

Qantas Group FY23 Operational Performance



Most reliable major domestic airline¹

11 out of last 12 months with the best OTP.
Lowest cancellation rate in FY23.



72%

Qantas Domestic on-time performance²

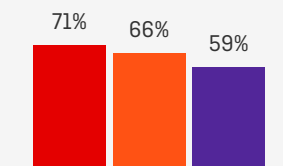


3.4%

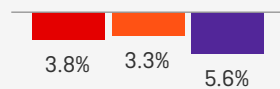
Qantas Domestic cancellation rate²

July 2023 performance

On-time performance

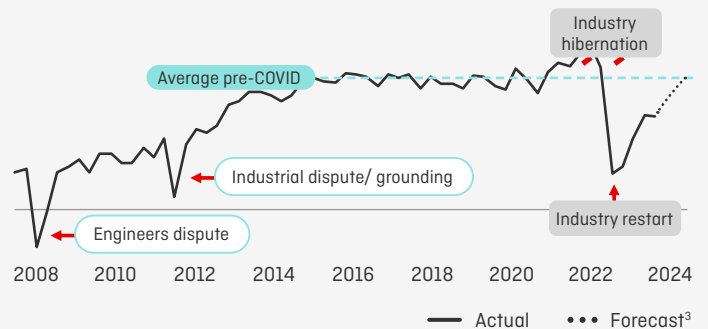


Cancellation rate



■ Qantas Domestic ■ Jetstar Domestic ■ Virgin Australia

Qantas Domestic Net Promoter Score returning to pre-COVID levels



Weather and Air Traffic accounted for a ~3-4 percentage points reduction in on-time performance for both Qantas and Jetstar



Contact centres

Average wait time of 3 minutes in the month-to-date August 2023

Investment in the customer journey



Improved airport processes from October 2023 to make boarding smoother and quicker



Major redesign of Qantas and Jetstar apps underway to enable a better trip experience



Baggage tracking to be introduced in Qantas App by end of 2023