

Creating value in Australia



Since it started flying to Australia in 1996, Emirates has contributed to Australian tourism, trade and FDI, while consistently giving back through investment, sponsorships, and social contributions.

Operating with care throughout COVID-19

Emirates, along with all other aviation industry stakeholders, is navigating the exceptional circumstances caused by the COVID-19 outbreak. During this time, Emirates' foremost priority has been the health and safety of its customers, crew and communities. As the crisis intensified, Emirates temporarily suspended scheduled passenger operations in March 2020, including to Australia, except for special repatriation and evacuation flights. Scheduled passenger operations resumed in May 2020 to select destinations, including to Melbourne and Sydney, while services to Brisbane and Perth recommenced in June 2020.

In response to the disruption to international freight capacity, Emirates operated a number of cargo services to facilitate the flow of essential goods across global markets, and also participated in the Australian Government's International Freight Assistance Mechanism. Through this initiative, Emirates directly supported 500 Australian producers by strengthening supply chains to key export markets, particularly in the agriculture and seafood export sectors. Emirates also carried essential medical supplies and pharmaceuticals into Australia.

Throughout the COVID-19 crisis period, Emirates has gradually resumed its route network, allowing customers to travel to and through Dubai while continuing to serve the global demand for air freight movement. In doing so, Emirates worked closely with all stakeholders and international organisations to ensure the highest levels of health and safety. A comprehensive set of measures was implemented at every step of the journey to ensure the safety of customers and employees on the ground and in the air, including the distribution of complimentary hygiene kits containing masks, gloves, hand sanitiser and antibacterial wipes to all customers.

During this period, dnata Catering provided close to 7,000 meals to the Department of Jobs, Precincts and Regions, and the Department of Health and Human Services. dnata's Cabin Services Australia was also the largest provider of cleaning and disinfectant services to airlines in Australia, and its expertise in deep cleaning of evacuation flights to Australia was crucial in containing the spread of COVID-19.

Australia destination map

- Twice daily flights to Sydney
- Daily flights to Brisbane and Melbourne*
- Four weekly flights to Perth*
- Three weekly freighters to Sydney and one weekly to Melbourne

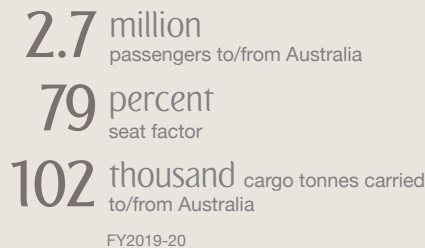
* Twice daily to Melbourne and daily to Perth from May 2022



Expanding tourism markets

Prior to COVID-19, Emirates had one of the most extensive global networks of any airline connecting passengers from 78 destinations in Europe, Africa and the Middle East to help bolster Australia's annual A\$45 billion export earnings from tourism.

As Australia looks to rebuild its tourism industry in the future, Emirates has recommenced operations to many large as well as second tier cities with 90% of its route network restored by the end of 2021. Emirates' expansive global reach will again facilitate drawing tourists to Australia through unique one-stop connections offered by no other airline from markets such as Lyon in France, Hamburg in Germany, and Newcastle and Glasgow in the UK.



Enhancing trade links

Emirates SkyCargo is a significant contributor to Australia's international trade, including the A\$9.8 billion worth of annual trade with the UAE, and remains committed to supporting Australian farms and businesses by helping to export high value perishables to key global markets. Goods carried through Emirates' cargo services include fresh meat transported in chilled containers from Sydney,

Perth and Brisbane; temperature sensitive pharmaceuticals from Melbourne; and mining equipment destined for Africa from Perth. In FY2020-21, Emirates was Australia's third largest cargo carrier representing 9% of its total air trade. Emirates' wide network and fast, well-timed connections support Australian exporters in quickly getting fresh produce to market.

Investing locally

Emirates' investment in Australia goes well beyond the flights it operates to four Australian cities. Employing 4,400 Australians globally, including nearly 4,000 based in Australia, the Emirates Group (including dnata) has a national footprint of aviation and tourism businesses.

dnata Australia embarked on a significant inward investment program in Australia several years ago, with its portfolio of assets spanning ground handling, airline catering, aircraft cleaning and hotels. Emirates Leisure Retail operates multiple food and beverage outlets in Australia, including Hudson's Coffee and Heineken House.



Emirates' partnerships with Australian suppliers such as Brasserie Bread, Fletcher International and MorCo Fresh in New South Wales, Yarra Valley Dairy in Victoria, as well as several wineries across Australia, all served onboard our aircraft globally, have helped put Australian produce on the global stage and support local jobs.

The Emirates Group has also invested over A\$125 million in developing Emirates One&Only Wolgan Valley – Australia's first luxury conservation resort, which employs 123 people. The ongoing conservation work at the resort plays a big part in the guest experience.

