



URGENT MEMORANDUM

FROM: ANDREW BURNES, CEO, AOT GROUP

RE: QANTAS GROUNDS FLEET

DATE: SATURDAY 29th OCTOBER, 2011 1830hrs

I regret to advise that as at 5.00pm today (approximately 90 minutes ago) Qantas announced it had grounded its entire fleet, both domestic and international, effective immediately.

This is as a result of on-going industrial action by baggage handlers, engineers and pilots.

This grounding effects Qantas aircraft only and does NOT include Jetstar, Qantas Link or Jetconnect (who operate trans Tasman flights for Qantas) flights.

It is unknown how long this situation will continue however I expect that it will last at least for the next 3-4 days.

To be clear, international and domestic flights that were scheduled to depart after 5.00pm today AEST have not departed and will not depart. We believe that at the time of the announcement, aircraft were on the ground at 22 airports worldwide with many set to depart. Passengers on board were disembarked.

We have put on additional staff this evening and tomorrow morning to handle the enquiries and issues that are not going to resolve.

As you can see from the announcement off the Qantas web site, Qantas are offering domestic customers up to \$350 per person per day for accommodation and meals.

If you or your clients have any queries at the moment they should call our After Hours number, 0407 308771. This will be answered 24 hours a day.

We will keep you updated as this extraordinary situation unfolds.

Andrew Burnes
CEO
AOT Group

From the Qantas Website

“Grounding of Qantas fleet

Qantas will stop all domestic and international flights from 5pm (AEDT) on Saturday 29 October until further notice. This is in response to the damaging industrial action by three unions - the Australian Licenced Aircraft Engineers Association (ALAEA), the Australian International Pilots Association (AIPA) and the Transport Workers Union (TWU).

QantasLink, Jetstar, Jetconnect services, and our freight services (Express Freighters Australia and Atlas) will continue to operate as normal.

Qantas is providing a full refund for any flights cancelled due to the industrial action. Customers can also rebook their flights for a later date.

Customers are advised not to travel to the airport unless they are travelling on a QantasLink , Jetstar or Jet Connect flight and are urged to reconsider any non-urgent travel and defer their travel plans wherever possible.

Due to the significant nature of this disruption and the uncertainty as to how long the grounding will last, we are only able to manage customer bookings on a day-by-day basis.

Only customers travelling within the next 24 hours should call our Contact Centres on 13 13 13 to discuss their alternatives.

If you are travelling in the next few days/weeks, please monitor the situation on qantas.com. We recommend that you do not change your booking until closer to the date of departure.

We understand that this will have a significant impact on our customers and apologise for the inconvenience that the damaging union action has caused. We thank you for your understanding and continued support.

Customer Support for customers flying on Saturday 29 October 2011

Domestic customers:

If you are away from home and between flights today, Qantas will arrange accommodation, meals and transfers for you.

If you are away from home and beginning your journey today, unfortunately you will need to source your own accommodation we will reimburse you for reasonable out of pocket expenses including accommodation, transfers, meals and incidentals up to a total value of AUD 350 per person per day. A limit of AUD 250 per night for accommodation and AUD 100 for incidentals (meals and phone calls) per person per day applies.

International customers

Qantas will arrange accommodation, meals and transfers for you.

Full details of how to claim your reimbursement, including an online claim form are available on www.qantas.com. Please ensure you keep all receipts in order to make your claim..”