

Shareholder Communications Policy

2024

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1. Purpose, Key Principles and Applicability

Purpose

- 1.1 The Shareholder Communications Policy (**Policy**) exists to outline Qantas' to effective 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 2001* (Cth) (**Corporations Act**);
 - (b) Australian Securities Exchange (**ASX**) Listing Rules; and
 - (c) ASX Corporate Governance Council's Principles and Recommendations (**ASX Principles**).

Key Principles

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

Applicability

- 1.5 The Policy is applicable to all Qantas Group Personnel and all locations world-wide.

Capitalised Terms

- 1.6 Capitalised terms in this Policy have the meaning given to them in section 5 of this Policy.

2. Requirements

Effective Communication with Shareholders

- 2.1 At all times, Qantas will make announcements and distribute communications to shareholders in accordance with the Corporations Act and ASX Listing Rules.
- 2.2 Qantas will give shareholders ready access to balanced and understandable information, including via:
 - (a) ASX announcements, including interim and full-year results announcements;
 - (b) Annual Reports;
 - (c) Notice of Meeting for AGMs;
 - (d) investor presentations and briefings (including archived webcast);
 - (e) corporate governance information;
 - (f) media releases; and
 - (g) the level of foreign ownership in Qantas.
- 2.3 For environmental, timeliness and cost reasons, Qantas prefers to provide shareholders with information about Qantas via electronic means, including via:
 - (a) the Qantas website, notably the dedicated Investors page at investor.qantas.com; and
 - (b) email.
- 2.4 Shareholders can also access Qantas' ASX announcements via the ASX website.
- 2.5 In addition to section 2.3, 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.
- 2.6 Beneficial owners of Qantas shares may request to receive shareholder materials directly.
- 2.7 Qantas aims to give the maximum number of shareholders the opportunity to participate in its AGMs, by holding them in different Australian states over time, as well as providing a live webcast.

- 2.8 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.
- 2.9 For those shareholders who are unable to attend an AGM in real time:
- (a) a voting form will be made available via the Investors page of 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 be made available with the Notice of Meeting, allowing shareholders to ask a question that may be relevant to the AGM; and
 - (d) an archive of the AGM webcast will be made available on the Investors page of the Qantas website.

Making Public Statements About the Qantas Group

- 2.10 As outlined in the Qantas Group Code of Conduct and Ethics:
- (a) Personnel must not, without authority (see the Continuous Disclosure Procedure), 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, Personnel must maintain an open and transparent approach. However, given Qantas is listed on the ASX and subject to continuous disclosure obligations (see the Qantas Group Code of Conduct and Ethics), authorised Personnel must ensure that only public information is provided when answering questions asked by external parties.
 - (c) Personnel must not directly or indirectly engage in any activity which could by association cause the Qantas Group public embarrassment or other damage.

Amending Shareholder Details

- 2.11 Shareholders who wish to amend their details (for example, their address, communication preferences, or payment details) can do so:
- (a) using the Investors page of the Qantas website investor.qantas.com, or
 - (b) by contacting Qantas' Share Registry, Link Market Services, by:
 - i. telephone on 1800 177 747 (within Australia) or +612 8280 7390 (from outside Australia); or
 - ii. via email at registry@qantas.com

3. Interpretation and Compliance

Interpretation of this Policy

- 3.1 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.

Monitoring Compliance

- 3.2 Personnel authorised to speak on behalf of the Qantas Group (see the Continuous Disclosure Procedure) are expected to self-monitor compliance with this Policy.

4. Administration

Review and Updates

- 4.1 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.
- 4.2 The following stakeholders must be consulted in the review and update of the Policy:
- (a) Group Secretariat;
 - (b) Investor Relations;
 - (c) Corporate Affairs; and
 - (d) Group Legal.

- 4.3 Reviews and updates to the Policy are required to be approved by:
- (a) General Counsel and Group Executive Office of the CEO; and
 - (b) Head of Investor Relations.
- 4.4 Other documents relevant to this Policy include the Qantas Group Code of Conduct and Ethics and the Continuous Disclosure Procedure.

5. Definitions

“CEO”	means the Qantas Group Chief Executive Officer.
“Personnel”	means Directors, employees, contractors and agents of the Qantas Group and any person or organisation that acts for it (including, but not limited to, external auditors and consultants).
“Qantas”	means Qantas Airways Limited ABN 16 009 661 901.
“Qantas Group” or “Group”	means Qantas Airways Limited ABN 16 009 661 901, its subsidiaries (whether legally or beneficially owned) and related bodies corporate.



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