Emirates Group - Australia based headcount	
dnata Ground Handling	1,557
dnata Catering	1,259
Cabin Services Australia	702
Emirates Leisure Retail	182
Emirates One&Only Wolgan Valley	123
Emirates Airline	111
Total	3,934

Our planet

At Emirates, we recognise our responsibility in preserving the planet's resources and are fully committed to minimising the environmental impact of our operations across all businesses and activities, including our supply chain. Our environmental efforts are focussed on three

Reducing emissions

Reducing fuel consumption and maximising fuel efficiency are key to minimising carbon emissions from flights. An ongoing investment in future aircraft technology is Emirates' biggest commitment to reducing environmental impact. The new generation of Airbus A350 XWB, Boeing 787 and 777X aircraft that Emirates has on order, as well as its existing fleet of Boeing 777 and Airbus A380 aircraft that average seven years in age (significantly lower than the industry average) provide greater fuel efficiencies compared to older generation aircraft. Emirates also has a comprehensive fuel efficiency program that looks into new ways to reduce fuel burn and emissions, where operationally feasible. Furthermore, Emirates supports initiatives that contribute to the deployment of sustainable aviation fuels (SAF) and is continuously reviewing opportunities to use SAF as well as the implications of SAF mandate policies.



areas – reducing emissions, consuming responsibly and preserving wildlife and habitats. Emirates supports the International Air Transport Association's industry commitment to reach net zero carbon emissions by 2050, and we are constantly reviewing the opportunities that will help to achieve this goal.



Consuming responsibly

Emirates is committed to reducing environmental impact through responsible consumption encompassing the life cycle of purchasing, sourcing, consuming and managing disposal of products and equipment. Where feasible, Emirates has phased out single use plastic items, taking into account hygiene requirements. In 2017, Emirates introduced blankets in Economy class that are each made from 28 recycled plastic bottles. Aircraft exteriors are cleaned using a pioneering dry washing technique that saves 11 million litres of water annually.

Preserving wildlife and habitats

Emirates is also committed to the preservation of fragile habitats and endangered wildlife. One of the major initiatives in this area is the Emirates One&Only Wolgan Valley opened in 2009, one of Australia's first luxury conservation-based resorts. This was the first carboNZeroTM certified hotel in the world, and the first carbon neutral resort to be certified through an internationally accredited greenhouse gas programme. The resort ensures the conservation of the unique bio-diversity of this valley and has since planted over 175,000 native trees and shrubs across the site.

As a founding signatory to the 2016 United for Wildlife Buckingham Palace Declaration, Emirates recognises its role in combatting the illegal trade of wildlife and has a zero tolerance policy on transporting banned species, hunting trophies or any products associated with illegal wildlife activities.



Partnering with Australia's aviation industry

Emirates and Qantas began a global partnership in 2013 to provide customers with a seamless travel experience between international destinations and Australian cities. The strategic partnership goes beyond basic codesharing to include integrated network collaboration across 2,000 routes. To date, over 13 million passengers have benefited from Emirates' and Qantas' joint network, enhanced product and service advantages.

dnata is a strategic supplier to Australia's aviation industry. dnata Australia's ground handling unit has handled over 300,000 tonnes of cargo and supported seven million passengers in Australia on an annual basis, while serving 27 airlines at six Australian airports. Its catering unit has served 46 airlines at nine Australian airports, producing over 64 million meals annually, including all meals for Qantas flights. Cabin Services Australia, the main provider of cleaning and disinfectant services to airlines, has served 45 airlines at eight Australian airports.

Contributing to communities

In the wake of the devastating bushfires in Australia in 2020, Emirates directly raised A\$2.1 million for bushfire relief, and supported employee-led fundraising initiatives to contribute to the relief efforts.

These contributions add to Emirates' long-term support of arts, community and sports sponsorships in Australia, totalling over A\$107 million, including the Australian Open and Australian Grand Prix.

Emirates is also the Principal Partner of the Sydney and Melbourne Symphony Orchestras, and continues to sponsor the Collingwood Football Club for over 22 years.

Leading with strong management and governance

Emirates remains one of the largest airlines in the world in terms of international passenger and freight carriage. Prior to the COVID-19



outbreak, Emirates operated a global network of 157 destinations in 83 countries across six continents, with a fleet of 270 wide-body aircraft, independently of the global airline alliances.

From its beginnings in 1985 through to present day, Emirates has operated as a commercially managed company providing over US\$4.2 billion in dividends to its shareholder, the government of Dubai. Funds are raised on a fully commercial basis through a wide range of sources including operating leases, commercial asset-backed debt and equity from investors. Emirates' independently audited financial accounts are published annually in line with International Financial Reporting Standards.

The Emirates Group is committed to acting ethically and with integrity, and endeavours to comply with all relevant laws and regulations in all the countries in which it operates. It has robust policies on anti-bribery and corruption, competition, and conflict of interest, and a zero-tolerance approach to modern slavery. Emirates is a member of the World Tourism and Transport Council's global taskforce to help prevent human trafficking and has instituted a number of measures to help combat human trafficking.