

Contents 2 August 2021

- June 2021 traffic highlights
- · Operating statistics table
- Recent market announcements and media releases

June 2021 highlights

Group traffic summary	JUNE		
	2021	2020	% * +
Passengers carried (000)	901	430	149.8%
Revenue Passenger Kilometres(m)	732	329	165.4%
Available Seat Kilometres (m)	1,124	557	140.7%
Passenger Load Factor (%)	65.2%	59.1%	6.1 pts

FINANCIAL YTD			
2021	2020	% * +	
8,649	13,525	(36.1%)	
5,908	29,568	(80.0%)	
10,304	36,335	(71.6%)	
57.3%	81.4%	(24.1 pts)	

Year-to-date RASK ¹	% change in reported RASK (incl. FX)	
Group	31.5%	
Short Haul	20.3%	
Long Haul	(34.8%)	

% change in underlyin	g RASK
(excl. FX)	
	31.7%
	20.2%
	(33.7%)

Please note that the available seat kilometre (capacity) numbers included in the tables within this disclosure do not include any cargo-only flights. This is because these capacity numbers are used to calculate passenger load factors and passenger RASK

^{* %} change is based on numbers prior to rounding.

⁺ The month's percentage movements have been adjusted on a daily weighted average basis. The adjustment takes into account the difference in days for the accounting month of June 2020 (37 days) compared with June 2021 (31 days). This is because Air New Zealand operates on a 4,4,5 accounting calendar but closes the annual accounts on 30 June.

¹ Reported RASK (unit passenger revenue per available seat kilometre) is inclusive of foreign currency impact, and underlying RASK excludes foreign currency impact.



Operating statistics table

Group	JUNE			FINANCIAL YTD		
	2021	2020	% * +	2021	2020	% *
Passengers carried (000)	901	430	149.8%	8,649	13,525	(36.1%)
Revenue Passenger Kilometres(m)	732	329	165.4%	5,908	29,568	(80.0%)
Available Seat Kilometres (m)	1,124	557	140.7%	10,304	36,335	(71.6%)
Passenger Load Factor (%)	65.2%	59.1%	6.1 pts	57.3%	81.4%	(24.1 pts)
Short Haul Total		JUNE		FINANCIAL YTD		
	2021	2020	% * +	2021	2020	% *
Passengers carried (000)	896	422	153.6%	8,577	11,823	(27.5%)
Revenue Passenger Kilometres(m)	690	241	241.7%	5,208	12,817	(59.4%)
Available Seat Kilometres (m)	969	378	206.2%	7,694	15,986	(51.9%)
Passenger Load Factor (%)	71.2%	63.9%	7.3 pts	67.7%	80.2%	(12.5 pts)
Domestic		JUNE		FIN	NANCIAL Y	/TD
	2021	2020	% * +	2021	2020	% *
Passengers carried (000)	787	405	132.1%	8,191	8,821	(7.1%)
Revenue Passenger Kilometres(m)	399	199	138.7%	4,244	4,552	(6.8%)
Available Seat Kilometres (m)	510	293	107.3%	5,480	5,619	(2.5%)
Passenger Load Factor (%)	78.3%	68.0%	10.3 pts	77.4%	81.0%	(3.6 pts)
Tasman / Pacific	JUNE			FINANCIAL YTD		
	2021	2020	% *+	2021	2020	% *
Passengers carried (000)	109	17	666.6%	386	3,002	(87.1%)
Revenue Passenger Kilometres(m)	291	42	734.8%	964	8,265	(88.3%)
Available Seat Kilometres (m)	459	84	551.3%	2,214	10,367	(78.6%)
Passenger Load Factor (%)	63.4%	49.5%	13.9 pts	43.5%	79.7%	(36.2 pts)
Long Haul Total		JUNE		FINANCIAL YTD		
Long Haar Fotal	2021	2020	% *+	2021	2020	% *
Passengers carried (000)	5	9	(35.4%)	72	1,702	(95.8%)
Revenue Passenger Kilometres(m)	42	88	(42.9%)	700	16,751	(95.8%)
Available Seat Kilometres (m)	155	180	3.0%	2,610	20,349	(87.2%)
Passenger Load Factor (%)	27.2%	49.1%	(21.9 pts)	26.8%	82.3%	(55.5 pts)
Acta / Lanca / Otros and		UINE		F11	IANIOIAL N	(TD
Asia / Japan / Singapore	2021	JUNE 2020	% *+	2021	NANCIAL Y 2020	/ ID % *
Passengers carried (000)	1	2	(14.3%)	32	734	(95.7%)
Revenue Passenger Kilometres(m)	12	17	(14.5%)	292	6,526	(95.5%)
Available Seat Kilometres (m)	106	67	89.2%	1,572	8,117	(80.6%)
Passenger Load Factor (%)	11.7%	25.5%	(13.8 pts)	18.6%	80.4%	(61.8 pts)
Americas / UK	2021	JUNE 2020	% *+	2021	NANCIAL Y 2020	% *
Passengers carried (000)	3	7	(41.2%)	40	968	(95.9%)
Revenue Passenger Kilometres(m)	30	, 71	(50.0%)	408	10,225	(96.0%)
Available Seat Kilometres (m)	49	113	(47.8%)	1,038	12,232	(90.5%)
Passenger Load Factor (%)	60.4%	63.1%	(2.7 pts)	39.3%	83.6%	(44.3 pts)
(/0)	55.170	55.175	(= ptc)	55.676	55.070	, p.c.)

