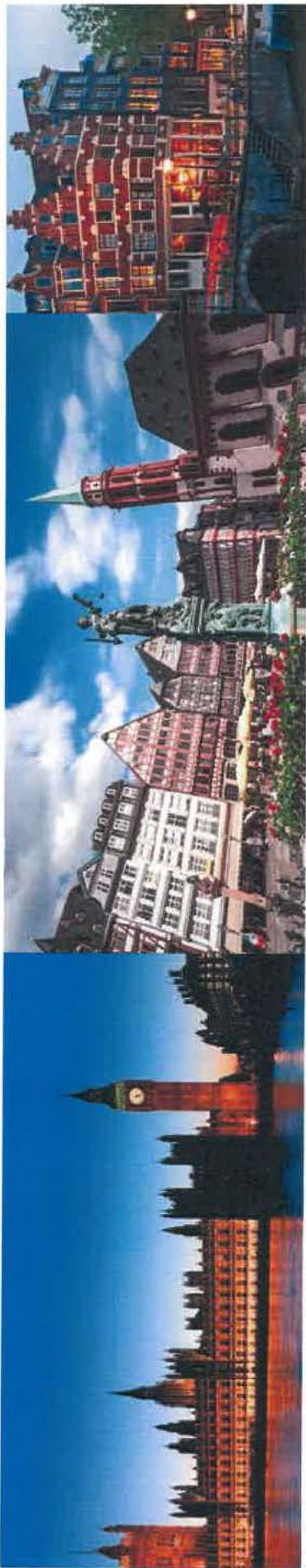
More than a hub... a home

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.

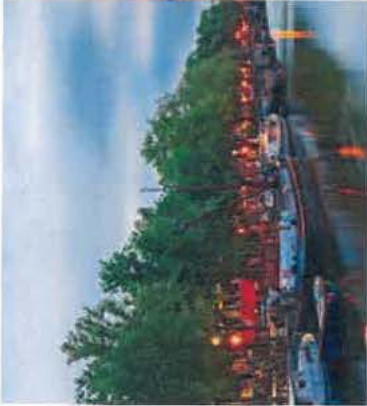
In January 2017, HIA was awarded a Five-Star Airport rating by Skytrax, becoming the first ever Middle Eastern airport to achieve this honour. The airport was also ranked by Skytrax as the "Sixth Best Airport in the World" at the 2017 World Airport Awards, moving up four places from the previous year,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



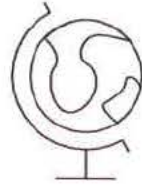
54%

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

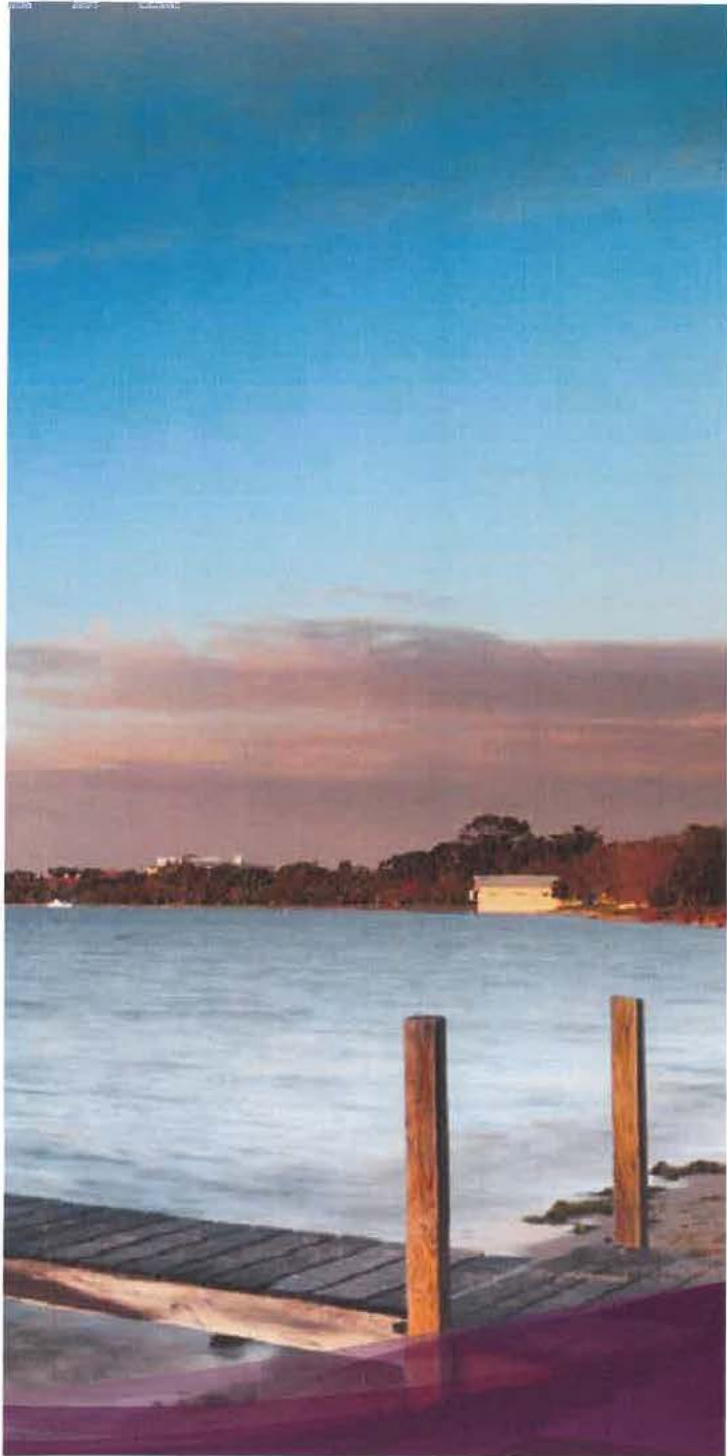
Average flight time from Doha to Perth: 10 hours, 55 minutes

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

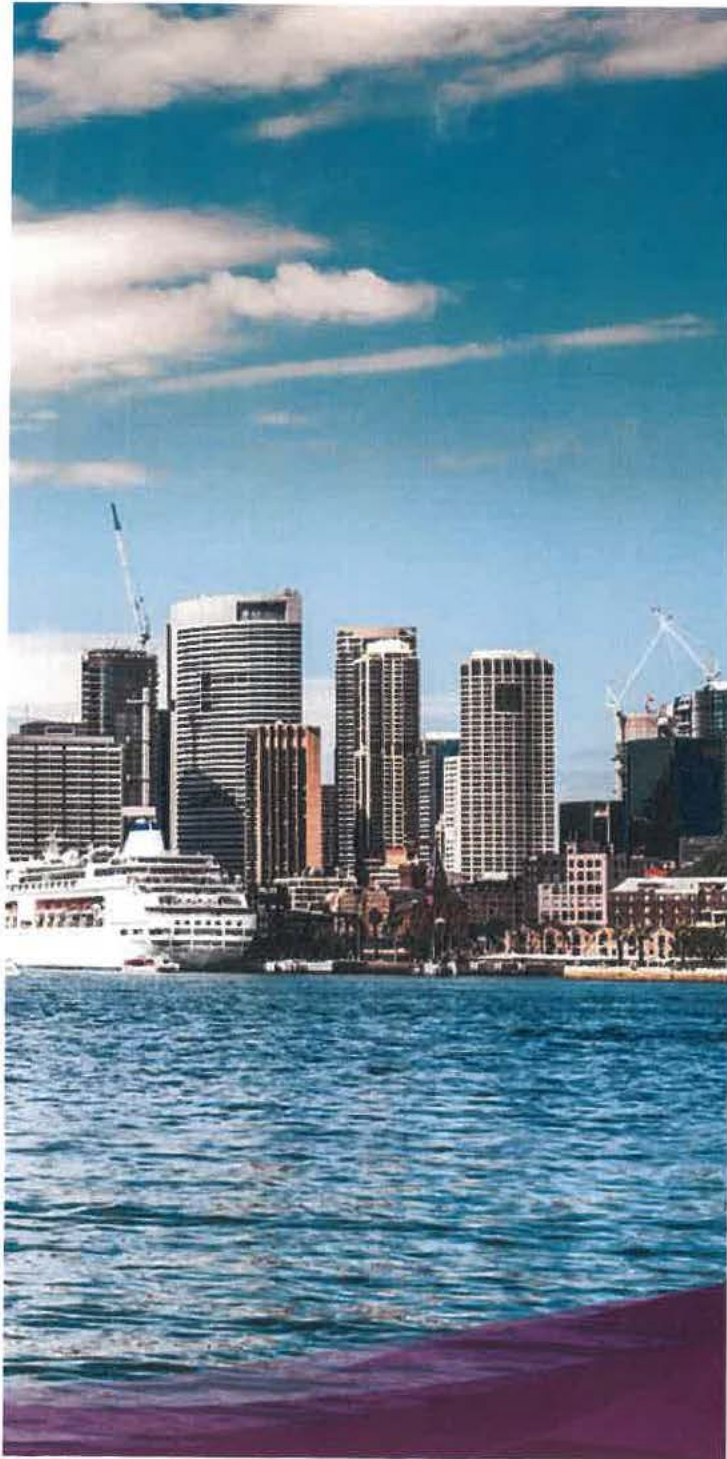
Average flight time from Doha to Sydney: 13 hours, 55 minutes

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





History of service: Canberra

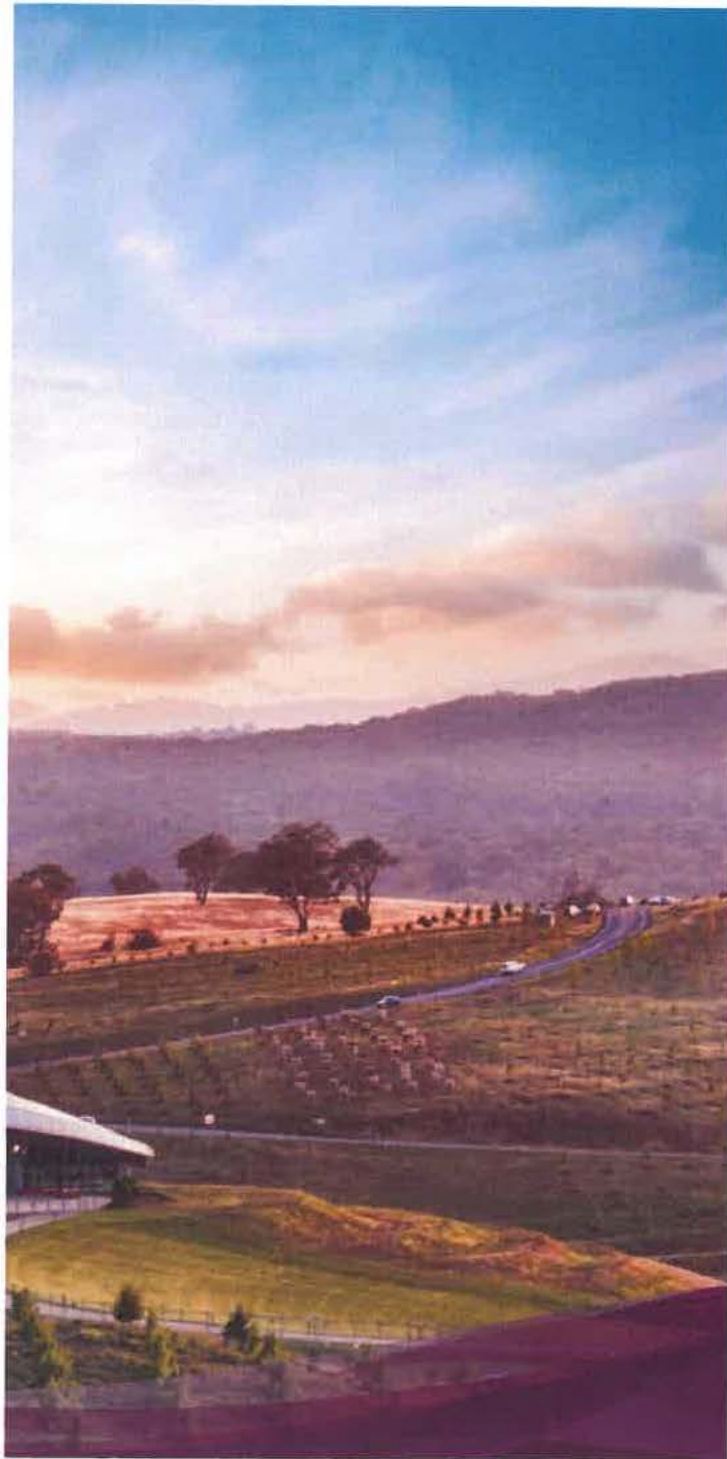
February 2018

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.

