



SUSTAINABILITY REPORT 2019-2021



for a
sustainable
future



QATAR AIRWAYS GROUP
مجموعة الخطوط الجوية القطرية



SUSTAINABILITY
REPORT
2019-2021

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AT A GLANCE

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About this Report

This report is the Corporate Sustainability Report for the Qatar Airways Group Q.C.S.C. for the two-year period of 01 April 2019 to 31 March 2021.

The organisational boundary of data presented in this report includes the following businesses:

- **QATAR AIRWAYS**
- **QATAR AIRWAYS CARGO**
- **MATAR**
- **QATAR AVIATION SERVICES**
- **QATAR AIRCRAFT CATERING COMPANY**
- **QATAR DUTY FREE**
- **QATAR EXECUTIVE**
- **QATAR DISTRIBUTION COMPANY**
- **DHIAFATINA HOTELS**
- **DISCOVER QATAR**
- **ORYX INTERNATIONAL SCHOOL**

The performance data presented in this report relates to the operation of international flights, management of hotels in selected international destinations, as well as facilities and ground services operation in the State of Qatar and other international destinations. Exclusions comprise other Qatar Airways Group businesses and joint ventures not listed above.

Data presented in this report is valid during the reporting period and at the time of publication.

This report is published in English only. All published reports are available on the Qatar Airways website: www.qatarairways.com/environmental-sustainability

STRUCTURE OF THE REPORT

Acknowledging the unprecedented circumstances the global aviation community faced in 2020, the approach of this two-years report differs from our previous years, due to the impact of the COVID-19 pandemic on business as usual operation.

Response



describes the impact of the COVID-19 pandemic on global aviation and how Qatar Airways was able to quickly respond to the needs of its customers

Relief



describes Qatar Airways' efforts in providing assistance to people stranded and transport of essential medical and other supplies during the peak of the COVID-19 pandemic

Recovery



describes the strategy Qatar Airways chose to rebuild its network as it navigates the impact of the COVID-19 pandemic whilst reinforcing trust and building goodwill

Resilience



describes how Qatar Airways navigated through the COVID-19 pandemic and established its strategy to ensure long-term business sustainability



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United Nations Sustainable Development Goals

Aligned with the State of Qatar's commitment to the United Nations Sustainable Development Goals, Qatar Airways Group joins the global community in addressing global environmental issues, coordinated action amongst governments, business and communities is imperative. In our strategic approach to sustainability, Qatar Airways environmental objectives align with applicable United Nations SDGs. Our strategy works towards the attainment of the following UN SDGs.



SDG 03.

Ensure healthy lives and promote well-being for all at all ages



SDG 04.

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



SDG 05.

Achieve gender equality and empower all women and girls



SDG 07.

Ensure access to affordable, reliable, sustainable and modern energy for all



SDG 08.

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



SDG 12.

Ensure sustainable consumption and production patterns



SDG 13.

Take urgent action to combat climate change and its impacts by regulating emissions and promoting developments in renewable energy



SDG 15.

Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss



SDG 17.

Strengthen the means of implementation and revitalize the global partnership for sustainable development



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“It is our ambition as an airline to minimise our impact on the environment, and facilitate continued global travel and commerce while limiting carbon emissions. As we work in collaboration with the aviation industry to reconnect the world, we recognise sustainability as a strategy to build resilience post COVID-19.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group



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Introduction

from Qatar Airways
Group Chief Executive



The unprecedented impacts of the COVID-19 pandemic have presented extraordinary challenges to the Qatar Airways Group. In the face of this adversity, we remained exemplary in our leadership and perseverance in the safe movement of people and goods. During the peak of COVID-19, we were independently affirmed as the largest operating airline worldwide whilst investing in the most advanced hygiene measures. These efforts on safety and hygiene earned us prestigious accolades such as the SKYTRAX 5-Star COVID-19 Airline Safety Rating for Qatar Airways; and SKYTRAX 5-Star COVID-19 Airport Safety Rating for Hamad International Airport.

Despite operating restrictions, we demonstrated sheer adaptability and responded effectively as the crisis evolved. We safely transported more than 3 million stranded passengers using state-of-the-art technology such as the Honeywell's Ultraviolet Cabin Disinfection Technology on our aircraft.

Our Cargo division became the largest cargo operator transporting goods, humanitarian aid and medical supplies, forging new partnerships and supporting the timely distribution of vaccines worldwide. We were also honoured to contribute to the efforts of the State of Qatar in providing global relief.

Our tenacious nature as an airline meant that we were able to expand to key destinations including those in the United States, Australia and Africa, enhancing vital global connectivity and easing the economic burdens during this challenging period.

Our recovery signalled the resumption of flights to viable destinations as we rebuild the network. Throughout all this, we never wavered in our commitment to emerging issues such as climate change and gender equality.

Our efforts outlined in this report are a testament to our malleability and resilience that is now embedded within our mandate.

I am pleased to present this report as assurance that all necessary measures have been taken to operate responsibly and efficiently; affirming that Qatar Airways Group is well positioned to support the recovery of aviation, and the world economy at large.

His Excellency Mr. Akbar Al Baker

Group Chief Executive, Qatar Airways Group



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About Qatar Airways Group¹

With its corporate headquarters in Doha, Qatar, the Qatar Airways Group is wholly owned by the State of Qatar¹, and encompasses the following main-line and subsidiaries;

QATAR AIRWAYS



The commercial airline operator of Qatar Airways Group and the national carrier for the State of Qatar.

QATAR AIRWAYS CARGO



Qatar Airways Cargo is the world's largest international cargo carrier, delivering quality air freight solutions and connecting businesses to more than 170 destinations.

QATAR EXECUTIVE



Qatar Executive (QE) is Qatar Airways Group's corporate jet division based at Doha International Airport, offering luxury jet services for worldwide charter onboard the operator's wholly owned business jet fleet.

QATAR COMPANY FOR AIRPORTS OPERATION AND MANAGEMENT - MATAR



MATAR, the Qatar Company for Airports Management and Operation, is a corporate subsidiary of Qatar Airways Group in a contractual agreement with the government of Qatar to manage the operations of Hamad International Airport and Doha International Airport.

QATAR AVIATION SERVICES



Qatar Aviation Services (QAS), provides all ground handling services at Hamad International Airport (HIA) for all commercial, private and cargo operators.

QATAR AIRCRAFT CATERING COMPANY



Qatar Aircraft Catering Company (QACC) is one of the largest single catering facilities in the world, providing catering for all Qatar Airways' flights, lounges and staff cafeterias, producing more than 175,000 five-star meals per day.

QATAR DUTY FREE



Qatar Duty Free (QDF) operates the retail and food and beverage division at Hamad International Airport (HIA). A visionary retail and dining experience, QDF offers an unprecedented selection of tailored shopping and dining concepts that appeal to every passenger and all budgets.

DHIAFATINA HOTELS



Dhiafatina is the Group's hotels and spa management arm. Qatar Airways Group owns or operates six world-class hotels in Edinburgh, London, Doha, Melbourne and Geneva. Dhiafatina also operates the Vitality Spa at HIA.

QATAR DISTRIBUTION COMPANY



Qatar Distribution Company (QDC) is Qatar's only licensed retail beverage distributor.

DISCOVER QATAR



Discover Qatar is the destination management division of Qatar Airways and proud partner of the Qatar National Tourism Council. Through partnerships with other outstanding individuals and organisations, Discover Qatar's task is to advance Qatar as a premium tourist destination.

ORYX INTERNATIONAL SCHOOL



Oryx International School delivers a five-star British curriculum for boys and girls aged 3 to 18 years old.

¹ Qatar Airways Group Q.C.S.C. is a Qatari Closed Shareholding Company registered in the State of Qatar. The Company's registered office is located at Qatar Airways Tower P.O. Box 22550, Doha, State of Qatar.



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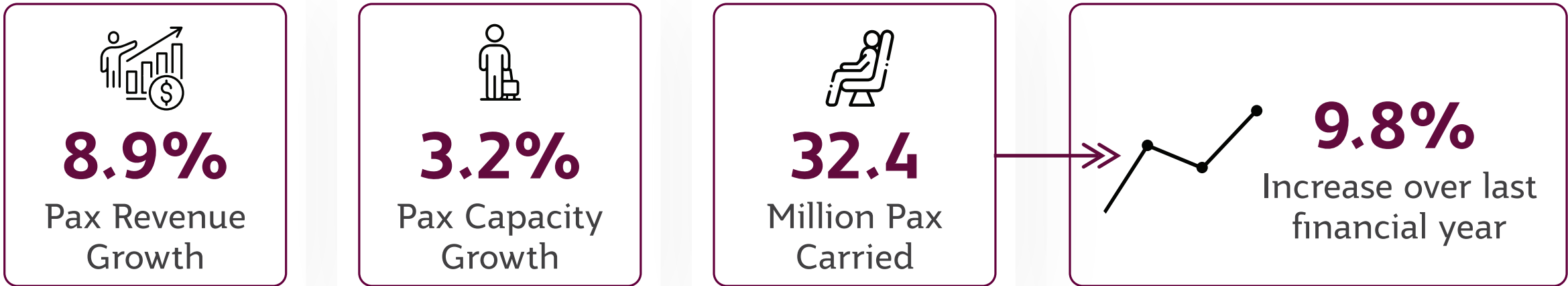
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Summary 2019-2020 Financial Year

The larger part of the 2019-20 year encompassed business-as-usual activities for the Qatar Airways Group during which time we still led the aviation industry with innovation and network expansions.

Qatar Airways' Passenger Growth



Passenger revenue grew by 8.9 percent with a capacity (Available Seat Kilometres) growth of 3.2 percent. Qatar Airways carried 32.4 million passengers, an increase of 9.8 per cent over last financial year.



- During this fiscal year, seat capacity increased by 3.2 percent;
- Freight tonnes handled increased by 2.8 percent;
- Passenger traffic at Hamad International Airport increased by 8.6 percent.





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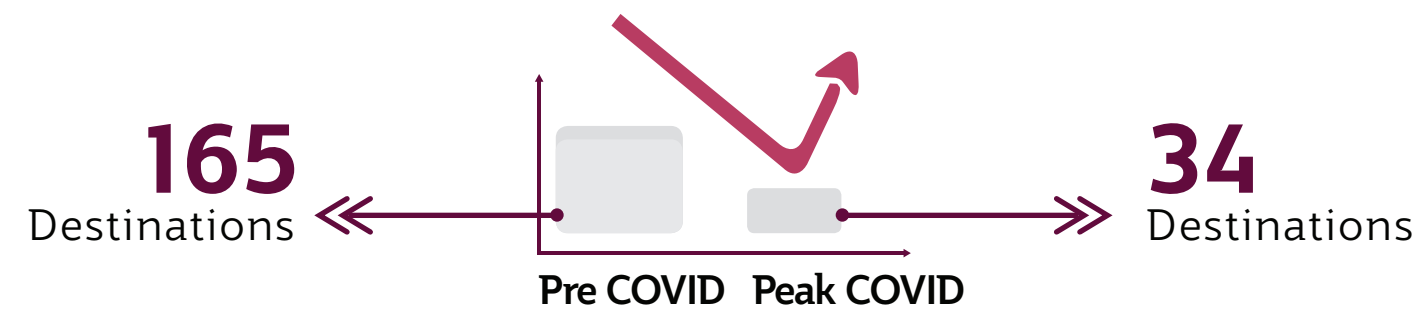
Summary 2020-2021 Financial Year

The onset of the COVID-19 pandemic compelled the Qatar Airways Group to adjust and adapt to emergency operations through, having to re-engineer services and operations to respond to the global pandemic.

Coronavirus Pandemic

The coronavirus pandemic had an unprecedented impact on the aviation industry; Qatar Airways had to respond swiftly to and comply with global air traffic restrictions and public health requirements.

The pandemic resulted in a record decline in passenger numbers and the network capacity was reduced from 165 destinations to 34.



Qatar Airways was the only global airline operating at the height of the pandemic successfully maintaining the network at a minimum of 34 destinations with continuous services to five continents.

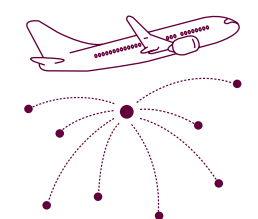
According to IATA data, Qatar Airways had become the largest international carrier between April and July 2020. Tailored repatriation charter flights and air bubble agreements were operated to safely and securely transport passengers to their respective destinations during the pandemic.

A total of over 550 repatriation charter flights were conducted using stringent mitigation measures to ensure the highest possible standards for the health and well-being of Qatar Airways passengers and employees.



Qatar Airways Repatriation Charter flights

Over 550
Repatriation Charter
Flights operated





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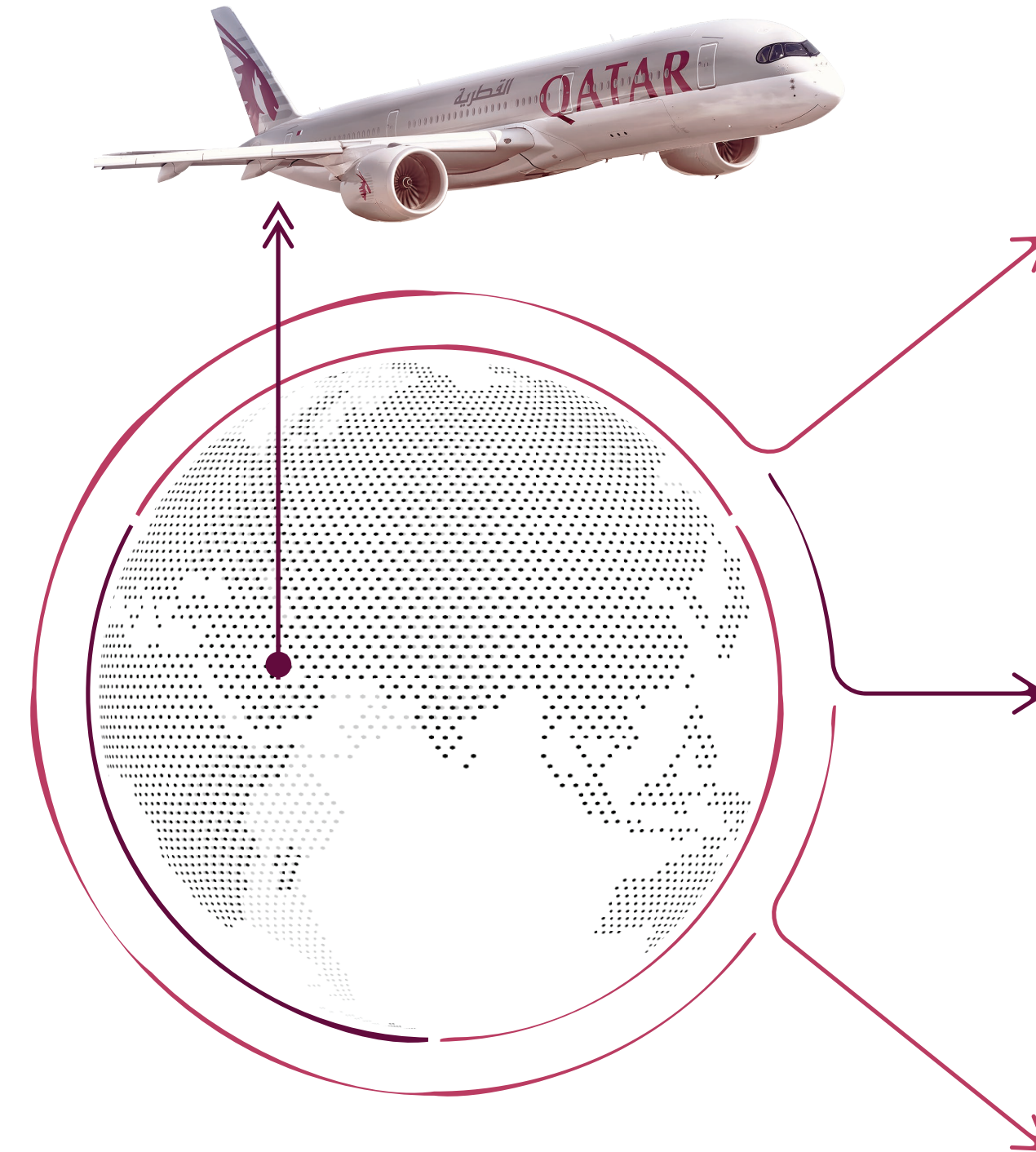
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Route Network



Since the beginning of the COVID-19 pandemic, more passengers have chose to fly with Qatar Airways as opposed to any other airline.

While many airlines suspended operations during this crisis, Qatar Airways maintained a core network of at least 34 destinations at the peak of the travel restrictions.

1820
Weekly
Frequencies

165
Destinations

Before COVID-19

Our Air Services Agreements were implemented in collaboration with Governments and authorities around the globe as business-as-usual operations, operating at peak capacity.

161
Weekly
Frequencies

34
Destinations

During Peak COVID-19

Increase in global restrictions with lockdown measures resulting in airport closures and/or prescriptive entrance requirements resulted in reduced scheduled flights.

947
Weekly
Frequencies

134
Destinations

March 2021

As global restrictions eased with lifting of lockdown measures and the roll-out of vaccination programmes, we were able to increase our scheduled flights.



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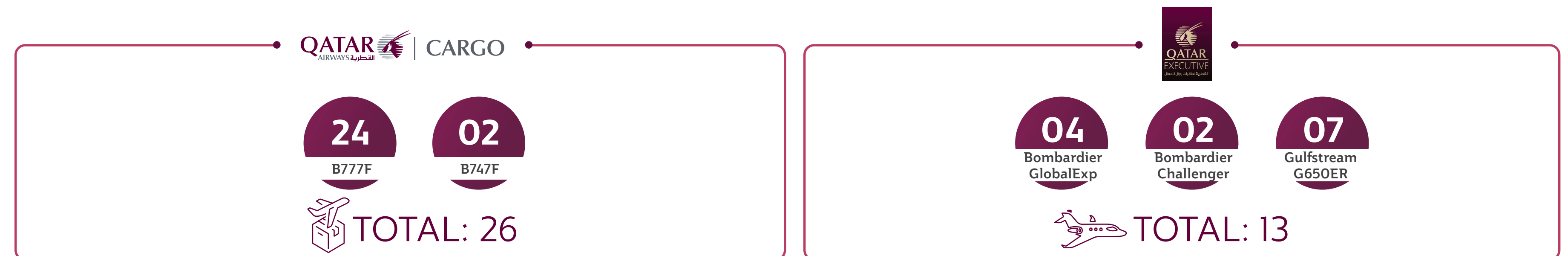
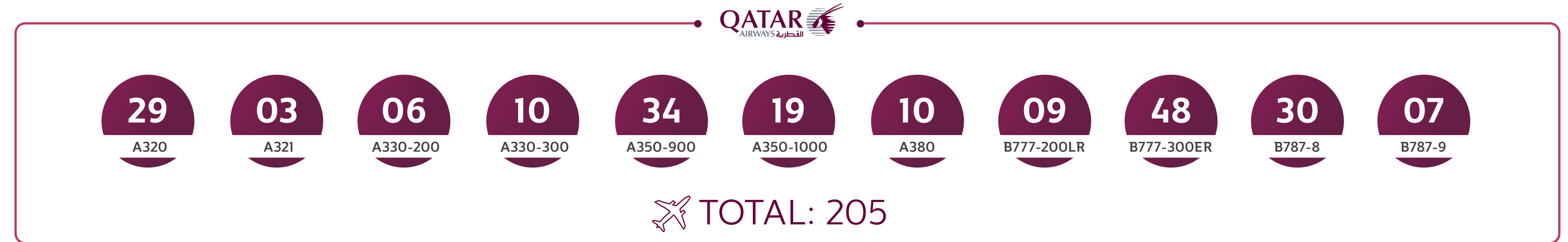
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Fleet Information



“Qatar Airways Group has a strong record of industry leadership on sustainable operations.

We take our responsibilities to care for the environment seriously and sustainability is at the forefront of our business planning across the group, this is why we have an average fleet age of less than six years, one of the youngest in the world.”

H.E. Mr. Akbar Al Baker

Group Chief Executive, Qatar Airways Group



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Key Highlights

Our Relief Efforts

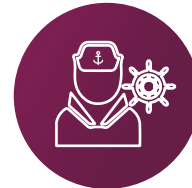
Passengers repatriated

- ✓ Over 90,000 passengers repatriated



Movement of seafarers

- ✓ Over 380,000 seafarers and offshore workers carried



Cargo Medical Relief

- ✓ 29,823,615 kg of PPE carried over 104 flights to 21 countries



Over 90,000

Passengers Repatriated

Over 380,000

Seafarers & Workers Carried

29,823,615 kg

PPE Transported Worldwide

Our Fleet

New Aircraft

- ✓ Took delivery of four new A350 aircraft in 2020



- ✓ Three new B777 freighters in January 2021



- ✓ By choosing aircraft with efficient designs, Qatar Airways is committed to controlling carbon emissions.

- ✓ Qatar Airways continually strives to improve fuel efficiency through its fuel optimisation program.

- ✓ Implementation of 20 minutes of contingency fuel has resulted in significant fuel savings with reduced weight, whilst enhancing the payload capacity.

Our Passenger Network



	Number of Flights		Number of Destination		Cargo Handled in Tonnes	
	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21
QATAR AIRWAYS	181,553	64,107	165	134	1,493,054	1,578,829
QATAR AIRWAYS CARGO	23,265	51,068	63	122	2,243,475	2,281,376





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Key Highlights

Our Awards

5-Star COVID-19 Airline Safety Rating - SKYTRAX

- ✓ First global airline in the world to achieve the 5-Star COVID-19 Airline Safety Rating in 2021



5-Star COVID-19 Airport Safety Rating - SKYTRAX

- ✓ First airport in the Middle East and Asia to be awarded the 5-Star COVID-19 Airport Safety Rating in 2021



Highest Diamond Standard Status - SimpliFlying

- ✓ Highest Diamond Standard status in the Global APEX Health Safety Powered By SimpliFlying COVID-19 Audit in 2021



Named World's Best Airline - Travel Agent eDreams

- ✓ Named World's Best Airline by leading online travel agent eDreams



Our Engagements

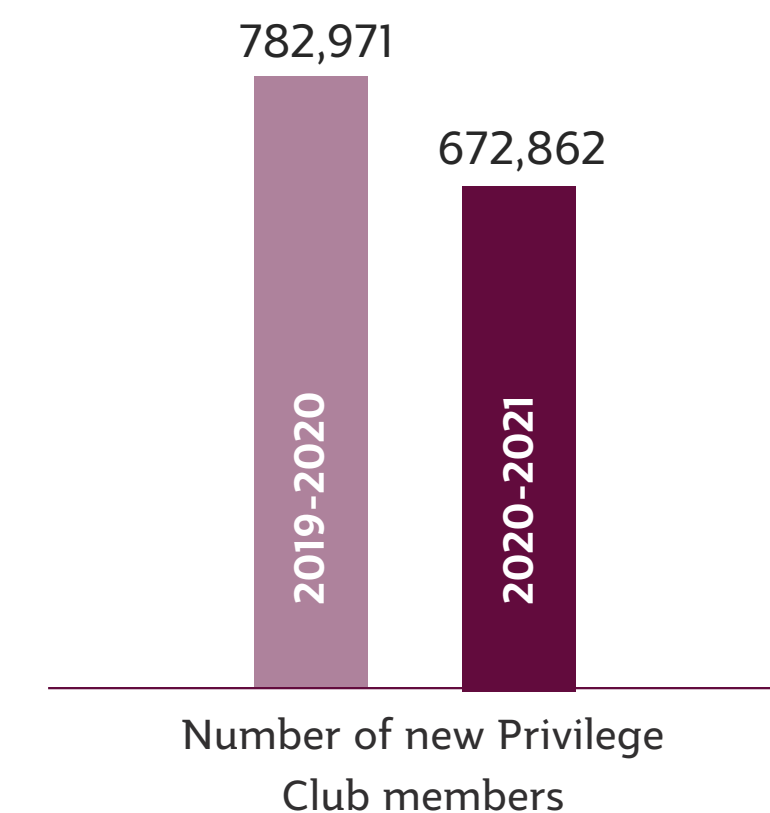
More than 26 million people across all its social media platforms

- ✓ The most followed airline on Facebook



Redefining Qatar Airways Privilege Club for members

- ✓ 8,430,580 Privilege Club members.





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Key Milestones and Events

2019



APRIL

Qatar Airways and Orbital Education celebrated the official opening of Oryx International School Campus at Mesaimeer

Qatar Airways launched new Economy onboard experience 'Quisine' to achieve a sustainable cabin, with the objective to reduce weight and waste and replace single use plastics with rotatable, compostable or recyclable alternatives



JUNE

Qatar Airways was the inaugural signatory to the United for Wildlife Transport Industry Declaration and signed an MoU with USAID ROUTES Partnership. Qatar Airways became the first airline to be certified under the Illegal Wildlife Trade Assessment



JULY

Qatar Executive broke the World Circumnavigation Speed Record on Gulfstream G650ER



OCTOBER

Qatar Airways showed its support for Breast Cancer Awareness Month with an all-female crew on flight from Doha to Zurich and joined forces with HIA, QAS and QDF to arrange activities for staff including free mammogram screenings



Qatar Airways partnered with General Electric (GE) Aviation to launch the revolutionary new 'Foam Wash' Engine Cleaning System

NOVEMBER

Qatar Aircraft Catering Company achieved the world's first ISO 22000:2018 Food Safety Management System Certification



DECEMBER

Qatar Airways Cargo announced the massive expansion in South America in 2020 with four new destinations: Campinas, Brazil (VCP), Santiago, Chile (SCL), Peru (LIM) and Bogotá, Colombia (BOG)



Qatar Airways successfully renewed its Certification of IATA's Environmental Assessment programme (IEnvA). Scope expanded to include Maintenance, Repair & Overhaul (MRO) and Cargo



Environmental / CSR



Operational

2020



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Key Milestones and Events

2020



Environmental / CSR



Operational



JANUARY

Qatar Aircraft Catering Company collaborated with Hifz Al Naema to reduce food wastage



MARCH

Qatar Airways launched new travel booking policy to provide maximum flexibility for passengers



Qatar Airways expanded flights to Australia to help stranded passengers get home, with its first time operating services to Brisbane

MAY

Qatar Airways gave away 100,000 complimentary tickets to frontline Healthcare Professionals



JUNE

Qatar Airways became the largest carrier by operating over 15,000 flights to take 1.8 million people home

Qatar Airways became the largest passenger and cargo airline



JULY

Qatar Airways was the first international airline to resume flights to the Maldives

Qatar Airways launched flights to tropical island destination Cebu and resumed its first China flights with a once weekly Guangzhou service



AUGUST

Qatar Airways resumed flights to Helsinki on 29 July, becoming the only Gulf Carrier to serve four Nordic Capitals

With the resumption of flights to Adelaide, Qatar Airways became the only international airline servicing five major Australian cities



IATA figures showed for three consecutive months that our operations led the world in 8.1% of international passenger and 6.8% of air cargo traffic

QACC obtained ISO 14001:2015 certification in Preparation and Catering of Food & Beverages to Flights and HIA Lounges



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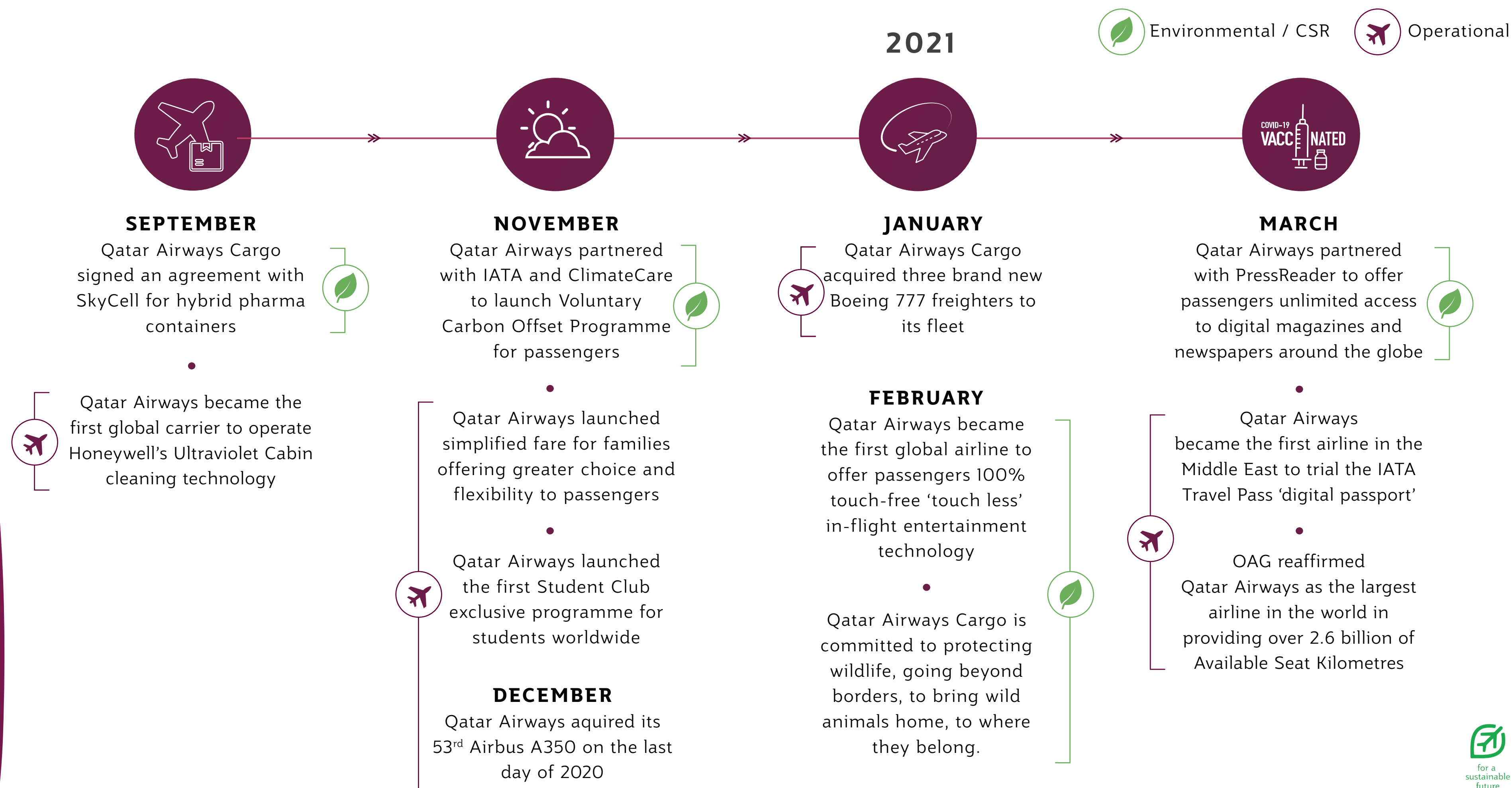
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Key Milestones and Events