 $^{^{\}star}$ % change is based on numbers prior to rounding

Air New Zealand operates primarily in one segment, its primary business being the transportation of passengers and cargo on an integrated network of scheduled airline services to, from and within New Zealand. The following operational data and statistics is additional supplementary information only.

⁺ The month's percentage movements have been adjusted on a daily weighted average basis. The adjustment takes into account the difference in days for the accounting month of June 2020 (37 days) compared with June 2021 (31 days). This is because Air New Zealand operates on a 4,4,5 accounting calendar but closes the annual accounts on 30 June.



Market Announcements

(during the period 1 July 2021 to 1 August 2021)

Update on the Trans-Tasman

23 July 2021

The New Zealand Government has announced that the Trans-Tasman quarantine free travel bubble will be suspended from 11.59pm on 23 July 2021. The suspension will be in place for the next eight weeks, after which time the decision will be reviewed. This is expected to have a short-term operational and financial impact on Air New Zealand's business until such time as the bubble reopens.

The airline will respond to these changes and will provide a further update, if needed, as the situation progresses.

Media Releases

(during the period 1 July 2021 to 1 August 2021)

Air New Zealand chew-ses its new snack selection

29 July 2021

It was the snack debate that stopped the nation. After extensive trials, all snacks have been considered and the results are in. Air New Zealand is now announcing its new food offering on board domestic flights.

Throughout the trials, the airline tested a range of things from trolley signage on Koru Hour flights, Grab & Go snack boxes in its lounges, and plenty of new food offerings. Across the six-week trial, tests were run across 100 flights, involving more than 7,000 customers.

An array of snack products from New Zealand including popcorn, crisps, muesli bars and chocolate will be rotated on a monthly basis, but never fear, the famous inflight cookie and Air New Zealand Iollies are here to stay.

Air New Zealand General Manager Customer Leeanne Langridge says the new inflight offering will give customers the variety they've been looking for.

"It was fantastic to see Aotearoa get behind the food trials and eagerly debate what they'd like to see onboard. We heard from passionate cookie and corn chip enthusiasts, along with others who believe variety is the spice of life.

"What we learnt throughout the trials was that our customers value variety and change throughout the day. Going forward, we're going to be more time specific with what's on offer – from danishes in the morning to antipasto in the evening – because we know a cookie at 6.00am isn't for everyone.

"Having options for different dietary requirements is also a big trend so we've added more gluten free options.

"On our shorter sectors, customers told us our food and beverage service felt rushed, so we've simplified our menu by removing tea and coffee on Koru Hour flights under 50 minutes."

For those who put their money on ice cream, champagne and croissants, customers should keep an eye out for frequent surprise and delight flights hitting the skies as we work with innovative New Zealand companies to showcase products.

"We're keen to showcase the best of what Aotearoa has to offer so we'll be inviting local producers to get in touch if they've got a product they think our customers will love."



Air New Zealand adds over 300,000 fares under \$100 on domestic network

26 July 2021

Air New Zealand has put more than 300,000 seats across its domestic network on sale for under \$100 between September and November.

The airline has also added more than 250,000 additional domestic seats from mid-August to October to support domestic tourism and encourage Kiwis to travel to the regions.

While there has been a general increase in capacity across the majority of the domestic network, Queenstown will see an increase of over 45,000 seats, Nelson 16,000 and Napier 17,000.