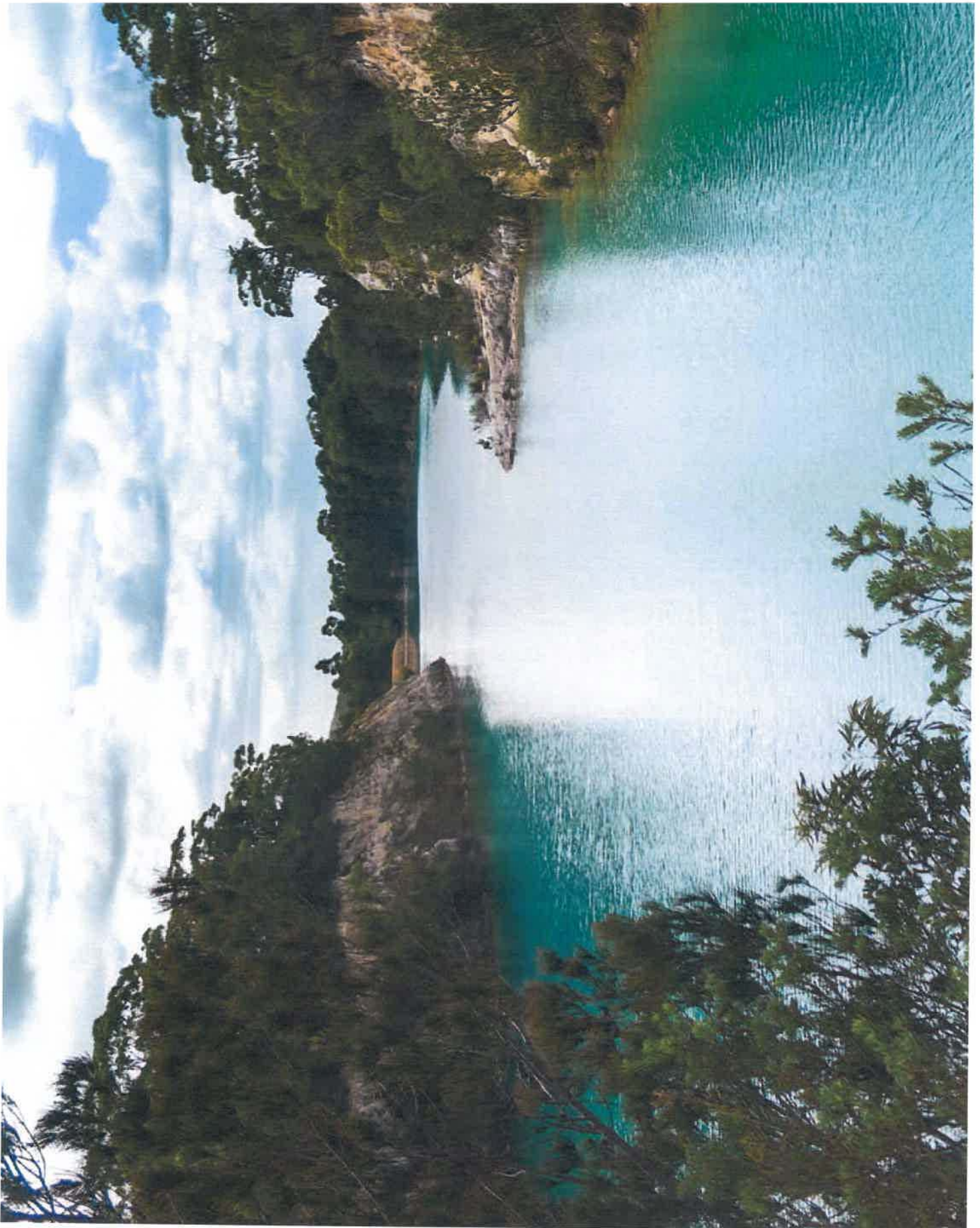
Qatar Airways Cargo is the 3rd largest cargo carrier... but still not in Australia

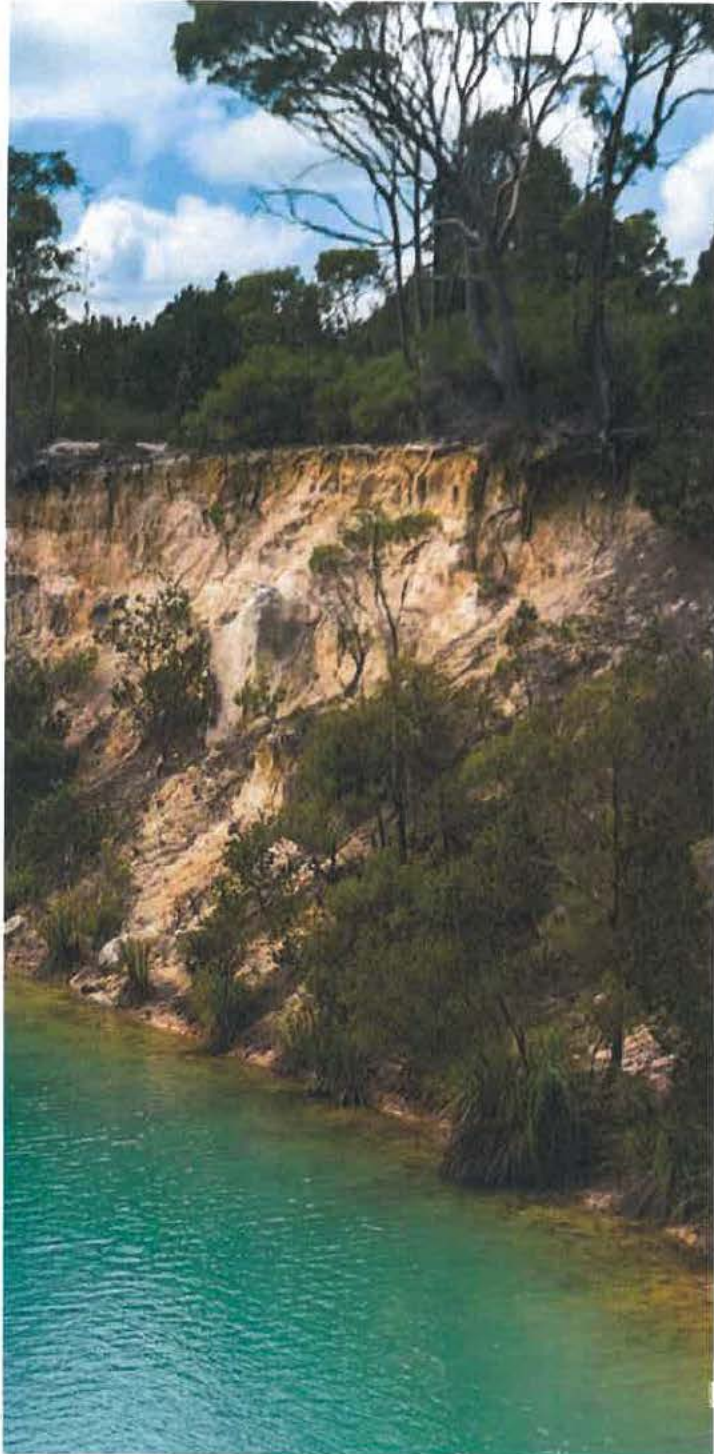
By 2015, **Qatar Airways Cargo** had grown to be the world's third largest air cargo operator. Currently, Qatar Airways Cargo operates 59 freighter destinations (of which 10 are exclusive freighter destinations) in addition to the airline's passenger network.

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.

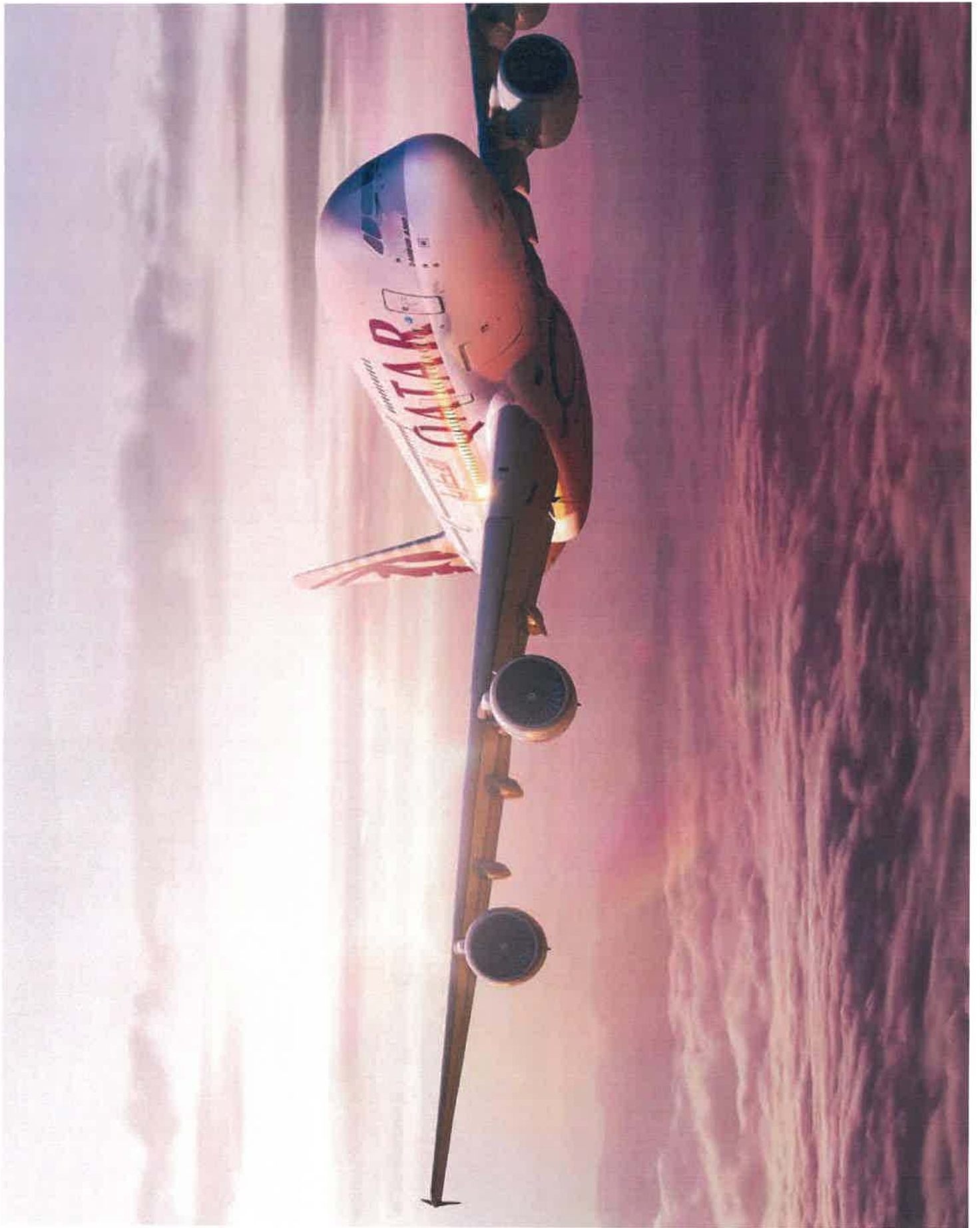
Qatar Airways supports the International Civil Aviation Organization's new CO₂ emissions standard for commercial aircraft, which will come into force from 2020 and will require that CO₂ emissions from new aircraft meet a minimum baseline. From 2023 this will also apply to existing aircraft designs still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









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.





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

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



الهيئة العامة للطيران المدني
CIVIL AVIATION AUTHORITY

قطر QATAR

ATTACHMENT 4

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.

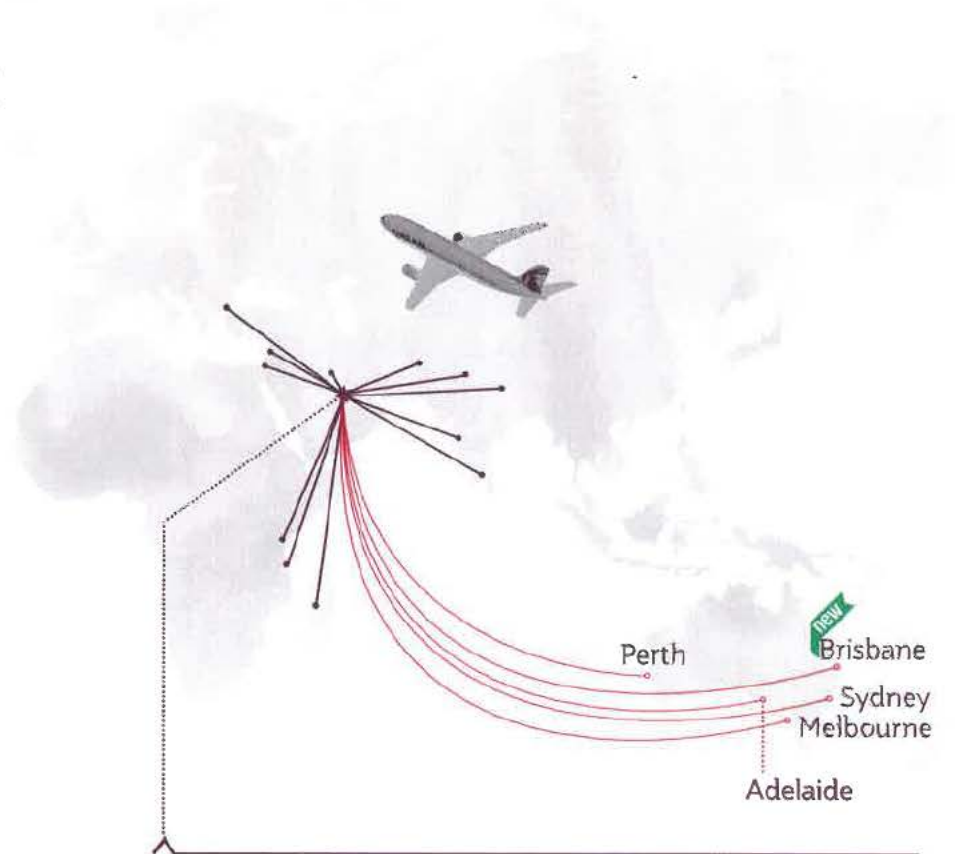
When other airlines suspended services, leaving Australians stranded around the world, Qatar Airways added an extra 48,000 seats to its passenger services to Australia to help stranded passengers get home, continuing with regular scheduled services to Melbourne, Perth and Sydney, as well as introducing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

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

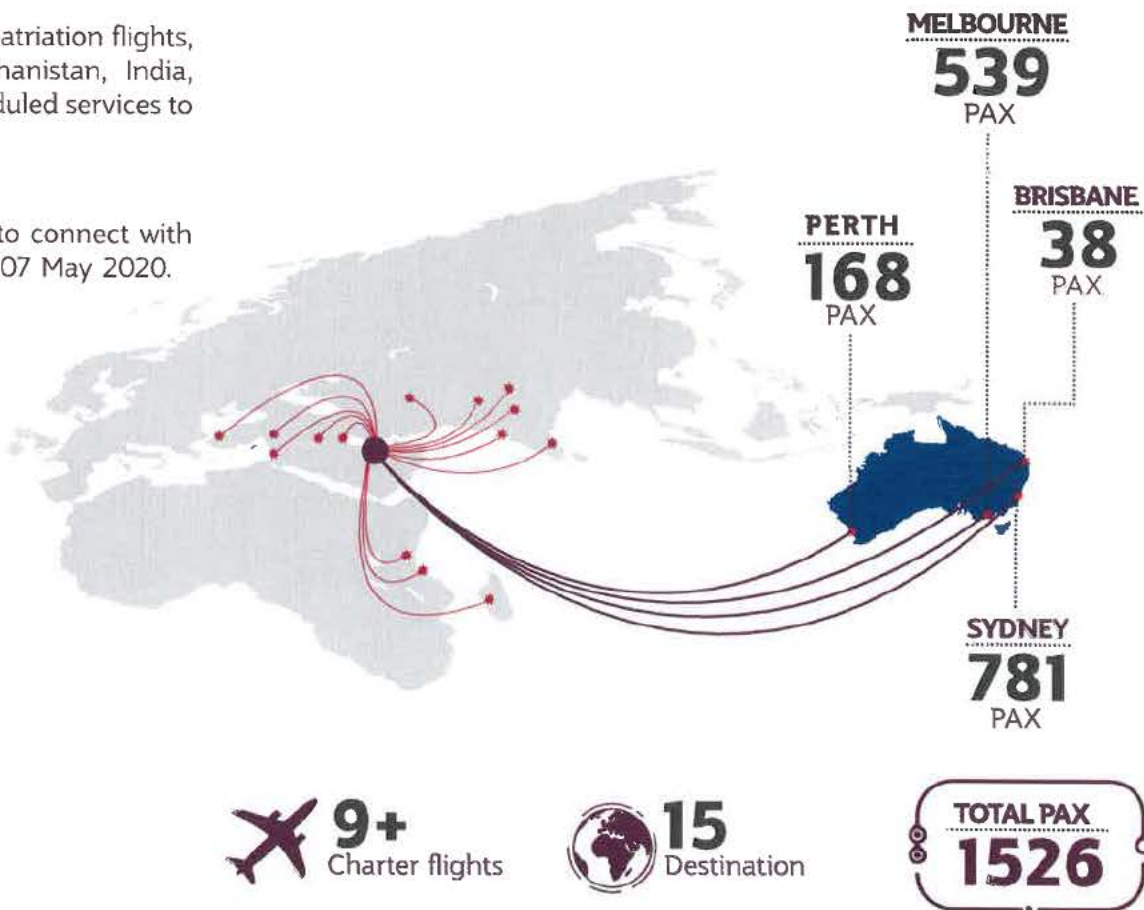
1,093 PAX

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

Others Charters

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

433 PAX



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.