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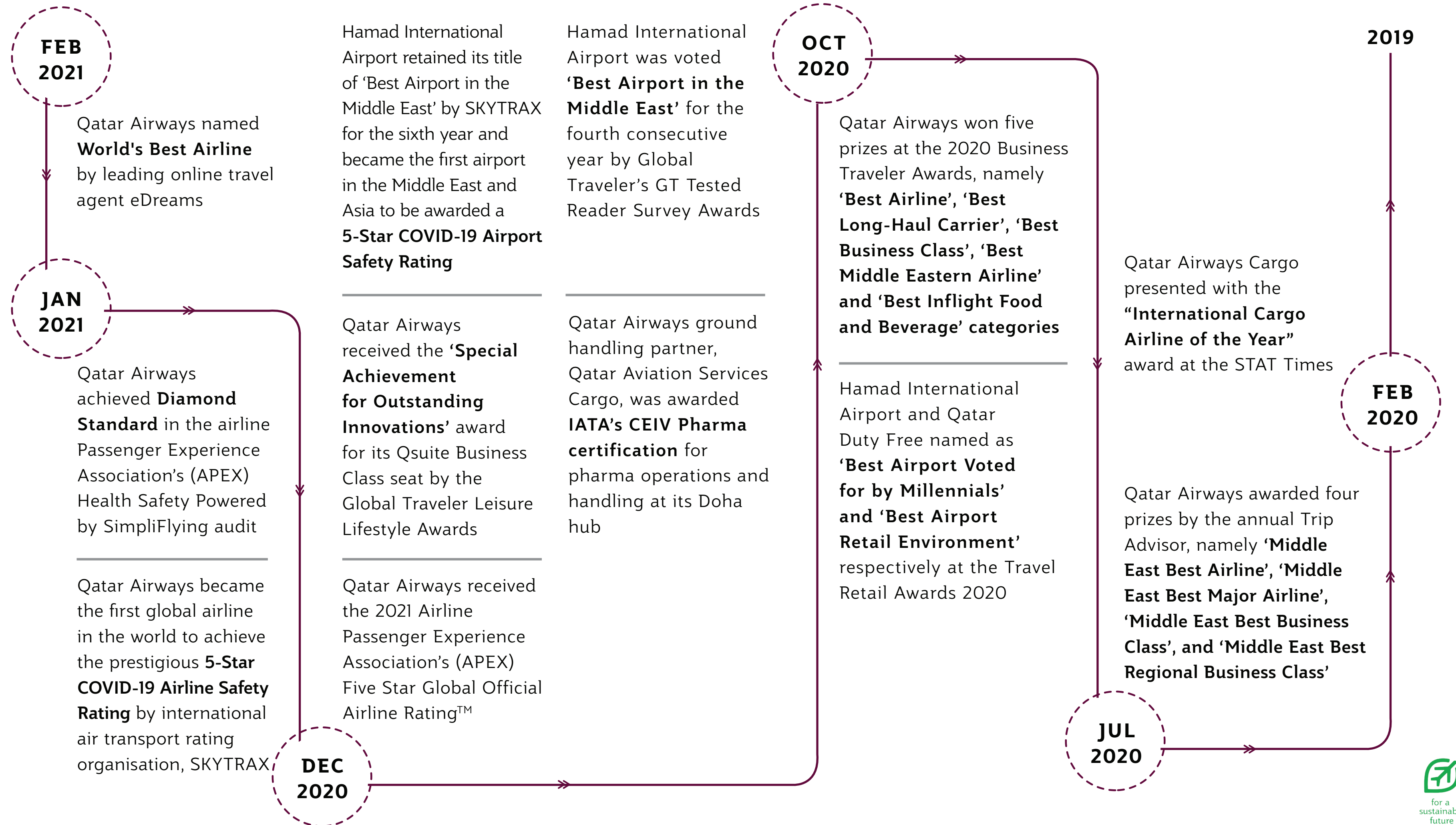
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Awards and Recognition

A multiple award-winning airline





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A multiple award-winning airline

OCT
2019

Dhiafatina's Oryx Rotana Doha, owned by Qatar Airways since 2010 and operated by Rotana Hotels, received the 2019 **World Luxury Hotel Award** as the **'Best Luxury Business Hotel in the Middle East and North Africa'**

Qatar Airways won **'Best Airline'** Award at the 2019 U.K. Business Traveler Awards

Qatar Airways won four prestigious prizes at 2019 SKYTRAX World Airline Awards, including the highest accolade of **'World's Best Airline'** – becoming the only airline in the competition's history to **win it five times (2011, 2012, 2015, 2017 and 2019)**. Qatar Airways also has been named **'Best Airline in the Middle East,' 'World's Best Business Class'** and **'World's Best Business Class Seat'**

JUN
2019

'Best Seat Comfort,' 'Best Cabin Service,' and **'Best Food & Beverage'** in the Passenger Experience Association's 2019 Global Passenger Choice Awards

SEP
2019

Qatar Airways set a new mark at the 2019 APEX Passenger Choice Awards, winning four out of six in the highly competitive Middle East category – a record for a single airline in a region. We were named **'Best Overall Carrier in the Middle East,' 'Best Cabin Service in the Middle East,' 'Best Food & Beverage in the Middle East,'** and **'Best Seat Comfort in the Middle East'**

Qatar Airways recognised globally for excelling in innovation and enhancing its onboard products, Qatar Airways won the prestigious **'Airline of the Decade'** award at the 2019 TravelPlus ceremony

APR
2019

Qatar Duty Free named **'Airport Retail Operation of the Year'** at the DFNI-Frontier EMEA Awards 2019

Qatar Airways named **'World's Top 10 Airline,' 'World's Best Business Class,' 'Middle East Best Airline,' 'Middle East Best Major,' 'Middle East Best Business Class,'** and **'Middle East Best Economy Class'** by TripAdvisor Travelers' Choice Airline Awards 2019

'Best Cabin Interior Passenger Experience,' 'Best In-Flight Duty Free Programme – Middle East' and **'Outstanding Food Service'** at PAX International Readership Awards 2019

Qatar Airways won two separate accolades at the 2019 Onboard Hospitality Awards, namely **'Best Charitable Initiatives'** and **'Trendsetter of the Year'**



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Response

RESPONSE describes the impact of the COVID-19 pandemic on global aviation and how Qatar Airways was able to quickly respond to the needs of its customers, demonstrating to the world why it has been named World's Best Airline by SKYTRAX for a record breaking five times.

COVID-19 Impact

Nations and Airlines

The COVID-19 pandemic created unprecedented circumstances for nations around the world with the spread of a contagious virus. Due to the transmissible nature of the coronavirus, countries had to implement measures to contain the spread of the coronavirus.

Temporary ad-hoc restrictions on international travel was one of the measures implemented by countries. Such measures resulted in a drastic demand for passenger repatriation operations, adversely impacting global aviation. Airlines across the world were instantaneously faced with the halting of operations due to cancellations and border closure.

Qatar Airways robust network and working with governments and private companies to quickly respond to passenger needs



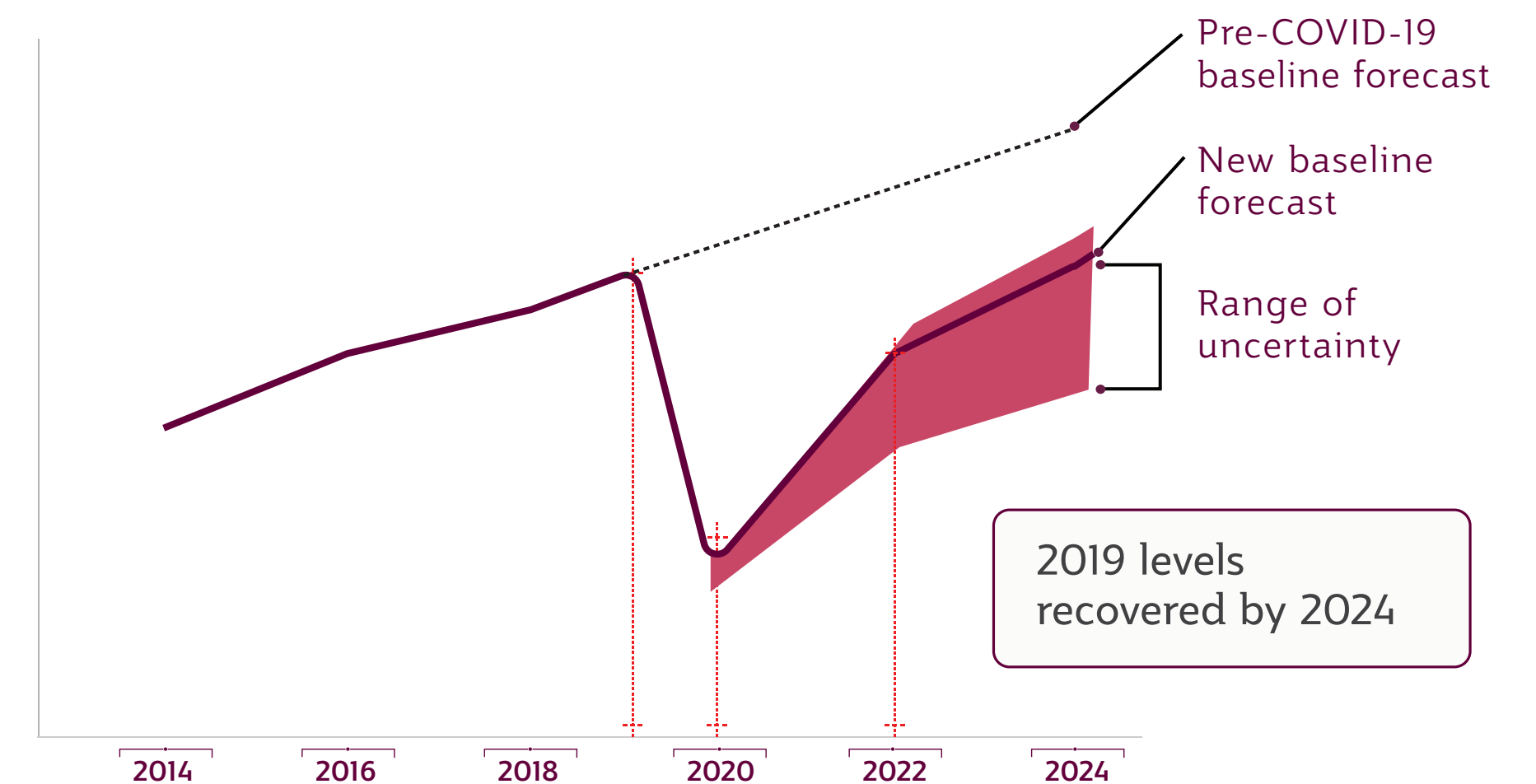
Charter
Flights



Additional
Scheduled Flights



IATA predicts it would take five years for the industry to return to the pre-pandemic level of passenger demand



- Whilst industry predictions estimated recovery around 2024-2025, the long-term consequences of the virus upon the industry as a whole are not fully understood.
- Over the course of just a few short months in early 2020, there was a reported worldwide decline in international air travel of almost 95 percent, and a global reduction in seat capacity of 87 percent in April 2020 compared to April 2019, with 2020 being the worst year in history for air travel demand to date.



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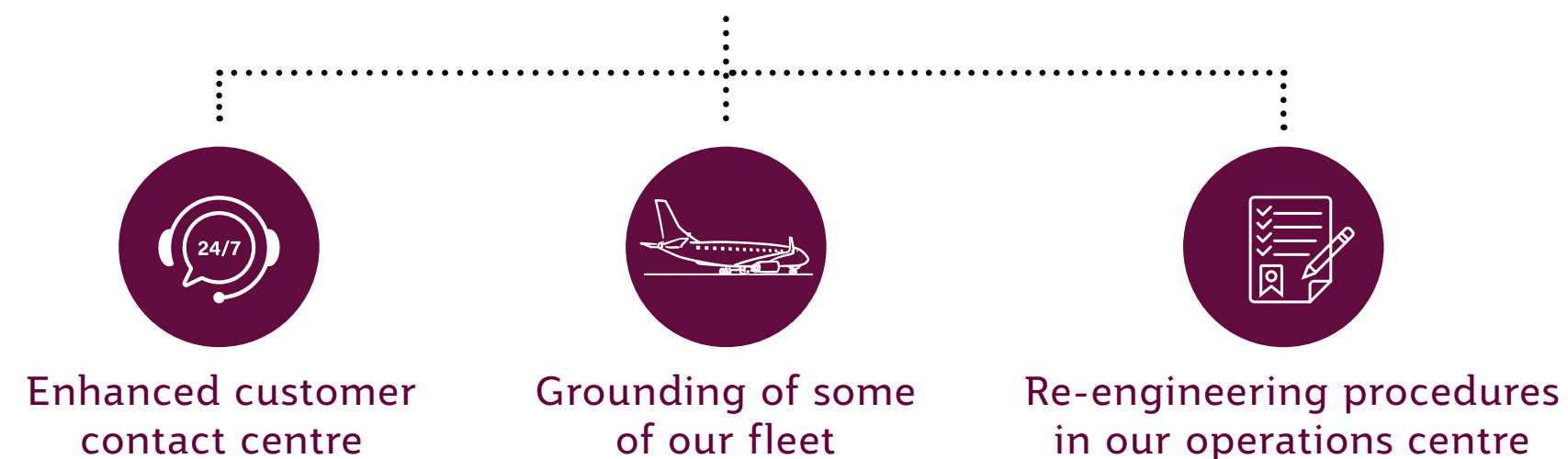


As with global airlines, where much of the aviation industry became immobilised, Qatar Airways operations were also adversely affected.

Operations to destinations that closed their borders had to be ceased, and public health requirements of individual countries needed to be assessed and complied while our passengers might have already been in transit on our network.

Some of the immediate response measures included establishing an enhanced customer contact centre to deal with customer queries, re-engineering procedures in our operations centre and, like other airlines, having to ground some of our fleet due to a reduced travel network. Having gained considerable experience navigating the difficult circumstances, Qatar Airways was able to quickly respond to the immediate needs of its customers through our robust internal processes, extensive network and by working with regulators and other stakeholders to respond to new requirements for international air travel.

Qatar Airways' immediate response measure at the beginning of Pandemic



The pandemic also affected Qatar Airways passengers and customers

Almost instantaneously, passengers were left stranded, travel plans were abruptly disrupted, and borders were closed due to increasing international restrictions, resulting in cancelled or amended travel plans. These factors were fundamental in Qatar Airways' Response and Recovery Strategy, and driving our commitment to continue operating in the face of the growing pandemic



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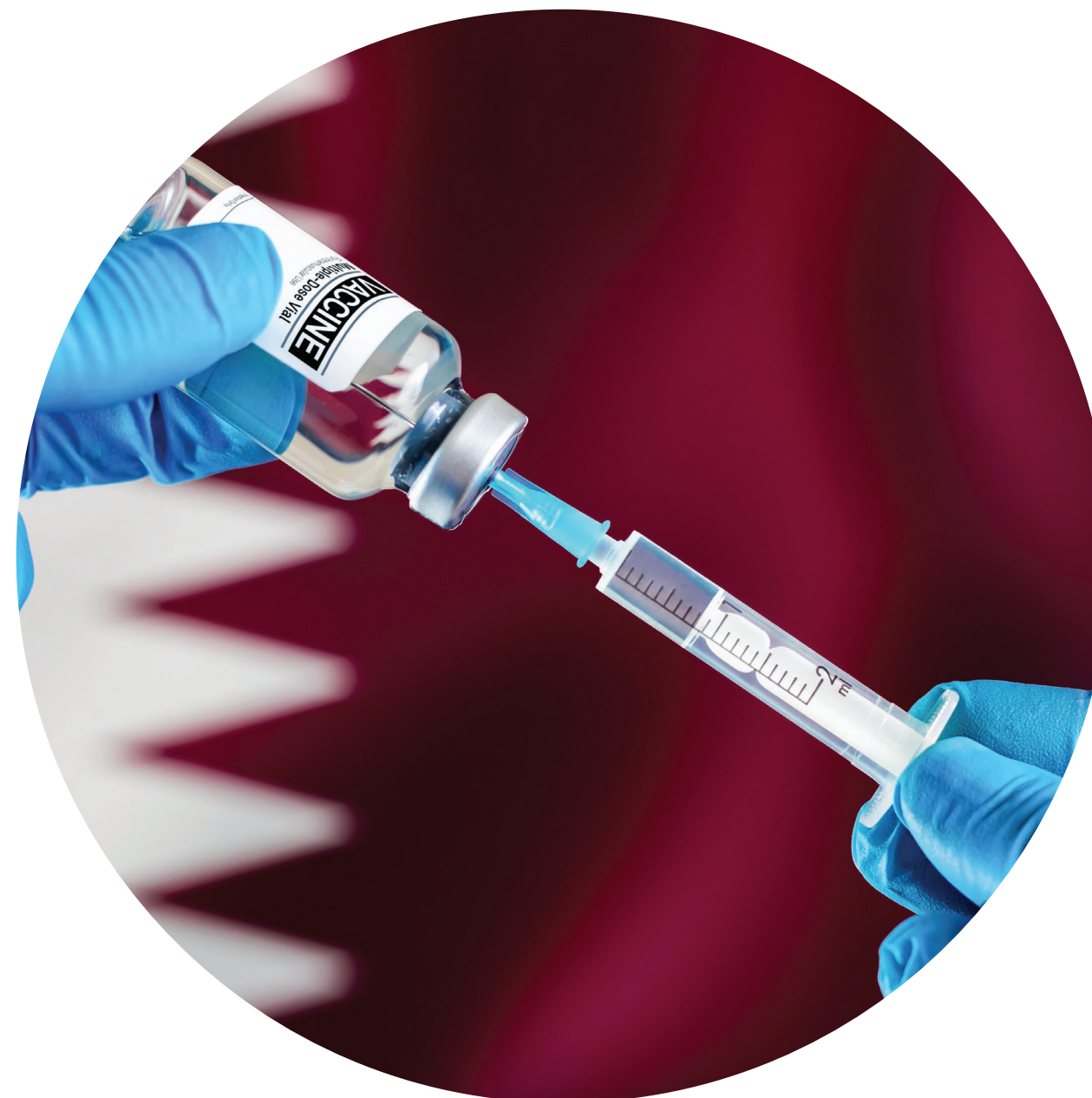
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The State of Qatar responded swiftly to the needs of citizens and residents in order to manage the impacts of the growing pandemic

The State of Qatar's Supreme Committee for Crisis Management spearheaded the development and implementation of a number of measures to ensure the safety of citizens and residents of Qatar in order to contain the spread of the virus.

International aviation formed part of the suite of measures developed by the State of Qatar, and Qatar Airways worked closely with relevant ministries and authorities to ensure full compliance with such requirements.



اللجنة العليا لإدارة الأزمات
Supreme Committee for Crisis Management

The State of Qatar's Supreme Committee for Crisis Management

Headed by the Prime Minister and Minister of Interior, the Committee is responsible for managing crises and disasters, taking necessary measures to address them.

Qatar's pandemic response



The State of Qatar's border closed to international travellers in mid-2020; however, Hamad International Airport remained open for transiting passengers and cargo.



Qatar Airways maintained operations as far as practically possible to provide air transport for passenger and freight.



Vaccination programmes were rolled out during the reporting period and quarantine requirements were regularly updated for citizens and residents.



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Qatar Airways Initial Response Strategy

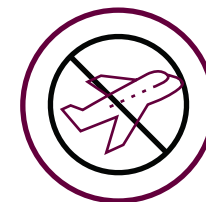
Our response to the COVID-19 pandemic involved external and internal approaches working in collaboration with relevant stakeholders to safeguard the health and safety of passengers and employees.

Various committees and working groups were established to respond to and manage the impact of the pandemic, focusing on emergency operations.

Implementation of COVID-19 procedures and processes



Implemented the Ministry of Public Health directives and guidelines



Implemented travel restrictions of the State of Qatar and Foreign Governments



Implemented protective measures for operating crew

Focused on the mid and long term operational impact including rebound and recovery planning



Business continuity planning

Managing and coordinating Qatar Airways Group response



Flight schedule alterations and fleet adjustments



Monitoring of impact and coordination with Hamad International Airport



Communication to customers and staff



Stored Fleet Trend

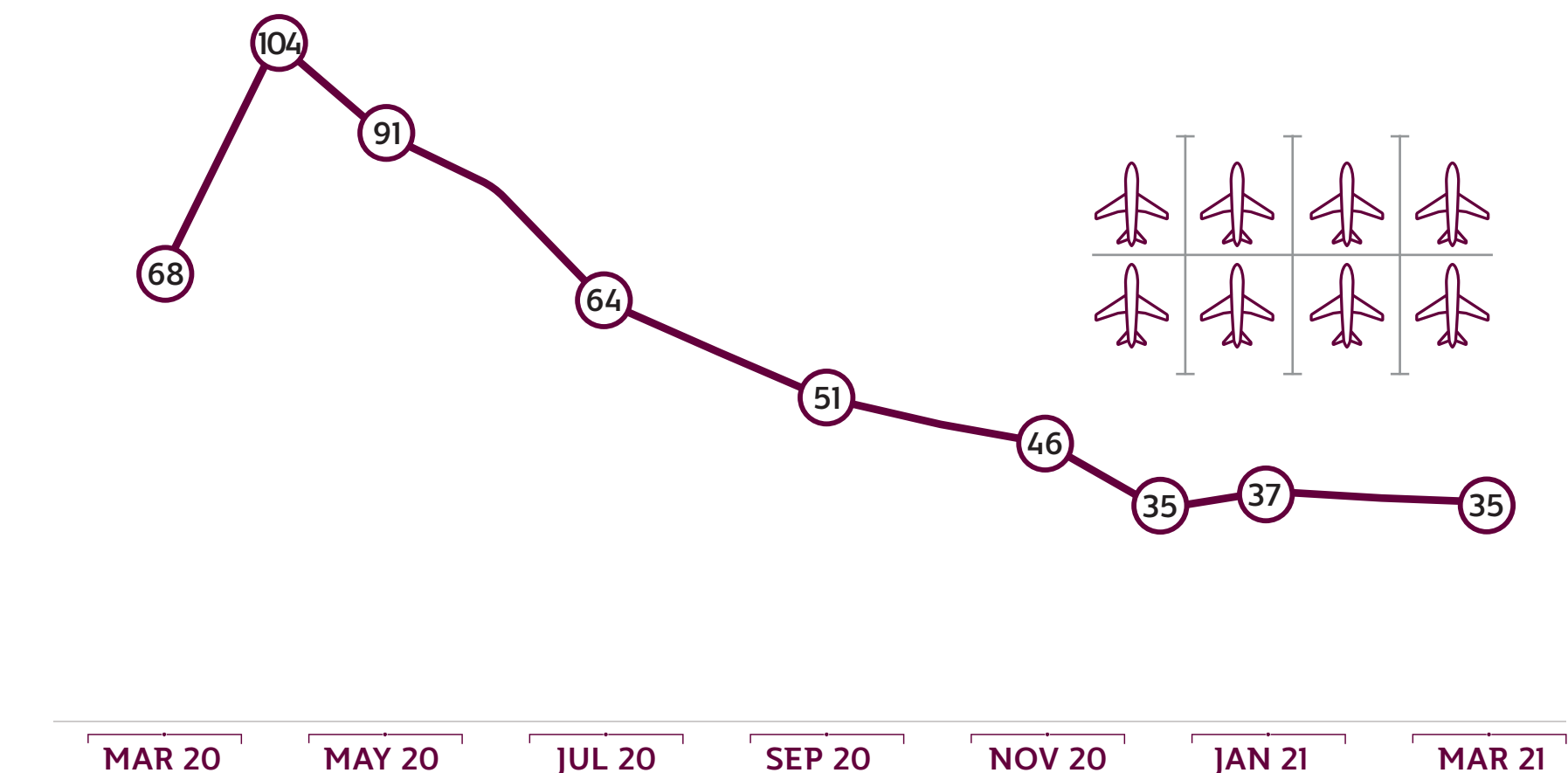


Figure: Stored Fleet Trend - COVID-19 fleet management



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Customer Contact Centre

At the height of the crisis, Qatar Airways received over 30,000 interactions per day.

To help manage this unprecedented volume of online requests and phone calls, Qatar Airways increased its automation capabilities

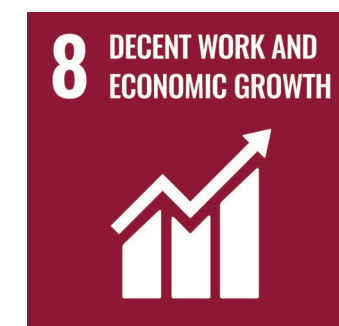
- Customers were able to request refund online and vouchers were processed automatically within 72 hours.
- Customers received pro-active notifications for a change or cancellation of their upcoming flights and were informed about travel requirements for their journey.



Our commitment to looking after our own workforce during the pandemic

Employees from other business areas, such as Cabin Crew and Ground Services staff were redeployed to join our global network of customer contact centres

Qatar Airways makes a positive contribution to the following Sustainable Development Goal under this topic:



SDG 8 UN Goal:

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



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Measures implemented by the Contact Centre:

1. Qatar Airways Group reallocation and retraining of our staff

- Call volumes tripled monthly.
- Refund volume increased by 10 times.
- 200+ additional staff from other departments such as city Ticketing Offices, Ground Services and Qatar Duty Free were redeployed.
- Approximately 400 cabin crew re-trained and reallocated to the Customer Contact Centre.
- Unlimited paid overtime was implemented to ensure 24/7 availability for passengers during the start of the pandemic.

2. Enhanced Customer Experience

- Segmentation strategy was implemented to attain a response time of answering 80% of queries within 20 seconds.
- A dedicated Trade Desk was established to support travel agent enquiries related to operations such schedule changes, flight cancellations, refunds and the commercial policy.
- A dedicated support line was set up to provide critical information faster, such as country restrictions, PCR tests and capacity regulations.
- A customer notification service was deployed to provide guidance to customers on travel requirements during the pandemic.



3. Safeguards

- Work from Home options for back office and non-voice interactions staff were implemented in some of our offices.
- To comply with social distancing requirements in the State of Qatar, the Doha Contact Centre operations were spread across 8 different offices.



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Industry-leading flexibility for our customers

Throughout the COVID-19 crisis, Qatar Airways has offered unrivalled flexibility and reliability to customers that needed to change their travel plans.

More than
\$1.91
Billion in refunds

Qatar Airways processed \$1.91 billion in refunds to its customers



The refund and rebooking process was made easy for our trade partners, using the industry standard Global Distribution System (GDS) – an automated process that is simple to use for travel agents – to pay out refunds.



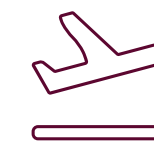
All new refunds were processed back to the original form of payment in less than 30 days.



Under the “Travel with Confidence” policy, customers were guaranteed flexibility.

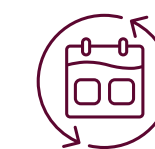
Flexibility and safety, reassured

Extending the flexibility while offering the highest standard of hygiene and safety for our customers.



Hold on to
your ticket

For
two years



Unlimited
changes

Date
or destination



Exchange for
future travel

Voucher with
10% additional value



Refund
your ticket

If your flight
gets cancelled

This flexible policy demonstrates Qatar Airways’ commitment to placing passengers at the forefront of our response to the pandemic.

Establishing our priorities

As part of the initial response to the pandemic, we identified our priorities based on an assessment of immediate demands and requirements.

We endeavoured to:

- Prioritise the health and well-being of our customers and employees.
- Maintain our objective and mission of “Connecting People and Moving Cargo” safely and hygienically.
- Provide critical services on behalf of the State of Qatar.





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Health and well-being of our customers and employees

Qatar Airways' first priority was to ensure the health and well-being of our customers and employees were protected during the pandemic.

Qatar Airways

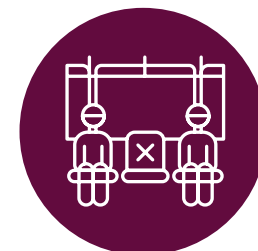
Supporting our customers before they travel

Qatar Airways developed resources for passengers to assist them in travelling during the pandemic. A dedicated website for passengers was created outlining detailed information to guide passengers during their travel.

The website contained “Safety Measures” factsheet that was downloadable, providing guidance for each phase of the journey.

Other tips developed for passengers included printing Q-Tag baggage tag at home to minimise contact at the airport.

Preventative measures and guidance were introduced at:



The airport



Check-in and
boarding



Onboard
the flight



Qatar Airways makes a positive contribution to the following Sustainable Development Goal under this topic:



SDG 3 UN Goal:

Ensure healthy lives and promote well-being for all at all ages



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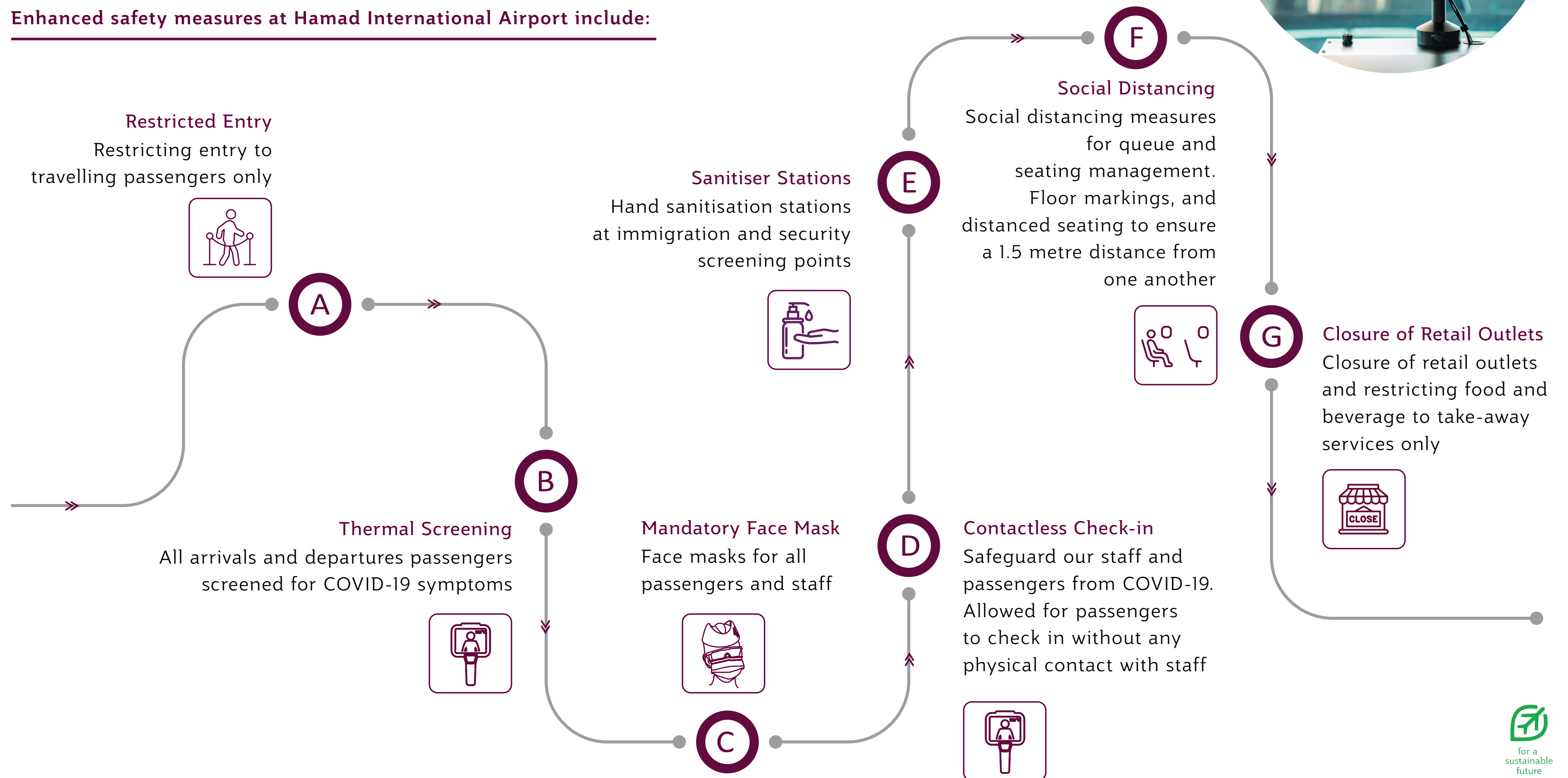
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Preventive measures at Hamad International Airport

Hamad International Airport invested in the latest innovations to provide a safe and seamless travel experience during the COVID-19 pandemic.

