

Shareholder Communications Policy

1 Purpose

- 1.1 The Shareholder Communications Policy (Policy) exists to outline Qantas' approach and commitment to effective two-way communication with shareholders and effective shareholder participation at Annual General Meetings (AGMs).
- 1.2 Key regulatory drivers include (but are not limited to):
- a) Corporations Act;
 - b) Australian Securities Exchange (ASX) Listing Rules; and
 - c) ASX Corporate Governance Council's Principles and Recommendations, 4th Edition (ASX Principles).

2 Key Principles

- 2.1 Qantas endorses the ASX Principles.
- 2.2 The key principle underpinning the Policy is Qantas' commitment to the highest standards of corporate governance when engaging with shareholders.

3 Applicability

- 3.1 The Policy is applicable to the Qantas Group, including:
- a) all Directors, employees, contractors, consultants and agents of the Qantas Group and any person or organisation that acts for or represents it (Qantas Employees); and
 - b) all locations world-wide.

4 Requirements

Effective Communication with Shareholders

- 4.1 At all times, Qantas will make announcements and distribute communications to shareholders in accordance with the Corporations Act and ASX Listing Rules.
- 4.2 Qantas will give shareholders ready access to balanced and understandable information, including:
- a) ASX announcements, including interim and full-year results announcements;
 - b) Annual Reports;
 - c) Notices of Annual General Meetings;
 - d) investor presentations and briefings (including archived webcast);
 - e) first and third quarter trading updates and traffic and capacity statistics announcements;
 - f) Corporate Governance information;
 - g) Media Releases; and
 - h) the level of foreign ownership in Qantas.

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- 4.3 For environmental, timeliness and cost reasons, Qantas prefers to provide shareholders with information about Qantas via electronic means, including:
- a) the Qantas website, notably the dedicated Investors and Corporate Site pages; and
 - b) email.
- 4.4 Shareholders can also access Qantas' ASX announcements via the ASX website.
- 4.5 Qantas will make certain information available in printed form, for example:
- a) holding statements and dividend statements; and
 - b) Annual Reports and Notices of Meeting, where a shareholder has specifically requested a printed copy.
- 4.6 Beneficial owners of Qantas shares may choose to receive shareholder materials directly by email on request.
- 4.7 Qantas aims to give the maximum number of shareholders the opportunity to participate in its AGMs, by holding AGMs in a different Australian state each year.
- 4.8 Qantas requires its external auditor to attend each AGM and to be available to answer any shareholder questions about the conduct of the audit and the preparation and content of the auditor's report.
- 4.9 For those shareholders who are unable to attend an AGM in person:
- a) an electronic proxy voting facility will be made available via the Qantas website;
 - b) a proxy form will be made available to all shareholders with the Notice of Meeting, allowing shareholders to nominate a proxy;
 - c) a Question Form will also be made available with the Notice of Meeting, allowing shareholders to ask a question that may be relevant to the AGM; and
 - d) a live and archived webcast of the AGM will be made available via the Qantas website.
- 4.10 As outlined in the Qantas Code of Conduct and Ethics:
- a) Qantas Employees must not, without authority, directly or indirectly state that they are representing the Qantas Group or its public position in respect of any matter.
 - b) Where authorised to comment publicly about the Qantas Group, Qantas Employees must maintain an open and honest approach. However, given Qantas is listed on the ASX and subject to the ASX's Continuous Disclosure obligations (see the Code of Conduct and Ethics), authorised Qantas Employees must ensure that only public information is provided when answering questions asked by external parties.
 - c) Qantas Employees must not directly or indirectly engage in any activity

Effective Shareholder Participation in AGMs

Qantas Employees Making Public Statements About the Qantas Group

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which could by association cause the Qantas Group public embarrassment or other damage.

Amending Shareholder Details	4.11	Shareholders who wish to amend their details (for example, their address or payment details) can do so: <ul style="list-style-type: none">a) via the Investors page of the Qantas website http://investor.qantas.com/Home/, or byb) contacting Qantas' Share Registry, Link Market Services:<ul style="list-style-type: none">i) via telephone on 1800 177 747 (within Australia) or +612 8280 7390 (from outside Australia); orii) via email at registry@qantas.com.
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5 Roles and Responsibilities

Qantas Employees	5.1	Qantas Employees must understand and comply with the Policy.
Interpretation of this Policy	5.2	Any questions in relation to the interpretation of the Policy should be forwarded to the General Counsel and Group Executive, Office of the CEO or the Head of Investor Relations.

6 Compliance

Monitoring and Compliance	6.1	Group Secretariat and Investor Relations are expected to self-monitor compliance with this Policy.
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7 Administration

Review and Updates	7.1	The Policy owner will regularly review and update this Policy as necessary to ensure continuous improvement of shareholder communication and participation, and at a minimum every two years.
Consultation and Approval	7.2	The following stakeholders must be consulted in the review and update of the Policy: <ul style="list-style-type: none">a) Group Secretariat;b) Investor Relations; andc) Group Legal.
	7.3	Reviews and updates to the Policy are required to be approved by: <ul style="list-style-type: none">a) General Counsel and Group Executive, Office of the CEO; andb) Head of Investor Relations.
Related Policy Documents	7.4	Other documents relevant to this Policy include the Qantas Code of Conduct and Ethics.

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