	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
Total	212	1,388	12,361	7,336	5,797



International Freight Assistance Mechanism

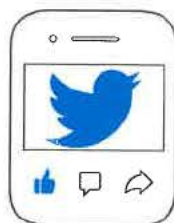


Qatar Airways has partnered with the Government of Australia through the International Freight Assistance Mechanism (IFAM).

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. ✈️



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.



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.

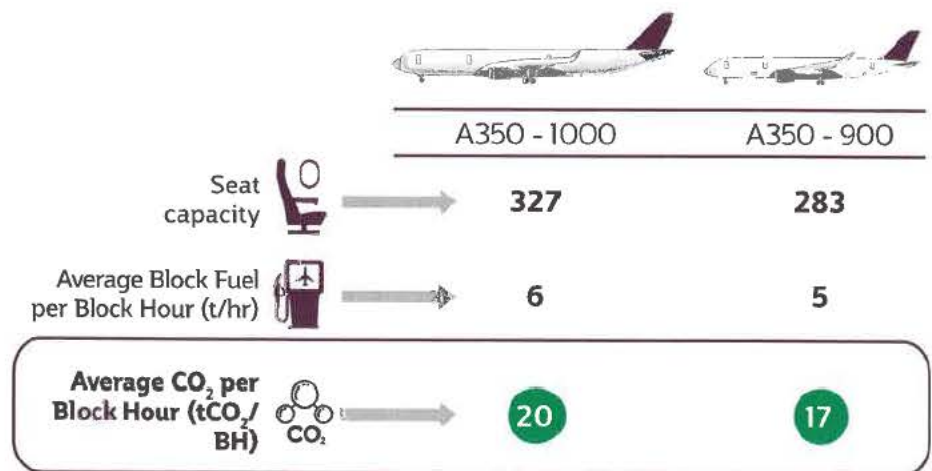
The Airbus A350 is considered as one of the most efficient aircraft in the Qatar Airways fleet in terms of fuel consumption and carbon emissions. As a comparison to the bigger A380, the A350 is 20 percent more efficient in terms of fuel consumption and carbon emissions.

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.

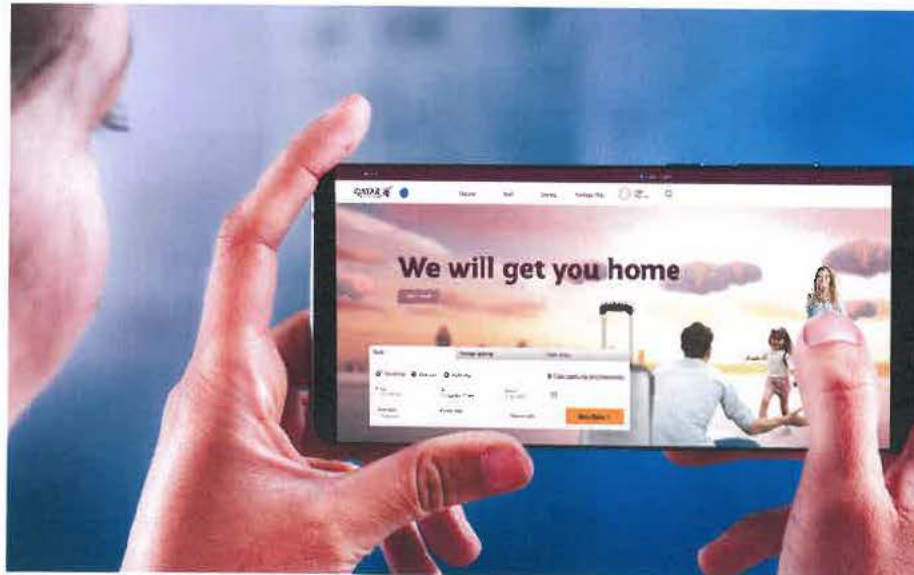
Aircraft Type	Seating capacity	Fuel efficiency (Fuel (kg)/RTK)	Carbon efficiency (CO ₂ (kg)/RTK)
 A350	283-327	0.256	0.806

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



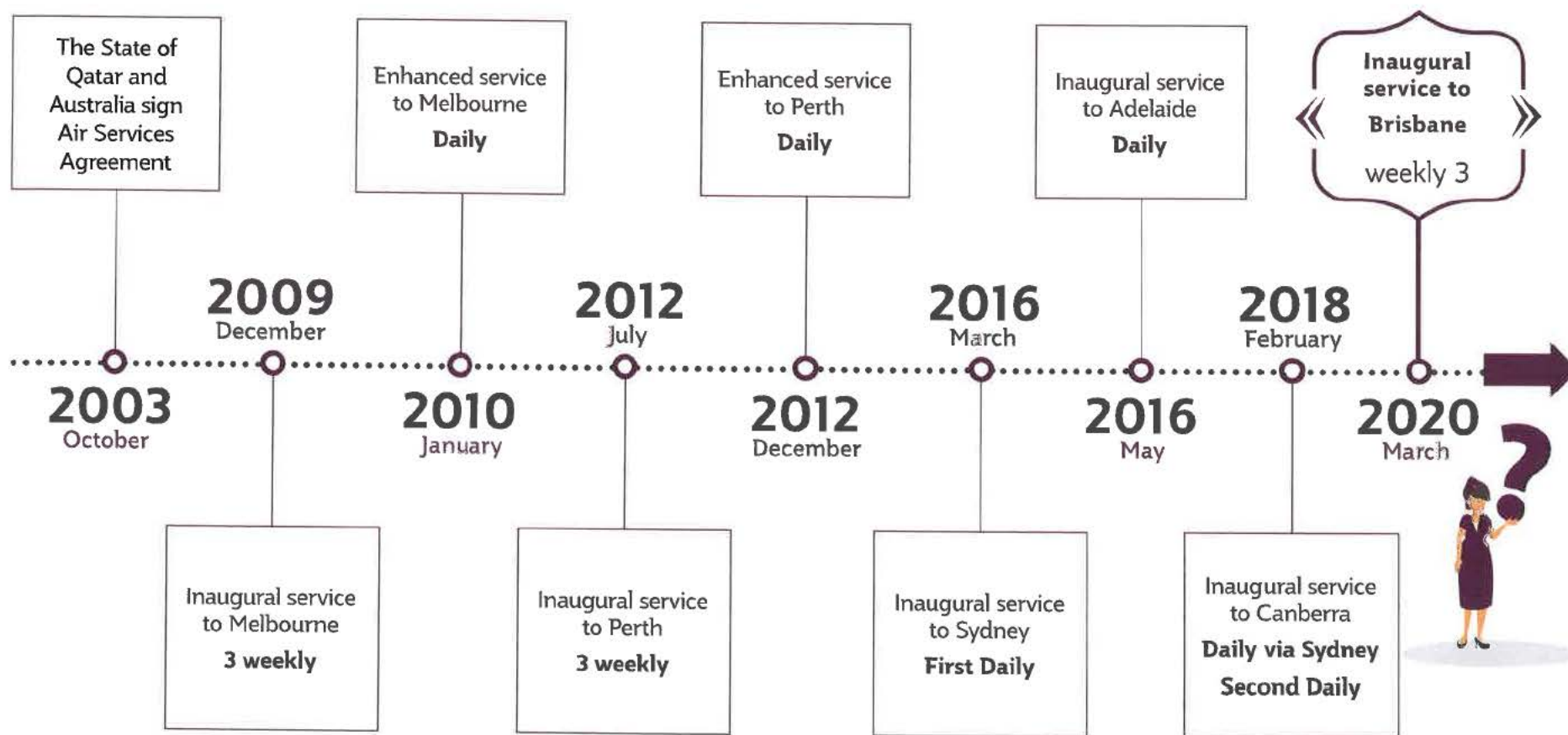
Destination
Changes within 5,000 miles

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).



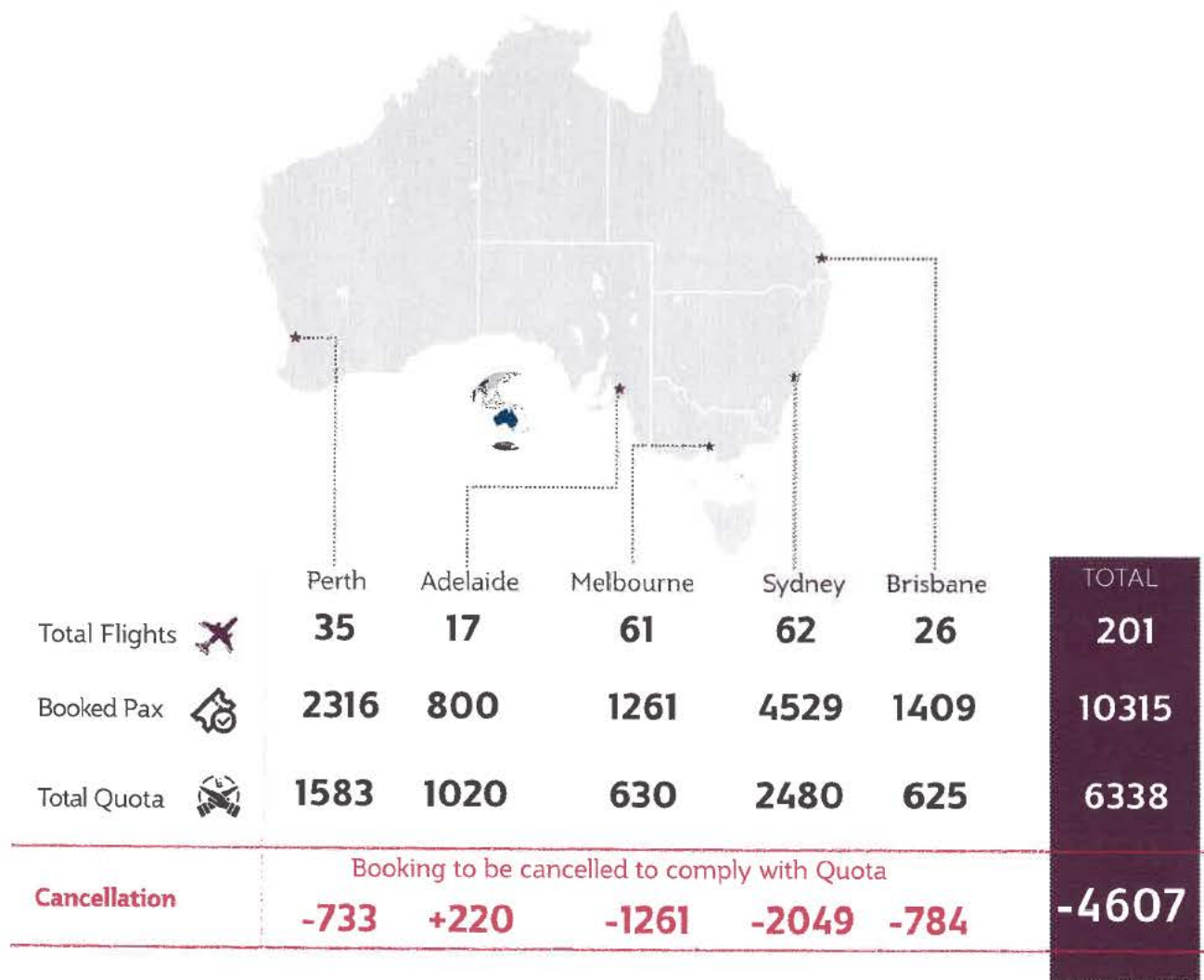
Qatar Airways operations under governmental COVID-19 restrictions

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

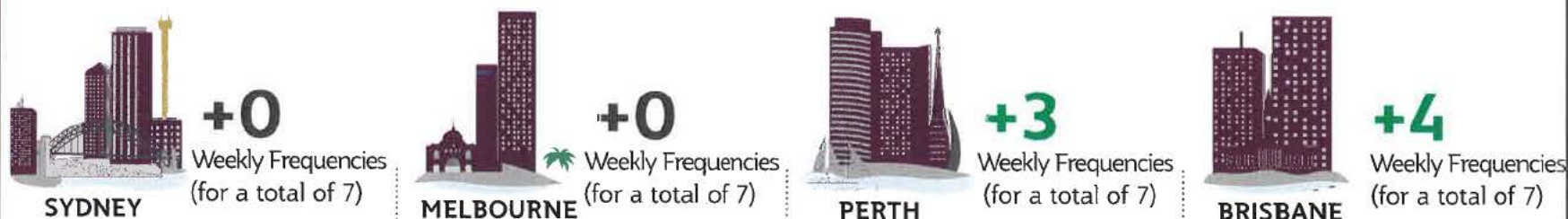
As the world faces unprecedented challenges resulting from the global COVID-19 pandemic, Qatar Airways could not be more proud as an airline to partner with the Government of Australia to help bring Australians home from abroad.

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.





