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MEDIA RELEASE

REX SETS ORANGE PERFORMANCE RECORD STRAIGHT

Regional Express (Rex) is today releasing its performance record on the Sydney Orange route in response to careless comments made by Orange city councillors on the reliability of Rex's services and insinuations that the cancellation of services were driven by commercial reasons rather than operational reasons.

For the past financial year ending on 30 June 2016 (FY16), there were a total of 12 flights cancelled in the first 11 months of the financial year, averaging a cancellation rate of 0.5%. To set this rate in perspective, the cancellation rate for QantasLink in FY16 (until May 2016) was more than 400% higher whilst Virgin Australia's was more than 300% higher. There were 28 cancellations on the Sydney Orange route in the last month alone (June 2016) due to snow and other very harsh weather conditions. Of these, 22 were due to the weather in Orange and 6 were due to the weather in Sydney. There were no cancellations due to unserviceable aircraft or commercial reasons.

Even taking into consideration the freak weather conditions in June, the overall cancellation rate for Orange was 1.5% for the full financial year which is still 43% lower than that of QantasLink's annual average, and 26% lower than that of Virgin Australia's.

It is worthwhile noting that Orange Airport's facilities are extremely problematic even after a \$19m upgrade, and this has contributed to further disruptions. Just this week, there was yet another one of a long series of power failures which was compounded by the failure of the standby generator to kick in as expected. Consequently the runway lights have failed on several occasions, creating a significant flight hazard. The sub-standard facilities at Orange Airport has forced carriers to fly with much more fuel to cater for contingencies, resulting in the offload of passengers in certain situations.

Rex takes great pride in the reliability of its services and over the past decade has had the lowest cancellation rate of all major carriers in Australia by a very wide margin. Rex reassures the Orange community that it will never compromise its high reliability standards on the Sydney Orange route and invites anyone with legitimate concerns to contact the airline directly to understand the real reasons why Rex may have failed to live up to expectations.

Regional Express (Rex) is Australia's largest independent regional airline operating a fleet of more than 50 Saab 340 aircraft on some 1,500 weekly flights to 58 destinations throughout all states in Australia. In addition to the regional airline Regional Express, the **Rex Group** comprises wholly owned subsidiaries **Pel-Air Aviation** (air freight and charter operator), **Air Link** (Dubbo-based regional airline) and the **Australian Airline Pilot Academy**.

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