Enhanced safety measures at Hamad International Airport include:





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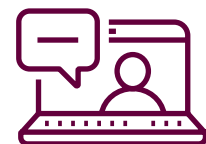
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Vending machines at Hamad International Airport offered a variety of personal protective equipment including face masks, disposable gloves, hand sanitisers and disinfecting wipes to passengers arriving, departing, and transiting.

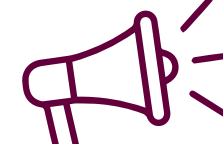
Health advice and alerts were provided to passengers via:



Hamad
International
Airport website



Social media
channels



Departure
lounge public
system
announcements



Information
display
screens



SKYTRAX 5-Star COVID-19 Airport Safety Rating

Hamad International Airport is the first and only airport in the Middle East and Asia to be awarded a SKYTRAX 5-Star COVID-19 Airport Safety Rating

Integration of artificial intelligence

Enhanced cleaning protocols were introduced with increased focus on touch points, including the introduction of mobile disinfection robots, as well as UV baggage disinfection systems.





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Hamad International Airport passengers arrivals

Passengers arriving at Hamad International Airport were also protected by measures promoting safety.



Customer experience

Our efforts to maintain the highest standard of customer experience never wavered during the pandemic. Our processes were immediately redefined to manage the spread of the coronavirus.

Hamad International Airport award-winning hub redefined processes and measures such as:

- Passengers arriving at HIA are mandated to wear face masks and have the necessary health and travel documentation in their possession to travel.
- Mandatory thermal screening was incorporated as part of the check-in, transit and onboarding process.
- Implemented physical distancing protocols including: 1.5 metres separation, floor markings and appropriate signage throughout the entire airport.
- Portable smart screening helmets are utilised at security screening check points.
- Integration of facial recognition technology at E-Gates was executed to limit physical interaction.
- Personal mobile devices accessed the food menus, digital magazine and newspaper titles via the QR scan code or Oryx One application.
- Modification of all services and procedures to incorporate COVID-19 safety measures, to ensure the safe handling of food and passengers in our lounges.
- Qatar Airways Group implemented the highest standards for food safety in accordance with our certification in ISO 22000:2018 – Food Safety Management Systems and Hazard Analysis Critical Control Point.

The safety, security and health of our passengers and employees remained our highest priority



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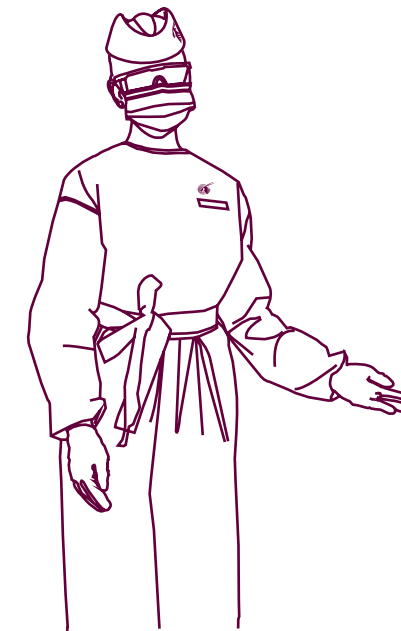
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Enhanced hygiene measures onboard

Qatar Airways and Qatar Aviation Services worked together to design the technical requirements, such as the integration of the most advance technology to maintain the highest standards of hygiene onboard all of our aircraft.

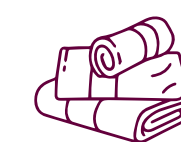


Our investment in the Honeywell UV Cabin System was utilised as an additional step after manual disinfection



Enhanced onboard safety measures for passengers and cabin crew during the COVID-19 pandemic

- Introduction of safety glasses, gloves and face masks, as well as protective suits for cabin crew to wear while onboard.
- Provided passengers with safety kit including face shield, face mask, gloves and hand sanitiser gel.
- Both passengers and crew were required to wear face covering for the entire journey.
- Meals and in-flight services were modified to reduce interaction, touching of surfaces and use of unnecessary utensils.
- Touchless technology introduced in partnership with Thales AVANT IFE system on A350 fleet allowing passengers to use their device to navigate Oryx One inflight entertainment system.
- Linens, seats and seat coverings, pillows and blankets used onboard were all processed through our enhanced cleaning process.
- Single use menu cards were introduced in premium class and digital menu card in Economy class to offer a more safer, sustainable and contactless experience.



All linen and blankets are cleaned at microbial lethal temperatures, while headsets are sanitised after each flight and sealed into individual packaging



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Our crew

Cabin crew were trained to minimise the risk of contracting or spreading the coronavirus. Crew were thermally screened before departure and after arrival.

All crew were quarantined and tested immediately if any colleagues or passengers onboard displayed any symptoms or tested positive.



Modified safety bubble protocols were introduced for all flight crews at outstations (long-haul stays) to limit interaction during airports transfers and hotel stays.



Sanitisers and personal protective equipment were made available for all transport drivers.

Hygienic in-flight experience

As with the highest food safety standards in our ground operations, we maintain these standards throughout our customers' experience inflight as well.

Our renowned inflight service was enhanced to ensure the safety of our customers. Our full dining experience 'Quisine' was available, with all food and cutlery served completely sealed and "Dine on demand" was modified during the pandemic to include a hygienically packaged tray and cutlery.

Our aircraft

Qatar Airways Group enhanced health and safety protocols through the implemented action and constant update on all of our aircraft in accordance with the Ministry of Public Health (MoPH), International Civil Aviation Organization (ICAO) Council Aviation Recovery Taskforce (CART), International Air Transport Association (IATA) and the World Health Organization (WHO) requirements.

Qatar Airways' aircraft features contain the most advanced air filtration systems, equipped with industrial size HEPA filters that remove 99.97% of viral and bacterial contaminants from re-circulated air, providing the most effective protection against infection.

The unique configuration of our revolutionary patented design Qsuite with the adjustable privacy panels offers optimal distancing between passengers onboard. Modifications to occupying space within the aircraft included social areas being cordoned off to maintain optimal distancing onboard.





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Supporting Qatar Airways Group employees on the ground

Qatar Airways implemented measures aligned with public health requirements for ground staff and all other employees. This includes all Qatar Airways buildings such as offices and staff accommodation.



COVID-19 preventative measures included but are not limited to:

01.

Awareness videos posted on staff platforms and played in breakrooms

02.

Toolbox Talks briefings about hygiene & social distancing

03.

Awareness banners & posters at all residential & commercial buildings in multiple languages

04.

Work from home and self-imposed isolation measures

05.

Social distancing measures in all buildings and installation of protective screens

06.

Appropriate PPE including masks, gloves and hand sanitisers were made available for staff

07.

Removal of biometrics at gates to reduce the incidences of touching surfaces

A dedicated intranet page was established as a resource to support staff during the pandemic. A Mental Health and Well-being Campaign was also launched with information leaflets posted at key locations, videos with relevant content and periodic communications with staff



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Qatar Executive

Qatar Executive is Qatar Airways Group's corporate jet subsidiary, offering luxury private charter jet services worldwide. Headquartered at Doha International Airport, services are available for worldwide charter onboard Qatar Executive's wholly-owned business jet fleet.

The fleet comprises of a diverse mix of aircraft including the Global 5000, Global XRS, and Gulfstream G650ER providing optimal flexibility and agility in responding to customer needs.

Qatar Executive remained resilient in its efforts to maintain the highest standards required to safeguard its staff and customers during the pandemic.



○ On-ground protocols

Enhanced health and safety requirements were modified and continuously updated in accordance with Ministry of Public Health and international protocols:

- » Temperature screening, social distancing, provision of hand sanitisers and disinfection of aircraft interior surfaces.
- » Verification of all health and travel documentation and passenger manifests were carefully documented and maintained to support any contact tracing requirements.
- » Modified safety bubble protocols were introduced for all flight crews at destination to limit interaction during airports transfers and hotel stays.
- » Introduction of self health monitoring protocols and occupational health clearance for flight crews before operating a flight.
- » Flight operations and crew trained on COVID-19 special procedures and guidelines.

○ Onboard protocols

All crew were quarantined and tested immediately if any colleagues or passengers onboard displayed any symptoms or tested positive:

- » Both passengers and crew were required to wear face covering for the entire journey and follow health and safety protocols.
- » Information passed onto airline, airport and public health authorities upon landing and other required follow ups.
- » Safety demonstration equipment protocols were modified to limit shared use between cabin crew.
- » Provided passengers with safety kit including face shield, face mask, gloves and sanitiser wipes.



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Qatar Aircraft Catering Company

Qatar Aircraft Catering Company (QACC) was launched in August 2002, as the sole catering company exclusively providing in-flight catering for Qatar Airways, international airlines and our hub lounges.

Led by an award-winning catering team, Qatar Aircraft Catering Company delivers premium in-flight and lounge catering services to passengers travelling around the world.

150,000/Day

Produced an average of
150,000 meals
PER DAY



60 Cuisines/Day

Produced 60
international cuisines
PER DAY



Modern Catering

Prepared in a state-of-the-art
catering facilities at Doha



The first inflight catering business in
middle East to attain FSSC 22000
certification.

Developed additional measures in
response to the COVID-19 pandemic
in accordance with national and
international protocols covering hygiene,
cleaning and sanitation.

Maintained the highest standard of
customer experience whilst limiting the
spread of the coronavirus.





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The following enhanced measures were implemented to assure food safety and hygiene:

Catering facility entry access protocols

- Implemented thermal scanner technology at all access points for screening temperature of all employees and visitors entering the facility.
- Adopted physical distancing protocols including: 1.5 metres separation, floor markings and appropriate signage throughout the entire catering facility:
 - » all entrances, elevators and exits
 - » offices, catering and plant work stations and cafeteria
- Modified business operational protocols:
 - » continuously reviewed and updated emergency preparedness plans
 - » work from home for non-operational staff
 - » online meetings and webinars
 - » hybrid working schedules (staggered shifts)
 - » postponement of non-critical external engagement, audits and facility visits
 - » intranet portal included regular updates for group employees on the importance personal and public safety in relation to COVID-19

Food preparation protocols

- Developed employee health and safety campaign:
 - » mandatory training and awareness on COVID-19
 - » hand washing campaign to limit the spread of COVID-19
 - » modified food preparation protocols continuously in accordance with changes communicated by the relevant authorities.
- Staff equipped with proper hygiene kits (gloves, facemasks) for the safe handling and delivery of food and supplies.
- Protocol established to manage the washing of off-loaded catering equipment suspected of possible contamination.
- Enhanced cleaning and sanitising measures for aircraft equipment, linens, blankets, pillows and headsets.





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Qatar Aviation Services

Qatar Aviation Services (QAS) has been the sole Ground Services Provider for international airport operations within the State of Qatar for 21 years. Based at Hamad International Airport, QAS provides a range of specialised services which includes:



Customer
Experience



Aircraft
Handling



Premium
General Aviation
and Ad-hoc
Services



Cargo
Handling



Lounge and
Premium
Services

Measures for safety and hygiene

- QAS COVID Command Centre was established as a 24/7 dedicated operational centre to respond to and manage all incidents related to COVID-19.
- Adopted physical distancing protocols including: 1.5 metres separation, markings and appropriate signage for passenger buggy operations and passenger bus services.
- Staff were provided and trained on the proper use of PPE kits (face mask, face shields, gloves and masks) and their disposal.
- Disinfection protocols were enhanced for all activities involving aircraft, equipment, operational and passenger vehicles.
- Developed employee health and safety campaigns on mandatory training and awareness, hygiene practices and broadcasted updates continuously using forms of media in accordance with protocols communicated by the relevant authorities to limit the spread of COVID-19.
- Medical check-ups including regular random temperature checks were conducted for all staff.



During 2019-21, QAS Highlights



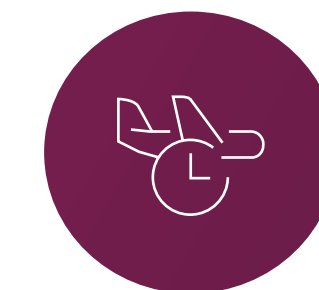
309,400 flight
movements



43.8 million
passengers service



Special assistance to
730,949 passengers



99.52% on-time
performance



More than 61 million
items of baggage handled



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Discover Qatar

Discover Qatar was established by Qatar Airways to advance the development of Qatar as a premium tourist destination. During the pandemic, Discover Qatar collaborated with the Ministry of Public Health to establish quarantine facilities for passengers arriving into the State of Qatar.

‘Welcome Home’ quarantine facilities for inbound passengers

Resource allocation for hotel rooms was significantly enhanced to accommodate passengers as a result of the COVID-19 Pandemic.

Collaboration between Discover Qatar and the State of Qatar was one of the major factors that contributed to the establishment of competitive rates used in packages presented to the public.

Our strategy to minimise instances where passengers were stranded due to capacity limitations, consisted of continuous notifications and communications between Discover Qatar, airlines and stakeholders prior to the commencement of travel through Doha.

The ‘Welcome Home’ packages are designed for seamless, safe and swift transit of passengers from the airport to the quarantine facilities.



500,000
people provided
with quarantine
facilities



Representing
21% of the
population of the
State of Qatar



Staff complied
with strict health
and safety
protocols

Discover Qatar remained determined with maintaining national and international protocols whilst delivering the highest standard of customer experience in its pursuit to limit the spread of the coronavirus.



Over 460 employees were dedicated to welcoming all passengers to the State of Qatar



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Connecting People and Moving Cargo

Maintaining our core network

In response to restrictions and border closures on airlines and the industry resulting from the pandemic, the Qatar Airways Group mobilised and modified its corporate strategy to facilitate critical air connectivity for passengers and cargo in the safest way possible.

Maintaining connectivity was a challenge for Qatar Airways in these unprecedented times. Despite our continuous services to five continents, our destinations in the network were reduced from 165 to 34. Through close collaboration with international organisations, governments & embassies and aeronautical authorities, we were able to assist stranded passengers during the peak of pandemic.

Our diverse fleet composition served as an advantage towards the adaptation to various markets, which allowed effective and efficient operations to a wide range of destinations.



Development and implementation for the parking of stored fleet utilising Hamad International Airport and Doha International Airport.



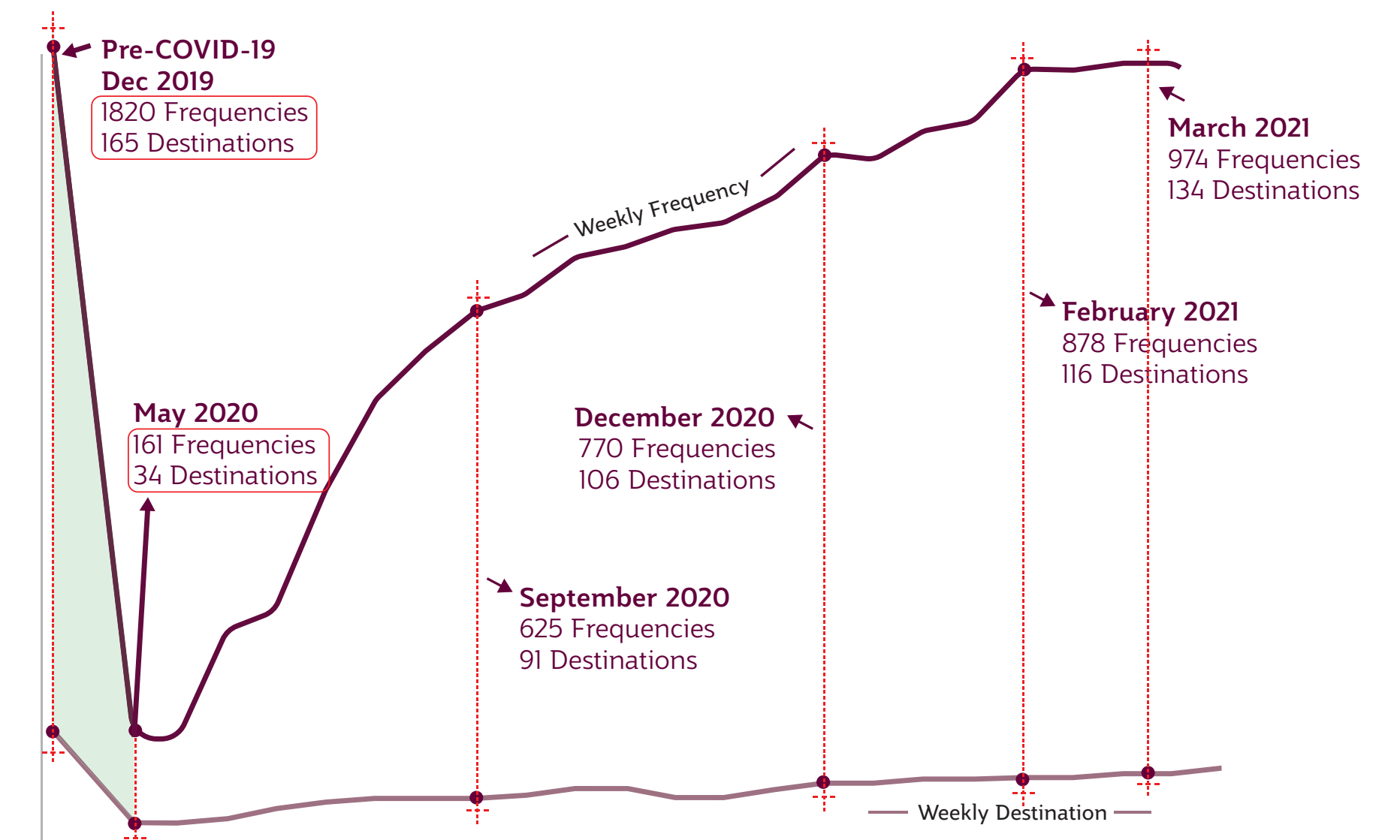
Aircraft parking was optimised to better manage equipment types allowing for operational flexibility.



Information Management Systems were enhanced to improve flight operations during the pandemic.

Qatar Airways negotiated and obtained the necessary approvals from the Air Navigation Service Provider (ANSP) to identify optimised flight routes to minimise the impact to our operations, as a result of the global challenges affecting Air Traffic Services

Qatar Airways weekly scheduled flights during pandemic Frequencies and Destinations data on weekly basis



Excluding charter and air bubble flights

**161
weekly frequencies**

Qatar Airways
maintained a core
network of 161
weekly frequencies

**34
destinations**

At the peak of travel
restriction Qatar
Airways operated 34
destination



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Providing critical services through support from the State of Qatar

Qatar Airways transported medical supplies and other aid to various countries on behalf of the State of Qatar.



Medical aid to approx. 32 countries across five continents

The State of Qatar and relevant Ministries played a leading role regionally and globally providing urgent medical aid



Passenger and cargo assistance for the humanitarian relief efforts

As the national carrier, Qatar Airways was provided passenger and cargo humanitarian relief efforts on behalf of the State of Qatar



Becoming the Largest Carrier Mid-Pandemic

Within the first three months of the pandemic, Qatar Airways became the largest airline in the world flying over 50 million kilometres to repatriate over 1.8 million passengers on more than 15,000 flights.

Our reputation as one of the most reliable airline in the world became further entrenched worldwide, as well as our renowned reliability



Qatar Airways' position as the leading international carrier during this crisis

By June 2020, independent data from the International Air Transport Association (IATA) reaffirmed Qatar Airways as the largest operating airline at this stage of the crisis

“We have been here 24/7 during the darkest days and will continue to be a friend in need as confidence returns and people restart their travel plans.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group





ANNEX

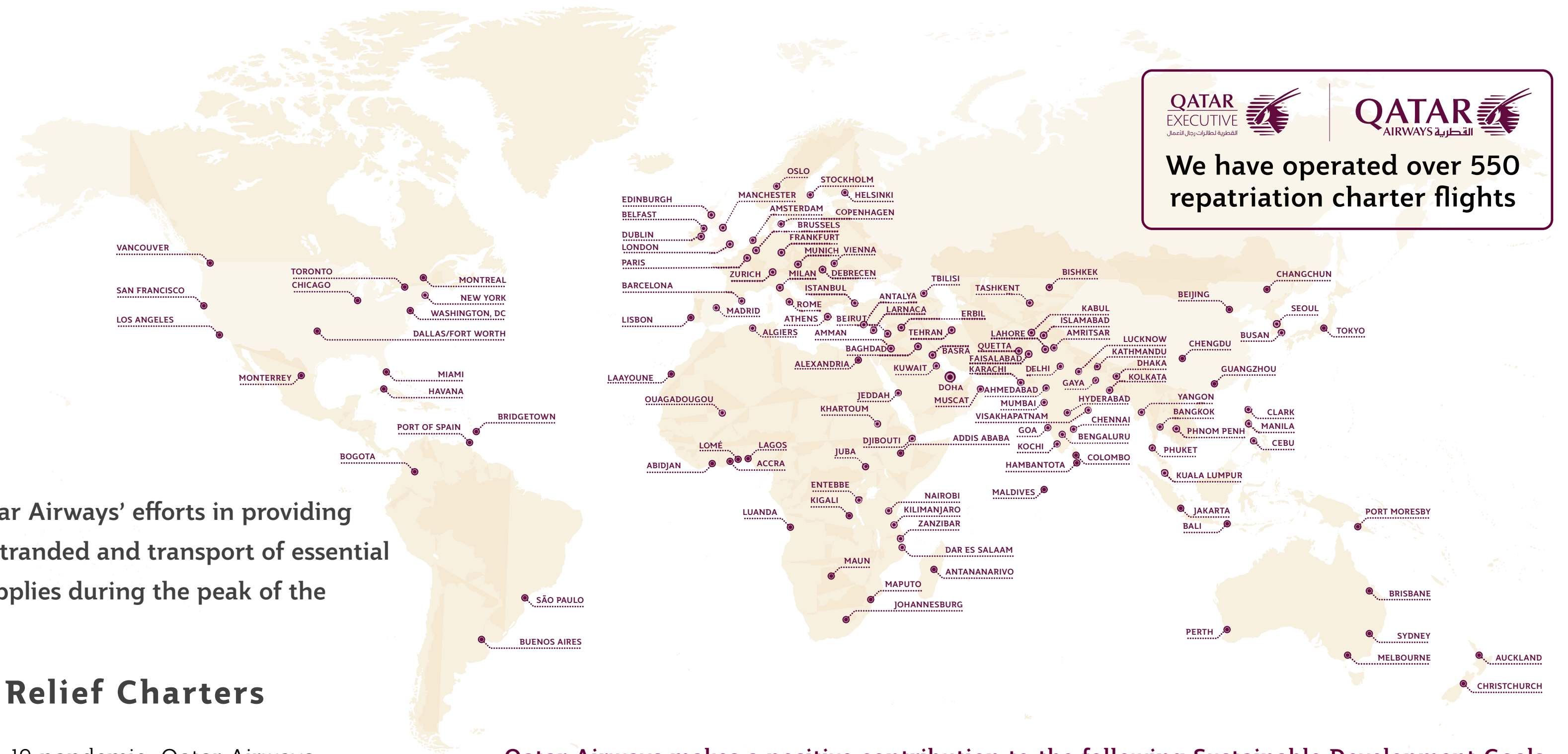
Relief

RELIEF describes Qatar Airways' efforts in providing assistance to people stranded and transport of essential medical and other supplies during the peak of the COVID-19 pandemic

Humanitarian Relief Charters

Throughout the COVID-19 pandemic, Qatar Airways remained focused on its fundamental mission of taking people home. During the pandemic, Qatar Airways has taken home over 3.1 million passengers and worked closely with governments, embassies and companies around the world to operate over 550 charters and extra sector flights. The airline's efforts provided a lifeline to those in certain industries such as maritime, with the airline moving over 380,000 passengers.

A number of charter flights were operated to repatriate stranded citizens & residents and essential goods & medical supplies, a sample of our Global Cooperation such as China, Australia, Canada, United Kingdom, United Nations, India, Kuwait etc., are illustrated below.



Qatar Airways makes a positive contribution to the following Sustainable Development Goals under this topic:

The diagram illustrates the four pillars of the Sustainable Development Goals (SDGs) in a 2x2 grid. Each pillar is represented by a colored square with a white icon and text. The top-left square is green, the top-right is orange, the bottom-left is maroon, and the bottom-right is dark blue. The pillars are: Good Health and Well-being (SDG 3), Sustainable Cities and Communities (SDG 11), Decent Work and Economic Growth (SDG 8), and Partnerships for the Goals (SDG 17).

SDG Number	SDG Name	Icon Description	UN Goal Description
3	GOOD HEALTH AND WELL-BEING	Heart with ECG line	Ensure healthy lives and promote well-being for all at all ages
11	SUSTAINABLE CITIES AND COMMUNITIES	Buildings and houses	Make cities and human settlements inclusive, safe, resilient and sustainable
8	DECENT WORK AND ECONOMIC GROWTH	Bar chart with upward arrow	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
17	PARTNERSHIPS FOR THE GOALS	Interlocking circles	Strengthen the means of implementation and revitalize the global partnership for sustainable development



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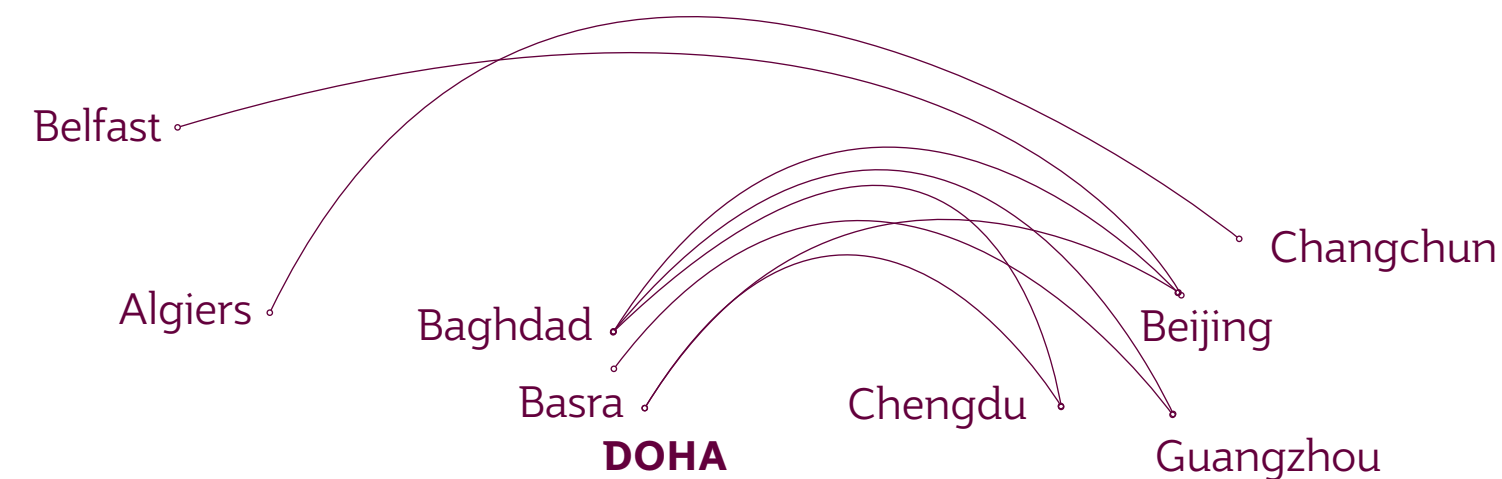
China and Qatar Airways

Qatar Airways' collaboration with the People's Republic of China during the COVID-19 pandemic is a testament to our constant and long-standing relations with the Chinese population, and to the critical role that air transport has played during the pandemic.



Qatar Airways Charter Services Supported China

Qatar Airways operated eight charter flights carrying Chinese engineers, corporate management, students and medical staff to Qatar, Algeria, Iraq and United Kingdom.



Facilitating the Supply Chain between China and the Rest of the World

Qatar Airways Cargo was the first Middle Eastern carrier to respond to calls from State Council of China for the enhancement of air cargo transportation. Qatar Airways Cargo resumed belly-hold cargo operations to all of its destinations in China using wide-body passenger aircraft. Destinations operated included Beijing, Shanghai, Hangzhou, Chengdu, Guangzhou and Chongqing.

In May 2020, Qatar Airways launched cargo charter operations to Zhengzhou to provide support to the local government's plans to build the "Air Silk Road". This initiative is an aviation industry plan to provide integrated aviation support, such as infrastructure and financial services.



Embassy of the People's Republic of China in the State of Qatar

Supporting Stranded Chinese Citizens

Charter flights on 05 July and 31 July, carried a total of 570 stranded Chinese citizens in Qatar back to China.

The Chinese community in the State of Qatar expressed appreciation to Qatar Airways for reuniting them with their families.

In August 2020, Qatar Airways received a "Thank You Letter" jointly signed by the passengers of the repatriation flights. Qatar Airways continues to be devoted and committed to repatriate passengers around the globe to their homes safely.





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26 Jul 2020 Qatar Airways resumed flights to Guangzhou

22 Dec 2020 Qatar Airways resumed flights to Hangzhou



Resumed services to China encompassed passenger freighters, belly-hold cargo flights and freighters.

Qatar Airways decided to operate flights carrying only outbound passengers from Guangzhou. Additionally, Qatar Airways took the decision to postpone the first flight to Guangzhou from 19 to 26 July 2020. Both these proactive decisions helped alleviate the pressure on local authorities for quarantine measures.

Qatar Airways' New Operations in China



New Destinations

Qatar Airways' operated charter flights including Changchun (2 passenger charters), Zhengzhou (34 cargo charters) and Xiamen (1 cargo charter)



New Operational Approvals

Qatar Airways obtained operational approvals for Beijing Daxing International Airport (PKX)



New Code-share

Qatar Airways began codesharing with China Southern Airlines on the route from Guangzhou to Doha



Letters of Appreciation to Qatar Airways



- People's Republic of China Embassy in the State of Qatar
- People's Municipal Government of Shanghai
- Government of Guangdong Province
- Red Cross Society of China
- Chinese community in the State of Qatar



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Australia and Qatar Airways

After Australia placed temporary entry restrictions on travel, Qatar Airways provided charter relief services to Australia swiftly whilst complying with country travel mandates.