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CIVIL AVIATION AUTHORITY

قطر QATAR

ATTACHMENT 5

Qatar Airways Commitment to Australia - On a flight path to the future

2022

CONFIDENTIAL



GOING PLACES TOGETHER



NOVEMBER 2022

QATAR AIRWAYS' COMMITMENT TO AUSTRALIA

“ On a Flight Path to the Future ”

NOT FOR PUBLIC CIRCULATION



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

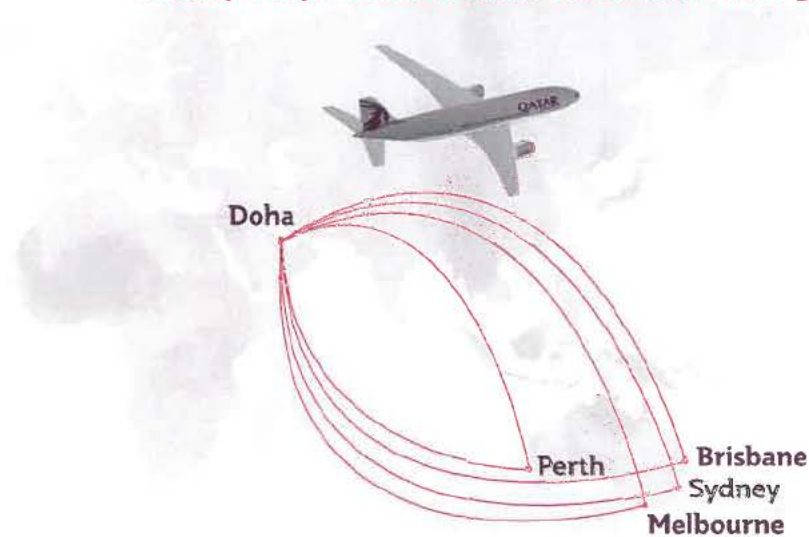
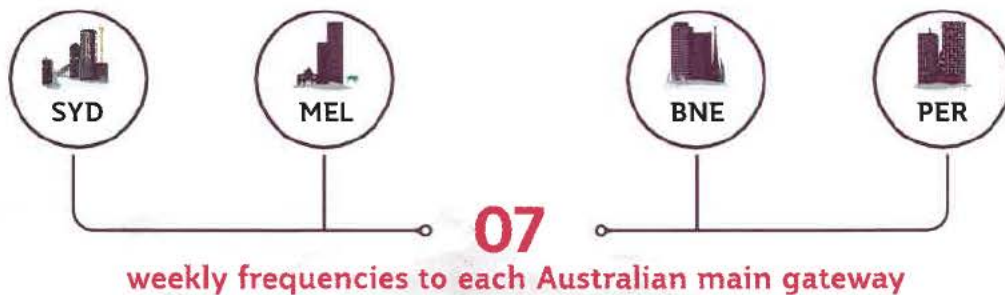
01



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 3rd and 4th 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	254
Chennai	231
Beirut	224
Mumbai	158
Istanbul	119
Kolkata	65
Amman	18
Kuwait	16
Kabul	08

→ 1,093
PAX

Others Charters

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

→ 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.



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



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.

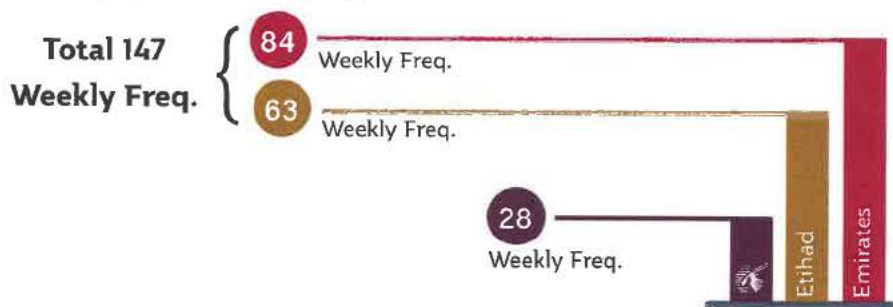
13



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.



Aeropolitical & Corporate Affairs

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الهيئة العامة للطيران المدني
CIVIL AVIATION AUTHORITY

قطر QATAR

ATTACHMENT 6

Qatar Airways' Recent Comments to Select Committee Inquiry



EXECUTIVE SUMMARY

Qatar Airways has worked to develop a strong relationship with Australia, as we firmly believe that greater connectivity supports the development of the wider economy; as well as promote employment opportunities, cultural, trade and tourism benefits.

Currently, the Qatar-Australia bilateral framework only allows us 28 weekly frequencies to Australia's main gateways, with a cap of 7 weekly flights per gateway, and additional 7 weekly frequencies to the gateways provided that these frequencies serve an Australian secondary airport (known as the "regional package"). This is the lowest capacity entitlements any GCC airline currently operating into Australia's main gateways enjoys, i.e., Emirates is allowed to operate up to 84 weekly flights and Etihad can operate up to 63 weekly flights.

In August 2022, the State of Qatar requested to increase the capacity entitlement by 28 weekly flights, for a total of 56 weekly flights, which is still less than our regional competitors. However, in spite of the strong support from Australian internal stakeholders to Qatar's request for additional flights, the request was rejected.

Qatar Airways supports the idea that greater connectivity to Australia is one of the pillars for the development of tourism and trade and for ensuring the Australian people's travel demand can be fulfilled at the time in need. Qatar's growing diplomatic engagement – best evidenced by Qatar Airways' response during the COVID-19 pandemic and other crisis, strong commercial ties, and economic relations should form the basis of a resilient partnership between the two countries.

Qatar Airways stands ready to work hand-in-hand with the Australian authorities to highlight the importance of aviation to economic growth, respond to the demand of Australian people to have better, easier and more affordable access to the world, and encourage the authorities to reconsider the request for additional flights under the Qatar-Australia Air Services Agreement (Qatar-Australia ASA), as a means to achieve a competitive international aviation market that benefits tourism, trade and consumers.

This brief report provides information regarding the current bilateral aviation framework between Qatar and Australia, Qatar Airways' commitment to Australia, the support for the enhancement of frequencies between both countries, the impact in economic growth and an analysis on the operations to Australian secondary airports.

We are providing this information to highlight the potential impact of the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the "Department") decision on competition in the Australian aviation sector, and to encourage Qatar and Australia to work towards a solution that maximizes the benefits for Australian travelers, the tourism and movement of freight.

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).

CURRENT FREQUENCY ENTITLEMENTS

Below are the current weekly frequency entitlements available for Qatar Airways and compared to our regional competitors in the GCC.

Traffic Rights Entitlements

	Qatar		UAE*	
	Qatar Airways	Emirates	Etihad	
Main Gateways	28	84	63	
Regional Package	07	21		
Secondary Airport	Unrestricted		Unrestricted	

* The total capacity entitlements for the UAE is 154 weekly frequencies to the main gateways. Air Arabia is allowed to operate 7 weekly frequencies, in addition to the frequencies allocated to Emirates and Etihad.

The imbalance in the capacity entitlements between Qatar Airways and its regional competitors is clear and evident. Still, Qatar Airways is the only carrier that is currently operating its full weekly frequencies entitlements.

Current Operation – Main Gateways

	Qatar		UAE	
	Qatar Airways	Emirates	Etihad	
Sydney	07	21	07	
Melbourne	07	21	07	
Perth	07	07	-	
Brisbane	07	14	-	
Total	28	63	14	

Current Operation – Regional Package

	Qatar		UAE	
	Qatar Airways	Emirates	Etihad	
Adelaide*	07	-	-	

* 7 weekly frequencies 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	-	-	-	
Adelaide	07	-	-	
Total	07	-	-	

Unutilised Traffic Rights

	Qatar		UAE	
	Qatar Airways	Emirates	Etihad	
Main Gateways	Zero	21	49	
Regional Package	Zero	21		
Secondary Airport	Unrestricted		Unrestricted	



QATAR AIRWAYS' COMMITMENT TO AUSTRALIA

Qatar Airways is strongly committed to Australia and its people, especially during difficult times:

- During COVID-19 times, Qatar Airways continued operating to/from Australia, providing critical connectivity to Australians stranded all over the world and transporting vital medical supplies and supporting the supply chain;
- Dedicating charter flights from Afghanistan to facilitate evacuations requested by Australian embassies and consulates around the world in response to the COVID-19 pandemic;
- During the Afghanistan humanitarian crisis in 2021, facilitating the transportation of Afghan nationals who were accepted by the Australian Government under the humanitarian visa program; and
- After the deadly explosion in Beirut, providing additional capacity in response to the requests received by Australian Embassies and other institutions to accommodate vulnerable Australian passengers.

QATAR AIRWAYS COMMITMENT DURING COVID-19 TIMES

- Qatar Airways never ceased to operate to Australia despite the extremely restricted capacity per flight granted to the airline. Our robust passenger network helped:
 - bring Australian citizens and residents home safely;**
 - take stranded tourists, students in Australia back to their families; and**
 - take essential workers, including medical professionals 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 customers needing to return to Australia, and to tourists stranded in Australia reaching safe return to their home countries, after our competitors, who despite having much more capacity entitlements to offer to Australian consumers, decided to cease their operations.

- **Qatar Airways' request to receive an enhanced capacity during the COVID-19**

In light of our competitors' decision to suspend their services to/from Australia, Qatar Airways approached the Department to request, on an urgent basis, authorization to operate, on an extra-bilateral basis, an enhanced schedule of passenger services to Australia, including:

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

- **The Australian Government's decision to withdraw Qatar Airways' additional frequencies**

- The Department approved Qatar Airways to operate additional frequencies until 31 May 2020, to cover the high demand left by other airlines that stopped operating.
- However, on 03 April 2020 Qatar Airways was informed 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).
- On an attempt to reduce the impact of this sudden halt of operations on Australians and foreign nationals, Qatar Airways requested on 06 April 2020 to be allowed to continue operating to Brisbane until 15 April 2020, which was approved by the Department.

- On 01 May 2020, Qatar Airways decided to reduce its frequencies to Perth, and transferred some of its capacity to Brisbane in accordance with the limited capacity authorized by the Department, and meeting the continuing demand for flights to/from that city.

- **Qatar Airways' efforts to support Australian consumers to reach home**

We received a number of requests from Federal Ministers and MPs to facilitate the transportation of Australian citizens and its residents back to Australia.

- Through a dedicated team "getyouhomeau", **we transported more than 220,000 passengers** to Australia and **117,000 passengers** from Australia including students, some of whom were in dire financial conditions, and tourists to return back to their homes safely to their families.
- With the increase in the number of COVID-19 cases, there was a shortage of medical professionals in Australia. We received requests to facilitate the travel of doctors and nurses, mainly from the UK to Australia. Qatar Airways rose up to the situation again, and facilitated the transportation of the medical professionals and their families to Australia.
- In addition, Qatar Airways helped the movement of the essential workforce, including seafarers to get to and from their workplace. This was critical to maintain the Australian supply chain, whilst ensuring that the essential workers were not stuck in the place of work beyond their legal working roster.
- Qatar Airways received a number of letters of appreciation from Australian Ambassadors and Senators, recognising Qatar Airways' commitment to the Australian market and its efforts through commercial and cargo flights.

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

Qatar Airways became Australia's biggest international airline carrying 44% and 34% of all passenger traffic in April and May 2020. Source: www.bitre.gov.au/statistics/aviation/international

Passenger Traffic March 2020 to November 2021

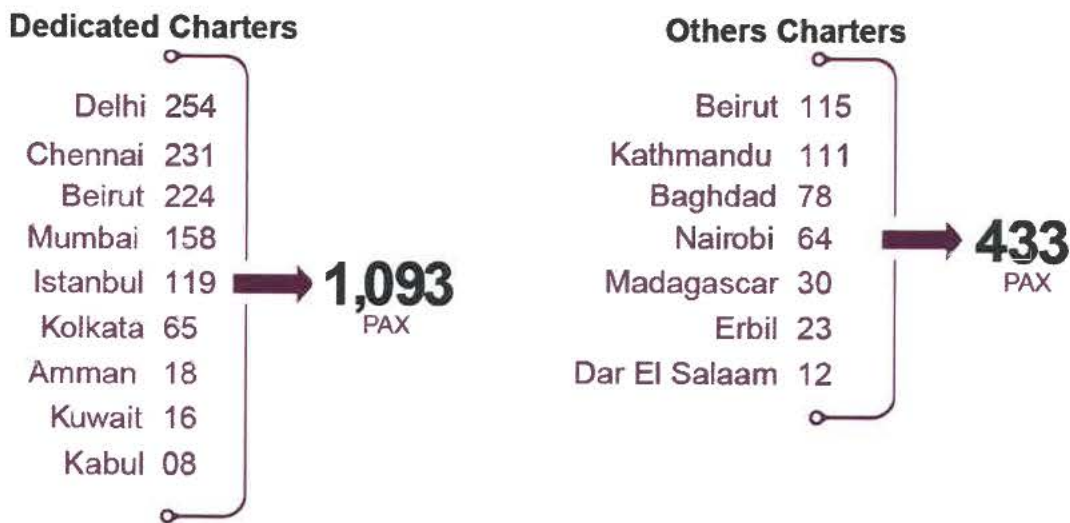


**DEDICATED CHARTER FLIGHTS FOR AUSTRALIAN EMBASSIES AND CONSULATES
AROUND THE WORLD**

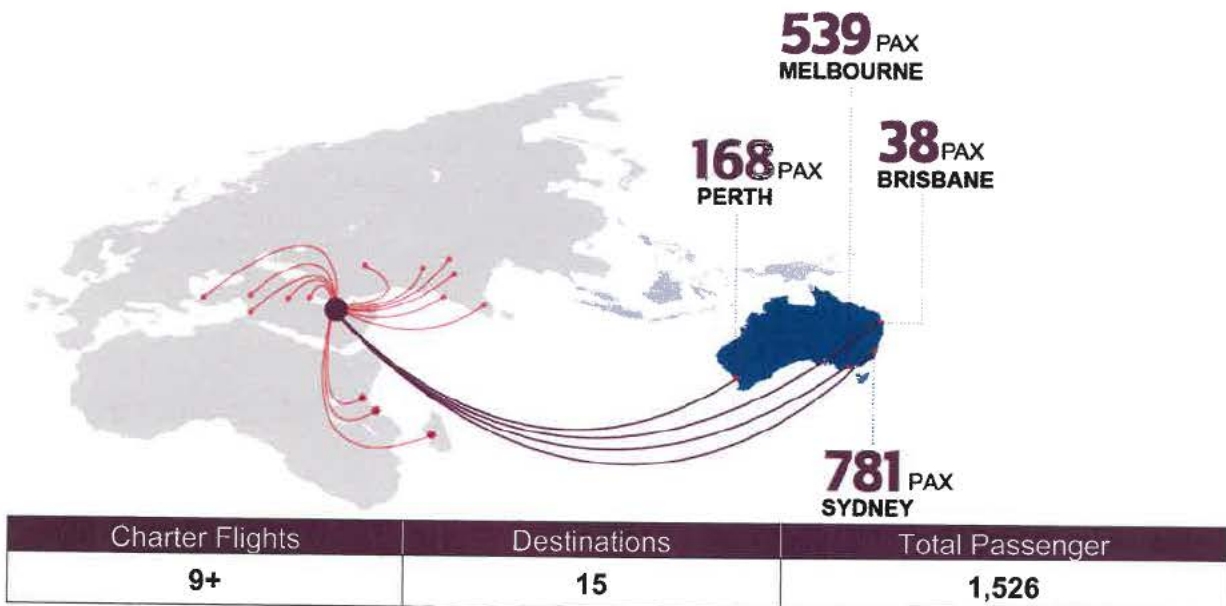
From 14 April 2020, Qatar Airways began to fly special repatriation flights, directly coordinated with Australian Embassies in Afghanistan, India, Jordan, Kuwait, Lebanon and Turkey to connect with Qatar Airways' scheduled services to Australia from our hub in Doha.

