

Emirates and Australia



Emirates has consistently supported Australian tourism, trade and FDI since it launched flights to Australia in 1996, while also regularly contributing through investments, sponsorships, and social contributions.

In 2023-24, Emirates carried more than 2.4 million passengers on its Australian flights, with an average seat factor of 76%. A total of 66,000 tonnes of high value cargo was also carried over this period.

Emirates is the third largest foreign carrier operating to Australia, with 10 daily passenger services – three times daily each to Melbourne (including one daily via Singapore) and Sydney (including one daily onwards to Christchurch), twice daily to Brisbane, and daily each to Perth and Adelaide, in addition to three weekly freighter services to Sydney. Emirates' iconic A380 aircraft is deployed three times daily to Sydney, twice daily each to Melbourne and Brisbane, and daily to Perth. By December 2024, Emirates will add a second daily service to Perth, operating a total of 11 daily frequencies to Australia.



spanning ground handling, airline catering, aircraft cleaning and hotels. Emirates Leisure Retail operates multiple food and beverage outlets in Australia, including AFL Kitchen and Bar, 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 Emirates' flights globally, have helped put Australian produce on the global stage and support local jobs.



of annual bilateral trade in goods and services with the UAE, and remains committed to supporting Australian farms and businesses by helping to export high value perishables to key global markets. Goods typically carried on 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 2023, Emirates was Australia's second largest cargo carrier representing 9% of its total air trade, having grown by 53% over 2022. 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 its flights to Australia. With nearly 7,000 people employed 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



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. Emirates customers can choose from more than 60 Australian and New Zealand destinations across the Qantas network while Qantas customers can fly with Emirates between Australia and 65 one-stop codeshare destinations across Europe, the Middle East and North Africa. Additionally, Emirates' codeshare partnership with Jetstar Airways, a subsidiary of Qantas, enables Emirates passengers to connect to destinations across Asia and the Pacific - all on one ticket.

Expanding tourism markets

Emirates' extensive global route network connects passengers from 72 destinations across Europe, Africa and the Middle East to Australia, helping bolster its annual AU\$45 billion export earnings from tourism.

Enhancing trade links

The UAE is Australia's largest trade and investment partner in the Middle East and 21st largest trading partner globally. Emirates SkyCargo is a significant contributor to Australia's international trade, including the AU\$9.9 billion worth

Emirates Group employees based in Australia	
dnata Ground Handling	2,653
dnata Catering	2,299
Cabin Services Australia	1,301
Emirates Leisure Retail	557
Emirates Airline	154
Total	6,964

dnata footprint

dnata is Australia's only full-service air services provider capable of delivering a seamless service across passenger, ramp, cargo, catering, cabin cleaning and lounge services. dnata's Ground Handling Services in Australia handles over 107,000 flights and services over 9.9 million passengers annually, while the cargo division handles over 2.5 million tonnes of cargo annually. dnata Catering is Australia's largest inflight caterer, operating 15 facilities in all major Australian cities with a team of over 4,000 professionals producing over 175,000 meals per day, and providing inflight catering and retail services at 10 airports across Australia. dnata Catering has invested more than AU\$1 million in products sourced from local Australian suppliers, including suppliers based on the Sunshine Coast.

Contributing to communities

In FY2023-24, Emirates spent over AU\$1.1 billion in operational expenditure in Australia on fuel uplift, overflight charges, aircraft landing and handling fees, crew layover, office leases, employee salaries, advertising and sponsorships. Emirates has been a long-term supporter of arts, community and sports sponsorships in Australia, including the Australian Open and Australian PGA Championships in Brisbane. Emirates is also the Principal Partner of the Sydney and Melbourne Symphony Orchestras, and continues to sponsor the Collingwood Football Club for nearly

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

Leading with strong management and governance

Emirates is one of the largest airlines in the world in terms of international passenger and freight carriage. Established in 1985, the company's growth has been measured in line with the demand for air travel. In FY2023-24, Emirates operated a global network of 151 destinations in 79 countries across six continents, with a fleet of 260 wide-body aircraft, independently of the global airline alliances. 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 and combat human trafficking and has instituted a number of measures to support these efforts.

Our planet

At Emirates, we recognise our responsibility in preserving the planet's resources and are 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 areas: reducing emissions, consuming responsibly, and preserving wildlife and habitats. Emirates achieved the International Air Transport Association (IATA) Environmental Assessment (IEnvA) Stage One certification in 2023 and supports IATA's industry commitment to reach net zero carbon emissions by 2050. Our opportunities to achieve this goal include fleet renewal, operational fuel efficiency, renewable energy, and sustainable and low carbon aviation fuels.



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 its environmental impact. The new generation of Airbus A350 XWB, Boeing 787, 777X and 777-200LR freighter aircraft that Emirates has on order will provide up to 22% greater fuel efficiency compared to the previous generation of aircraft. Emirates also has a comprehensive fuel efficiency program that actively investigates and implements ways to reduce unnecessary fuel burn and emissions, where operationally feasible. Furthermore, Emirates supports initiatives that contribute to the deployment of sustainable aviation fuel (SAF), has participated in testing the use of 100% SAF, and advocates for the application of constructive policies to support the scaling up of SAF supply. In 2023 and 2024, Emirates purchased SAF for supply at Dubai, Amsterdam, Singapore and London Heathrow, in addition to mandated SAF in Norway and France.



Consuming responsibly

Emirates is committed to responsible consumption, encompassing the life cycle of purchasing, sourcing, consuming and managing the disposal of products and equipment. Emirates made a public commitment to reducing single-use plastic on board in 2019 and has an active programme to reduce cabin and catering waste, with the support of our cabin crew and Emirates Flight Catering. Economy Class blankets, cups and bowl covers are made from recycled plastic, and young travellers' toys and amenity kits, including Premium Economy and Economy Class amenity kits, are also made of recycled plastic or other sustainable materials. Aircraft exteriors are cleaned using a pioneering dry washing technique that saves 11 million litres of water annually. In 2023, Emirates introduced closed loop recycling for onboard meal service items such as trays, bowls, snack dishes and casserole dishes.



Preserving wildlife and habitats

We are also committed to the preservation of fragile habitats and endangered wildlife. 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. Emirates reinforced this commitment by successfully obtaining the IATA IEnvA Illegal Wildlife Trade certification in 2023.