



PRESS RELEASE

Rome, July 19th, 2024 – ITA Airways announces that the Company's systems, despite the widespread global IT outage, have continued to function correctly thanks to backup solutions.

The Company's operations, however, have been inevitably impacted by severe air traffic restrictions in Europe and issues at some of the airports where it operates, causing delays and leading, unfortunately, to the cancellation of 60 flights, including 34 at Rome Fiumicino Airport and 26 at Milan Linate Airport. Over 90% of the affected passengers have been rebooked on flights scheduled for today and tomorrow.

ITA Airways is constantly monitoring the evolution of the emergency and has resumed full operations, scheduling additional flights and utilizing aircraft with greater seating capacity to minimize passenger inconvenience caused by events beyond the Company's control.

The Company has activated a dedicated number, **0685960153**, for passengers at airports affected by cancellations.

Additionally, passengers can consult the Company's app and official website ita-airways.com.

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About ITA Airways

ITA Airways is a company totally owned by the Italian Ministry of Economy and Finance for the exercise of business in the air transport sector. ITA Airways aims at creating an efficient and innovative air carrier that will become a reference point in providing Italy with quality connectivity both in terms of international destinations, thus boosting tourism and foreign trade, and within the Country, also taking advantage of the train-air integrated mobility. ITA Airways will place the best customer service at the center of its strategy (through a strong digitization of processes that ensure a best-in-class experience and personalized services), combined with sustainability, in its environmental (new green and technologically advanced aircraft, use of sustainable fuels), social (equality and inclusion for a gender-neutral company) and governance (integration of sustainability into internal strategies and processes) aspects. ITA Airways is a member of SkyTeam alliance as of October 2021.