In April 2020, we were approached by the Australian Consul-General based in Kabul requesting a charter flight to evacuate Embassy staff from Kabul. Without any other airlines operating from Kabul, Qatar Airways facilitated the transportation of Australian and other Embassy personnel to/from Kabul.

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



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.



EVACUATION FROM BEIRUT

- After the explosion at the Port of Beirut, Lebanon in August 2020, we were approached by the Australian Embassy in Beirut and the mission in the UAE to carry Australian citizens, residents and their family from Beirut back to Australia.
- Qatar Airways prioritized families with kids, aged and vulnerable passengers and approached the Department of Infrastructure, Trade, Regional Development, Communications and the Arts to provide additional capacity to accommodate vulnerable passengers.
- Qatar Airways transported more than 180 Australian citizens and its residents under the Beirut Humanitarian flight programme.

EVACUATION OF AFGHAN NATIONALS DURING THE COUNTRY'S HUMANITARIAN CRISIS

- As part of the air evacuation in Afghanistan during the humanitarian crisis in 2021, Qatar Airways responded to a request from the Australian 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, with a particular focus on supporting women and girls.

QATAR AIRWAYS RECOGNISED EFFORTS TO SUPPORT AUSTRALIA & HELP 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.



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:

Increase in the number of international visitors arriving in Australia	Facilitate and enhance access of Australian products to international markets
Promote direct and indirect 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 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 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.
- Contrary to what has been claimed, Qatar Airways' current services to Adelaide via Melbourne, actually support the regional package and in no way contravene Australia's aviation policy.

QATAR AIRWAYS' ECONOMIC BENEFITS TO AUSTRALIA

- Qatar Airways has become a key driver for economic growth, with every Qatar Airways' flight to/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 frequencies to each of Australia's main gateways is equal to 1,579 seats daily each way, and 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.
- Considering a 14-day average length of stay and USD 135 average daily spend per passenger, Qatar Airways expansion in Australia has the potential to bring USD 1.95 billion in economic benefits over a 5-year period.
- In July 2022, the Victorian Government indicated that Qatar Airways' second daily service from Doha 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.
- Australian media has reported that blocking Qatar's request for extra flights would cost between \$540 million and \$788 million per annum in incremental economic activity to Australia, based on approximately 50% of seats sold to travelers overseas.

REACHING MARKETS FOR AUSTRALIAN PRODUCTS

- Australia is the main supplier of fresh meat to Qatar transported on the belly of passenger flights, with over 200 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.
- 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 16 tonnes of cargo per flight, competitively priced and with a global network of more than 170 destinations.
- We believe that every additional frequency will be utilized at 100% from cargo perspective and with that, we can forecast a 40% growth in tonnage carried to/from Australia compared to 2022 levels.

ENHANCEMENT OF FREQUENCIES BETWEEN QATAR AND AUSTRALIA

QATAR AIRWAYS REQUESTS TO ENHANCE THE CAPACITY TO OPERATE TO AUSTRALIA

In addition to the requests sent by the Qatar Civil Aviation Authority (QCAA) to the Department in order to increase the number of weekly frequencies that can be operated between Qatar and Australia, including QCAA's latest submission dated 16 August 2022, Qatar Airways has also submitted several letters before the Department aim to obtain authorizations to increase its operations.

For example, in August 2022 Qatar Airways provided a detailed report to the Australian Competition and Consumer Commission (ACCC) regarding the difficulties faced to operate during COVID-19 times and the request submitted to the Department to approve additional operations, a copy of this report is provided as an attachment to this report.

Furthermore, in response to a letter sent by Qatar Airways, the Department replied on 03 June 2022 informing that bilateral air services consultations will be communicated to QCAA once they received an agreed program by the recently appointed new Australian Government.

SUPPORT FOR THE ENHANCEMENT OF FREQUENCIES BETWEEN QATAR AND AUSTRALIA

During the consultation process of Qatar's latest request for additional flights, the Department engaged with various stakeholders, including airports, airlines, local governments, trade associations, etc. Throughout this process, Qatar Airways was pleased to receive several 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 & INDUSTRY الغرفة العربية والتجارية أستراليا - التجارة والصناعة</p>	The Australia Arab Chamber of Commerce and Industry
	Fletcher International Exports
 <p>SYD Sydney Airport MELBOURNE AIRPORT BNE Brisbane Airport</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
 <p>VICTORIA State Government</p>	the Victorian Government, etc.

The overall support from the Australian internal stakeholders in favour of Qatar's request for additional flights highlighted Qatar Airways enduring commitment to Australia and supported Qatar Airways' request to increase flights to/from Australia, considering:

- Qatar Airways was one of the few airlines that continued to fly into Australia during the COVID-19 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;
- The 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;
- Their recognition of Qatar Airways as valuable partner to Australia's exporters, farmers and the public, in light of its aircraft capacity, their hub airport and its global network.



QATAR AIRWAYS' OPERATIONS TO SECONDARY AIRPORTS IN AUSTRALIA

- Under the Qatar-Australia ASA, the regional package only grants Qatar a total of 7 weekly frequencies to any regional airport via or beyond an Australia's main gateway.
- Before the COVID-19 pandemic, despite being a costly operation, Qatar Airways operated to Canberra, via Sydney, under the Regional Package programme. 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 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 06 April 2022 we presented the Department with a possible operation between Brisbane and Gold Coast flight. However, we were informed that under the current Qatar-Australia aviation framework the traffic rights to operate that route were not available.
- This means that, if we 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, Qantas' partner, Emirates and Etihad can utilize up to **21 regional package frequencies**, but, up-to-date, they are using **zero frequencies** from the regional package, hence not serving any secondary airport.
- Further to our severe limitation to serve secondary airports under the "Regional Package", the request from QCAA to the Department in August 2022 also included a request which was to **add 7 frequencies 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 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 very reduced. 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
	2022		
Adelaide	63,765	67,761	131,526
Avalon	0	0	0
Cairns	8,452	10,765	19,217
Canberra	0	0	0
Darwin	24,087	23,696	47,783
Gold Coast	40,330	41,322	81,652
Hobart	833	886	1,719
Norfolk Island	75	79	154
Sunshine Coast	202	310	512

- 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.

Mr. Nicholas Heys

Deputy General Manager Enforcement
Australian Competition and Consumer Commission
23 Marcus Clarke Street
Canberra ACT 2601
GPO Box 3131
Canberra ACT 2601
Australia

Tel. : (+61) 26243 1059

Email : nicholas.heys@accc.gov.au

After greetings,

Sub: Response to ACCC Letter Regarding Cancellation of Flight Bookings by Qatar Airways

I would like to take this opportunity to express Qatar Airways' highest compliments to the Australian Competition and Consumer Commission (ACCC).

In reference to your letter dated 20 August 2020 where you have informed that ACCC continues to receive complaints from Australian consumers about the cancellation of bookings on Qatar Airways' flights departing for Australia. In addition, you have mentioned that the reports received by the ACCC indicate that consumers have booked and received economy class tickets for Qatar Airways flights to Australia, only to be advised by Qatar Airways prior to departure that:

- their ticket has been cancelled and that flight will still proceed;
- the flight has been cancelled and rescheduled for a later date; or
- the flight is still proceeding, however, the consumer's economy class ticket has been cancelled and they can only travel if they upgrade to a business class ticket.



1. HISTORICAL CAPACITY RESTRICTIONS ON QATAR AIRWAYS

Qatar Airways, the designated airline of the State of Qatar, is the global carrier with one of the lowest capacity to the main gateways in Australia. As an example of this imbalance, as far as we know, our competitor, Singapore Airlines (Singapore), is entitled to operate unlimited and unrestricted frequencies, while Emirates and Etihad (United Arab Emirates) can offer more than eighty-four (84) and sixty-three (63) weekly frequencies respectively. In contrast Qatar Airways, has been restricted to twenty-one (21) weekly frequencies to the main gateways since 2016.

Despite the lowest capacity entitlements granted by the Department of Infrastructure, Transport, Regional Development and Communications (the Department), Qatar Airways has been pursuing an increase of capacity to Australia's major four gateways, before and during the current crisis caused by COVID-19 pandemic. Kindly find below some of the letters sent by Qatar Civil Aviation Authority (QCAA) on this matter:

QCAA'S HISTORICAL REQUESTS TO ENHANCE CAPACITY

QCAA's Letter Ref. No.



In addition to the aforementioned letters, Qatar Airways has been also directly engaged with the Department where we submitted our intended expansion plan to several Australian entities, in March 2016 and February 2018. However, despite our ongoing efforts to increase the capacity entitlements to the main gateways in Australia, we have not been successful.

Australia is a high priority market for Qatar Airways and our continued efforts to grow our services to Australia demonstrates our long-term commitment to delivering positive tourism and trade benefits, and offering the highest connectivity to Australian consumers. (ref. page 10, 'Qatar Airways and Australia: On a Flight Path to the Future' second edition) Kindly note, Qatar Airways has also decided to serve other underserved Australian cities, like Adelaide and Canberra, with daily frequencies to these destinations, providing enhanced connectivity to the Australian consumers, and we remain committed to such services before, during, and after COVID-19.

"There is also the challenge that Australia's only two main airlines groups have formed extensive partnerships with Qatar's two competitors, effectively blocking Qatar (Airways) from a substantial partnership." CAPA (ref. page 10, 'Qatar Airways and Australia: On a Flight Path to the Future' second edition)



2. QATAR AIRWAYS' REQUEST TO RECEIVE AN ENHANCED CAPACITY DURING THE ONGOING COVID-19 CRISIS

In response to the current global crisis caused by the COVID-19 pandemic, which has significantly affected scheduled passenger services, and in order to support the repatriation of Australian nationals, their families and residents; Qatar Airways continued to operate despite the extremely restricted capacity granted to the airline, compared to our competitors who despite having much more capacity entitlements to offer to Australian consumers, decided to cease their operations to Australia. Their decision created additional stress for Qatar Airways as we were one of the few options available to customers needing to return to Australia.

In the light of our competitors' unwarranted decision to cancel their services to/from Australia, we approached the Department to request, on an urgent basis, authorisation to operate, on an extra-bilateral basis, an enhanced schedule of passenger services to Australia, including:

- 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.

For your ease of reference, kindly find below the letters sent to the Department on this matter:

Qatar Airways' Letter Ref. No.

→ 24 Mar 2020 QR/AA/350/20	authorisation to operate extra passenger flights to Melbourne and Sydney (AA350)
→ 25 Mar 2020 QR/AA/359/20	to operate an enhanced schedule to Brisbane, from 29 March to 01 May (AA359)
→ 26 Mar 2020 QR/AA/370/20	continue our operations to/from Adelaide, Brisbane Canberra, Melbourne, Perth and Sydney during the upcoming Summer IATA Season.

Despite the fact our enhanced schedule was approved by the Department until 31 May 2020, on 03 April 2020 we received an official communication from the Department advising us of their decision to vary Qatar Airways' previously approved timetable to "remove all services which exceed the capacity entitlements under the Australia-Qatar air services arrangements", effective 08 April 2020 (Australian EST). Qatar Airways was operating all of the approved frequencies, repatriating Australians and allowing foreign nationals to leave until our operations were abruptly halted by Australian authorities.

The Department sustained its decision based on "the material changes in the aviation operating environment", including the Australian Government's decision "**to establish an international network of 'hub' routes to be operated by Qantas and Virgin**", hence the Department considered it to be in the public interest to reduce the number of flights in Qatar Airways' approved timetable so as to ensure demand for Qantas and Virgin's air services.

In response, we submitted letter reference no. QR/AA/451/20 dated 06 April 2020, informing that Qatar Airways had initiated the cancellation of the additional passenger/combination services granted as extra flights to/from Sydney, Melbourne and Perth and requesting approval to continue operating to Brisbane until 15 April.

Regarding Qatar Airways' Brisbane flights, we informed the Department of the challenges to comply with their decision while at the same time limiting our liability towards our customers and maintaining our commitment to those who have booked the outbound Brisbane flights. We reiterated that this decision will leave a significant number of passengers without an immediate option to reach their homes. Kindly note that at this point in time, Qatar Airways did not receive any kind of complaints from customers. On the contrary, we received several commendations of support from our customers around the globe, as well as government officials, including

various Australian Ambassadors and diplomats. On 01 May Qatar Airways decided to transfer capacity scheduled for Perth, in order to operate to Brisbane, to try to meet the continuing demand for flights to/from that city, which we were unable to meet due to the request of Australian officials, that we cease operations to Brisbane.



3. QATAR AIRWAYS' EFFORTS TO SUPPORT AUSTRALIAN CONSUMERS TO REACH HOME

As already mentioned, when other airlines suspended services, leaving Australians stranded around the world, Qatar Airways added an extra 48,000 seats to its weekly 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, within Qatar Airways' 21 weekly frequencies capacity limit, to meet demand.

During the period between 15 March 2020 and 30 June 2020 alone, Qatar Airways carried almost 32,000 passengers into Australia via its scheduled services while 84,000 passengers flew out of Australia with Qatar Airways. In addition, we operated a total of nine charter flights, responding to the call of various Australian consumers and government entities, carrying 1,093 passengers to connect with services to Australia between 14 April and 07 May 2020.

Based on data available from the Department, Qatar Airways became Australia's biggest and most popular international airline carrying 44% and 34% of all passenger traffic in April and May 2020 respectively.

Australia's consumers remain a high priority for Qatar Airways, and we are committed to building our relationship for the long term.



4. AUSTRALIAN GOVERNMENT'S DECISIONS TO IMPOSE ENTRY RESTRICTIONS

As the global situation began to improve, other airlines took advantage of their considerably greater capacity entitlements and resumed international scheduled passenger services to Australia. As a consequence of this increase in services, and the corresponding increase in the risk of importing coronavirus cases, the Department decided to impose travel restrictions on the number of passengers entering Australia.

On 30 June 2020 Qatar Airways was informed of the Department's decision to suspend, with immediate effect, all scheduled international passenger air services into Melbourne. This decision was made despite thousands of passengers either already flying *en route* to Melbourne or at the airport waiting to check-in. Additionally, Qatar Airways was left to manage the thousands of bookings/reservations that were affected by the ban on air travel to Melbourne. To address the expected congestion that would be caused by the ban, Qatar Airways requested:

- Permission to allow passengers already en route to Melbourne to complete their journey before the ban;
- Joining passengers already in Doha to wait for one additional day before travelling.