Air New Zealand Chief Customer and Sales Officer Leanne Geraghty says it's great to see demand for domestic travel above pre-COVID-19 levels, highlighting New Zealanders' desire to explore the hidden gems throughout Aotearoa.

"It's heartwarming to see Kiwis are getting out and about supporting our regions. We live in such a beautiful part of the world, so it's not surprising that our customers are making the most of it!"

"Rarotonga is also proving popular for those looking to escape winter, so we've recently added 25% capacity to deliver Kiwis straight to the beach."

Air New Zealand opens more bookings to bring Kiwis home from NSW

23 July 2021

Bookings have opened this morning on available Air New Zealand managed return flights to allow Kiwis to return home from New South Wales from 28 July. These seats will be restricted to the number of spaces available in managed isolation facilities (MIQ) rooms provided by the New Zealand Government.

Flights available with Air New Zealand can be booked via <u>www.airnewzealand.co.nz</u> and additional information for booking with Air New Zealand can be found on the airline's <u>Travel Alerts page</u>.

Managed return flights from Sydney will be available from Wednesday 28 July and will operate to Auckland only. On arrival, travelers will go into MIQ for a period of 14 days. Seats available will depend on MIQ availability.

Over 11,000 seats added as Rarotonga takes off!

8 July 2021

Kiwis are keener than ever to head to our island neighbours for some R&R, so much so that Air New Zealand has added additional capacity to its Auckland-Rarotonga route to deliver New Zealanders straight to the warm beaches of the Cook Islands.

The additional flights will give holidaymakers the choice of 11 different flights per week from Monday 16 August, up from nine per week the airline is currently operating. This will increase to 12 flights per week over the October school holidays.

Air New Zealand Chief Customer & Sales Officer Leanne Geraghty says the incredible demand for flights to Rarotonga is no surprise, especially as the temperature has well and truly dropped here at home.

"We want to help as many Kiwis as possible get away for a much-needed break, so it's great we have been able to add more than 11,000 additional seats to our schedule to meet the increased demand."

"Not only is this great for the airline, with tourism being the mainstay of the Cook Islands economy, it's fantastic that we can deliver more New Zealanders than ever to the island nation to help support their post-pandemic recovery.



Customers will be required to wear masks on board flights to and from Rarotonga, and additional screening questions will be asked at check-in. To be eligible to travel, customers will need to have been in New Zealand for the preceding 14 days.

Half a million Kiwis travelling around Aotearoa this school holidays

7 July 2021

Well over half a million Kiwis are preparing to take to the skies this school holidays in what Air New Zealand is calling its busiest July break ever winter school holiday period.

Air New Zealand is preparing for a busy July, with the airline operating 670,000 seats and 7,500 flights across its domestic network as a record number of Kiwis travel around Aotearoa.

Queenstown is the number one destination for Air New Zealand customers, with 100,000 seats in and out of the picturesque destination. Regional hubs are booming with Nelson seeing 870 flights over the break, Napier (568 flights) and Tauranga (554 flights) also proving popular for adventure-hungry Kiwis.

Chief Customer and Sales Officer Leanne Geraghty says Air New Zealand crew are excited to roll out the welcome mat for thousands of families looking for a break.

"We've seen a 52% increase in seats for this year's school holidays versus last year, when the July school holidays saw the release of pent-up demand for air travel following national lockdowns.

"We continue to see exceptional demand. Domestic sales are so strong for July school holidays that we are intending to operate 56% more domestic flights than the July 2020 school holidays.

"These numbers underscore the strength of Air New Zealand's domestic network, which is one of the best in the world, and the confidence Kiwi families have in getting out to explore this beautiful country of ours."

During the holiday period, Air New Zealand Lounges in the main ports will be serving child-friendly food, including cake pops and customer-favourite mac 'n cheese. There will be a range of activities on offer to entertain our younger travelers.

Air New Zealand will also care for more than 7,000 children travelling unaccompanied around the network during the two-week period, with the help of the new Unaccompanied Minors Squad which is up and running across 13 airports this school holidays.

"Our teams are ready to help kickstart the winter break for customers no matter where they're heading these holidays."

Customers travelling over the school holidays should allow plenty of time to get to the airport and through security as it can take longer with extra winter gear, and the airline recommends customers book travel insurance particularly for domestic flights as the winter weather can be unpredictable.

Air New Zealand also recommends travellers download the Air New Zealand mobile app and subscribe to its Travel Alert service to keep up to date on the go.