

21 December 2010

### **Ongoing Severe Weather Disruptions UK and Europe**

Severe weather across Europe and the UK is continuing to disrupt transportation schedules. Over the last week, Qantas and other airlines have been forced to cancel and delay flights destined for and departing both London Heathrow and Frankfurt airports.

With the severe weather predicted to continue over coming days, opportunity for freight uplift is severely limited into and out of the UK and Europe. Flight schedules for all airlines are also being heavily restricted due to a reduction in slot availability particularly at London's Heathrow airport.

This in turn is impacting our flight schedule into and out of both Asia and Australia.

Schedule updates are being published on the home page of [qantasfreight.com](http://qantasfreight.com) as the weather conditions change and our customer service team are contacting customers with freight booked on disrupted flights

As a result of the ongoing uncertainty we have suspended bookings for live animal shipments until at least 31 December 2010.

My team and I are fully aware of the impact of these unpreventable disruptions so close to Christmas and are directing all available resources to reschedule shipments have been affected.

Thank you for your understanding and patience at this time.

Yours sincerely

A handwritten signature in black ink, appearing to read "Maryanne Galea".

Maryanne Galea  
Manager Customer Service