The same day that we were notified by the Department of the air travel ban to Melbourne, we contacted the Department (Qatar Airways' letter ref. no. QR/AA/1173/20 dated 30 June 2020) to acknowledge receipt of the notice and to confirm that Qatar Airways would not operate any scheduled passenger flights into or out of Melbourne for the period between 30 June 2020 and 14 July 2020. To ease the burden on passengers caused by the ban, we requested permission to utilize Melbourne's cancelled inbound frequencies to expand service to both Perth and Brisbane. This request was not approved, thus we continued to fly ferry inbound to Melbourne and carry passengers out.

Furthermore, on 03 July 2020, we were informed of the decision to limit capacity on each flight into Sydney, to no more than 50 passengers between 04 July 2020 and 17 July 2020. We noted that this new restriction in Sydney, together with the ban on air travel in Melbourne, thousands of Australian passengers having a reservation with Qatar Airways would be stranded worldwide.

In response to these new restrictions we sent Qatar Airways letters ref. no. QR/AA/1254/20 dated 08 June 2020 and QR/AA/1210/20 dated 09 June 2020 to the Department. Our request, as an interim measure, was for approval for extra-bilateral traffic rights for additional three (3) weekly frequencies to Perth and additional four (4) weekly frequencies to Brisbane, to reach daily flights to each destination. Had our request been approved Qatar Airways would have been able to carry passengers, who were now stranded due to the restrictions announced by the Department, and to distribute passengers from the other gateways, who otherwise would have had their travel significantly delayed.

In our letters we reiterated that the objective of our request was not to exceed the daily quota, nor the anticipated weekly quota of incoming passengers, but to redistribute the backlog of passengers in Melbourne, Sydney and any other restricted Australian cities, by transporting a portion of our passengers to other cities using the proposed daily frequencies. This plan of operation would also have supported our outbound flights by achieving economies of scale. Unfortunately, on 30 July 2020, we received a response from the Department, indicating that after assessing Qatar Airways' request, it was considered not to be in the public interest to grant the required approval, as our proposal would contravene the Australia-Qatar Air Services Agreement by exceeding the capacity entitlements under those arrangements.

Moreover, on 10 July 2020, we received a new notification from the Department, on this occasion to impose conditions to our operations to Perth (no more than 50 passengers) and Brisbane (no more than 30 passengers), both to be effective between 13 July 2020 and 08 August 2020.

In another effort to support our stranded passengers to facilitate their safe return to Australia, we reinstated our scheduled services to Adelaide with two (2) weekly frequencies. At the time that we reinstated the Adelaide service, the government had not announced entry restrictions to Adelaide and our plan was to use the additional capacity to clear the backlog of stranded passengers. However, on 07 August 2020, we were informed of the Department's decision to impose a restriction on the number of passengers carried into Adelaide between 09 August 2020 and 15 August 2020. Even with this unexpected restriction Qatar Airways continued to operate to/from Adelaide.

For your reference, below is a chronology of the several notifications we have received from the Secretary of Infrastructure, Transport, Regional Development and Communications:

Australia passenger caps:

Announcement Date	Route	Start	End	Pax limit
30-Jun-20	MEL	01-Jul	15-Jul	NIL PAX
03-Jul-20	SYD	03-Jul	18-Jul	50
10-Jul-20	PER	13-Jul	08-Aug	50
10-Jul-20	BNE	13-Jul	08-Aug	30
10-Jul-20	MEL	16-Jul	08-Aug	NIL PAX
18-Jul-20	SYD	19-Jul	08-Aug	30-50
05-Aug-20	PER	09-Aug	15-Aug	55
05-Aug-20	BNE	09-Aug	15-Aug	25
05-Aug-20	MEL	09-Aug	02-Sep	NIL PAX
05-Aug-20	ADL	09-Aug	15-Aug	60
07-Aug-20	ADL	16-Aug	31-Aug	60
11-Aug-20	SYD	16-Aug	31-Aug	30-50
11-Aug-20	PER	16-Aug	31-Aug	40-45
11-Aug-20	BNE	16-Aug	31-Aug	25
11-Aug-20	MEL	03-Sep	31-Aug	NIL PAX
13-Aug-20	ADL	16-Aug	24-Oct	60
13-Aug-20	SYD	16-Aug	24-Oct	30-50
13-Aug-20	PER	16-Aug	24-Oct	40-45
13-Aug-20	BNE	16-Aug	24-Oct	25
13-Aug-20	MEL	03-Sep	24-Oct	NIL PAX

As part of Qatar Airways' support to ACCC in assisting the Australian consumers, we are providing our response to the requested information.

I. An explanation of whether consumers with economy class tickets are being placed on Qatar flights to Australia

Yes, depending on a quota available on particular date.

II. An explanation for why Qatar might have cancelled or rescheduled flight tickets, or required consumers with economy class tickets to upgrade to business class in order to take their flight

As previously mentioned, the entry restrictions announced by the Department over the last months were unscheduled, imposed with short notice, vary by airport and have differed at various stages in time. As a result of the continuous changes in restrictions both by flights and by airports, as directed by the government, Australian passengers experienced a cascading effect of restrictions affecting both previous bookings and new bookings that had been made for dates beyond the announced restricted period. These combined restrictions resulted in excess passengers in the forward booked period, and eventually passengers had to be re-protected onto later flights several times.

Qatar Airways does not require consumers with confirmed economy class tickets to upgrade to business class in order to take their flight. As passengers are added or removed, the inventory management system would have displayed available seats for sale, in both economy and business class.

III. Whether under its terms and conditions Qatar is entitled to require consumers to upgrade their economy class ticket to business class in order to secure their booking

As explained above Qatar Airways does not require consumers to upgrade their confirmed economy class ticket to business class in order to secure their booking.

IV. Whether there is a policy within Qatar of cancelling economy class tickets in order to provide preferential treatment to those consumers who either upgrade to business class, or purchase business class tickets prior to departure.

There is no policy to cancel economy passengers in order to provide preferential treatment for upgrades or business class passengers. Both economy and business class passengers have been cancelled to reach the capacity restrictions mandated by the Australian government which we have received from time to time and where requested we have prioritized urgent cases such as stranded, sick or desperate cases which have been alerted to us via various channels in multiple countries. We have demonstrated our commitment to economy class passengers as we have requested the Department to exempt the carriage economy class passengers and we have admitted those passengers in that class once our exemption has been approved. In addition, we have also carried free-of-charge passengers within the restricted capacity.

V. The factors taken into account by Qatar in determining how to allocate tickets to consumers given current restrictions on the number of passenger arrivals in Australia i.e. is this determined according to ticket class, by the date of booking, etc.

As some major international carriers have chosen to reduce their operating schedules into Australia, more stranded Australian citizens approach Qatar Airways to return them safely home under restricted quotas.

Current bookings on the existing flights are prioritized, however globally we have received thousands of requests from Governments, High Commissions, Embassies, media, travel agents, and directly from passengers who raise urgent cases on compassionate or humanitarian grounds or on the grounds of essential travel, particularly in the case of medical professionals, which we try to accommodate. This results in us prioritizing these urgent/emergency cases. Qatar Airways continuously communicates the requests to the Australian authorities who evaluate them on a case-by-case basis and once approved Qatar Airways books the passenger in the class they have requested.

VI. Any other information that Qatar considers relevant to the above issues.

Due to Qatar Airways' limited number of international flights operating into Australia to bring Australian nationals home the total number of stranded passengers continues to increase as additional capacity restrictions are enforced.

Due to phased restrictions on capacity announced during the course of July-August, a total of 6,038 (889 on Melbourne, 3,312 on Sydney, 983 on Brisbane and 854 on Perth) additional bookings were made, further exacerbating the backlog of Australian citizens and residents seeking to return home. Had the capacity restrictions been announced in one go at the beginning of July, Qatar Airways would have 6,000 fewer stranded passengers to manage during this period. The phased restrictions approved by the

Australian Government have resulted in considerable pressure on Qatar Airways and the Australian community.

Now that the capacity restrictions are made until the end of IATA summer schedule (24 October 2020) Qatar Airways now has sufficient time develop a new plan to protect its passengers within the restricted quota. There is however a substantial backlog which will take months to clear, not including the daily "urgent classified passengers" desperate to get home due to compassionate reasons.

We would like to reiterate that Qatar Airways has closed all inventory on all Australia inbound flights for the entire impacted period hence restricting any new bookings. We therefore cannot accommodate these new daily urgent cases which continue to contact us. This also means no travel outbound from Australia will be able to return which is a growing concern for Australians who need to exit for pre-approved essential travel.

Despite all the proposals and requests made by Qatar Airways to accommodate and redistribute the passenger backlog, our capacity to Australia remains the major issue considering the daily cap on international passengers and the frequency restrictions on Qatar Airways.

However mathematically, the current restrictions have left Qatar Airways with a dilemma in that thousands of passengers cannot be accommodated on tens of seats. Under the current restrictions there can be no solution sufficient to meet consumer demand without increasing the daily quota to allow all stranded passengers to return.

Qatar Airways would like to acknowledge the hard work done by the Department, in particular the efforts of Ross Adams, Director Repatriation and International Review, COVID International, and Jim Wolfe, Assistant Secretary COVID International, COVID Aviation Issues Management, to allow passengers, including essential workers, requesting exemptions from the current caps.

Many airlines such as Singapore Airlines, which is entitled to operate unlimited frequencies, Emirates, which can offer more than eighty-four (84) weekly frequencies and Etihad, with sixty-three (63) weekly frequencies, are not operating to Australia by choice despite their huge capacity, which could have resolved the current problem due to limited revenue resulting from the international passenger caps.

Qatar Airways has diligently and continuously continued to operate. All excess capacity should be granted to the airlines that have continued to operate to Australia throughout the coronavirus, to manage the backlog of stranded passengers. Qatar Airways should be allowed to increase capacity to Perth and Brisbane on an exceptional basis to ensure that the backlog of passengers is fully reduced. Once Sydney and Melbourne are opened Qatar Airways should be granted additional capacity to serve the Australian passenger as other airlines have reduced their operations resulting in stranded Australian consumers.

FAMILY STORY

- Beirut airport resumed operations effective 01 July, after months of lockdown.
- During the lockdown Qatar Airways, in collaboration with Australian Embassy in Lebanon, operated 03 charter flights BEY-DOH connecting to scheduled flights to Australia repatriating over 500 Australian citizens.
- Many Australian travelers preferred to wait until commercial flights resumed in order to use their return tickets.
- family originally booked BEY-DOH-SYD on 06 July and the flight status was canceled.
- Tickets were reissued for 18 July, in parallel with restriction announcement made on 13th of July to accept only 50 seats per flight.
- Following the port explosions in Beirut on 04 August, on 14 August, exceptionally Australian Embassy obtained approval from Canberra to increase Qatar Airways' quota on existing commercial flights to allow additional 31 seats on DOH-SYD departing from Beirut.
- As per the communication sent to Qatar Airways by Australian authorities, family was not included on the Australian Embassy's list.
- With new exemptions by Australian authorities and inclusion of family on the Australian authorities' list, family travelled BEY-DOH-SYD on 18 August, and are now reunited with their family in Australia.

There are many other cases where Qatar Airways has helped obtain exemptions from the Australian authorities to allow travel on a compassionate basis.

Yours sincerely,

Thomas Scruby
Vice President Pacific
Commercial Management

cc: Mr. Fathi Atti – Senior Vice President Aeropolitical and Corporate Affairs, Qatar Airways

Encl: Email message from COVID Aviation Issues Management Division, dated 03 April 2020
 Qatar Airways' letter ref. no. QR/AA/350/20, dated 24 March 2020
 Qatar Airways' letter ref. no. QR/AA/359/20, dated 25 March 2020
 Qatar Airways' letter ref. no. QR/AA/370/20, dated 26 March 2020
 Qatar Airways' letter ref. no. QR/AA/451/20, dated 06 April 2020
 Qatar Airways' letter ref. no. QR/AA/1173/20, dated 30 June 2020
 Qatar Airways letter ref. no. QR/AA/1254/20, dated 08 June 2020
 Qatar Airways letter ref. no. QR/AA/1210/20, dated 09 June 2020
 Qatar Airways' engagement book "Qatar Airways & Australia: On a Flight Path to the Future", second edition



QR/AA/350/20
24 March 2020

URGENT

Mr. Jim Wolfe
General Manager
Aviation Industry Policy
Department of Infrastructure, Regional Development and Cities
GPO Box 594
Canberra ACT 2601
Commonwealth of Australia.

Email: jim.wolfe@infrastructure.gov.au

After greetings,

Sub: Request for Extra Flights to/from the Commonwealth of Australia

I would like to present Qatar Airways' highest compliments to Your Excellency personally and to the Department of Infrastructure, Regional Development and Cities of the Commonwealth of Australia.

As mentioned during our telephone conversation today, in response to Qatar Airways' stranded passengers in the Commonwealth of Australia and the several requests received from Embassies of member States of the European Union in the State of Qatar to support the repatriation of their nationals to their respective countries, we would like to request, **on an urgent basis**, your authorization for the operation of extra passenger flights to Melbourne and Sydney, as per the enclosed schedule.

We would appreciate your favourable and prompt consideration and approval of our request.

Yours sincerely,

Fathi Atti
Senior Vice President
Aeropolitical and Corporate Affairs

Encl: Qatar Airways' Schedule for Extra Services to/from Melbourne and Sydney





SCHEDULE FOR EXTRA PASSENGER SERVICES – AUSTRALIA

DOHA – MELBOURNE - DOHA
Effective from 27 March 2020 to 01 May 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	994	DOH	MEL	06:05	20:00	...5..	27-Mar-20	27-Mar-20
QR	995	MEL	DOH	05:00	19:506.	28-Mar-20	28-Mar-20
QR	994	DOH	MEL	06:05	20:00	1234567	28-Mar-20	30-Apr-20
QR	995	MEL	DOH	05:00	19:50	1234567	29-Mar-20	01-May-20

DOHA – SYDNEY - DOHA
Effective from 27 March 2020 to 01 May 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	906	DOH	SYD	06:15	20:30	.2...6.	28-Mar-20	31-Mar-20
QR	907	SYD	DOH	05:50	20:45	..3...7	29-Mar-20	01-Apr-20
QR	906	DOH	SYD	06:15	20:30	1234567	01-Apr-20	30-Apr-20
QR	907	SYD	DOH	05:50	20:45	1234567	02-Apr-20	01-May-20
QR	988	DOH	SYD	16:00	06:25+15..	27-Mar-20	27-Mar-20
QR	989	SYD	DOH	10:45	02:056.	28-Mar-20	28-Mar-20
QR	988	DOH	SYD	16:00	06:25+1	1234567	28-Mar-20	30-Apr-20
QR	989	SYD	DOH	10:45	02:05	1234567	29-Mar-20	01-May-20

JA



QR/AA/359/20
25 March 2020

TOP URGENT

Mr. Jim Wolfe
General Manager
Aviation Industry Policy
Department of Infrastructure, Regional Development and Cities
GPO Box 594
Canberra ACT 2601
Commonwealth of Australia.