Qatar Airways Scheduled Services to Australia

Qatar Airways was able to provide assistance through the operation of a combination of charter flights and scheduled flights.

Qatar Airways maintained regular scheduled services to Melbourne, Perth and Sydney, as well started a new service to Brisbane

Between 15 March 2020 and 31 July 2020



36,000

Qatar Airways carried passengers into Australia via scheduled service

99,000

Qatar Airways carried passengers out of Australia to other global destinations

Dedicated Charter Flights to Australia

Between 14 April - 07 May 2020, Qatar Airways flew special repatriation flights, directly coordinated with Australian Embassies in Afghanistan, India, Jordan, Kuwait, Lebanon and Turkey.



9

Charter Flights



15

Global Destinations

1,093

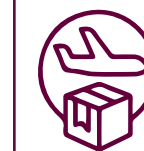
Total Passengers



Qatar Airways became Australia's biggest international airline carrying 44% and 34% of all passenger traffic in April and May 2020 respectively

Based on Australian Department of Infrastructure, Transport, Regional Development and Communications statistics: www.bitre.gov.au/statistics/aviation/international

Australia and Qatar Airways Cargo



27,094 tonnes carried to/from Australia

From 15 March 2020 to 24 August 2020

The International Freight Assistance Mechanism (IFAM) is an initiative by the Australian Government to offset the cost of airfreight to help restore critical global supply chains for high-value Australian agricultural and fisheries producers.

Through IFAM's mechanism, Qatar Airways Cargo transported high value Australian exports to the international market.





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Canada and Qatar Airways

Qatar Airways did not stop flying to Montréal throughout the COVID-19 pandemic, and the airline continues to provide a lifeline for Canadians returning home from all over the world.



Qatar Airways Repatriations to Canada

Qatar Airways worked closely with Canadian Embassies to help bring Canadians home from abroad

Between 15 March 2020 and 31 May 2020 Qatar Airways operated:



4 Weekly Scheduled
Flights



Montreal

5,467
Total Passengers

Canada Charter Flights

In April 2020, Qatar Airways flew 23 special repatriation flights to Toronto and Vancouver in coordination with Canadian Embassies in Qatar, India, Bangladesh, Nepal, Lebanon and Jordan.

Fifteen (15) additional Qatar Airways charter flights connected with our scheduled flights to Montréal, bringing a further 2,409 passengers home to Canada.

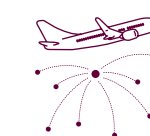
8,047
Passengers

DOH-YYZ
DOH-YVR
Direct Charter (23 Flights)

2,409
Passengers

DOH-YUL
Connecting Charter
(15 Flights)

10,456
Total Passengers



CanadianPM ✓
@CanadianPM

Today, Prime Minister Justin Trudeau spoke with the Amir of Qatar, His Highness Sheikh Tamim bin Hamad Al Thani

Prime Minister Trudeau thanked the Amir for Qatar's ongoing help to repatriate many thousands of Canadians stranded in the Gulf, the Middle East, and South Asia, and for the tireless efforts shown by the employees of Qatar Airways and the many other workers who helped ensure their safe return home during this crisis



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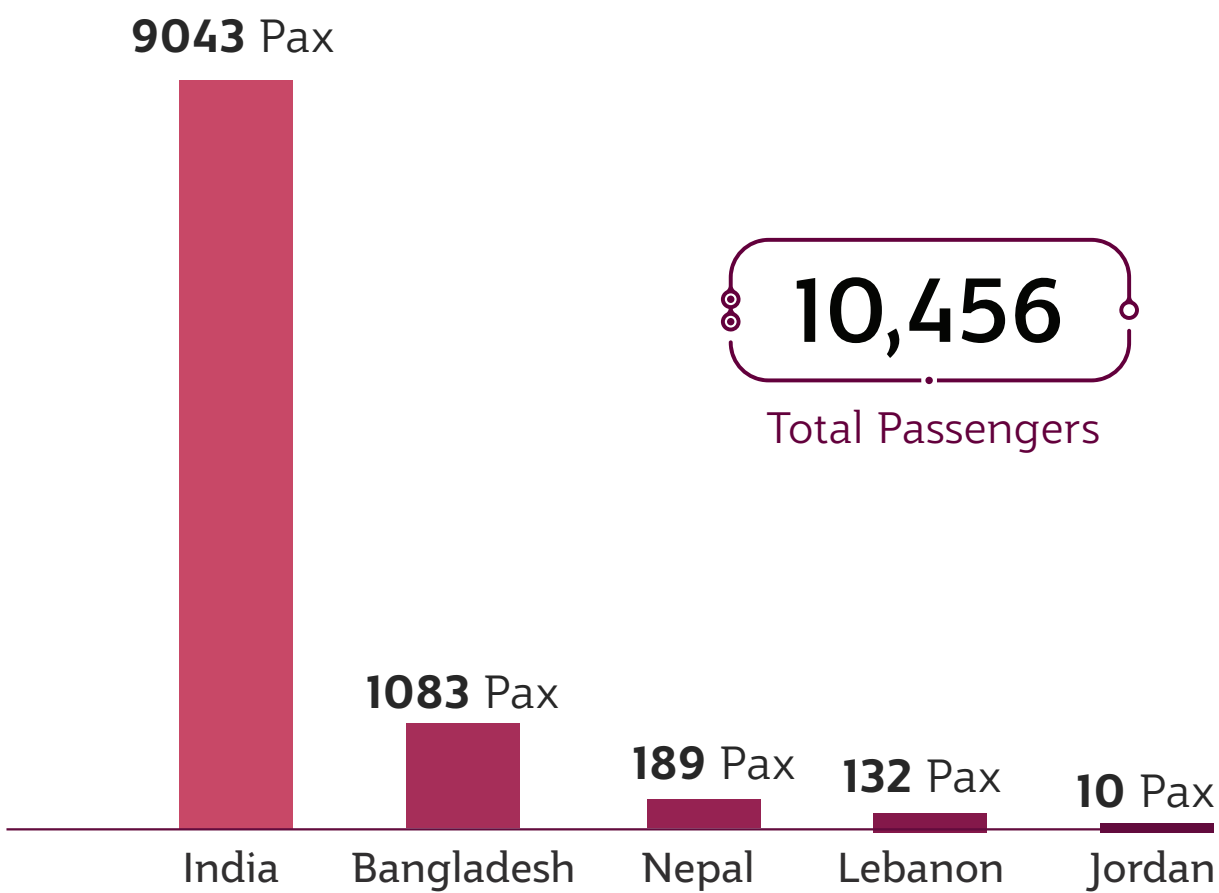
Direct Charters

Of the 23 direct charter flights, 21 were operated from India and 2 operated from Bangladesh.



Passenger Origins - Charter

The majority of passengers repatriated on behalf of the Canadian Embassies originated from India, with others originating from Bangladesh, Nepal, Lebanon and Jordan.



Canada and Cargo Flights



940 tonnes carried to/from Montréal
from 15 March 2020 to 31 May 2020



The first connecting charter flight for the Canadian Government left Amman, Jordan on 01 April 2020
Qatar Airways continued to support the Canadian government with charters throughout June and July 2020





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United Kingdom and Qatar Airways

Qatar Airways supported the United Kingdom (UK) government to repatriate stranded British citizens and residents during the COVID-19 pandemic.



Repatriations to the United Kingdom

This was done via uninterrupted scheduled flights and by deploying more than 30 special relief and charter flights

Scheduled Flights

When other airlines suspended services, Qatar Airways continued its passenger services to UK to help stranded passengers get home. Qatar Airways helped over 45,000 British nationals to reach their homes in March 2020 alone. We have received appreciation from the UK Government for the safe return of British nationals.



Scheduled Flights



United Kingdom

45,000

British Nationals
Homebound Safely

Dedicated Charter Flights

From 21 April 2020, Qatar Airways began to fly special repatriation flights, directly coordinating with British Embassies around the world. A total of 35 direct charters flights, carrying over 9,000 passengers to connect with services to United Kingdom were operated from 21 April to 04 July 2020.



35

Charter Flights



08

Global Destinations

9,284

Total Passengers



Qatar Airways worked closely with British Embassies around the world to help bring its nationals and residents home





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United Nations and Qatar Airways

During the pandemic, Qatar Airways worked closely with the United Nations to support its humanitarian missions and was proud to announce a two year partnership with UNHCR.



Qatar Airways Dedicated Charters for United Nations

Qatar Airways' charters transported UN employees and facilitated connections with its network services at Doha

Dedicated Charter

Since the end of March 2020, Qatar Airways operated 11 charter flights, carrying over 2,700 UN and UN Assistance Mission in Iraq (UNAMI) employees to/from Baghdad and Erbil.



142

Passengers

United Nations

DOH-BGW-DOH

2,592

Passengers

UNAMI

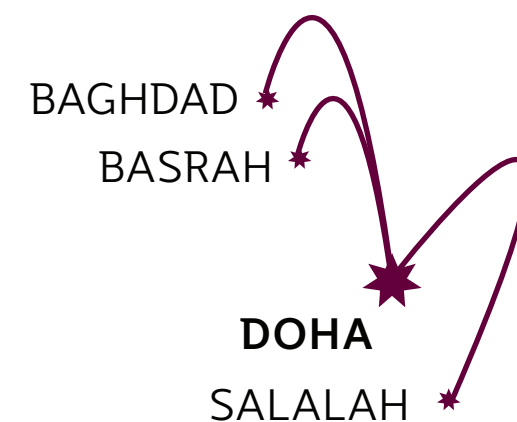
DOH-BGW-DOH, DOH-EBL-DOH

2,734

Total Passengers

Other UN charters connecting at Doha

UN employees have travelled on our network to connect with other airline charters to/from Baghdad, Basra and Salalah.



“We are committed to making a difference and by working together, we are confident we will overcome the current adversities with strength, solidarity and resilience.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group



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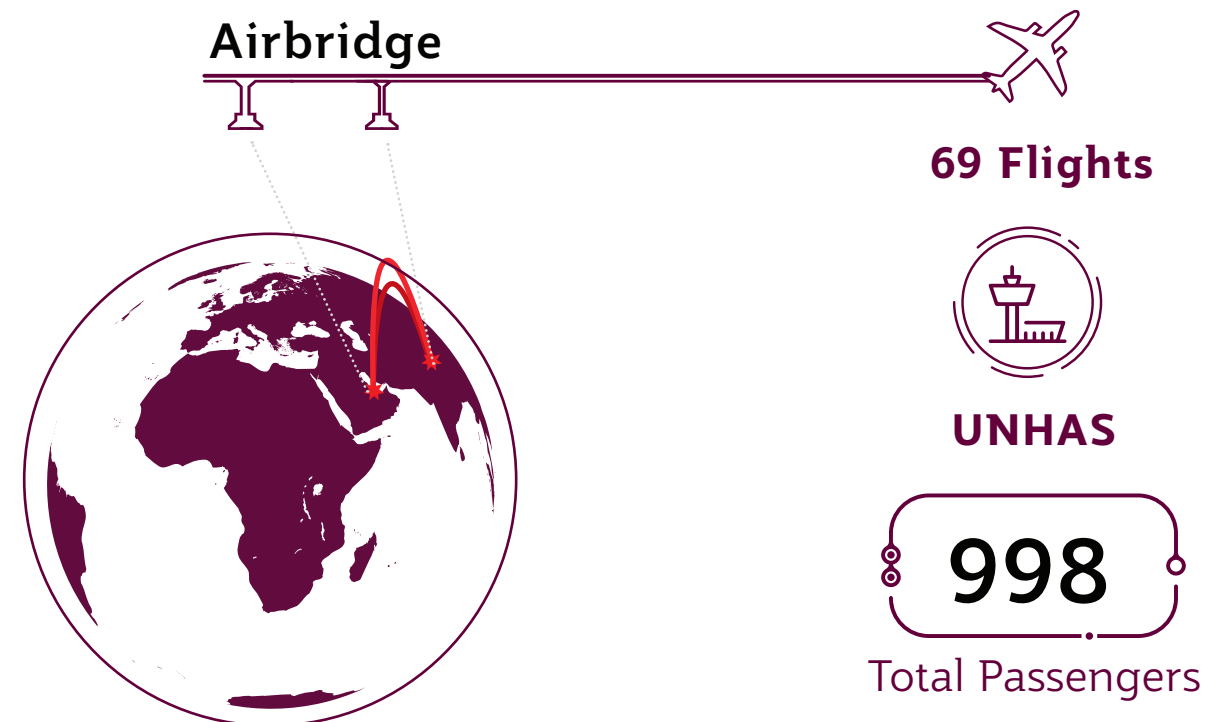
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Airbridge between Afghanistan and Qatar

The UN Humanitarian Air Service (UNHAS) operated three weekly charters between Doha and Kabul.



His Highness The Amir Sheikh Tamim bin Hamad Al Thani received a message from H.E. Antonio Guterres, Secretary-General of the United Nations

in which he expressed his sincere appreciation for the support of the State of Qatar to the United Nations during the novel Coronavirus pandemic (COVID-19), by establishing an airbridge from Doha to Kabul.



Qatar Airways announced a two-year partnership with UNHCR

Qatar Airways announced a two-year partnership with UNHCR, the UN Refugee Agency to deliver on its purpose of providing humanitarian relief and assistance to the displaced globally.

The partnership, which is a first between both organisations, will involve a strategic collaboration to support the delivery of crucial aid supplies to those most in need.





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India and Qatar Airways

Due to the suspension of scheduled flights, governments and airlines entered into bilateral agreements called ‘air bubbles’ to help repatriate stranded nationals. Air bubbles are special arrangements between countries to provide relief in the absence of scheduled flights.



Qatar – India Bubble

The air bubble flights started in August 2020 and is valid until the resumption of scheduled flights.



Qatar Airways worked closely with Canadian and Australian Embassies in India to help bring its people back home:



Charter flights arranged with **Canadian Embassies** repatriated its citizens and residents directly to Canada from various airports in India



Charter flights arranged with **Australian Embassies** provided connectivity to scheduled flights into Australia

India and Cargo Flights



During the period between 15 March 2020 and 30 June 2020, Qatar Airways carried a total of 43,843 tonnes of cargo to and from Indian stations on its dedicated cargo and passenger services, including essential medical supplies.

Kuwait and Qatar Airways

International students were no exception to the impacts of the pandemic. Qatar Airways was contacted by the government of Kuwait to assist in repatriating Kuwaiti students stranded in the United States.

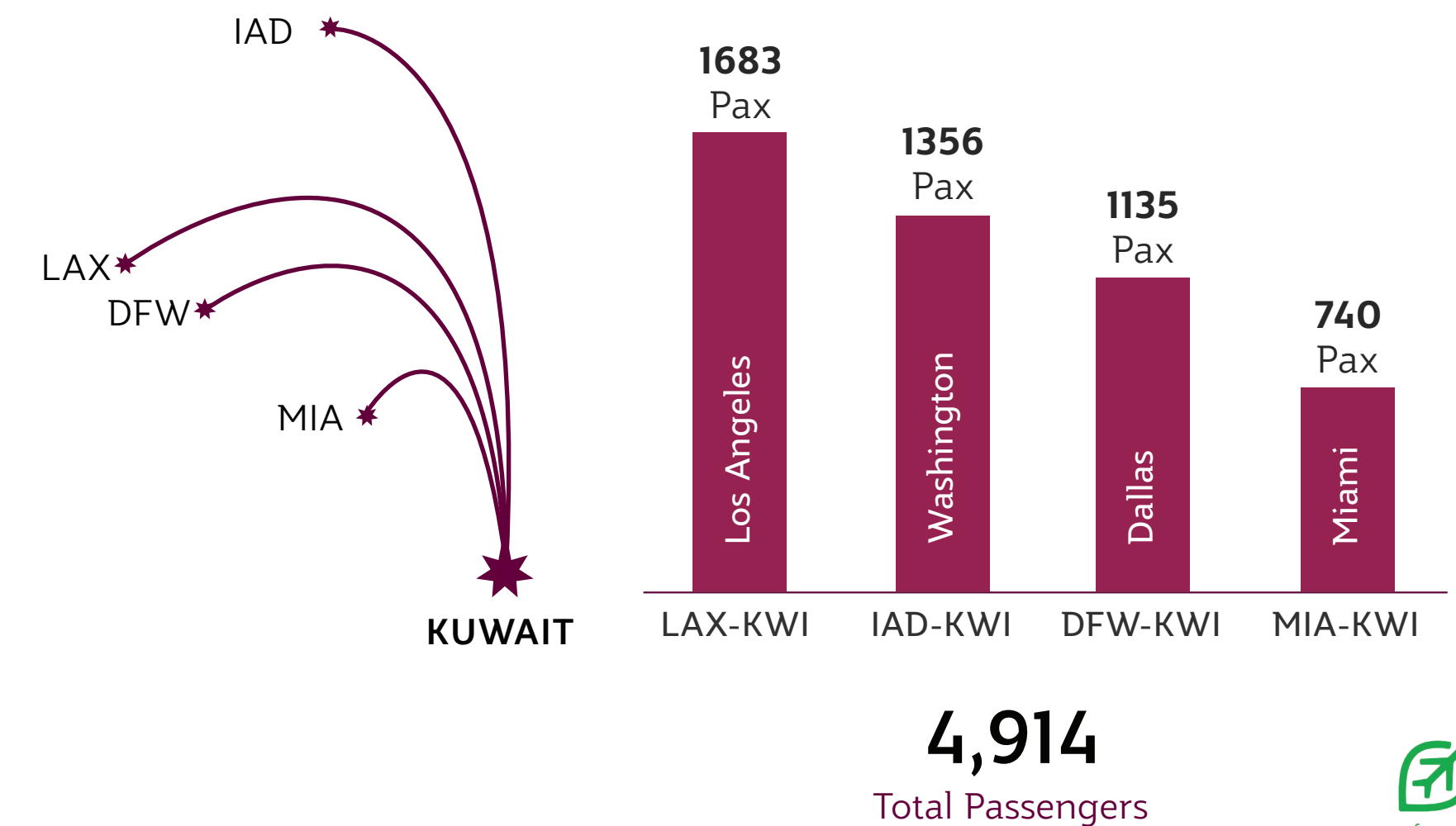


US – Kuwait Students Repatriation

Qatar Airways operated a total of 12 charters from 4 points in the United States to Kuwait, getting students home in time to observe religious holidays during this period.



The following is an illustration of the operations conducted for the Kuwaiti government by Qatar Airways:



for a
sustainable
future



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Maritime Industry and Qatar Airways

Qatar Airways fostered close partnerships in the maritime industry during the COVID-19 pandemic.

Through engagement with key stakeholders

Seafarers were repatriated and were also able to connect to their vessels at major ports for required crew changes, thereby keeping this vital and critical industry operating.

According to the United Nations, the maritime industry has played an important part in taking “millions of people out of acute poverty in recent years”.

Through our continued operations during this time and working with other airlines, Qatar Airways played a critical role to support business continuity of this vital industry.

Declaration of co-operation in the transportation of seafarers

Qatar Airways signed declaration of co-operation with Maritime Association of Shipowners Shipmanagers and Agents (MASSA) and Foreign Owners Representatives and Ship Managers Association (FOSMA) to facilitate the movement of seafarers.

“We have worked closely with maritime industry to operate as many flights as possible to facilitate crew changes and to reunite seafarers with their families and loved ones.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group

Our dedicated Mariner Lounge at Hamad International Airport

An exclusive Mariner Lounge was opened in November 2020 at Hamad International Airport to enhance their travel experience. The lounge offers amenities such as shower facilities and refreshments to hard working seafarers.

Qatar Airways’ commitment to the Maritime industry

We operated charter flights carrying maritime workers to new destinations such as Ivory Coast, Barbados and Trinidad on charter flights and re-established scheduled services to Cebu and Clark in the Philippines to meet the industry demand.

Qatar Airways has helped to transport over



380,000

seafarers and offshore workers during the pandemic, more than any other airline





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Recovery

Recovery describes the strategy Qatar Airways chose to rebuild its network as it navigates the impact of the COVID-19 pandemic whilst reinforcing trust and building goodwill.

Rebuilding the Qatar Airways Network

Qatar Airways Group took a measured approach towards the recovery and start-up of normal operations as international restrictions began to ease.

As and when restrictions are lifted for scheduled flights on our network, we adapted our operations to meet national and international requirements. Charter operations and air bubble flights continued to operate in the recovery phase with all required measures in place.

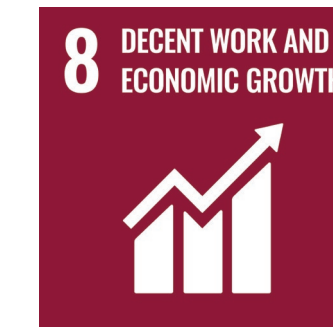


In our commitment to efficiency and innovation, Qatar Airways became the first airline in the Middle East to trial the IATA Travel Pass 'Digital Passport' mobile application in partnership with Hamad Medical Corporation, the trial was used to enhance our passenger's safety and security.

Qatar Airways makes a positive contribution to the following Sustainable Development Goals under this topic:



SDG 3 UN Goal:
Ensure healthy lives and promote well-being for all at all ages



SDG 8 UN Goal:
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



SDG 9 UN Goal:
Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation



SDG 11 UN Goal:
Make cities and human settlements inclusive, safe, resilient, and sustainable



SDG 17 UN Goal:
Strengthen the means of implementation and revitalize the global partnership for sustainable development

The recovery phase will be driven by the same fuel efficient and environmentally sustainable fleet we have been operating to date





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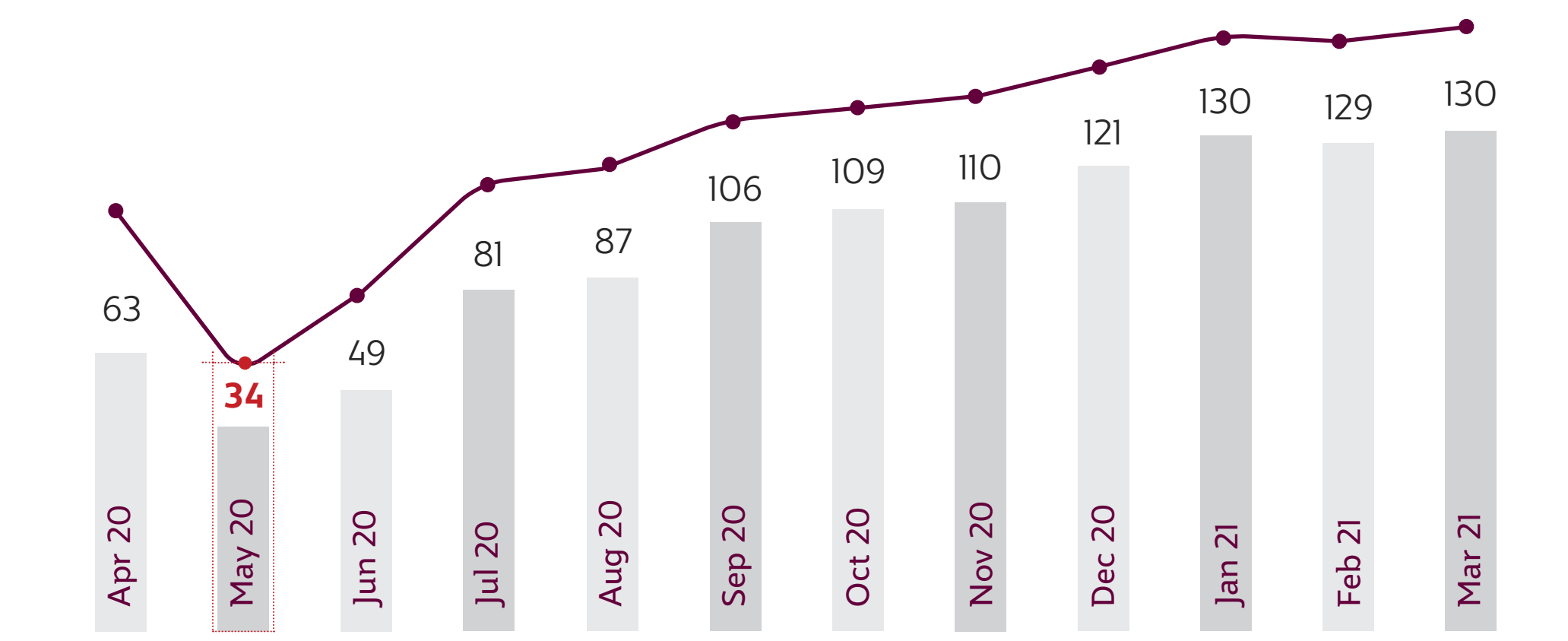
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Network Resumptions

The following figure depicts the recovery of our scheduled network



Launch of New Destinations and Expansions

Qatar Airways demonstrated resilience by launching flights to the following destinations during the crisis: Abuja, Accra, Brisbane, Cebu, Luanda, San Francisco, and Seattle

Qatar Airways continued to be the leading global carrier operating one of the largest and most reliable networks.



Qatar Airways' African
network expansion
23 destinations and
more than 100 weekly
flights to Africa



Qatar Airways' United
States network expansion
12 gateways and more
than 100 weekly flights



We are proud to have led the industry during this difficult period, setting the benchmark for innovation, safety and customer service

and look forward to welcoming our customers back onboard as they plan their future travels.



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Qatar Airways Leading the Recovery

Qatar Airways remained responsive, consistent and safe since the start of the pandemic, leading the recovery of the aviation industry and supporting the global economy with more flights to international destinations than any other airline.



Official Airline Guide confirmed Qatar Airways as the largest airline in the world in terms of Available Seat Kilometres (ASK), offering more global connectivity to its passengers than any other airline



Qatar Airways' network of more than 1,000 weekly flights to over 130 destinations, provided over 2.6 billion ASKs during March 2021, offering the most flights to international destinations.



“At Qatar Airways, being there for our passengers, trade partners and corporate customers has been our major focus since the start of the pandemic.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group



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Regaining Confidence in Travel

Maldives Bubble

Qatar Airways Holidays offered travel and tourism packages in strict accordance with all COVID-19 regulations and protocols. A travel bubble was established with dedicated resorts as a travel option to the Republic of Maldives.



Discover Qatar Staycation Packages

Due to the global restrictions on travel, Discover Qatar designed and offered safe staycation packages to help sustain the local economy.

Travel Incentives for our Privilege Club Members

Qatar Airways Privilege Club Extends the Validity of Members' Tier Status

In 2020, Qatar Airways' Privilege Club was one of the first airline loyalty programmes to announce the extension of the tier status validity up to 12 months to its members.

As part of our effort to redefine the Programme to offer flexibility during the pandemic, Qatar Airways Privilege Club has cut the number of Qmiles required to book award flights.

Qmiles policy was revised to offer flexibility during the pandemic. When a member earns or spends Qmiles, their balance is valid for 36 months.

Qatar Airways Privilege Club Extends Members' Tier Status throughout 2021

The initiative is designed
to further honour the
loyalty of members during
challenging times

PRIVILEGE
CLUB





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Qatar Airways Medical Commission Programmes

Qatar Airways Medical Commission implemented effective and efficient measures to contain the spread of virus.



Some of the key campaigns to respond to and cope with the pandemic included:

Vaccination Campaign

From mid-January to 31 March 2021, 50% of our employees were vaccinated. Our medical team was sufficiently resourced and at one point in the programme up to 1,000 staff a day were vaccinated at our well-equipped medical facilities.



→ 50% Qatar Airways employees vaccinated

Staff Welfare

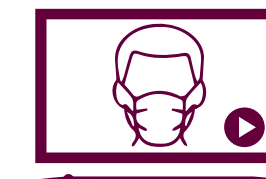
Qatar Airways medical team developed and implemented a series of welfare projects via online mediums to address psychological impacts as a result of the pandemic on employee health and well-being.

Our medical team remained on hand to provide support for staff that were infected, recovering or experiencing the symptoms of 'long COVID'.



Video Briefings for Employees

Videos containing information on up-to-date COVID-19 guidance on safety measures were developed and made available for employees.



COVID-19 Video Briefings

COVID-19 Testing at Qatar Airways Medical Centre

Qatar Airways conducted PCR and Antigen tests at our medical centre making the process for testing flight crew seamless whilst ensuring compliance with travel health requirements.



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Community Initiatives

Qatar Airways Becomes the Official Airline Sponsor of the Global Surgical and Medical Support Group (GSMSG)

In 2021, Qatar Airways became the official airline sponsor of the Global Surgical and Medical Support Group (GSMSG), to support its efforts in providing medical relief to vulnerable communities around the world and those affected as a result of the COVID-19 pandemic.

Qatar Airways will fly medical volunteers on duty to several global destinations and will support GSMSG expand its reach globally to provide medical and surgical care, training of physicians and medical staff, and respond to the global COVID-19 pandemic.



Qatar Airways Renewed its Sponsorship as the Official Airline Partner to Orbis United Kingdom (UK)



Qatar Airways renewed its sponsorship in 2021 as the official airline partner with Orbis UK for an additional three years. The charity addresses avoidable blindness and access to quality eye care globally. The Orbis Flying Eye Hospital MD-10 aircraft, is an accredited ophthalmic teaching hospital equipped with a state-of-the-art teaching facility, operating and recovery room for patients.

“We are proud to strengthen our partnership with Orbis UK for another three years as Official Airline Partner – a further testament of our unwavering commitment to giving back and supporting the global community.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group



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Supporting Medical Professionals Globally

In May 2020, Qatar Airways gifted 100,000 free tickets to frontline healthcare professionals globally as a gesture of gratitude for their heroic work, during the ongoing COVID-19 pandemic.

Healthcare professionals that received the promotion code were able to book up to two complimentary Economy Class return tickets on Qatar Airways flights.



100,000

Free tickets for healthcare professionals around the world

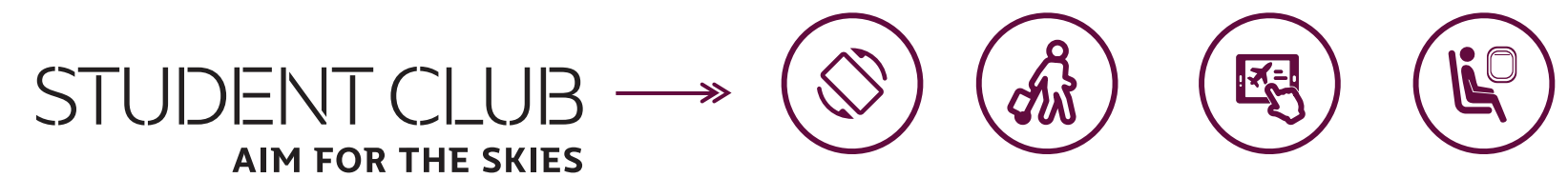


Student Club

Qatar Airways launched a global programme customised exclusively for students worldwide, which is powered by its loyalty programme. It offers a range of benefits for students as a support during their educational journey.

Members enjoy benefits such as flexible and special fares on flights, extra baggage allowances, complimentary Super Wi-Fi onboard, and more.

Students are also automatically enrolled to Qatar Airways Privilege Club and will receive a tier upgrade as a graduation gift and the opportunity to earn 5,000 Q-miles for referring a friend to the Student Club.