Email: jim.wolfe@infrastructure.gov.au

After greetings,

Sub: Qatar Airways' Request for Passenger Operations to Brisbane

I would like to present Qatar Airways' highest compliments to the Department of Infrastructure, Regional Development and Cities of the Commonwealth of Australia.

In reference to our letter no. QR/AA/350/20 dated 24 March 2020, regarding Qatar Airways' on-going discussion with the Delegation of the European Union to Australia regarding a request for the urgent evacuation of EU citizens requiring repatriation from Brisbane, and in reference to the critical shortage of global connectivity to/from the main Australian gateways, and in further reference to the unwarranted decision made by a number of major international airlines to cancel services to/from Australia in the wake of the humanitarian crisis caused by the COVID-19 virus.

Qatar Airways would like to request to operate on an urgent and extra-bilateral basis an enhanced schedule of passenger/combination services to/from Brisbane, Australia, effective from 29 March 2020 until 01 May 2020, as per the enclosed schedule.

The outbreak of the coronavirus has been a grave and powerful reminder of our shared humanity and our common destiny. For Qatar Airways, the experience of the past few months has only reinforced our view that air transport plays a critical role in breaking down barriers and bringing cultures and nations together. We would request your positive consideration of our Brisbane service as we work to restore connectivity for the diplomats, nationals, and residents who have been so badly affected by this crisis.

We look forward to your prompt and favourable reply.

Yours sincerely,

Fathi Atti
Senior Vice President
Aeropolitical and Corporate Affairs

Encl: Qatar Airways' Schedule of Passenger Operations – Brisbane Australia





SCHEDULE OF PASSENGER OPERATIONS – BRISBANE AUSTRALIA

DOHA – BRISBANE - DOHA
Effective from 29th March 2020 to 01st May 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	912	DOH	BNE	17:00	07:20+1	1234567	29-Mar-20	30-Apr-20
QR	913	BNE	DOH	11:20	02:20+1	1234567	30-Mar-20	01-May-20

- All times UTC
- Type of A/C: A320-200 - 144 Seats A330-300 - 305 Seats
A321-200 - 182 Seats A330-200 - 260 Seats
A319-133 - 110 Seats A350-900 - 339 Seats
B787-800 - 254 Seats A350-1000 - 327 Seats
B777-300 - 412 Seats A380-800 - 517 Seats
B777-200 - 278 Seats B787-900 - 311 Seats

Handwritten signature or initials.



QR/AA/370/20
26 March 2020

Mr. Jim Wolfe
General Manager
Aviation industry Policy, Aviation & Airports
DEPARTMENT OF INFRASTRUCTURE, TRANSPORT, REGIONAL DEVELOPMENT AND
COMMUNICATIONS.
GPO Box 594, Canberra ACT 2601
Commonwealth of Australia

After greetings,

Sub: Qatar Airways Passenger operations - IATA Summer 2020

I would like to avail this opportunity and present Qatar Airways' highest compliments to the Civil Aviation Authority of the Commonwealth of Australia.

Further to our letter no. QR/AA/359/20 dated 25 March 2020 and no. QR/AA/350/20 dated 24 March, Qatar Airways is intending to continue our operations to/from Adelaide, Brisbane, Canberra, Melbourne, Perth and Sydney during the upcoming Summer IATA Season effective from 29 March 2020 to 24 October 2020.

Kindly find enclosed the corresponding details of the operations for your reference as follows:
- Passenger services schedule (Annex I) for your approval.

We thank Your Excellency for your continuing support to Qatar Airways, the national carrier of the State of Qatar.

Yours sincerely,

Fathl Atti
Senior Vice President
Aeropolitical and Corporate Affairs

Encl: Passenger services schedule – Annex I





ANNEX I - Passenger services schedule

DOHA - ADELAIDE - DOHA

Effective from 29 March 2020 to 24 October 2020

AI	FINo	Start	End	Pattern	Orig	Dest	STD	STA
QR	914	29/Mar/2020	24/Oct/2020	1234567	DOH	ADL	17:35	06:50 +1
QR	915	29/Mar/2020	04/Apr/2020	1234567	ADL	DOH	12:00	02:00 +1
QR	915	05/Apr/2020	03/Oct/2020	1234567	ADL	DOH	12:50	02:50 +1
QR	915	04/Oct/2020	24/Oct/2020	1234567	ADL	DOH	12:00	02:00 +1

DOHA - MELBOURNE - DOHA

Effective from 29 March 2020 to 24 October 2020

AI	FINo	Start	End	Pattern	Orig	Dest	STD	STA
QR	904	29/Mar/2020	24/Oct/2020	1234567	DOH	MEL	17:35	07:30 +1
QR	905	29/Mar/2020	24/Oct/2020	1234567	MEL	DOH	11:35	02:25 +1

DOHA - PERTH - DOHA

Effective from 29 March 2020 to 24 October 2020

AI	FINo	Start	End	Pattern	Orig	Dest	STD	STA
QR	900	29/Mar/2020	24/Oct/2020	1234567	DOH	PER	22:50	10:20 +1
QR	901	29/Mar/2020	24/Oct/2020	1234567	PER	DOH	14:45	02:35 +1

DOHA - SYDNEY - DOHA

Effective from 29 March 2020 to 24 October 2020

AI	FINo	Start	End	Pattern	Orig	Dest	STD	STA
QR	908	29/Mar/2020	24/Oct/2020	1234567	DOH	SYD	17:30	07:55 +1
QR	909	29/Mar/2020	24/Oct/2020	1234567	SYD	DOH	11:15	02:30 +1





DOHA – BRISBANE - DOHA
Effective from 29th March 2020 to 01st May 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	912	DOH	BNE	17:00	07:20+1	1234567	29-Mar-20	30-Apr-20
QR	913	BNE	DOH	11:20	02:20+1	1234567	30-Mar-20	01-May-20

DOHA - SYDNEY - CANBERRA - SYDNEY - DOHA
Effective from 29 March 2020 to 24 October 2020

AI	FINo	Start	End	Pattern	Orig	Dest	STD	STA
QR	906	29/Mar/2020	24/Oct/2020	1234567	DOH	SYD	06:15	20:30
QR	906	29/Mar/2020	24/Oct/2020	1234567	SYD	CBR	21:40	22:40
QR	907	29/Mar/2020	24/Oct/2020	1234567	CBR	SYD	03:20	04:20
QR	907	29/Mar/2020	24/Oct/2020	1234567	SYD	DOH	05:50	20:45

- All times UTC
- Type of A/C:

A330-300 - 305 Seats	A350-900 - 339 Seats
A350-1000 - 395 Seats	B787-800 - 254 Seats
B787-900 - 311 Seats	B777-300 - 412 Seats
B777-200 - 276 Seats	A380-800 - 517 Seats

Handwritten signature or mark.



QR/AA/451/20
06 April 2020

TOP URGENT

Ms. Janet Quigley
First Assistant Secretary
COVID Aviation Issues Management Division
Department of Infrastructure, Transport, Regional
Development and Communications
GPO Box 594
Canberra ACT 2601
Commonwealth of Australia.

Email: janet.quigley@infrastructure.gov.au

After greetings,

Sub: Revised Schedule of Qatar Airways' passenger/combination air services to the Commonwealth of Australia

I would like to present Qatar Airways' highest compliments to Your Excellency personally and the Department of Infrastructure, Regional Development and Cities of the Commonwealth of Australia.

Further to our letters reference no. QR/AA/370/20 dated 25 March 2020, no. QR/AA/359/20 dated 25 March 2020 and no. QR/AA/350/20 dated 24 March 2020, regarding Qatar Airways would like to request to operate on an urgent and extra-bilateral basis an enhanced schedule of passenger/combination services to/from Australia's main gateways. And in reference to Your Excellency's email dated 03 April 2020 regarding your intension to vary Qatar Airways' timetable previously approved by Your Authority and our conference call on 06 April 2020.

I would like to inform you that Qatar Airways has revised the scheduled passenger/combination services to Sydney (SYD), as per the enclosed schedule (Annex I).

Furthermore, I would like to inform you that as discussed, Qatar Airways has initiated the cancellation of the additional passenger/combination services granted by Your Authority as extra flights to/from Sydney (SYD) effective from 06 April 2020. Additionally, we are also cancelling our extra flights to/from Melbourne (MEL) and Perth (PER) effective from 08 April 2020. I have enclosed Qatar Airways' revised schedules for the remaining extra flights to/from Melbourne (MEL) and Perth (PER) and for clarity, I have also included our cancelled extra flights (Annex II).

In reference to the approved flights to Brisbane granted by Your Authority until the end of April 2020, I would like to confirm that Qatar Airways is driven by the good will to comply with Your Authority's directive to conclude our Brisbane operations not later than 08 April 2020.

However, currently we are facing extreme challenges to implement our plans during these unprecedented circumstances; to comply with Your Authority's Directive while at the same time limiting our liability towards our customers and others and maintaining our commitment to those who have booked the outbound Brisbane flights, we were trying to consolidate the remaining of Brisbane flights to lower the number of frequencies and we managed to cancel two (2) extra flights previously scheduled to departure from Brisbane on the 11 April 2020 and 13 April 2020.





However, as it can be seen in the below table our outbound Brisbane flights from 07 April 2020 to 15 April 2020 (excluding the previously mentioned dates) are experiencing a very high load factor, which is complicated by the fact that we do not have alternative scheduled flights to Brisbane hence we are limited to offer alternative solutions.

Orig	Dest	STD	Flt Dt	Flt No.	Eqp	LFJ	LFY	LF TTL
BNE	DOH	21:20	07-Apr-20	913	77W	10%	84%	75%
BNE	DOH	21:20	08-Apr-20	913	77W	48%	106%	99%
BNE	DOH	21:20	09-Apr-20	913	77W	19%	88%	80%
BNE	DOH	21:20	10-Apr-20	913	77W	17%	67%	61%
BNE	DOH	21:20	12-Apr-20	913	77W	38%	90%	84%
BNE	DOH	21:20	14-Apr-20	913	77W	55%	92%	88%
BNE	DOH	21:20	15-Apr-20	913	77W	17%	74%	67%

* Current book loads as of Thursday, 02 April 2020

I would like to request Your Excellency's urgent consideration to the below statements:

- Australia remains a high priority for Qatar Airways, and we are committed building our relationship for the long term.
- We are grateful for the cooperation we have received during this crisis including the approvals for our requests for extra-bilateral services so that we could accommodate the diplomatic community, nationals of the European Union Member States and other nationals who needed to be repatriated to their home countries due to COVID-19.
- As Your Excellency is aware, once we received Your Authority's approval, we loaded Brisbane extra flights to give a fair opportunity to the nationals of the European Union Member States and other nationals, supporting the need to repatriate foreign citizens from the Commonwealth of Australia.
- The outbound booked passengers from Brisbane are mostly nationals of the European Union Member States whom diplomatic missions have approached Qatar Airways and were accepted in our flights based on the approval granted by Your Authority.
- There is an extremely high book load in our outbound Brisbane flights, which cannot be accommodated by any solution.
- We have a commitment to these passengers and we are facing serious complications to offer them alternative connectivity.
- The decision taken by Your Authority to vary Qatar Airways' approved timetable effective from 08 April 2020, will leave a significant number of passengers in Brisbane without an immediate option to reach their homes.

Accordingly, to avoid an unnecessary disruption of the aviation sector in Brisbane, we would kindly request Your Excellency's approval for Qatar Airways to maintain the extra flights to/from Brisbane (BNE) ONLY until 15 April 2020 as per the enclosed revised schedule (Annex III), while cancelling the remaining extra flights previously approved until the end of April 2020.

We look forward to your favourable reply.

Yours sincerely,

Fathi Atti
Senior Vice President
Aeropolitical and Corporate Affairs

Encl: Annex I - Passenger services schedule revised due to COVID-19 outbreak
Annex II - Additional (extra flights) passenger services - Revised schedule
Annex III - Additional (extra flights) passenger services to/from Brisbane - Revised schedule



**ANNEX I - PASSENGER SERVICES SCHEDULE REVISED DUE TO COVID-19
OUTBREAK**

DOHA - SYDNEY - DOHA
Effective from 06 April 2020 to 01 May 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	906	DOH	SYD	06:15	20:30	1234567	06-Apr-20	07-Apr-20
QR	907	SYD	DOH	05:50	20:45	1234567	07-Apr-20	08-Apr-20
QR	908	DOH	SYD	17:30	07:55	1234567	06-Apr-20	30-Apr-20
QR	909	SYD	DOH	11:15	02:30	1234567	07-Apr-20	01-May-20

Following schedule will be cancelled:

DOHA - SYDNEY - CANBERRA - SYDNEY - DOHA
Effective from 08 April 2020 to 01 May 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	906	DOH	SYD	06:15	20:30	1234567	08-Apr-20	30-Apr-20
QR	906	SYD	CBR	21:40	22:40	1234567	08-Apr-20	30-Apr-20
QR	907	CBR	SYD	03:30	04:20	1234567	09-Apr-20	01-May-20
QR	907	SYD	DOH	05:50	20:45	1234567	09-Apr-20	01-May-20

- All times UTC

12



ANNEX II – ADDITIONAL (EXTRA FLIGHTS) PASSENGER SERVICES - REVISED SCHEDULE

DOHA - PERTH - DOHA

Effective from 06 April 2020 to 07 April 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	990	DOH	PER	17:40	05:10+1	1234567	05-Apr-20	06-Apr-20
QR	991	PER	DOH	07:45	19:35	1234567	06-Apr-20	07-Apr-20

DOHA – MELBOURNE - DOHA

Effective from 06 April 2020 to 08 April 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	994	DOH	MEL	06:05	20:00	1234567	06-Apr-20	07-Apr-20
QR	995	MEL	DOH	05:00	19:50	1234567	07-Apr-20	08-Apr-20

Following schedule will be cancelled:

DOHA - PERTH - DOHA

Effective from 08 April 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	990	DOH	PER	17:40	05:10+1	1234567	07-Apr-20	30-Apr-20
QR	991	PER	DOH	07:45	19:35	1234567	08-Apr-20	01-May-20

DOHA – MELBOURNE - DOHA

Effective from 08 April 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	994	DOH	MEL	06:05	20:00	1234567	08-Apr-20	30-Apr-20
QR	995	MEL	DOH	05:00	19:50	1234567	09-Apr-20	01-May-20

DOHA – SYDNEY - DOHA

Effective from 06 April 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	988	DOH	SYD	16:00	06:25+1	1234567	06-Apr-20	30-Apr-20
QR	989	SYD	DOH	10:45	02:05	1234567	07-Apr-20	01-May-20

- All times UTC

A.



**ANNEX III – ADDITIONAL (EXTRA FLIGHTS) PASSENGER SERVICES TO/FROM
BRISBANE - REVISED SCHEDULE**

DOHA – BRISBANE - DOHA
Effective from 06 April 2020 to 15 April 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	912	DOH	BNE	17:00	07:20+1	1234567	06-Apr-20	09-Apr-20
QR	913	BNE	DOH	11:20	02:20+1	1234567	07-Apr-20	10-Apr-20
QR	912	DOH	BNE	17:00	07:20+1	12...6.	11-Apr-20	14-Apr-20
QR	913	BNE	DOH	11:20	02:20+1	.23...7	12-Apr-20	15-Apr-20

Following schedule will be cancelled:

DOHA – BRISBANE - DOHA
Effective from 10 April 2020 to 13 April 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	912	DOH	BNE	17:00	07:20+1	...5.7	10-Apr-20	12-Apr-20
QR	913	BNE	DOH	11:20	02:20+1	1...6.	11-Apr-20	13-Apr-20

- All times UTC

JS



QR/AA/1173/20
30 June 2020

Mrs. Christine Dacey
Deputy Secretary
Aviation & Airports
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
Canberra ACT 2601
Australia

Email: Christine.Dacey@infrastructure.gov.au

After greetings,

SUB: Variation of Qatar Airways' Northern Summer 2020 Timetable

Qatar Airways is in receipt of your email message proposing to vary Qatar Airways' approved schedule for the Northern Summer 2020 period.

In light of your message evincing your intention to disallow all international passenger air services scheduled to arrive in Melbourne between 11:59 pm Tuesday 30 June 2020 and 11:59 pm Wednesday 1 July 2020; and your determination that as an essential and required measure to assist in the prevention of the spread of COVID-19 it is in the public interest that all international flights be prohibited from arriving in Melbourne between 11:59 pm 30 June 2020 and 11:59 pm 14 July 2020, Qatar Airways wishes to advise that for the period between 11:59 pm 30 June 2020 and 11:59 pm 14 July 2020 it will not operate any scheduled passenger flights into or out of Melbourne.

During the above mentioned period Qatar Airways' passenger services to/from Brisbane and to/from Perth will operate as per the enclosed schedule. Passenger services to/from Sydney will continue according to the previously filed schedule.

As stated, Qatar Airways looks forward to receiving further notification on this matter from the Department of Infrastructure, Transport, Regional Development and Communications.

Best regards,

Fathi Atti
Senior Vice President
Aeropolitical and Corporate Affairs

Encl: Schedule of services to/from Perth and Brisbane during Melbourne Variance





QATAR AIRWAYS
Schedule of Services to/from Perth during Melbourne Variance

DOHA – PERTH – DOHA
Effective from 02 July to 16 July

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	900	DOH	PER	22:50	10:20 +1	1234567	02-Jul-20	15-Jul-20
QR	901	PER	DOH	14:45	02:35 +1	1234567	03-Jul-20	16-Jul-20

Schedule of Services to/from Brisbane during Melbourne Variance

DOHA – BRISBANE – DOHA
Effective from 02 July to 16 July

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	912	DOH	BNE	20:55	10:45 +1	1234567	02-Jul-20	15-Jul-20
QR	913	BNE	DOH	12:15	03:10 +1	1234567	03-Jul-20	16-Jul-20

- All times UTC
- Type of A/C :

A330-300 - 305 Seats	A330-200 - 260 Seats
A350-900 - 339 Seats	A350-1000 - 327 Seats
A380-800 - 517 Seats	B777-200 - 276 Seats
B777-300 - 412 Seats	B787-800 - 254 Seats
B787-900 - 311 Seats	

5



QR/AA/1210/20
09 July 2020

Mr. Jim Wolfe
Assistant Secretary
COVID International
COVID Aviation Issues Management
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
Canberra ACT 2601
Commonwealth of Australia.

Email: jwolfe@infrastructure.gov.au

After greetings,

Sub: Facilitating scheduled air services to/from the Commonwealth of Australia during COVID-19 pandemic

I would like to present Qatar Airways' highest compliments to the Department of Infrastructure, Transport, Regional Development and Communications of the Commonwealth of Australia.

Further to our letter ref. no. QR/AA/1254/20 dated 08 July 2020 regarding Qatar Airways' proposed scheduled for passenger/combination services to/from the Commonwealth of Australia for the month of August 2020 (copy enclosed), including additional three (3) weekly frequencies to Perth (PER) and four (4) weekly frequencies to Brisbane (BNE), to reach daily flights to each destination.

I would like to reiterate that the objective of our request is no to exceed neither the daily quota nor the expected weekly quota of incoming passengers, but to redistribute the backlog of Melbourne, Sydney and any further restrictions in other Australian cities, by transporting a lower number of daily passengers using our proposed daily frequencies, and support our outbound flights by achieving economies of scale.

We are confident our proposal will generate less congestion at the airports supporting the Australian Government in the current management issues with quarantine capacity at airports.

As you are in the process of evaluating our request, I would like to emphasise that, with the extraordinary situation caused by the COVID-19 pandemic, we need a closer cooperation with the Australian Government to ensure continued and uninterrupted critical air services.

In light of the above, I would like to request your kind consideration and approval of our proposal, by granting the necessary authorisations and permits, including temporary traffic rights for additional air services to PER and BNE, as an interim measure.

Yours sincerely,

Fathi Atti
Senior Vice President
Aeropolitical and Corporate Affairs

Encl: Qatar Airways' letter reference no. QR/AA/1254/20 dated 08 July 2020





QR/AA/1254/20
08 July 2020

Mr. Jim Wolfe
General Manager
Aviation Industry Policy
DEPARTMENT OF INFRASTRUCTURE, REGIONAL DEVELOPMENT AND CITIES
GPO Box 594
Canberra ACT 2601
Commonwealth of Australia.

Email: jim.wolfe@infrastructure.gov.au

After greetings,

Sub: Qatar Airways' schedule for Australia – August 2020

I would like to take this opportunity to express Qatar Airways' highest compliments to the Department of Infrastructure, Regional Development and Cities of the Commonwealth of Australia.

Further to your email correspondence requesting Qatar Airways' plans with regard to the operation of passenger services to Australia for the month of August, I am pleased to enclose Qatar Airways' scheduled passenger/combination services to/from Australia for the month of August 2020.

I would like to personally assure you that connectivity to your country remains a priority for Qatar Airways. We will continuously monitor the situation and coordinate closely with Your Authority to ensure that the originally scheduled passenger/combination services to the Commonwealth of Australia are fully restored.

Yours sincerely,

Fathi Atti
Senior Vice President
Aeropolitical and Corporate Affairs

Encl: Qatar Airways' Schedule for Australia – August 2020

cc: Mr. Mohamed Faleh Alhajri - Director of Air Transport, Qatar Civil Aviation Authority
Mr. Morten Loej – SVP Corporate Planning, Qatar Airways



Qatar Airways Tower, P.O. Box 22550, Doha, Qatar
Tel. (+974) 44498000 Fax. (+974) 44821533
Qatar Airways Group (Q.C.S.C.)
qatarairways.com

برج القطرية ص.ب. ٢٢٥٥٠ الدوحة - قطر
هاتف: (+٩٧٤) ٤٤٤٩٨٠٠٠ فاكس: (+٩٧٤) ٤٤٨٢١٥٣٣
مجموعة الشركات القطرية (ش.م.م.م.)



QATAR AIRWAYS' SCHEDULE FOR AUSTRALIA – AUGUST 2020

DOHA - PERTH - DOHA

Effective from 31 July 2020 to 31 August 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	900	DOH	PER	22:50	10:20 +1	1234567	31-Jul-20	30-Aug-20
QR	901	PER	DOH	14:45	02:35 +1	1234567	01-Aug-20	31-Aug-20

DOHA - MELBOURNE - DOHA

Effective from 31 July 2020 to 31 August 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	904	DOH	MEL	20:55	10:50 +1	1234567	31-Jul-20	30-Aug-20
QR	905	MEL	DOH	12:15	02:45 +1	1234567	01-Aug-20	31-Aug-20

DOHA - SYDNEY - DOHA

Effective from 31 July 2020 to 31 August 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	908	DOH	SYD	20:35	10:25 +1	1234567	31-Jul-20	30-Aug-20
QR	909	SYD	DOH	11:55	02:50 +1	1234567	01-Aug-20	31-Aug-20

DOHA - BRISBANE – AUCKLAND - BRISBANE - DOHA

Effective from 31 July 2020 to 01 September 2020

AI	FINo	Orig	Dest	STD	STA	Pattern	Start	End
QR	912	DOH	BNE	22:25	12:15 +1	1234567	31-Jul-20	30-Aug-20
QR	912	BNE	AKL	13:45	16:45	1234567	01-Aug-20	31-Aug-20
QR	913	AKL	BNE	06:15	10:00	1234567	02-Aug-20	01-Sep-20
QR	913	BNE	DOH	11:30	02:25 +1	1234567	02-Aug-20	01-Sep-20

- All times UTC
- Type of A/C: A330-300 - 305 Seats
A330-200 - 260 Seats
A350-900 - 339 Seats
A350-1000 - 327 Seats
A380-800 - 517 Seats
B777-200 - 276 Seats
B777-300 - 412 Seats
B787-800 - 254 Seats
B787-900 - 311 Seats

AS

From: QUIGLEY Janet [mailto:Janet.Quigley@infrastructure.gov.au]
Sent: 03 April 2020 12:36 PM
To: Fathi Atti <fatti@qatarairways.com.qa>
Cc: Renee Richter <rrichter@au.qatarairways.com>; WOLFE Jim <Jim.Wolfe@infrastructure.gov.au>; ADAMS Ross <Ross.Adams@infrastructure.gov.au>; DACEY Christine <Christine.Dacey@infrastructure.gov.au>; MANSON Hilary <Hilary.Manson@infrastructure.gov.au>
Subject: Qatar Airways NS2020 timetable - variation
Attachments: QR revised timetable - NS2020.docx

OFFICIAL, Legal-Privilege

Dear Fathi,

I write with regard to Qatar Airways' timetable for the Northern Summer 2020 period (the timetable).

I am a delegate of the Secretary of Infrastructure, Transport, Regional Development and Communications for the purposes of reg 31 of the *Air Navigation Regulation 2016* (the Regs). I propose to vary Qatar Airways' approved timetable under reg 31 of the Regs to remove all services which exceed the capacity entitlements under the Australia-Qatar air services arrangements. This variation is proposed to take effect from **11.59pm, Wednesday 8 April 2020 (Australian Eastern Standard Time)**. The proposed revised timetable is outlined in the attached document.

In proposing this variation, the delegate has had regard to the material changes in the aviation operating environment, including material changes in the matters which were taken into account in approving the timetable.

Under s 31(1)(e) of the Regs, the Secretary (or delegate) may vary an approved timetable if there has been a substantial change in any of the matters to which the Secretary (or delegate) had regard under s 30(2) in approving the timetable. In approving the timetable, the delegate had regard (under s 30(2)(g)) to the need to repatriate foreign citizens from Australia. At that time there were very few foreign governments arranging charters to repatriate their citizens from Australia. However, these repatriation charters are now much more frequent, including from Europe, reducing the necessity for repatriation of citizens from Australia on scheduled services.

Further, when the timetable was approved, the delegate also had regard to the fact (under s 30(2)(c)) that both Qantas and Virgin Australia had announced its intention to cease all international services on 29 March 2020, and that traffic otherwise carried by those carriers may after the date needed to have been carried by the proposed Qatar flights (including the additional services beyond capacity limits in the bilateral arrangement). However, the Australian Government has since decided to establish an international network of 'hub' routes to be operated by Qantas and Virgin, including services to London. This international network of 'hub' routes will be underwritten by the Australian Government. Qatar Airways' additional services beyond the capacity limits in the bilateral arrangement may materially impact the demand for these services, which would increase the cost to the Australian Government.

Under s 31(1)(f) of the Regs, the Secretary (or delegate) may vary an approved timetable if it is in the public interest to do so. As noted above, the Australian Government has decided to establish an international network of 'hub' routes to be operated by Qantas and Virgin, including services to London, which will be underwritten by the Australian Government. Therefore, I consider it to be in the public

interest to reduce the number of flights in Qatar Airways' approved timetable so as to ensure demand for these services, and thereby reduce the cost of the underwriting to the Australian Government.

Further, in principle, it is in the public interest that bilateral arrangements not be contravened. As noted above, one of the factors in favour of permitting additional flights beyond capacity limits in the bilateral arrangement (ie the limited ability for foreign citizens to be repatriated) is now significantly changed due to the much more frequent repatriation charters. Further, the data provided by Qatar Airways on average load factors on its services for 1-7 April indicates that the load factors for the inbound services are extremely low. It appears that the number of inbound passengers could comfortably be accommodated by Qatar Airways providing a frequency of service which is within capacity entitlements under the bilateral arrangement. Similarly, the load factors for most of the outbound services are also well below industry averages and, week-on-week, are trending downward. Most, if not all, of these outbound passengers would be able to be accommodated by Qatar Airways providing a frequency of service which is within capacity entitlements under the bilateral arrangement. Thus, a public interest factor supporting the variation is the need for the approved timetable to be consistent with the bilateral arrangement.

Finally, when the timetable approval was provided, the strict quarantine measures that are now in force for all arrivals into Australia had not been put in place. The enforcement and administration of these measures require significant public resources to service each flight that comes into Australia. The approval of the additional Qatar Airways services beyond the capacity limits in the bilateral arrangement is now having a material impact on public resources which, together with the low load factors on the incoming services, means the continuation of these services would give rise to significant inefficiency in the use and deployment of these resources at this time. This is another significant public interest factor supporting the proposed variation.

In light of the above, I consider that there has been substantial changes to the operating environment which means it is no longer appropriate for Qatar Airways to operate additional services beyond its bilateral limits. Further, for the reasons set out above, I consider it is in the public interest to vary the approved timetable to reduce flights so as to bring them within the capacity entitlements under the bilateral arrangement. Accordingly, I intend to vary Qatar Airways' approved timetable under s 31(1) of the Regs to bring it in line with the schedule outlined in the attached.

If you wish for me to consider any submission before I make my decision, please provide this as soon as possible but no later than **5.00 pm, Wednesday 8 April 2020 (AEST)**.

Regards

Janet

Janet Quigley

First Assistant Secretary

COVID Aviation Issues Management Division

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