Appreciation for Teachers

On the occasion of World Teacher's Day, 05 October 2020, Qatar Airways gave away 21,000 complimentary tickets to teachers to thank them for their vital work in educating young people worldwide during the challenges brought by the ongoing COVID-19 pandemic.



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Educate A Child Programme



We have been working with Educate a Child since 2013, reaffirming our commitment as a global corporate citizen to assist the communities we serve.

To contribute to the cause, customers are able to donate online during the flight booking process and onboard the aircraft. Donations of up to USD 50 per booking can be made and any funds are then matched by Qatar Airways.

Qatar Airways has raised over 3.8 million Qatari Riyals (QAR) for Education Above All Foundation's programme, Educate a Child, during 2019 and 2020

QAR 3.8 million



Patron partner of the UICC



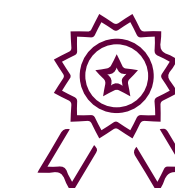
Qatar Airways is also a patron partner of the Union for International Cancer Control (UICC), a non-governmental organisation focused on leading initiatives that unite and support the cancer community to ensure cancer control continues to be a priority in global health.

Supporting Qatar Cancer Society



Qatar Airways staff have raised over QAR 145,000 to support the efforts of Qatar Cancer Society in 2020, to raise awareness of breast cancer as well as to provide care to people affected by the disease. The amount was collected through a number of 'Think Pink' fund-raising initiatives during Breast Cancer Awareness Month in October.

Qatar Airways also engaged with our passengers and the wider community in 'Think Pink' activities. Passengers were offered custom-designed, limited edition amenity kits and pink-themed special menus were served onboard selected flights and the Al Mourjan Business Lounge



'Best Social Media Campaign' and 'Brilliance in Employee Engagement in HR'

We won two BOC Brilliance Awards for 'Best Social Media Campaign' and 'Brilliance in Employee Engagement in HR' for our 2019 Breast Cancer Awareness Month campaign





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Sponsorships

During the pandemic, Qatar Airways continued its commitment as a global sponsor, supporting top-level sporting events, football clubs and individuals. By continuing to enhance sponsorships on a local and global level, partnerships are leveraged to align commercial interests and brand with Qatar's National Vision 2030.

Sports sponsorships formed:



Paris Saint-Germain



Official Airline sponsor of H.H.
the Amir Sword Festival 2020



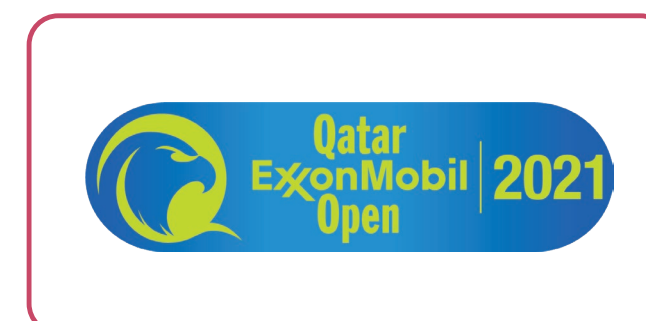
Partnership with Club
Africain of Tunisia



AS Roma Women's
Football Team



Qatar Duty Free sponsors
Commercial Bank Qatar
Golf Masters Tournament



Qatar Airways and Qatar
Duty Free sponsor the Qatar
ExxonMobil Open 2021



Qatar Airways and Qatar
Duty Free sponsor the Qatar
Total Open 2021



Sponsorship of Tunisian
WTA Tennis Player Ons
Jabeur



Partnership as Official
Airline sponsor for UEFA
EURO 2020



“Qatar Airways is delighted to sponsor the AS Roma Women's Football team as we see women's football going from strength to strength around the world.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group



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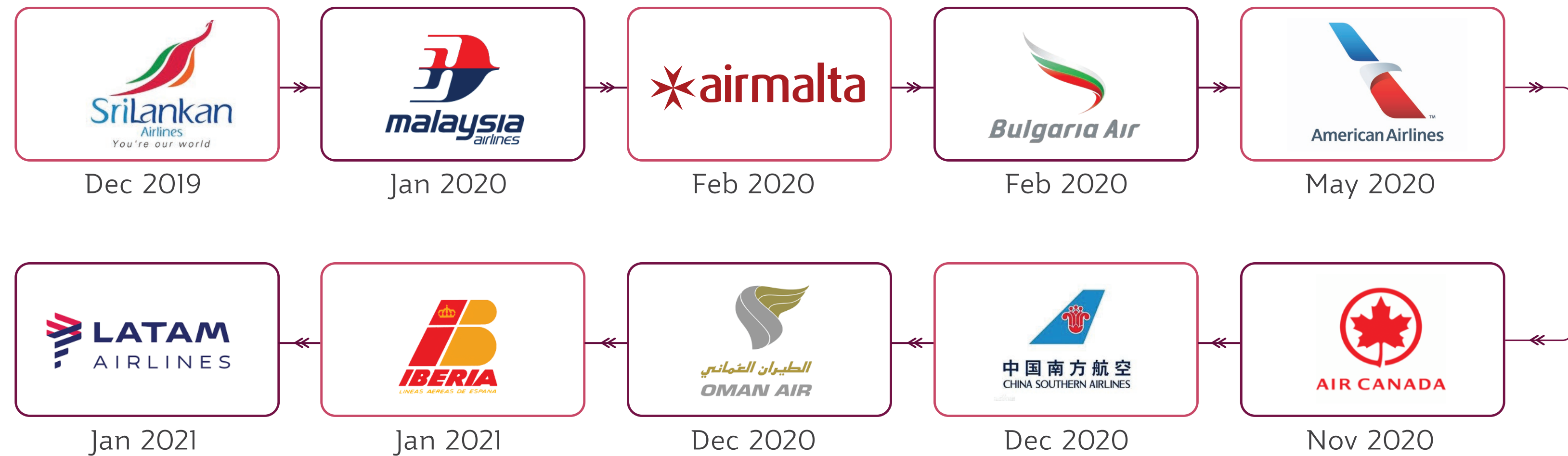
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Airline Partners

Qatar Airways entered into strategic partnerships with global airlines, which included new agreements, enhancements and extensions.

These agreements and strategic partnerships reinforced Qatar Airways' long-term commitment to not just our passengers, but to boosting global connectivity to support the recovery of the aviation sector, tourism and trade.



"As we rebuild our network, passengers can rely on us to operate an honest schedule of flights to take them where they want to go, using the right size aircraft to offer sensible capacity on each route."

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group



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Resilience

Resilience describes how Qatar Airways has navigated through COVID-19 pandemic and established its strategy to ensure long-term business sustainability.

Our Ongoing Commitment:

Environmental Sustainability, Health & Safety and other initiatives

Qatar Airways, like many other airlines, operated in emergency mode to respond and maintain services during the pandemic. At Qatar Airways Group, we believe in “Excellence in everything we do” a philosophy that we strive to uphold. As we continue to mitigate the effects of the pandemic, we remain steadfast in our ambition to demonstrate leadership in Environment, Health and Safety.

During these tumultuous times we did not falter on our commitment to environmental sustainability, critical Health and Safety objectives as well as other Human Resources initiatives such as the Qatarisation Programme and Diversity & Inclusion.

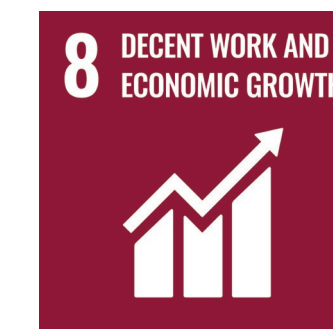
Qatar Airways recognises the need for wider diversity in the workplace, both within its own airline and also across the aviation industry as a whole.

“We take our responsibilities to care for the environment seriously and sustainability is at the forefront of our business planning across the group.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group



Qatar Airways makes a positive contribution to the following Sustainable Development Goals under this topic:



SDG 8 UN Goal:
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



SDG 9 UN Goal:
Industry, innovation and infrastructure



SDG 12 UN Goal:
Ensure sustainable consumption and production patterns



SDG 13 UN Goal:
Take urgent action to combat climate change and its impacts by regulating emissions and promoting developments in renewable energy



SDG 15 UN Goal:
Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss





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Doha Declaration of 2020

Following the success of the previous year's inaugural event, Qatar Airways hosted the CAPA Qatar Aviation, Aeropolitical and Regulatory Summit in February 2020.



CAPA Qatar Aviation Aeropolitical and Regulatory Summit 2020

More than 280 global aviation leaders and professionals convened at the two-day summit in Doha under the patronage of H.E. Jassim bin Saif Al Sulaiti, Minister of Transport and Communications of The State of Qatar.

This Summit gathered public and private senior aviation decision-makers from 5-6 February 2020, to discuss the latest issues and developments regarding international aviation regulation.

“Given the complex global regulatory environment airlines operate in, I am pleased that this Summit will gather high-level industry experts from both the public and private sector to engage in meaningful discussion on the issues and challenges faced by our industry.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group





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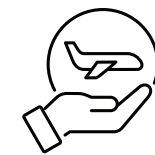
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At CAPA 2020, the Doha Declaration was adopted



- Travel and tourism, within a liberal regulatory framework, are essential for global connectivity and socio-economic development. 20% of all new jobs is created in this industry.
- However, in the face of climate change, it is essential for the industry to engage collectively to reduce the level of emissions.
- The aviation and tourism industries recognise there are no single “one-size-fits-all” solutions to the environmental challenges the world is confronted by today.
- To secure environmental sustainability for future generations, it is recommended that urgent action should be taken by:

1. Airlines



- » To work actively with manufacturers and fuel suppliers to explore all avenues for emission reduction, including but not limited to using and developing alternative fuels, and ensuring efficient operational processes.
- » To promote a clear and coherent industry message to assure the public that effective measures are being taken.
- » To cooperate with and encourage airports to play an active and integral role in improving operational efficiencies.

2. Governments (unilaterally and multilaterally)



- » To consult actively with industry to complement industry action while minimising the regulatory temptation to impose additional taxes in the form of charges and fees.
- » Whenever taxes are imposed, these should be transparently allocated to activities that will serve to reduce the industry’s impact on the environment.
- » To achieve reduction in carbon emissions by improving the effectiveness of air traffic management. Urgent steps should be made in every jurisdiction to achieve rapid improvements in that direction.

3. Other stakeholders



- » Travellers should be provided with clear, reputable, and globally-acceptable means of off-setting their carbon footprint.
- » Leading education institutions together with the aviation industry should work to define and develop appropriate data and skills – both technical and non-technical – with the ultimate goal to support the development of a strong and effective cohort of aviation environment professionals, and promote equal accessibility to leadership positions.





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Focusing on Environmental Sustainability

Along with our oneworld® Member Airlines, Qatar Airways committed to Net Zero Carbon Emissions By 2050

oneworld® became the first global airline alliance to unite behind a common climate target of achieving carbon neutrality by 2050. To achieve this target, the oneworld® alliance works in collaboration to outline a path based on the existing environmental framework agreed by relevant aviation-industry bodies and international organisations, including through the International Civil Aviation Organisation (ICAO).

In alignment with the alliance's decarbonisation target, Qatar Airways developed its strategic approach to reach the net zero target through various initiatives such as advanced aircraft technology, improved operations, use of sustainable aviation fuels and offsetting.



Leaf of Approval – Our Sustainability Brand



In our commitment to sourcing the best possible goods and services we have defined core principles that our products and services must meet in terms of Sustainability.

We built into our contract and product review processes an “Acceptable Quality Level” that products and services need to comply with. Products and services should be certified with internationally recognised standards and bodies.

Products and services are required to be:

- **Beneficial, safe and healthy for individuals and communities**
Our products and services, as far as possible, do not lead to any adverse environmental and social impacts in the life cycle of the product or service.
- **Made of renewable or recycled source material**
Contributing to sustainable product flows through the use of recycled or bio-based renewable materials to ensure conservation of natural resources.
- **Effectively recovered and utilised in biological or industrial closed loop cycle (where feasible)**
Through engagement and collaboration with our supply chain to encourage closed loop systems, such as packaging designed for recovery.
- **Meet performance criteria Operations**
Products and services need to meet performance criteria to comply with Qatar Airways highest standard of quality for our customer experience.





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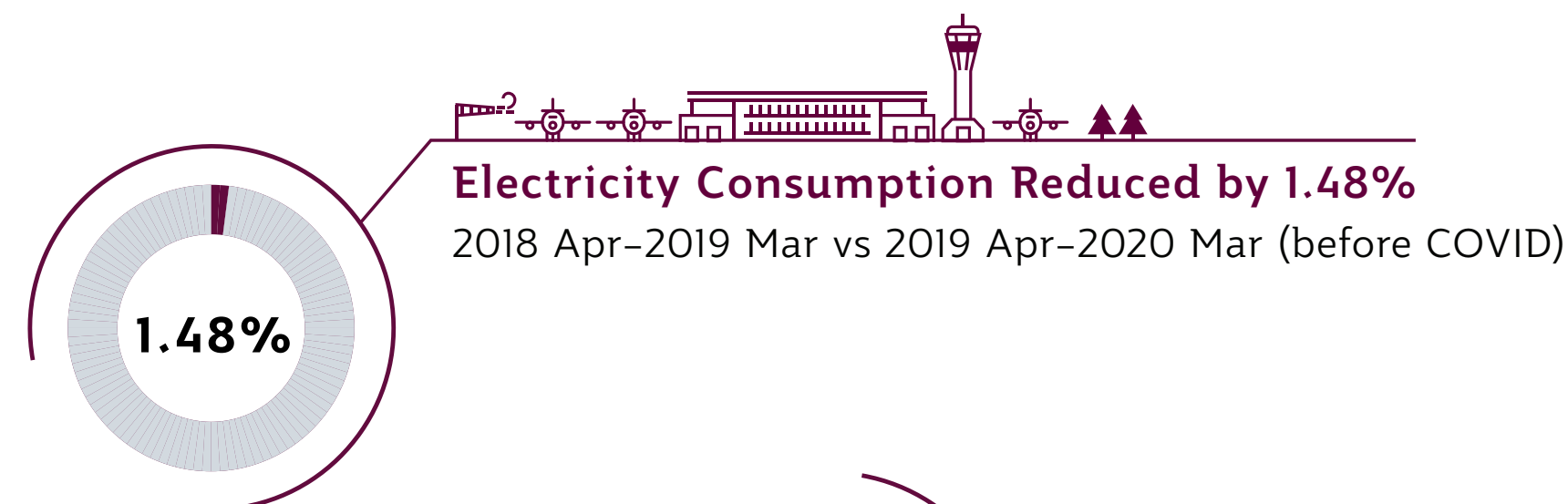
Approach on Addressing Environmental Impacts

Qatar Airways Group remained resolute in our commitment to environmental protection and sustainable connectivity. Environmental sustainability is firmly embedded in our business operations and decision-making processes.

We monitor progress and track continual improvement through stakeholder engagement at various levels within the organisation. We hold Environmental Management Review meetings annually with senior management representatives where goals and targets are set, and these are operationally implemented via Environmental Action Groups with relevant departments in Qatar Airways.

Key Achievements on Environment:

- Retained accreditation to the Airport Carbon Accreditation for Hamad International Airport where we continue to map, reduce and optimize our carbon emissions throughout our operations.
- Acquired accreditation for our Qatar Aircraft Catering Company to the Environmental Management System ISO 14001.
- Retained accreditation to IATA Environmental Assessment Programme.



Qatar Airways is committed to implementing energy efficiency projects across our commercial properties to reduce greenhouse gas emissions from ground operations



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Energy and Greenhouse Gas


A lesser proportion of Qatar Airways’ carbon emissions are from electricity consumption (commercial properties, cargo facilities, technical hangar and residential buildings), and fuel use from ground operations.

Some of the projects include:


Modification of trucks resulted in reduced fuel consumption



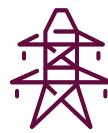
Reduce the frequency of the opening and closing of hangar doors




Optimise the use of vehicles for staff movement




Use of Ground Power Units to reduce carbon emissions



Replacing fluorescent, metal halide and halogen light fittings with more efficient alternatives



Optimising chillers and refrigeration units





Qatar Airways Group Carbon Footprint

The below table presents Qatar Airways Group's annual scope 1 and 2 carbon emissions(CO₂) since 2014-15 to 2020-21

Carbon Emissions (CO ₂ tonnes)		Qatar Airways Group					
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total - Scope 1 and 2	12,446,564	14,974,227	18,085,423	19,976,160	22,252,425	23,011,728	14,246,972
Scope 1 (direct emissions)	12,139,530	14,607,835	17,677,160	19,694,432	21,977,131	22,742,048	14,018,659
Scope 2 (indirect emissions)	307,034	366,392	408,263	281,729	275,294	269,680	228,313

Carbon Emissions (CO ₂ e tonnes)		Qatar Airways Group					
	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
Total - Scope 1 and 2	-	-	-	20,097,621	22,387,979	23,152,018	14,333,354
Scope 1 (direct emissions)	-	-	-	19,815,892	22,112,685	22,882,338	14,105,041
Scope 2 (indirect emissions)	-	-	-	281,729	275,294	269,680	228,313



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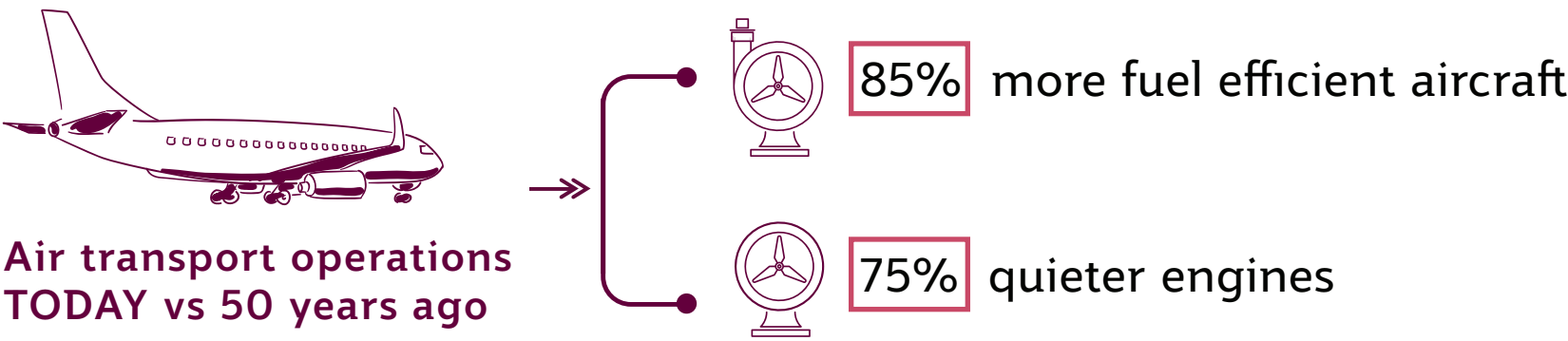
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Climate Change

The global aviation emissions accounts for less than 2% of CO₂ emissions, Qatar Airways is committed to tackle climate change and achieve the targets by adopting the industry pillars:



Airline Industry Four-Pillar Strategy



Qatar Airways' Initiatives

- Qatar Airways has a mix of modern and fuel efficient fleet to generate less emission and noise.
- Qatar Airways has a comprehensive fuel optimisation programme to improve fuel efficiency and reduce CO₂ emissions.
- To date, we have implemented more than 70 fuel optimisation projects, including:
 - Weight reduction
 - Optimisation of routes
 - Aircraft ground operations
 - Performance of aircraft
- Qatar Airways has been working with industry stakeholders for advancing the use of Sustainable Aviation Fuels (SAF) and Lower Carbon Aviation Fuels (LCAF).
- As SAF/LCAF uptake gained momentum, affordability, availability and sustainability certification remained a challenge.
- Qatar Airways is aligned to the State of Qatar's vision, and complied with the ICAO Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA).
- Qatar Airways reaffirmed its support for a single market-based measure.
- We remained compliant with European Union Emissions Trading System (EU ETS) and started our preparation for reporting under the United Kingdom Emission Trading Scheme (UK ETS).



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Climate Change Compliance

As part of the regulatory requirements, we have established processes to comply with the following trading schemes:

European Union Emissions Trading System (EU ETS)



EU ETS covers flights between countries within the European Economic Area (EEA). Qatar Airways and Qatar Executive are required to report intra-EEA CO₂ emissions and surrender European Union Allowances (EUAs) to cover our reported emissions.

Since January 2020 the Swiss Emissions Trading System has been linked with the EU ETS ensuring expanded sector coverage.

Qatar Airways and Qatar Executive have completed Phase III of European Union Emissions Trading System (EU ETS)

Preparations are ongoing for Phase IV of EU ETS compliance, which will cover the period from 2021 to 2030

The International Civil Aviation Organisation's (ICAO) Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA)



The ICAO CORSIA is the first global scheme adopted by the States to mitigate increasing CO₂ emissions from international civil aviation.

CORSIA highlights the collective effort taken by global international aviation industry to stabilise CO₂ emissions and achieve the carbon neutral growth from 2020.

<https://www.icao.int/environmental-protection/CORSIA/Pages/default.aspx>

United Kingdom Emissions Trading Scheme (UK ETS)



The UK ETS, established through the United Kingdom Greenhouse Gas Emissions Trading Scheme Order 2020, has replaced the country's participation in the European Union Emissions Trading System post Brexit.

Qatar Airways and Qatar Executive will be reporting emissions under this scheme for flights between UK and EEA and intra UK, and have put in place all the necessary arrangements to meet this compliance requirement.

“It is our ambition as an airline to minimise our impact on the environment, and facilitate continued global travel and commerce while limiting carbon emissions.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group





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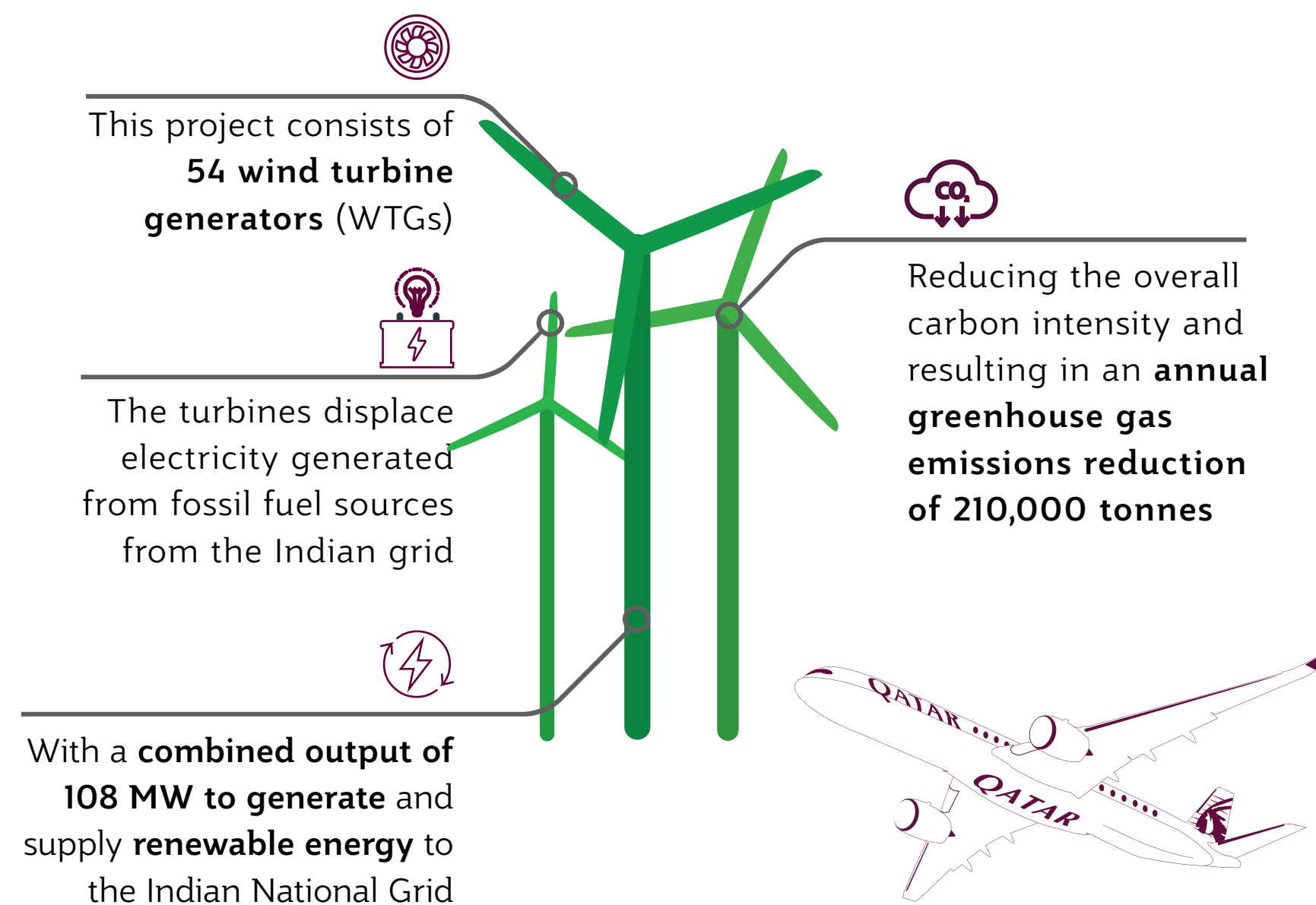
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Going Beyond Compliance to be a Leader in Environmental Sustainability

Voluntary Carbon Offset Programme

Qatar Airways officially launched an offset programme providing an option for our passengers to offset carbon emissions associated with their journey. The programme is built on a partnership with the International Air Transport Association's (IATA) Carbon Offset Programme, where passengers are assured that the credits bought to offset emissions are from projects delivering independently verified carbon reductions, in addition to environmental and social benefits.

FATANPUR WIND FARM PROJECT IN INDIA INSTALLED IN MADHYA PRADESH



Partnering With Rail for Promoting Sustainable Travel Options

Qatar Airways entered into a codeshare partnership with Deutsche Bahn (German railways). This arrangement is a response to the significant growing demand for travel between Germany to Qatar. The codeshare partnership with Deutsche Bahn, one of the largest railways operators in Europe, will provide Qatar Airways' passengers with connections to eight key cities within Deutsche Bahn network.



The codeshare agreement between Qatar Airways and Deutsche Bahn further strengthens the ties between Qatar and Germany



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Digitisation for Environmental Improvement

Qatar Duty Free (QDF) Suspends In-flight Duty Free

QDF has suspended in-flight duty free on all Qatar Airways flights. The reduced fuel burn from removing 1 to 3 fully-loaded duty free trolleys from each flight resulted in substantial environmental benefits, reducing the carbon emissions associated with fuel burn.

Passengers are now able to order their duty free online, which they can pick-up during arrival or transit at Hamad International Airport.

Digitisation of Newspapers and Magazine

Qatar Airways has partnered with PressReader, the leading provider of digital in-flight publication content to the commercial aviation industry and currently offering thousands of magazine and newspaper titles from 120 countries, in more than 60 languages, for every type of traveller.

Our passengers will now have unlimited access to more than 6,000 global digital magazine and newspaper titles in one seamless experience through Oryx One in-flight entertainment app. This initiative will reduce newspaper and magazine waste, both on the ground and in-flight, by over 1,000 tonnes each year.

Our partnership with PressReader offers a COVID-safe, touchless entertainment option to further enhance our passenger's onboard experience and supports our commitment to environmental sustainability.

Removal of in-flight magazines and newspapers
resulted in the reduction of waste by over 1,000 tonnes





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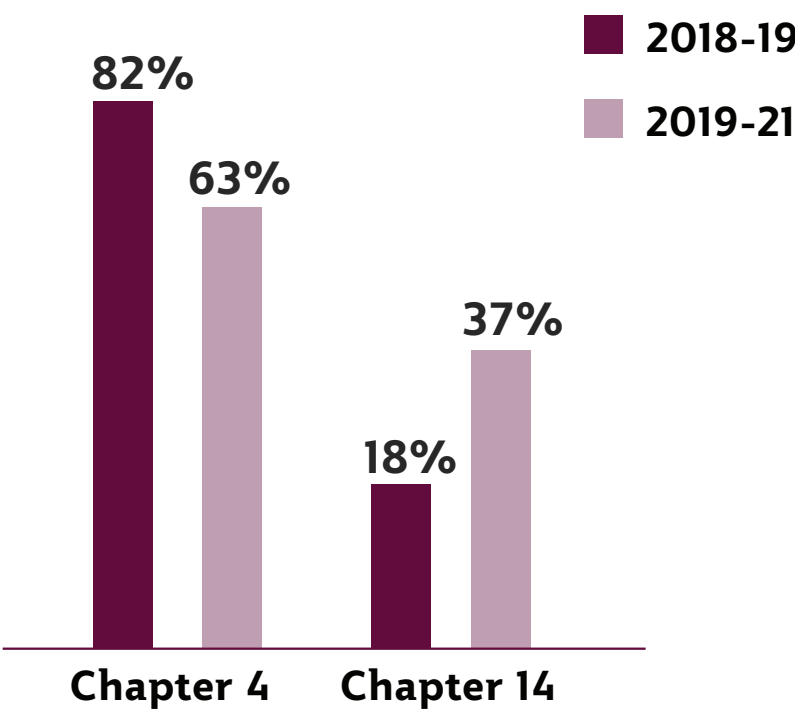
Noise & Air Quality

Aircraft operations can have adverse impacts on the local environment and communities in the vicinity of airports. While advances in aircraft technology and increasingly rigorous industry standards have led to significant improvements, minimising the impact of aircraft noise and engine emissions remains an important sustainability challenge for the industry.

Aircraft certified to each ICAO noise standard as at 31 March 2021

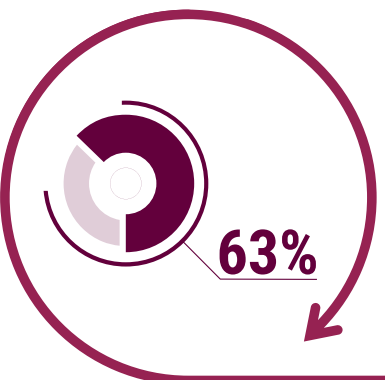
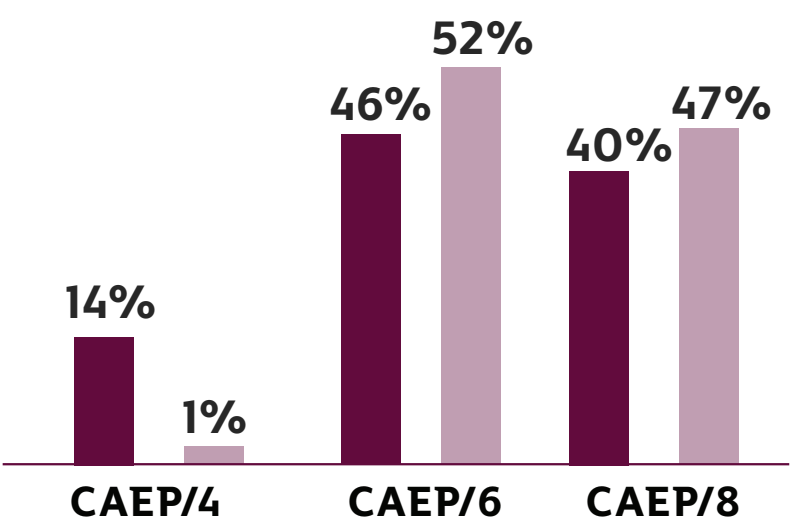
ICAO’s Chapter 4 standard for aircraft noise applies to aircraft certified from 31 December 2005, and Chapter 14 applies to aircraft certified from 31 December 2017.

Chapter 14 requires aircraft to be at least 7 EPNdB (Effective Perceived Noise in Decibels) quieter than Chapter 4.



Aircraft certified to each ICAO engine emission standard as at 31 March 2021

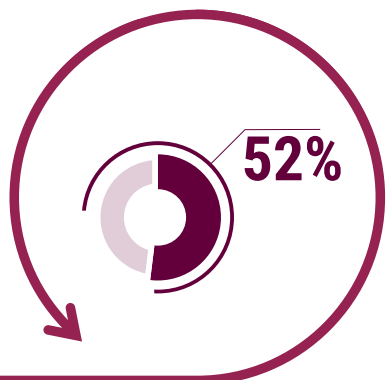
Committee on Aviation Environmental Protection (CAEP) is a series of ICAO standards for emissions from aircraft engines, with engines certified to the latest standard.



of Qatar Airways' aircraft were certified to Chapter 4, with a further 37 percent certified to the more stringent Chapter 14



31 March 2021



of Qatar Airways' fleet are certified to ICAO CAEP/6, 47% percent to CAEP/8 and 1% to CAEP/4





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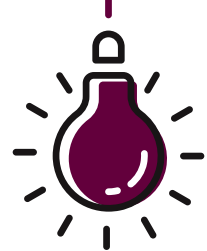
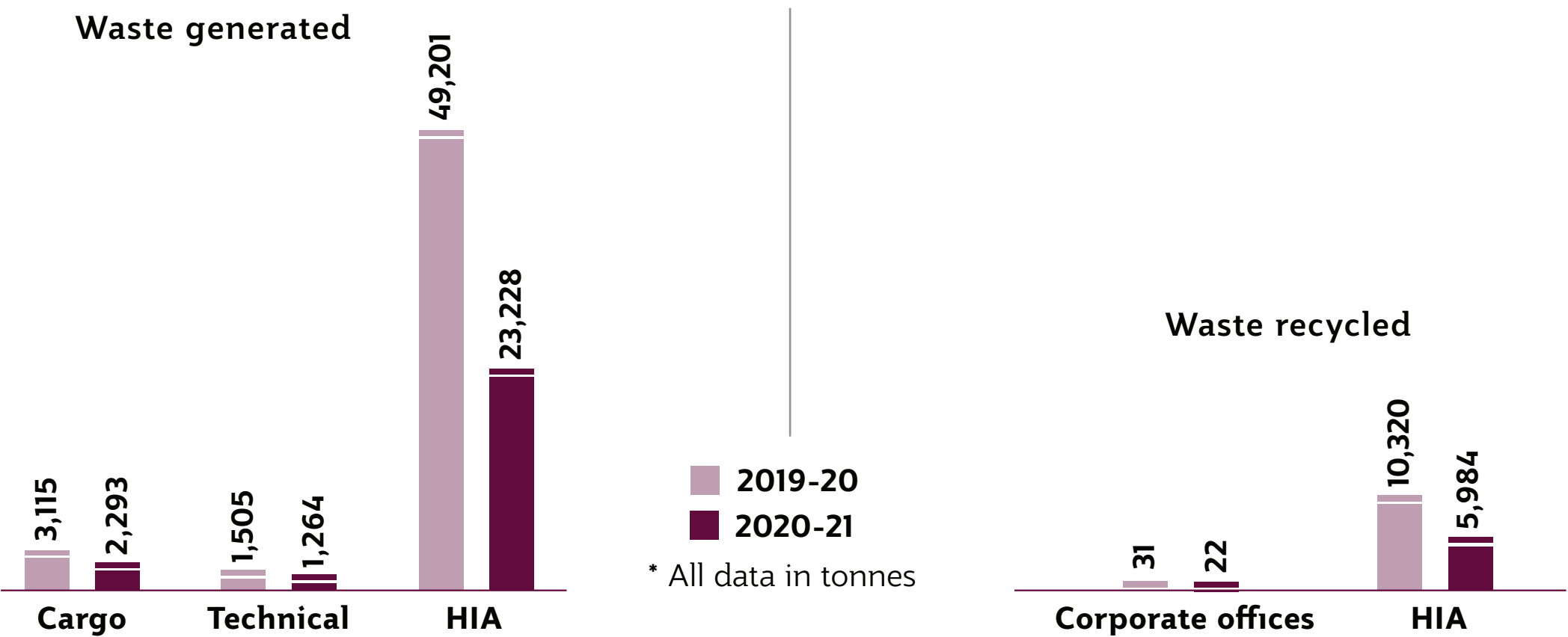
Managing Waste and Water

Waste

Qatar Airways is constantly reviewing options for efficient use of resources and reducing waste by considering the whole lifecycle of a product. We strive to increase recycling rates throughout our operations, including Corporate Offices, Hamad International Airport in Doha and waste generated from the aircraft.

We maintain a recycling programme for our corporate offices, which includes paper, plastic, metal and glass. A new managed print service has been started to monitor and improve printing behaviour, reduce paper usage and recycle printer cartridges.

Qatar Airways removed a number of single-use plastic items and replaced them with recyclable and biodegradable products. MATAR is working in collaboration with the Ministry of Municipality and Environment to identify effective measures to achieve ‘Zero Waste to Landfill’ at Hamad International Airport by 2030.



Shopping bags
used at
Qatar Duty Free
are made from
50% recycled content

DID YOU KNOW?





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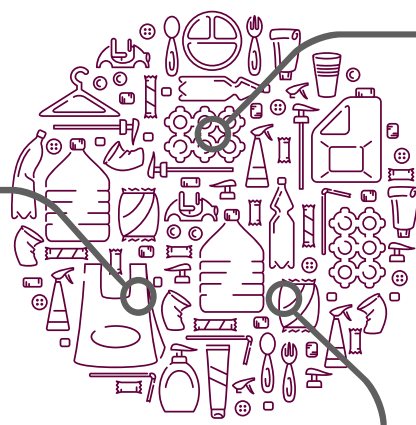
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Waste management initiatives

Collection of safe
unconsumed dry food,
uniforms, duvets,
mattresses and blankets
(totalling 9,403 items)
since the start of October
2019 which was
donated to charity,
implementing the
principles of a circular
economy for waste



Recycling of plastics,
cardboard, cooking oil
and chemical drums,
plastic sheets, plastic
pallets and used paper
waste, which has resulted
in the reduction of total
solid waste generation by
1,323,848 Kg
from Jan 2020 to Mar 2021



“Go Paperless Programme”

QACC has deployed
technology, including the
installation of robust Wi-Fi
infrastructure, to support the
automation of a number of
processes that would otherwise
require paper

This programme has reduced
the use of production
planner sheets and photo
specifications on the
production floor by 15%

April 2020 – March 2021:



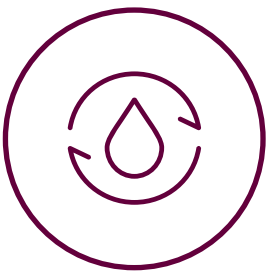
Reusing

Solid Waste Reused
6.1%



Recycling

Solid Waste Recycled
25.76%



Oil Recycling

New contract established in Oct 2020 for oil recycling with revenue
127,500L recycled (Oct 2020-Mar 2021)



Treatment of Sewage

Treatment of sewage from airport and non-airport area for
airport landscaping irrigation

Total volume of treated sewage for irrigation 2,194,176 m³



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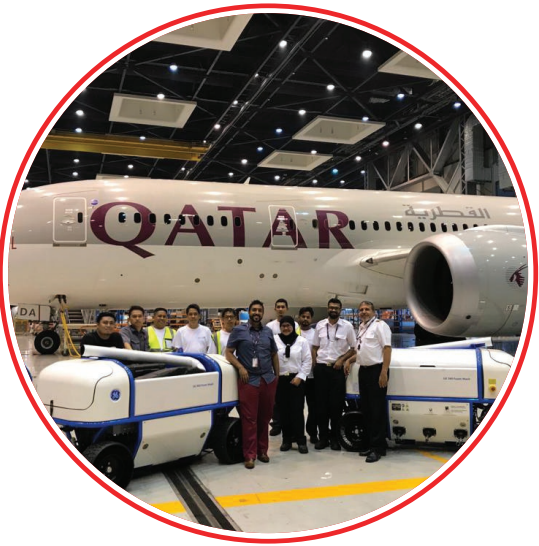
Water

It is a known fact that the State of Qatar experiences extremely high levels of water stress due to the shortage of natural renewable water resources. As there are no fresh surface water resources in Qatar, the country’s major water sources are desalination, groundwater and reuse of treated sewage.

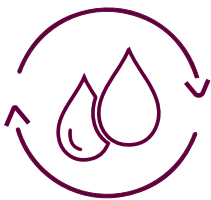
To continue our alignment with national initiatives, Qatar Airways has documented its commitment to conserve water in our environmental sustainability policy and objectives. As part of this ongoing commitment, we have developed and implemented the following projects in our mission to conserve this precious resource in the State of Qatar.

Water management initiatives

- » Qatar Airways was the first airline to use General Electric's (GE) **'360 Foam Wash'** technology on its aircraft, replacing traditional water wash methods.



- » **Recycled wastewater is used in irrigation** for landscaping at Hamad International Airport.



- » **Condensate water** from the building air conditioners is used in commercial offices for **cleaning activities**, replacing potable water use.

- » **Sensor technology fitted into the taps** of corporate buildings to detect motion in addition to existing aeration technology to reduce water consumption.

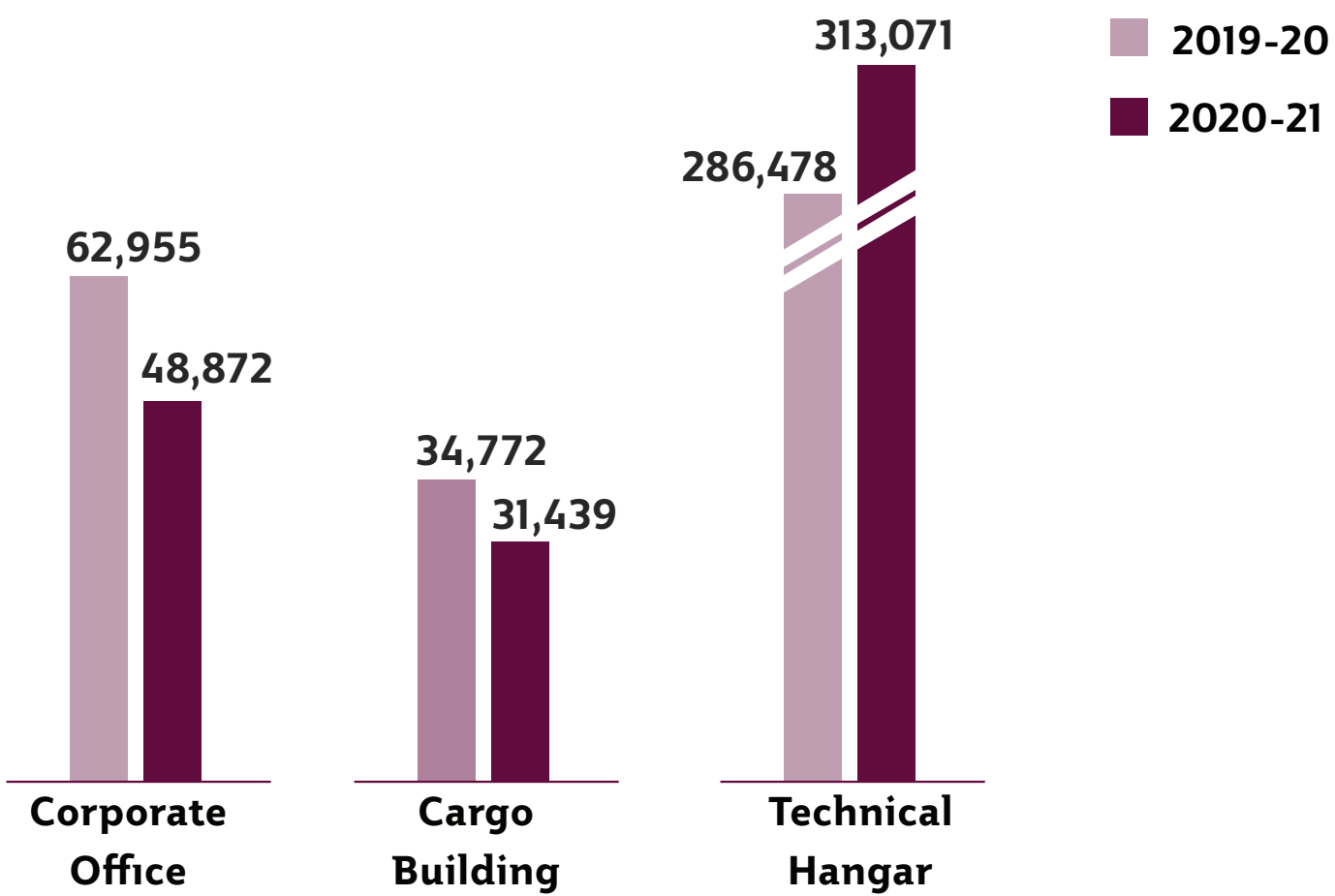


Figure: Qatar Airways annual water consumption (m³) at corporate buildings and facilities





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Wildlife, Biodiversity and Sustainable Tourism

Protecting wildlife

Illegal trade in wildlife is valued at an estimated \$23 billion USD per year, and threatens the survival of some of the world's most endangered species. Animals and animal products are transported around the globe for trade, taking advantage of commercial transport services, including aviation, which is misused by traffickers.



In May 2019, Qatar Airways was the first airline to achieve a new industry standard for the prevention of illegal wildlife trafficking in aviation.

The Illegal Wildlife Trade (IWT) Assessment was developed by the International Air Transport Association (IATA), with support from The Royal Foundation of The Duke and Duchess of Cambridge, The Duke and Duchess of Sussex, and USAID's Reducing Opportunities for Unlawful Transport of Endangered Species (ROUTES) Partnership.

Compliance with the IWT IEnvA Standards and Recommended Practices (ESARPs) enables airline signatories to the United for Wildlife Buckingham Palace Declaration demonstrate that they have implemented the relevant Commitments within the Declaration.

We have developed and implemented procedures, staff training and the reporting protocols that makes the smuggling of illegal wildlife products more challenging.

As an inaugural signatory to the Buckingham Palace Declaration in March 2016 and a founding member of the United for Wildlife Transport Taskforce, Qatar Airways has a zero tolerance policy towards the illegal trade of endangered wildlife.

Examples of Qatar Airways' proactive approach to the prevention of illegal wildlife trade include:

- ➔ Working with the USAID's ROUTES Partnership in developing training material, and sharing intelligence and best practice within the industry
- ➔ Working with government stakeholders responsible for security and customs at Hamad International Airport and selected destinations to develop shared procedures for wildlife crime reporting and follow-up
- ➔ Raising passenger awareness through electronic posters at Hamad International Airport, wildlife features in our in-flight magazine and in-flight entertainment system, and wildlife-themed posts on our social media channels





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Leisure packages to promote sustainable tourism are provided by Discover Qatar

Qatar Airways Group is committed to the conservation of wildlife through raising awareness. The State of Qatar is home to a number of marine species some of which are classified as "vulnerable".

Discover Qatar partnered with PONANT, to offer Expedition Cruise Itineraries off the coast of Qatar. A revised programme is scheduled to be launched in 2022, with the aim of showcasing the unique pristine coastline of Qatar, and providing an opportunity to view whale sharks in their natural habitat and raise awareness of the rich biodiversity of the State of Qatar and the importance of conserving our habitat.



We offered tourism packages to raise awareness on whale sharks, a mammal classified as 'vulnerable' according to the World Wildlife Fund.



Although naturally solitary in nature, experts have found they tend to congregate in groups of up to 200. Recently we have seen whale sharks in groups over 400 off the north-eastern coast of Qatar.

“Qatar is a unique setting for expedition cruises and I am hugely excited to launch our first product in this area to show off our country’s beauty to the world. Also, our guests will have the unparalleled opportunity to observe the biggest gathering of the world’s largest fish – the Whale Sharks.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group





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Sustainable Sourcing

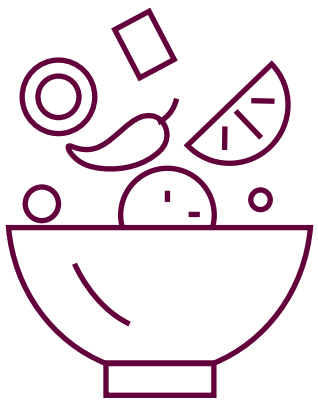
Qatar Airways purchases a vast range of goods and services from a complex and diverse global supply chain. Qatar Airways’ Procurement Policy guides procurement activities in a sustainable manner, aiming to identify goods and services that minimise negative impacts and encourage positive outcomes for the environment, economy and society and includes environmental sustainability criteria as part of supplier evaluation and selection.

Supply chain sustainability at QACC

QACC introduced the first range of fully vegan dishes to the à la carte menu for Business Class passengers on all flights, designed with Sustainability in mind.

This menu caters for the increasing demand for plant-based food while elevating passengers’ culinary experience when they travel with Qatar Airways. The newly created vegan dishes are made using the freshest locally and internationally sourced ingredients.

QACC promotes the sourcing of fresh local produce and is helping local suppliers to maintain the required standards of food safety and quality. This is boosting the development of local food production in Qatar, contributing to Qatar’s National Vision 2030 for a diversified and sustainable economy, greater self-sufficiency and a reduced reliance on food imports.





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Environmental Management System

IATA's Environmental Assessment Programme (IEnvA)



As we continue to mitigate the effects of the pandemic, Qatar Airways remain steadfast in its ambition to demonstrate environmental leadership. Our Environmental Management System was recertified to the highest level of certification of the IATA's Environmental Assessment Programme (IEnvA) in 2019, with the scope expanding to include maintenance, repair and overhaul functions.

Through this structured framework, we continue to monitor and improve our environmental performance. Environmental management meetings and action groups enables us to review performance and drive progress towards Qatar Airways' environmental objectives.

Specifically designed for airlines and based on ISO 14001, the IATA Environmental Assessment (IEnvA) program is an evaluation system designed to independently assess and improve the environmental management of an airline.



IEnvA is a voluntary program based on principles in compliance with environmental obligations and a commitment to continually improve environmental management.

Quality Management System

Qatar Aviation Services Maintains ISO 9001:2015 Quality Management System



The ISO 9001:2015 Quality Management has demonstrated its ability to consistently provide products and services that meet customer expectations and applicable statutory and regulatory requirements.

QAS was successful in retaining ISO 9001:2015 Quality Management System certification during the reporting period. The management system implemented by QAS aims to continuously enhance customer satisfaction through the effective application of ISO 9001:2015.

Integrated Management System at Qatar Aircraft Catering Company

QACC achieved certification of its environmental management system to the ISO 14001:2015 standard in September 2020.

QACC's Quality Management Systems are certified to ISO 9001:2015, Food Safety System is certified to ISO 22000:2018 and FSSC 22000.



WE ARE COMMITTED TO



- » Collaborating with the industry to tackle climate change
- » Sustainable use of natural resources to reduce our impact on the environment where we operate
- » Zero tolerance to illegal wildlife trafficking and support conservation



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Focusing on Group Safety and Security

Employee Health, Safety and Well-being

The health, safety and well-being of employees and guests are an integral part of Qatar Airways Group’s Safety Management Systems. We continued our commitment to:



Eliminating hazards and providing safe and healthy conditions



Providing training and awareness and increasing consultation, communication and participation



Promoting health and well-being

We are dedicated to promoting a proactive, safety conscious workforce through collaboration, communication and training by:

- Complying with relevant legislative and regulatory requirements.
- Reporting and investigating all health, safety and fire related incidents.
- Measuring performance against health and safety objectives to drive continuous improvement.



Qatar Airways makes a positive contribution to the following Sustainable Development Goal under this topic:



SDG 3 UN Goal:
Ensure healthy lives and promote well-being for all at all ages





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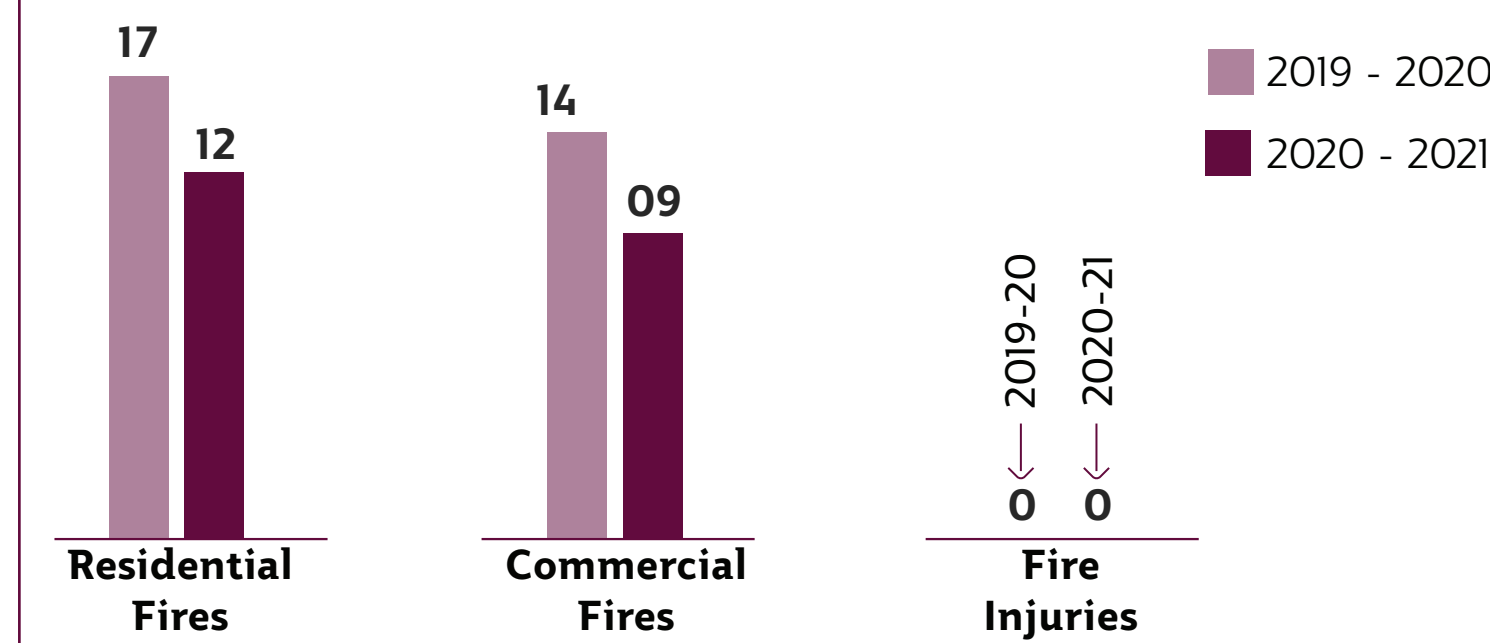
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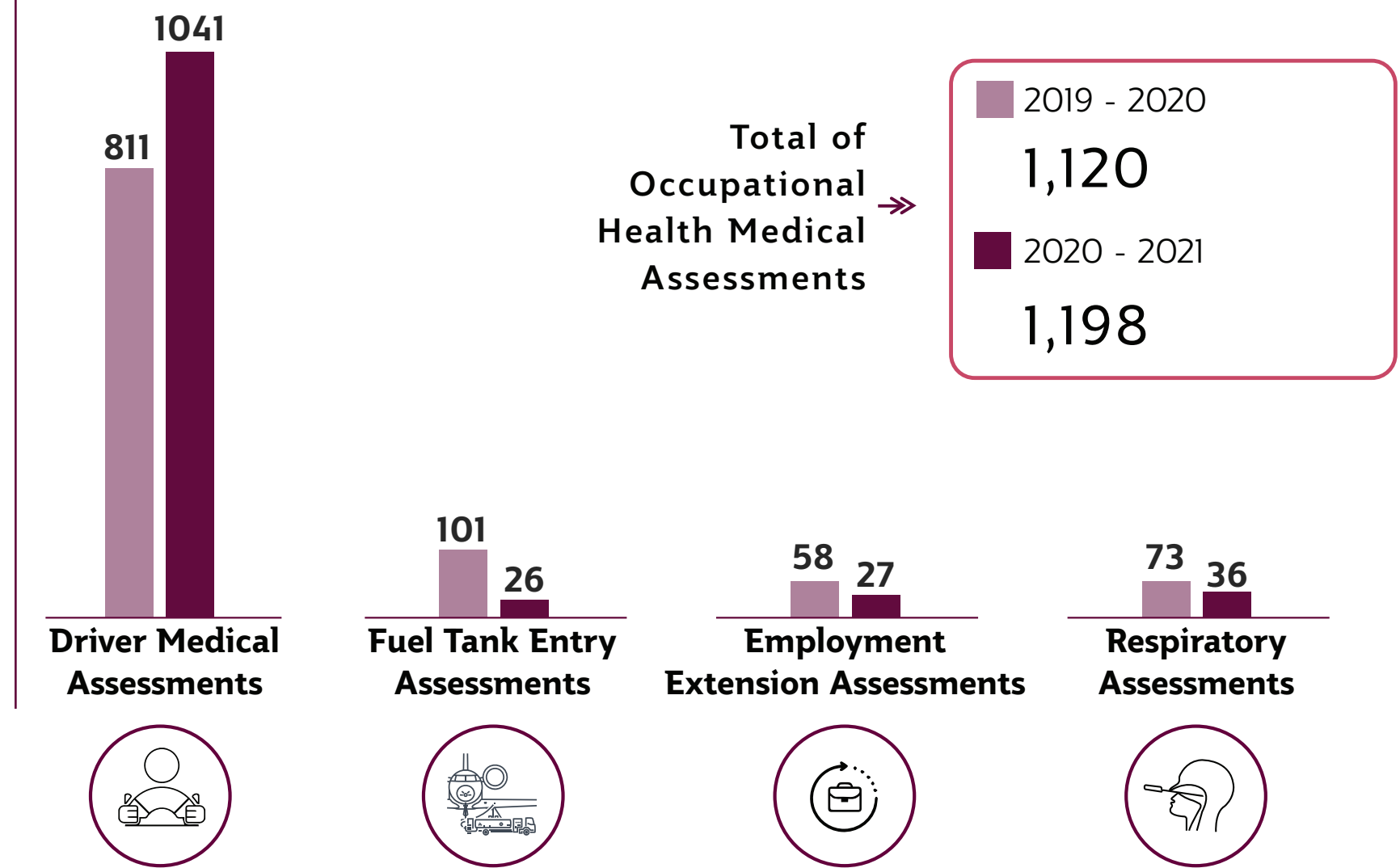
Safety performance

Qatar Airways measures its safety performance using a range of metrics.

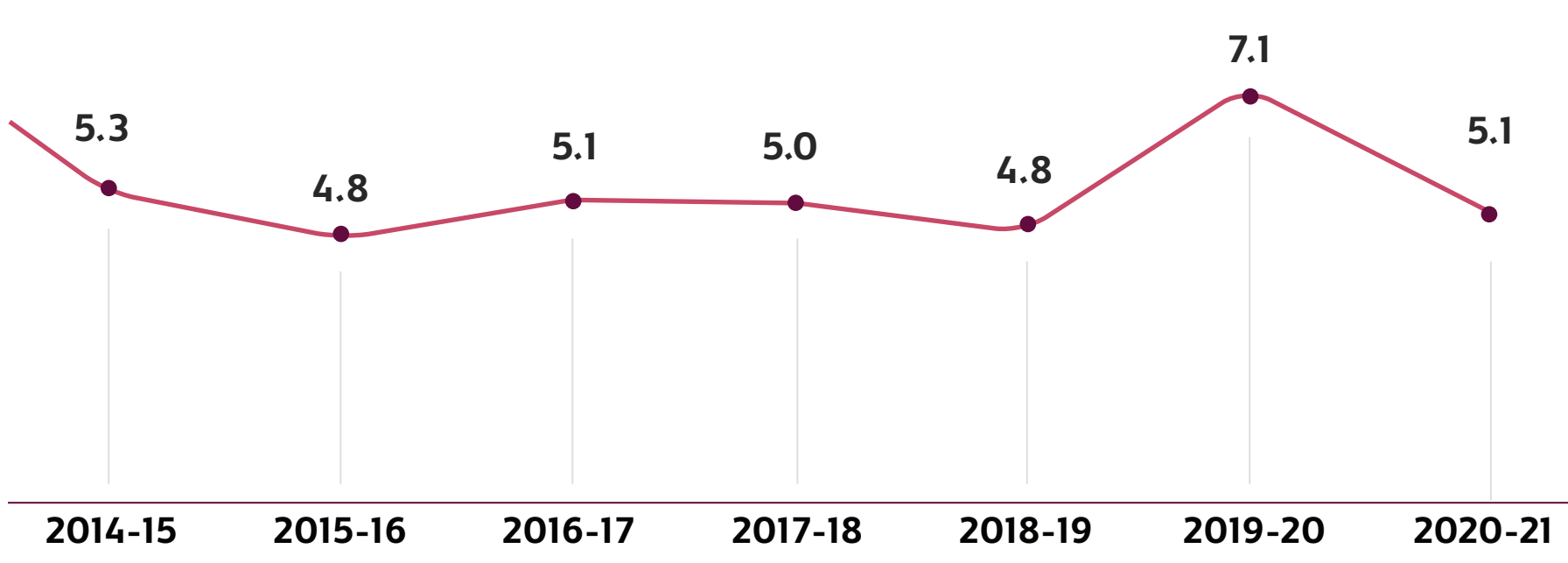
Fire Incidents - Residential & Commercial Fires and Injuries



Occupational Health Medical Assessments



Lost Time Injury Frequency Rate for all Qatar Airways Group staff



Lost time workplace injuries include any work-related injury or ill health that results in any of the following: death, days away from work, restricted work or transfer to another job, medical treatment beyond first aid, or loss of consciousness; or significant injury or ill health diagnosed by a physician or other licensed healthcare professional, even if it does not result in death, days away from work, restricted work or job transfer, medical treatment beyond first aid, or loss of consciousness. Data does not include lost time workplace injuries for contracted staff. LTIFR is the number of lost time workplace injuries per one million hours worked.





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Actions to address work related hazards


To reduce the frequency and severity of occurrences, Qatar Airways has focused on the following areas:

Struck by moving or stationary object




The majority of incidents in these categories are related to working in limited spaces and the severity is typically minor. Actions taken include risk assessments and raising staff awareness.

Contact hot surfaces or liquids




These incidents typically involve individuals working in the aircraft galleys, catering facilities and maintenance workshops. Actions taken included investment in new equipment and training.

Slips and trips



Slip/trip prevention measures are continuously reviewed and applied across our properties. Actions include an education programme, and the installation of handrails and slip resistant surfaces.

Manual handling




Qatar Airways is collaborating with Highfields, a global leader in workplace safety training, to enhance its capability to manage manual handling risks.

Vehicle safety



A new driving for work policy requires designated drivers to complete an in-house defensive driving course and a driver-specific medical assessment.

Employee consultation on health and safety



Employee consultation is embedded in the safety management systems and is delivered through multiple initiatives:

1. Proactive workplace safety inspections
2. Workplace health and safety committees
3. Town hall meetings and toolbox talks
4. Voluntary hazard reports
5. Employee surveys



IATA Safety Audit for Ground Operations

Qatar Aviation Services Maintains IATA Safety Audit for Ground Operations Certification

Qatar Aviation Services has retained the IATA's Safety Audit for Ground Operations (ISAGO) for all headquarters, ground handling and cargo operations

ISAGO is a set of audit standards applicable to all ground handling companies worldwide, constituted of a uniform set of standards relevant to the specific activities of ground handlers. The audit assesses the management and oversight systems in place and the implementation of ground operations processes and procedures at stations



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Gender, Diversity and Inclusion

The Qatar Airways brand is known and admired across the globe for its five-star standards. ‘Excellence in everything we do’ is a philosophy that we strive to uphold.

This is aligned to the Qatar National Vision 2030 and is reflected in our long-standing pride and investment in our employees.

Summary of Employee Demographics

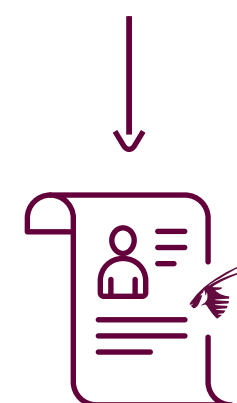
- » Data comprises of information received from our human resources and financial systems, which included direct and permanent employees.
- » No significant variation in workforce demographics reported during this period.

Qatar Airways Group directly employed



36,817

people worldwide, representing over **160** different nationalities



Qatar Airways Group employee distribution

- » **68%** (25,172) are employed by Qatar Airways
- » **32%** (11,645) are employed by other Subsidiaries

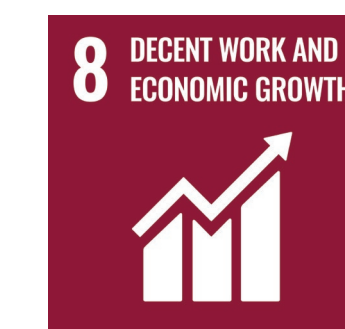


By measuring, reviewing and openly reporting workforce demographics, we drive ongoing diversity and inclusivity to align to the following Sustainable Development Goals:



SDG 5 UN Goal:

Achieve gender equality and empower all women and girls



SDG 8 UN Goal:

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



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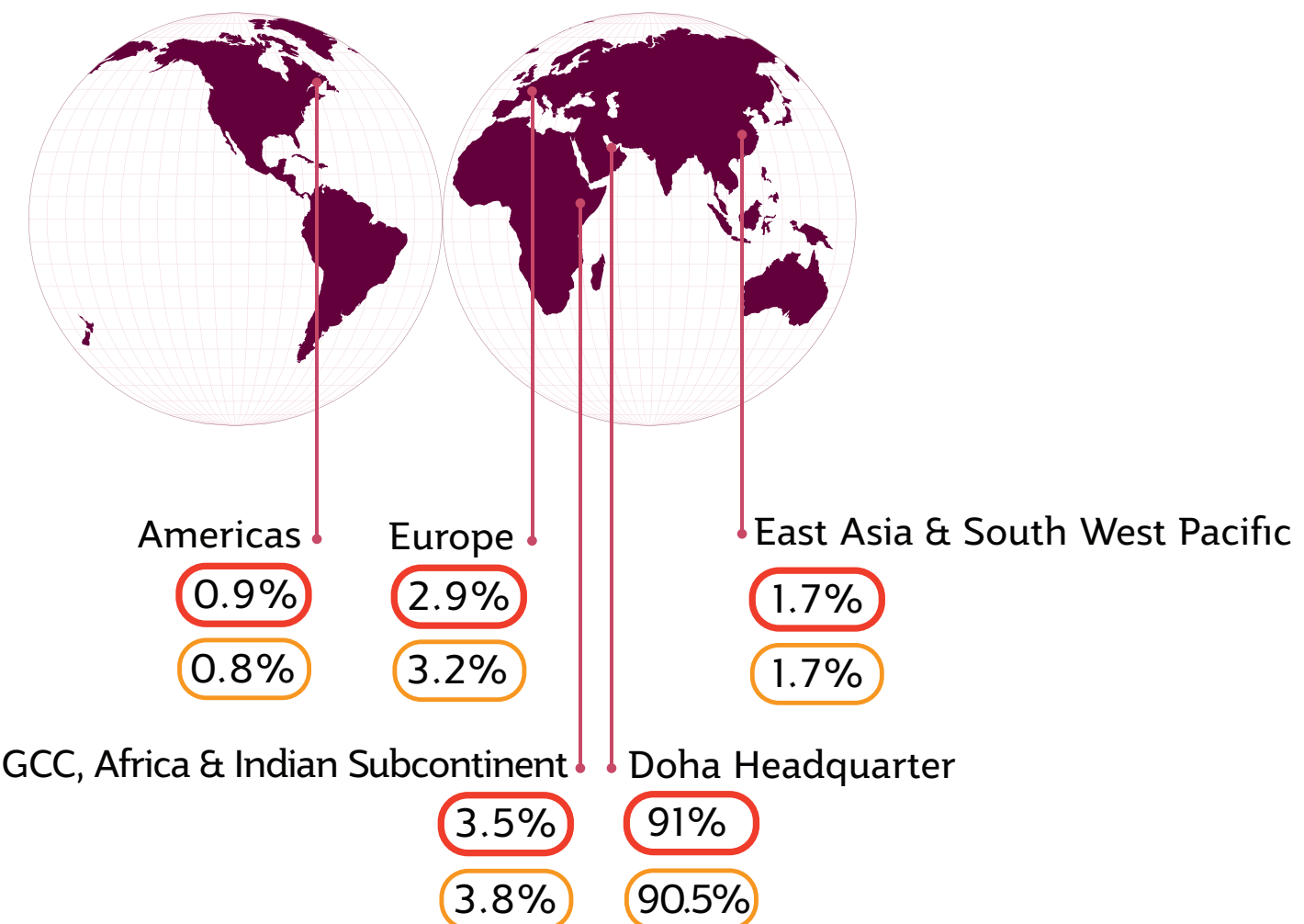
36,817

people worldwide, representing over **160** different nationalities.

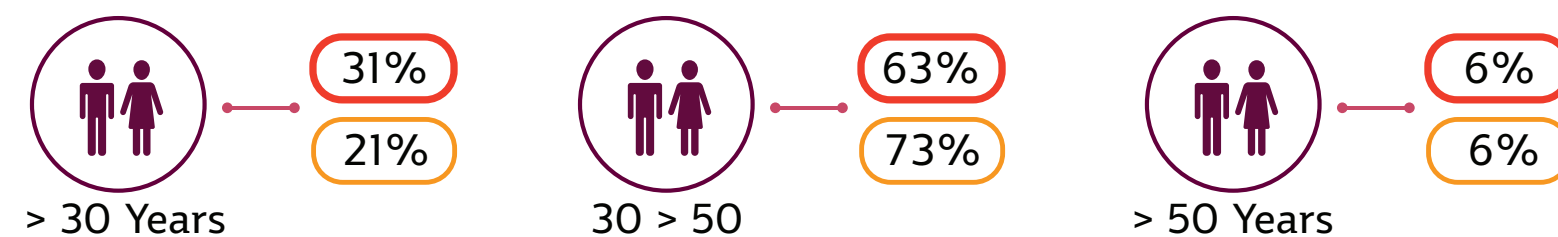
Qatar Airways employees by gender



Qatar Airways employees by region



Qatar Airways employees by age



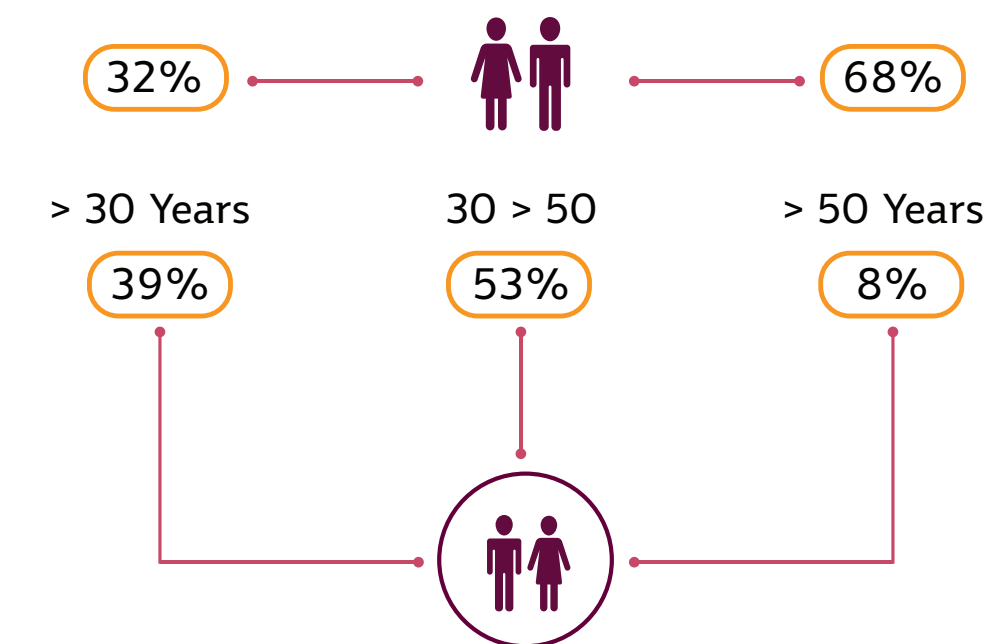
2019-20

2020-21

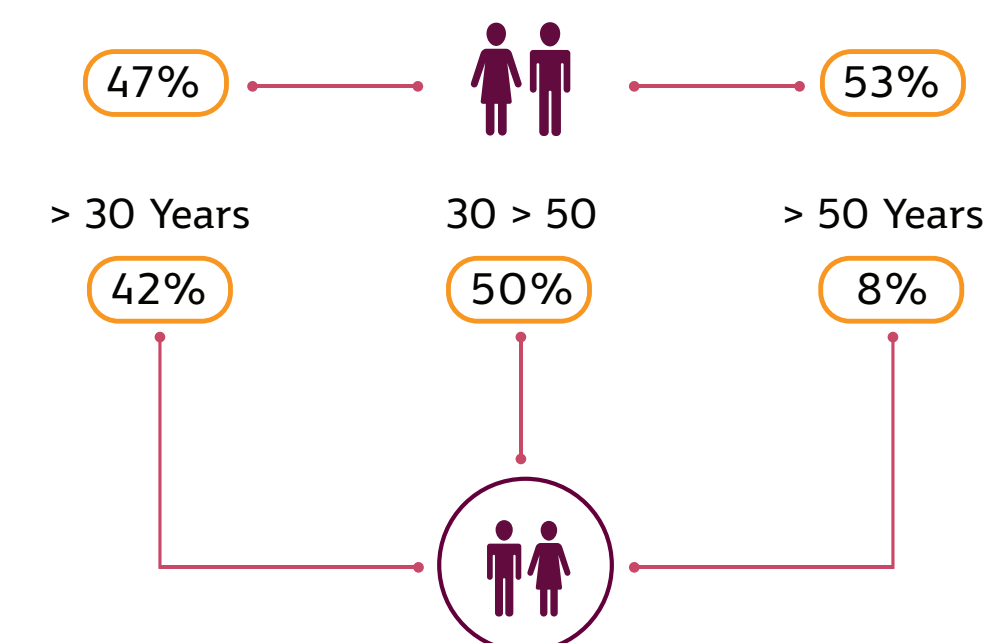
Qatar Airways part-time employees by gender



New Recruits for the period from 01 Apr 2020 to 31 Mar 2021



Turnover for the period from 01 Apr 2020 to 31 Mar 2021





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Qatar Airways and the International Air Transport Association (IATA) 25by2025



Qatar Airways in its support of improving Diversity and Inclusion within Aviation collaborated with the International Air Transport Association (IATA) and its 25by2025 Gender Equality global Initiative.

Qatar Airways is committed to increase the number of women in senior positions by either 25% against currently reported metrics or to a minimum representation of 25% by 2025.



Qatar Airways Partners with IATA to Launch Diversity & Inclusion Awards

- ➔ Over the next 10 years, Qatar Airways will partner with IATA on Diversity and Inclusion Awards.
- ➔ The awards included three categories: Inspirational Role Model, High Flyer, and Diversity & Inclusion Team.
- ➔ \$25,000 in prize money is awarded to the winners or their nominated charity working on diversity and inclusion projects.

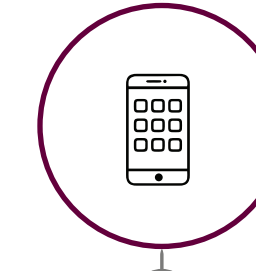
Providing Learning and Development Opportunities

Qatar Airways is dedicated to delivering world-class learning and development for its employees.

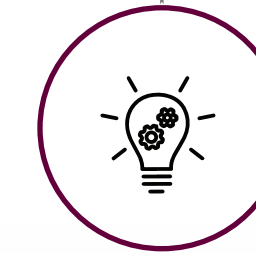
By integrating the latest learning trends, methodologies and technology into Qatar Airways' learning culture, we aim to:



Embed training effectively and efficiently.



Provide flexibility through anytime-anywhere mobile based learning applications.



Facilitate change management, employee engagement and development through innovation.

“Qatar Airways recognises the need for wider diversity in the workplace, not just in our airline but across the industry as a whole, which is why we are delighted to have this opportunity to reward individuals and teams who are going against the trend and proving that diversification is the way forward for aviation.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group



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Learning and Development Opportunities

Al Darb Qatarisation Programme

Qatar Airways' Al Darb Qatarisation Programme is an initiative to attract young Qataris and offer them the opportunity to develop themselves and proudly represent the country through the national airline. It is a highly successful programme, identifying and promoting the best talent within the aviation sector.

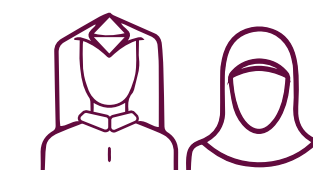
The continued efforts as the national carrier are based on our unwavering commitment to the State of Qatar's National Vision 2030.

Qatari Nationals holding management positions within Qatar Airways Group:



“It is a pleasure to have more than 60 young Qataris join the airline this year. I look forward to receiving our new joiners into Qatar Airways, they are an important pillar as we further establish our efforts to support the Qatar National Vision 2030 towards a sustainable Qatar.”

– H.E. Mr. Akbar Al Baker
Group Chief Executive, Qatar Airways Group



As of 31 March 2021, there are a total of 75 Qatari Nationals holding senior and executive management positions within Qatar Airways

There are over 490 Qatari Nationals in the Al Darb Programme and the number is constantly growing

DID YOU KNOW?





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Qatari Nationals in Al Darb Programme



National Scholarship
Programme

160



Summer Internship
Programme

03



Aircraft Maintenance
Engineering Programme

42



Graduate Developpee
Programme

54



Graduate Developpee
moved to actual role

45



Outstation Development
Programme

14



Aviation Management
Programme

02



Airport Operations
Programme

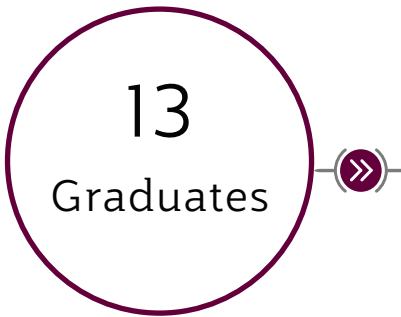
143



Cadet Pilot
Programme

28

Outstation Program



Have completed IATA Diploma at University of Geneva between
April 2020 - March 2021

Once the on-the-job training phase is completed graduates will be
assigned to positions within Qatar Airways.





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Oryx International School

Qatar Airways Group is passionate about education and has made identifying the right school much easier for its employees by providing a dedicated school available for employees' children.

The new campus that was opened in September 2018, meets the highest academic, architectural, environmental and design criteria, with facilities including cutting-edge science and technology laboratories, inspiring performing arts facilities, a 25m indoor swimming pool, five-star sporting facilities and an ultramodern auditorium.

Offering the children of Qatar Airways Group employees a first-rate education in world-class facilities helps attract talent from around the world.



Oryx campus meets the very highest academic, architectural, environmental and design criteria and is a statement to the world that Qatar Airways values its employees and their children



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Our Cargo
Commitment to the world



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Qatar Airways Cargo

COVID-19 Impact on Global Cargo

According to IATA, airlines transport over 52 million metric tonnes of goods a year, representing more than 35% of global trade by value but less than 1% of world trade by volume. With a value of more than \$6.8 trillion worth of goods transported annually, air cargo is a critical enabler of global trade.

Cargo is essential for the swift transportation of critical time-sensitive goods and materials such as vaccines, medical supplies and equipment, thereby supporting the global supply chains.

As of March 2021, air cargo continued to expand strongly with industry-wide cargo tonne-kilometres rising by 4.4% compared pre-crisis levels.



52 million MT
transported by air cargo annually

4.4%

increase of cargo tonne-kilometres compared pre-COVID levels

Adapting and responding to the impact of COVID-19 on Cargo Operations

The global pandemic affected our cargo operations. Ground handlers reduced the number of aircraft they were able to service, along with travel restrictions and operational uncertainty contributed to flight cancellations.

Cargo operations adapted to effectively and efficiently maintain a state of readiness for our customers and partners. Our network planning was coordinated to maximise belly hold carriage whilst working with reduced manpower. Other adaption and response measures included the conversion of six B777-300ER into Mini-Freighters and the rotation of fleet.



QATAR AIRWAYS | CARGO

Qatar Airways makes a positive contribution to the following Sustainable Development Goals under this topic:



SDG 8 UN Goal:

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



SDG 9 UN Goal:

Industry, innovation and infrastructure



SDG 13 UN Goal:

Take urgent action to combat climate change and its impacts by regulating emissions and promoting developments in renewable energy



SDG 15 UN Goal:

Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss





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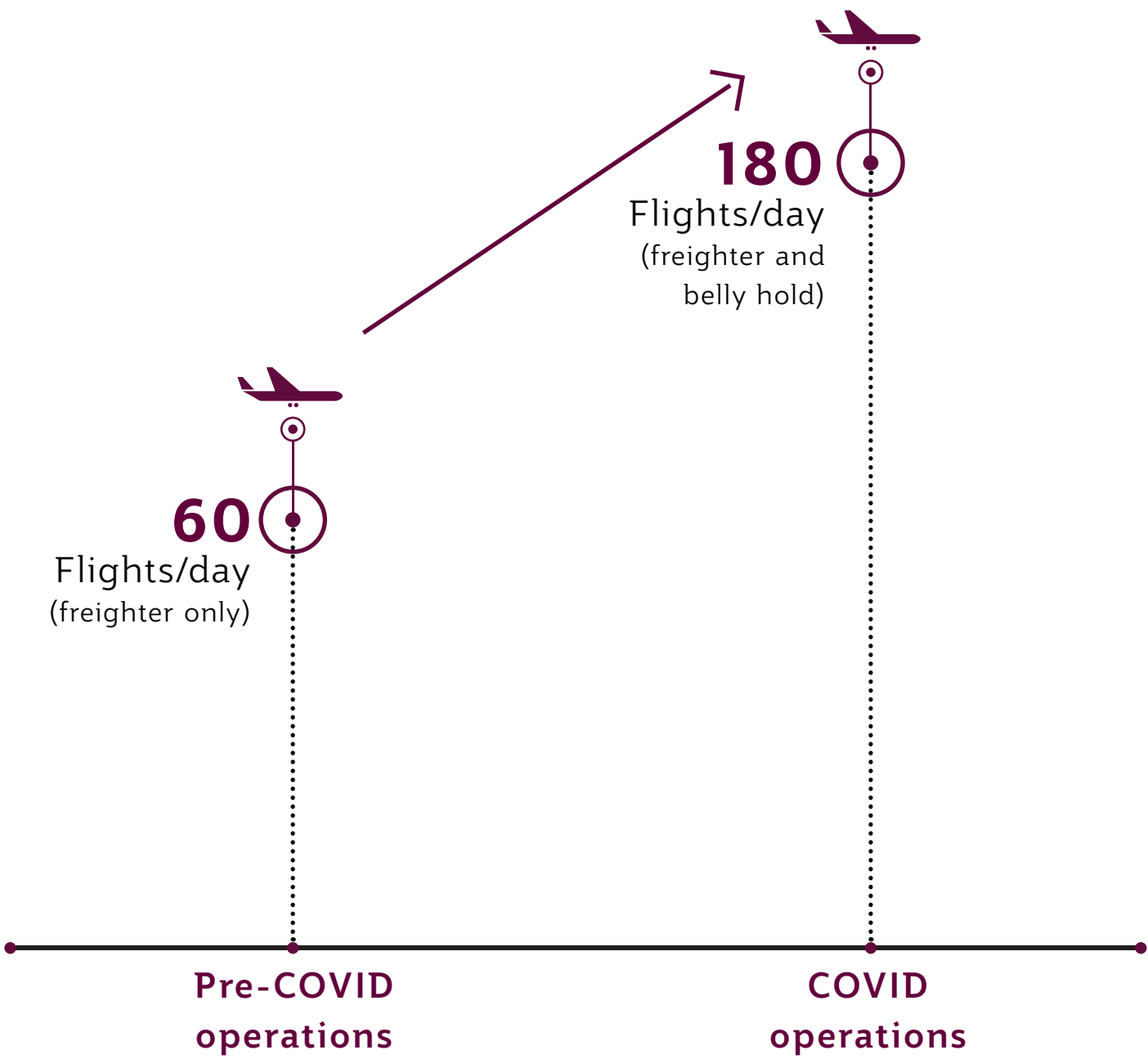
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Qatar Airways Cargo Network

Qatar Airways Cargo continued to analyse the network for greater optimisation and increased connectivity across our global network.

Cargo flights increased from pre-COVID operations of up to 60 flights per day (freighter only) to 180 flights per day during COVID (freighter and belly hold). The number of destinations doubled from 63 in 2019-20 to 122 destinations in 2020-21.

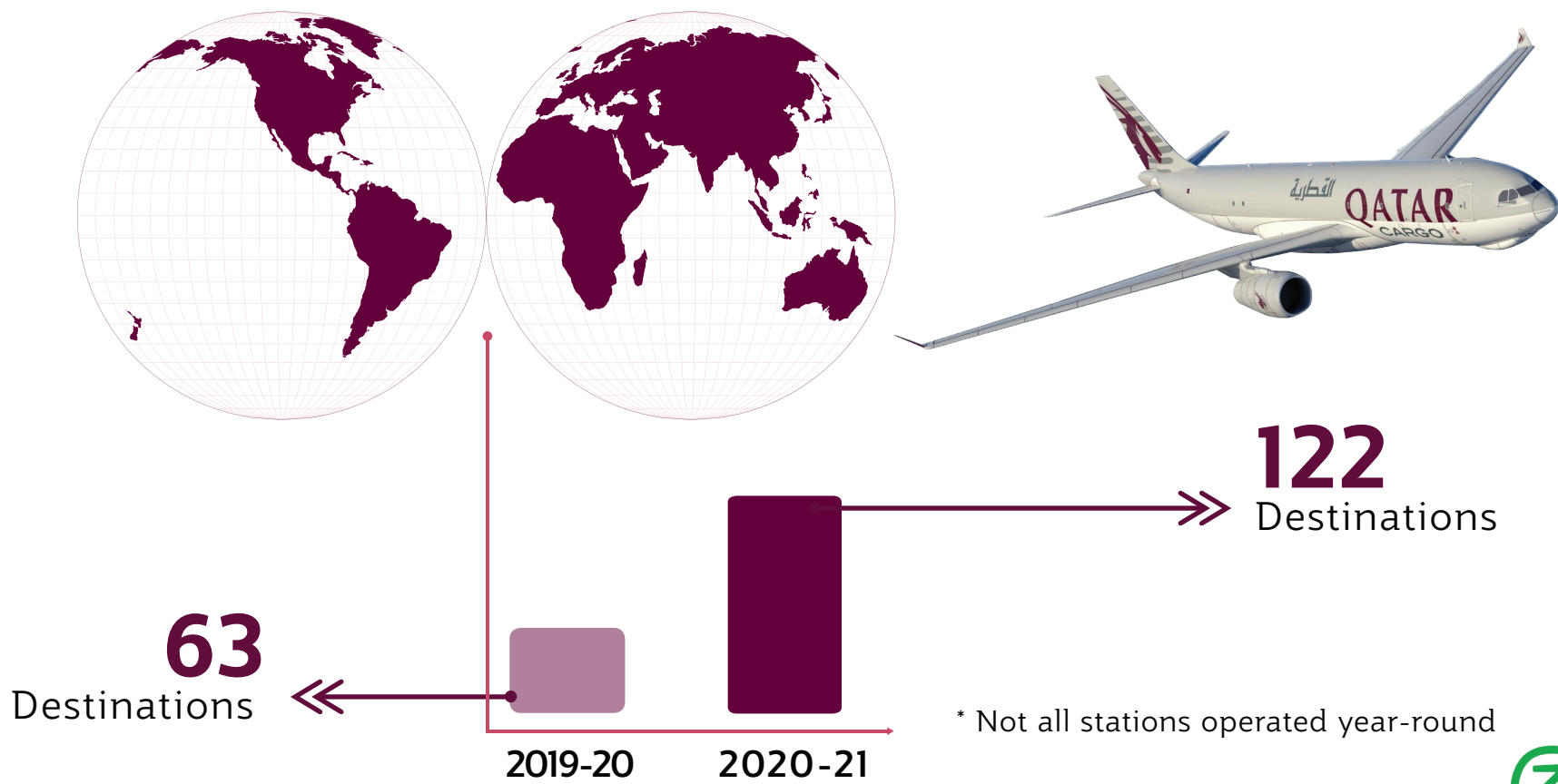
Qatar Airways Cargo operations increased to support pandemic challenges



Qatar Airways fleet list - 2019-20 & 2020-21 FYs

Aircraft Type	31 Dec 2019	31 Dec 2020	31 Mar 2021
A330-200F	05	04	-
777-F	21	24	26
747-8F	02	02	02
Total Freighters	28	30	28
Mini-Freighters		06	06
Pax-Freighters		21	12

Qatar Airways Cargo destination doubled during pandemic*





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Moving Cargo

In response to the impact of COVID-19, Qatar Airways Cargo adapted to the requirements of customers to meet specific demands such as the transport of vaccines, as well as the formation and establishment of new partnerships.

United Nations High Commissioner for Refugees Partnership

Qatar Airways entered into a two-year partnership with United Nations High Commissioner for Refugees (UNHCR), the UN Refugee Agency, to provide humanitarian relief and assistance to displaced people globally.

The agreement, which was signed in Doha on 19 May 2020, supports UNHCR deliver lifesaving support including water, medical care and hygiene materials to keep refugees, internally displaced people and host community members safe around the world.

Support for United Nations International Children's Emergency Fund

Qatar Airways Cargo signed a Memorandum of Understanding with United Nations International Children's Emergency Fund (UNICEF) covering a five-year period. This initiative prioritises the shipment of COVID-19 vaccines and critical supplies under UNICEF's Humanitarian Airfreight Initiative.

Qatar Airways Cargo's QR Pharma product provides temperature controlled airfreight for pharmaceuticals offering both active and passive solutions in cold chain logistics.



Qatar Airways Cargo will provide air cargo services for up to 400,000Kgs of essential supplies, which will be distributed to UNHCR operations worldwide



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Qatar Airways Cargo Medical Relief

Free Transportation of Medical Relief

Qatar Airways Cargo provided free air cargo transportation for Chinese Embassies and Consulates worldwide, carrying the first medical relief to Wuhan on 02 February 2020.

Throughout the pandemic, Qatar Airways transported more than 300 tonnes of cargo for the Chinese Embassies and Consulates in more than 15 countries.



02 February 2020

100,000

N95 masks

2,700

latex gloves

» 🏠 Chinese Embassy critical medical relief aid to hospitals in Hubei Province

Donation of Medical Supplies

Flew to Beijing, Shanghai and Guangzhou carrying 300 tonnes of medical supplies donated by the airlines to support China's COVID-19 relief efforts.



21 February 2020

300

tonnes of free
medical supplies

2,500,000

Face masks

500,000

Hand Sanitisers

» 🌐 **06** Freighters to Red Cross and Shanghai Government



Qatar Airways donated 300 tonnes of cargo to support China during the pandemic

DID YOU KNOW?





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International Freight Assistance Mechanism (IFAM) in Australia

Qatar Airways Cargo partnered with the Australian Government to restore critical global supply chains through the International Freight Assistance Mechanism (IFAM), an initiative by the Australian Government to help restore global supply chains for high-value Australian agricultural and fisheries producers affected by COVID-19 containment measures.

Through this initiative, the Australian Government partially offsets the cost of airfreight, reducing costs for exporters, ensuring continued transportation of their produce.

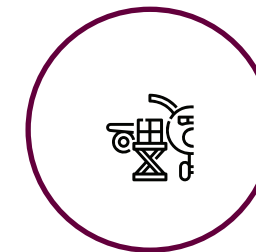
Qatar Airways Cargo and Qatar Development Bank

Qatar Airways Cargo and Qatar Development Bank partnered to support local manufacturers and offered discounted rates to Qatari manufacturers and current bank clients, holding a certificate of origin for their products to be exported to international markets.

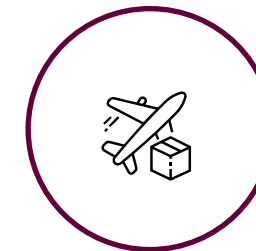
As the pandemic progressed, Qatar Airways Cargo helped transport essential supplies, pharmaceuticals, perishables and other vital cargo around the world. It continued to operate its scheduled freighters while operating more than 500 freight charters of relief goods, personal protective equipment and medical aid to impacted countries



Qatar Airways Cargo transported in March 2020 over **50,000,000 kg** of medical and aid supplies to impacted regions around the globe. This **equates to roughly 500 fully loaded Boeing 777 freighters**.



Converted six of its extended range passenger Boeing 777-300ER into Cargo-only flights which resulted in additional volume per flight.



Established a passenger-freighter schedule which saw QR Cargo rated in the top three at many stations.





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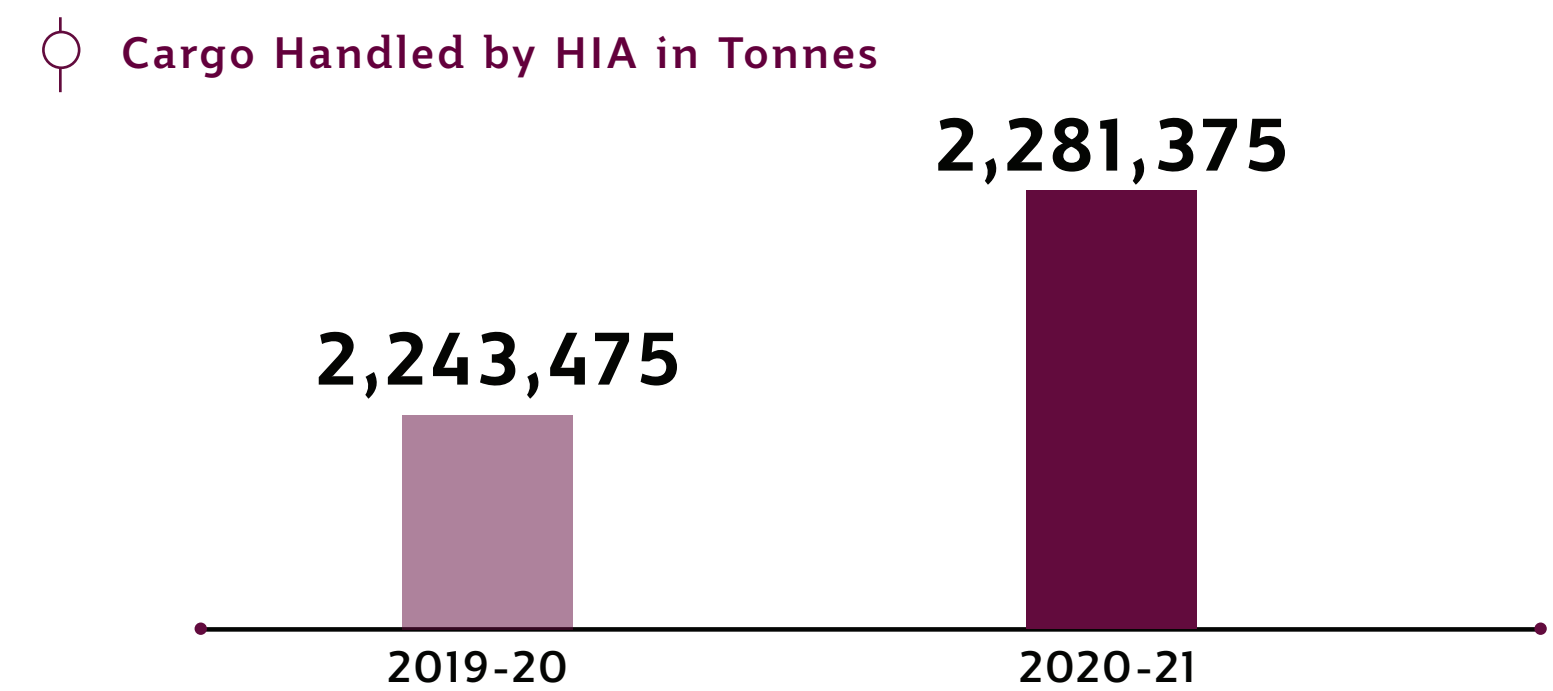
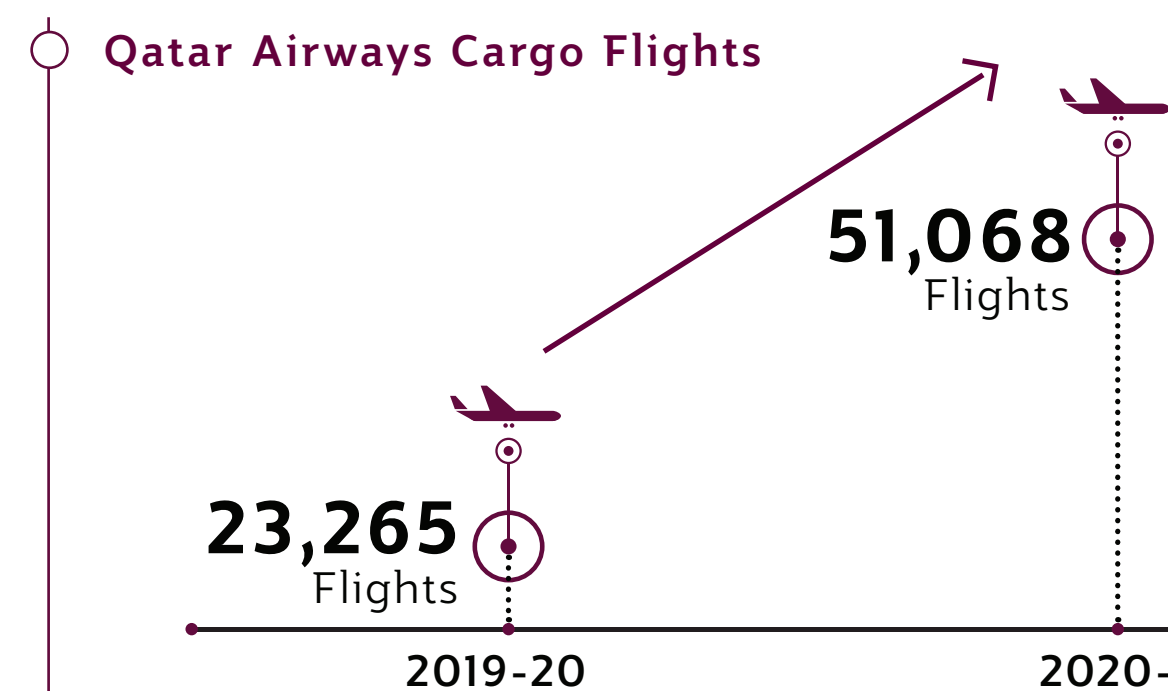


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Becoming the Largest Cargo Carrier

During the period of March – June 2020, our share of the air cargo market increased significantly. Based on the International Air Transport Association statistics, Qatar Airways became the largest cargo airline in the world (excluding express operator FedEx).

The addition of 30 new destinations to our network by June 2020 contributed to our ability to move cargo in response to increased market demand. In January 2021, Qatar Airways Cargo added three brand new Boeing 777 freighters to its fleet to support our long-haul scheduled routes as well as cargo charters.



Preparedness to Provide Humanitarian Aid

After adapting to the pandemic, and positioning ourselves to respond to global needs, we were able to use existing infrastructure and develop new measures to provide support to our stakeholders.

The following are examples of what we were able to achieve:

- » Investment in reefer trucks to provide services for time and temperature-sensitive goods.
- » Establish a COVID-19 Vaccine Response Plan.
- » Information sharing of our main pharma network capabilities on our website, in collaboration with our partner Validaide.
- » Skycell for Hybrid Pharma Containers – temperature controlled hybrid containers offering Cargo customers more choice, containers are 100% recyclable helping to eliminate landfill by preventing product waste and reducing a shipment's carbon footprint by up to 50%.
- » IATA's Centre of Excellence for Independent Validators (CEIV) Certification.





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Agreement with SkyCell for Hybrid Pharma Containers



SkyCell's hybrid containers are the IoT ('Internet of Things') enabled, meaning that their temperature conditions are monitored as they move around the globe to ensure temperature-sensitive pharmaceuticals are protected even under extreme conditions. With their efficient insulation and cutting-edge cooling technology, the containers can maintain steady temperatures for up to 202 hours (8.4 days) and self-recharge automatically in a cooling chamber or reefer truck.

With the addition of SkyCell's hybrid container to our existing range of pharma containers offer, customers now have a wider option when determining how to transport their pharmaceutical products. The significant investments in these hybrid containers and cold chain management is part of Qatar Airways Cargo's strategy and commitment to improving and enhancing its product offering. With such investments, we are able to provide logistical support to current global vaccination efforts.

As an industry leader, Qatar Airways Cargo facilitates fast transfers at Doha, using the Quick Ramp Transfer method (QRT). We are the only cargo carrier in the Middle East to offer refrigerated or 'reefer' truck services for ramp transfers at Hamad International Airport.

QR Pharma is Qatar Airways Cargo's specialist product developed for pharmaceuticals and healthcare cargo



It offers both active solutions to maintain a consistent temperature throughout the transportation chain as well as passive solutions that handle products within a desired temperature band during all stages of the journey

DID YOU KNOW?

IATA's Centre of Excellence for Independent Validators (CEIV) Certification



A key factor in the transportation of temperature-controlled and time-sensitive products, such as vaccines, is a requirement to meet pharmaceutical manufacturers' specifications. IATA has created the Center of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma), which is a programme that assists air cargo supply chains to achieve pharmaceutical handling excellence.

CEIV Pharma also addresses industry requirements for enhanced safety, security, compliance and efficiency, through the establishment of a consistent pharmaceutical product handling certification. Qatar Airways Cargo and Qatar Aviation Services have been awarded IATA's CEIV certification in pharmaceutical logistics, certifying our expertise and efficient handling of pharmaceuticals and life science products.

The certification encompassed key areas within Qatar Airways Cargo operations such as cargo warehouse and temperature-controlled sections at Hamad International Airport. This certification provides assurance to Qatar Airways Cargo customers and stakeholders that we transport their time and temperature-sensitive products in line with the highest industry standards.

» Benefits



Grow business
opportunities



Join international
industry associations



Promote IATA CEIV
Pharma trade lanes



Ensure robust
auditing



UNICEF Covax
Facility



Reduce customers'
complaints & claims





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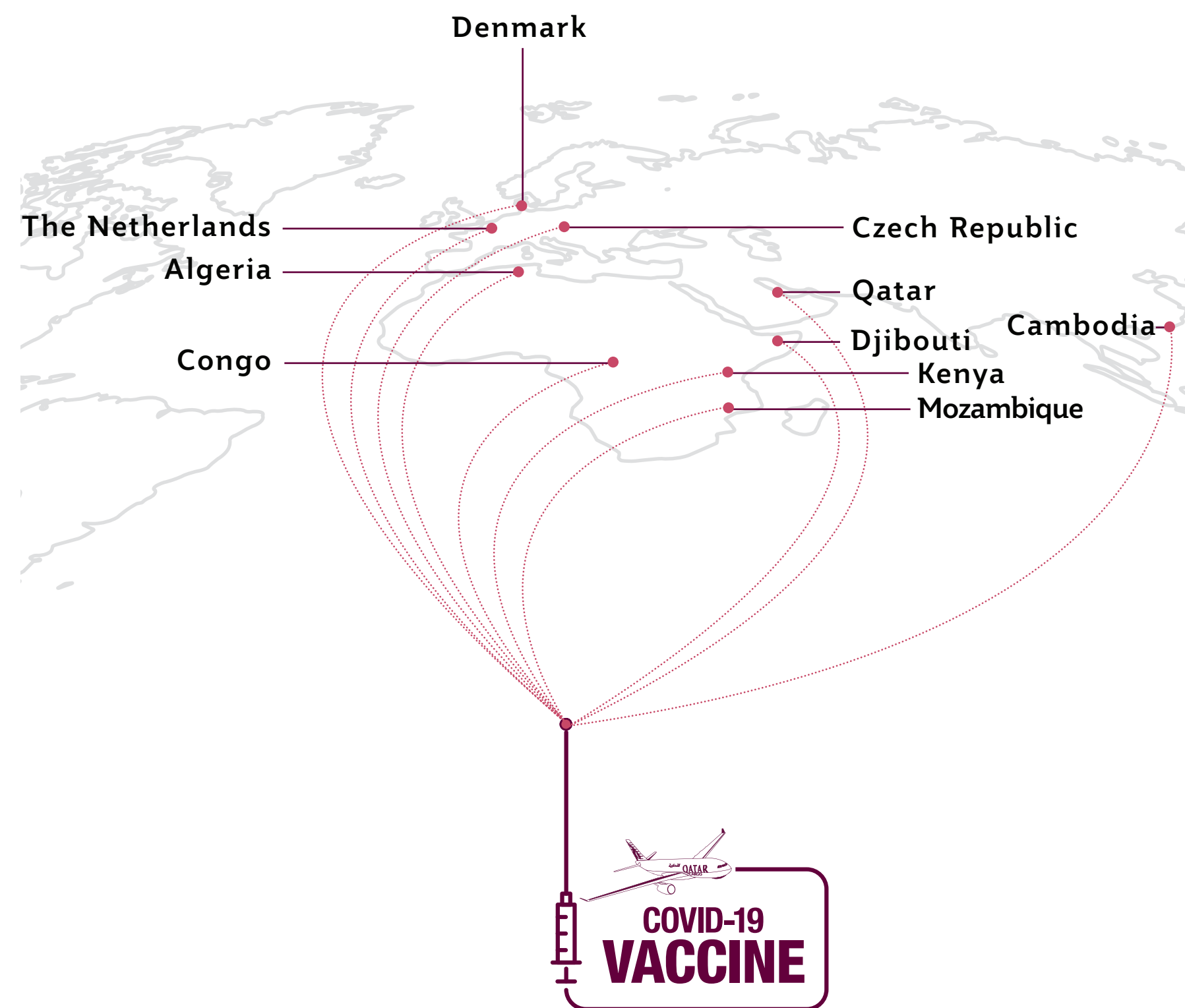


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COVID-19 Vaccine Response Plan

A COVID-19 Vaccine Response Plan was developed to ensure that our vaccination transport met the highest standard and compliance requirements. We undertook to map capacity requirements on the key destination lanes and introduced special product and handling codes for all COVID-19 vaccine shipments. These handling codes facilitated the prioritisation, monitoring and tracking processes for vaccines.

📍 As of 31 March, we transported 16 million vaccines into following countries:



Demonstrating Care and Commitment to People

During the pandemic, Qatar Airways Cargo remained committed to social responsibility. We were not only customer-centric, but also worked to ensure that communities and non-governmental organisations were at the center of our operations.

» Supporting UNICEF to transport COVID-19 vaccines across the globe



» Transported over 1.5 million doses of COVID-19 vaccine for the State of Qatar





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Transporting vaccines

Qatar Airways Cargo transported 56 SkyCell containers with vaccines for CEVA Logistics, one of the largest vaccine manufacturers worldwide. The 54 tonnes shipment, consisting of pneumococcal and varicella vaccines, were flown from Brussels to Mumbai via our hub in Doha on two separate flights.

The SkyCell containers were shipped from Brussels to Doha, where they were stored at our airside Climate Control Centre for pharmaceuticals, before connecting on to Mumbai the following day.

During the interim storage in the cold chamber, SkyCell's hybrid containers were able to recharge themselves, extending their long independent runtime for another 72 hours after arrival in Mumbai.

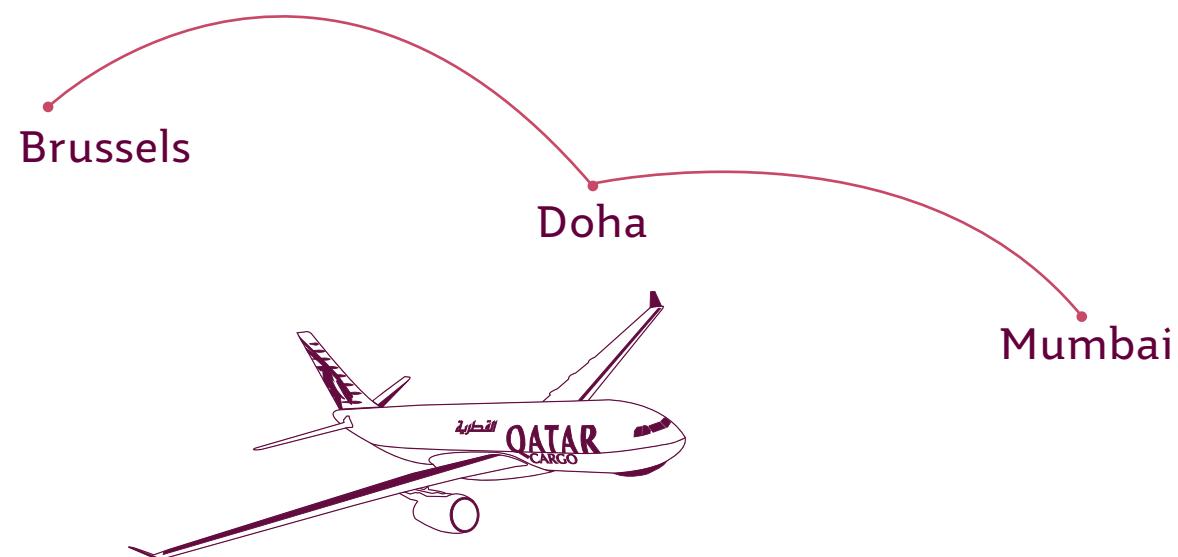


56

SkyCell containers with vaccines for CEVA Logistics

54 tonnes

Pneumococcal and varicella vaccines



With a strong focus on sustainability, these containers reduce a shipment's carbon footprint by up to 50%. Investment in these containers enabled the airline to support global vaccination logistic plans





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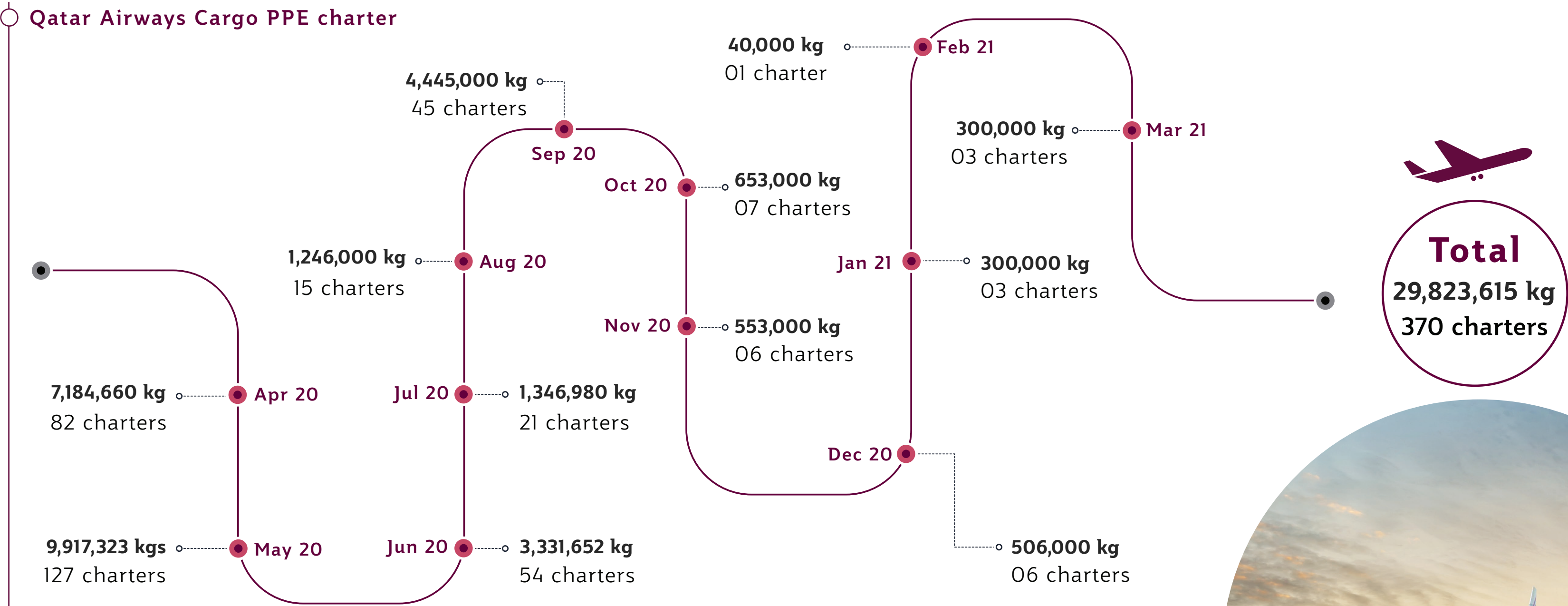
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Humanitarian Aid Transport Statistics



TOP 10 PPE charter destinations

CDG	LUX	DOH	ORD	FRA	BLL	MST	KWI	MAD	OSL
6,700,000	5,200,000	1,689,425	445,000	2,035,000	525,000	300,000	1,700,000	1,440,266	1,405,000
06	05	04	04	03	03	03	02	02	02

kg
Charters





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Commitment to Environmental Sustainability

Qatar Airways Cargo developed and launched an environmental initiative called WeQare in 2021.

WeQare our CSR Program has included environmental sustainability projects comprising of a series of actions in the form of chapters. These actions are based on the core pillars of sustainability - environment, society, economy and culture which will be implemented at all levels of our business. Whilst our environmental commitment and actions started well before the pandemic, this project captures all our initiatives as a longer term vision and strategy.

Sustainability Activities Prior to WeQare

Eric the Rhino

Qatar Airways Cargo in collaboration with animal transport specialist Intradco Global safely flew Eric, a 1,157 kilograms black rhino from San Diego Zoo in California to his new home in Tanzania, for the Singita Grumeti Fund



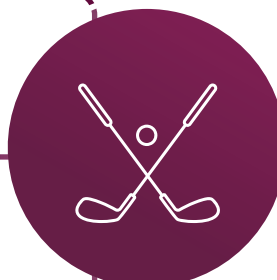
Dan Ferrante Golf Sponsorship

Qatar Airways Cargo Golf sponsored Dan Ferrante, which donated to various cancer care organisations such as St. Jude Children's Research Hospital



UPS Golf Sponsorship

Qatar Airways Cargo annually supports this event as proceeds are donated to United Way



QR Cargo supports Wema in Mombasa

130 children from the Wema Centre in Mombasa were delighted to receive gift packages during a special tour of one of our aircraft at Mombasa International Airport in Kenya



QR AMS supports the High Fly Foundation

The Dutch QR team prepared another event in collaboration with "Stichting Hoogvliegers" (High Fly Foundation). This foundation provides opportunities for sick and disabled children



Charlotte Booth HR team

Qatar Airways Cargo and QAS Cargo continued its support of Charlotte Booth HR team to facilitate the shipment of Christmas donations to children in Sri Lanka with the assistance of our customer Expolanka at the destination





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Cargo WeQare Project

The following initiatives were developed and added under the WeQare project umbrella.

- » **'1 Million Kilos'** is the first chapter of this sustainability project where charities were able to use the services of Qatar Airways Cargo, free of charge.
- » **'Rewild the Planet'**, launched in February 2021. To show our commitment to preserving wildlife and endangered animals, Qatar Airways Cargo pledged to transport wild animals back to their natural habitat, free of charge.

Light Aircraft Technologies

Under the umbrella of the Qatar Airways Group Corporate Fuel Programme, we monitor the following initiatives to reduce the weight of freighter aircraft:

- » Weight reduction for mini-freighters - removal of non-essential items when converting from passenger aircraft such as seats and portions of the galleys.
- » Removal of Flight Service Kit including wheels, hydraulic oils, engine oil and tools and spares.
- » Removal of Cargo Locks on Boeing 777F aircraft.
- » Optimised Catering, reducing the dry supply by up to 50% compared to the original standard.
- » Optimised potable water, carrying only the required level of potable water in the freighter aircraft.



WeQare consists of a series of positive and impactful actions based on the core pillars of sustainability - environment, society, economy and culture and are implemented at all levels of cargo's business



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Other Environment Initiatives

Creating Awareness on Environmental Footprint

A video was created to raise awareness on the individual actions employees can take to improve their own environmental footprint.



Carbon and Waste



Reduction of single use plastics

- » Provided stainless steel branded water bottles for the whole cargo network as well as QAS Cargo.
- » Replaced small water bottles with reusable business class glasses to be used for guests and in meeting rooms.
- » Bins are emptied without taking the bag in case the bin is contaminated.
- » Sharing small individual bins in order to reduce the amount of plastic garbage bags even further.



Recycling and Reduction of paper usage

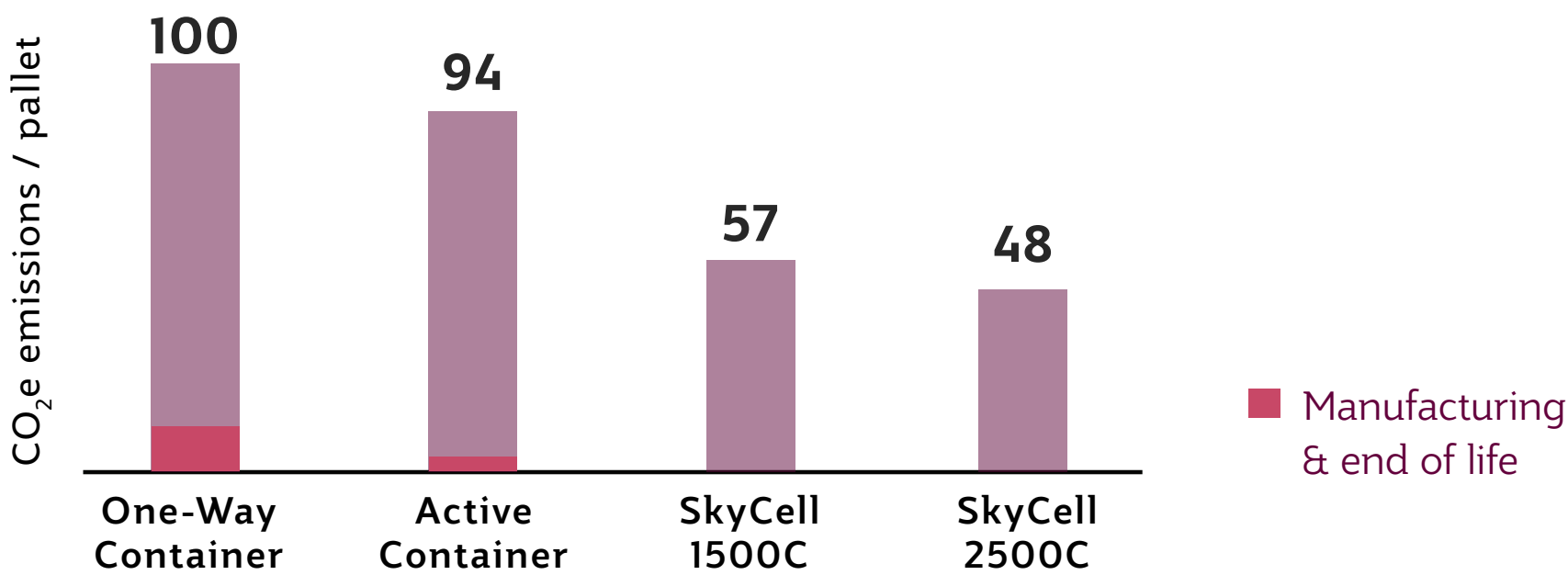
- » Introduced a green box initiative in our cargo office to re-use single side printed papers.
- » Introduced recycling bins at cargo terminal offices.



Reduction of CO₂ emissions

- » Offered public transportation into cargo terminal as an option.
- » Introduced carpooling to our cargo staff working at the cargo terminal.
- » Used reusable hybrid Skycell containers which reduce CO₂ emissions and medicine spoilage rates.
- » Replaced diesel with battery powered equipment.

CO₂e Emissions: Transport of Pharma products from Airport to Airport





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Annex

Assurance Statement

Context

VERIFAVIA SARL (‘VERIFAVIA’) has been engaged by the Qatar Airways Group to perform an independent verification with limited assurance of the scope 1, 2 and select scope 3 carbon inventory data of the following business entities for fiscal year 2020 (April 1, 2020 – March 31, 2021) as presented in the Qatar Airways Group’s Carbon Footprint report. Scope 2 emissions were calculated using location-based emission factors. Scope 3 emissions consisted of purchased electricity only.

Qatar Airways Structure and Business Units	Scope 1 and Scope 2	
	Sources	Emissions (X 1000 t CO ₂ eq)
Airlines		
Qatar Airways	Aircraft, vehicles, electricity	14,116
Qatar Executives		
Other Branches		
Qatar Distribution Company	Vehicles, ground equipment, waste incinerators, boilers & ovens, electricity	61
Qatar Aviation Services		
Qatar Duty Free Company		
Qatar Duty Free Company & Beverage		
Qatar Aircraft Catering Company		
Discover Qatar		
Hotel Management		
Dhiafatina for Hotels	Boilers, catering units, heating / kitchen, electricity	10
Airport Management		
Hamad International Airport*	Vehicles, waste incinerators, generators, electricity	146

* Scope 3 purchased electricity emissions have been included for electricity consumption of staff accommodation buildings and tenants at Hamad International Airport that are not part of the QR Group.

All other information in the Qatar Airways Group’s Carbon Footprint report is not subject to our assurance engagement and we do not report and do not opine on this information.

The Aeropolitical and Corporate Affairs Department of the Qatar Airways Group is responsible for the preparation and presentation of the Qatar Airways Group’s Carbon Footprint report, including the reported annual environmental data and information presented therein. We are responsible for providing an Assurance Statement on the reported annual environmental data presented in the Report. VERIFAVIA disclaims any liability or responsibility to a third party for decisions, whether investment or otherwise, based on this Assurance Statement.

Criteria

The criteria used by the Qatar Airways Group to report the carbon inventory data is the Greenhouse Gas Protocol – “A Corporate Accounting and Reporting Standard” (Revised Edition).

For Hamad International Airport Qatar, the carbon inventory data is also based on the requirements of the Airport Carbon Accreditation programme (Airport Carbon Accreditation Guidance Document Issue 12, November 2020).

- We conducted the independent audit based on the following verification criteria:
- » ISO 14065:2013 – Greenhouse gases – requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition
 - » ISO 14064-3:2019 – Greenhouse Gases – Specification with guidance for the validation and verification of greenhouse gas emissions and removals
 - » Chapter 10 of the Greenhouse Gas Protocol – “A Corporate Accounting and Reporting Standard” (Revised Edition)
 - » Section 10 of the Airport Carbon Accreditation Guidance Document Issue 12, November 2020





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Responsibilities

Qatar Airways Group is solely responsible for the preparation and reporting of their carbon inventory data, for any information and assessments that support the reported data, for determining the group's objectives in relation to carbon information and management, and for establishing and maintaining appropriate performance management and internal control systems from which reported information is derived.

In accordance with the verification contract, it is our responsibility to form an independent opinion, based on the examination of information and data presented in the Carbon Footprint report, and to report that opinion to the Qatar Airways Group. We also report if, in our opinion:

- » the carbon inventory data is or may be associated with misstatements (omissions, misrepresentations, or errors) or non-conformities; or
- » the verification team/verifier has not received all the information and explanations that it requires to conduct its examination; or
- » improvements can be made to the group's performance in monitoring and reporting of carbon inventory data.

We conducted our examination having regard to the verification criteria documents listed above. This involved a virtual site visit on 31 August 2021, to interview the staff responsible to give us reasonable assurance that the amounts and disclosures relating to the data have been properly prepared in accordance with the requirements of the Greenhouse Gas Protocol in terms of relevance, completeness, consistency, transparency, and accuracy. This also involved assessing where necessary estimates and judgements made by the Qatar Airways Group in preparing the data and considering the overall adequacy of the presentation of the data in the Carbon Footprint report.

Independence statement

We confirm that VERIFAVIA and the verification team are independent of the Qatar Airways Group and have not assisted in any way with the development of the carbon inventory or in the preparation of any text or data provided in the Carbon Footprint report, except for this Assurance Statement.

Opinion

We conducted a verification of the carbon inventory data reported by the Qatar Airways Group in its Carbon Footprint report and presented above. Based on the verification work undertaken to reasonable assurance, these data are fairly stated and contain no material misstatements or material non-conformities.



Paris, 09 December 2021

Nicolas DUCHÊNE, COO & VP Technical, VERIFAVIA SARL





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