

# Sustainability Report 2021/2022



**QATAR AIRWAYS GROUP**  
مجموعة الخطوط الجوية القطرية





His Highness  
Sheikh Hamad bin  
Khalifa Al Thani  
The Father Amir



His Highness  
Sheikh Tamim bin  
Hamad Al Thani  
Amir of the State of Qatar

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# United Nations Sustainable Development Goals

Qatar Airways Group has taken a bold step towards fostering and supporting sustainability across the whole organisation and its operations. This steadfast commitment is showcased in its recently unveiled Qatar Airways Group Sustainability Report for the fiscal year 2021/2022, where the airline highlights its dedication and contribution to achieving sustainable development.

Qatar Airways is always keen to engage with all stakeholders to meet its corporate commitments and regulatory compliance, explore new initiatives and collaboration for connecting people and the global economy within a globally-connected network while bringing prosperity and a sustainable future.

## Qatar Airways commits to sustainability aligning with UN Goals

Qatar Airways Group has been playing a role in 15 of the 17 interlinked United Nations Sustainable Development Goals (SDGs) and supporting the strategic objectives adopted by the UN specialised aviation-body, the International Civil Aviation Organization (ICAO). Aligned with the aviation industry, Qatar Airways Group is fully committed to connecting people and nations, helping in small ways to create and preserve friendship, understanding and cooperation around the world for a sustainable future.



**SDG 01.**  
**No Poverty**



**SDG 02.**  
**Zero Hunger**



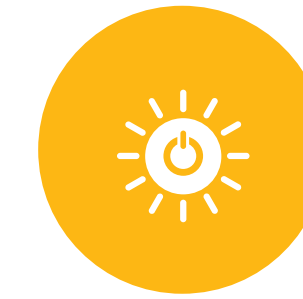
**SDG 03.**  
**Good Health and Well-Being**



**SDG 04.**  
**Quality Education**



**SDG 05.**  
**Gender Equality**



**SDG 07.**  
**Affordable and Clean Energy**



**SDG 08.**  
**Decent Work and Economic Growth**



**SDG 09.**  
**Industry, Innovation, and Infrastructure**



**SDG 10.**  
**Reduced Inequality**



**SDG 11.**  
**Sustainable Cities and Communities**



**SDG 12.**  
**Responsible Consumption and Production**



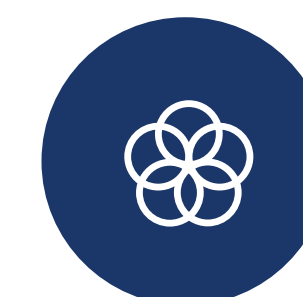
**SDG 13.**  
**Climate Action**



**SDG 15.**  
**Life on Land**



**SDG 16.**  
**Peace, Justice, and Strong Institutions**



**SDG 17.**  
**Partnerships to Achieve the Goal**

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# Introduction from Qatar Airways Group Chief Executive Officer

I am delighted to present Qatar Airways Group' Sustainability Report for the year 2021-2022. This report provides a comprehensive overview of our commitment to sustainability, our efforts to overcome the challenges posed by the COVID-19 pandemic and our achievements.

The COVID-19 pandemic has had an unprecedented impact on Qatar Airways Group. During this crisis, we continuously tested our resilience and our ability to adapt and respond, adjusted our operations to comply with different country travel restrictions and meet changing demand patterns to maintain essential air services, supported global supply chains and reuniting families, whilst ensuring the health and well-being of our passengers and employees by implementing rigorous safety protocols.

While navigating the pandemic, we remained steadfast in our pursuit of sustainability goals and environmental responsibilities, and took important steps to adopt sustainability as an urgent priority to reduce our emissions.

We are at the forefront of environmental protection, taking our responsibility seriously and remain committed to protecting our planet.

**As we emerge from the turbulent times of the pandemic, Qatar Airways Group fully recognises the need to rebuild, adapt and embrace a more sustainable future for the aviation industry.**



**We recognise that, although reaching the aviation industry ambitious climate target would be a challenge, Qatar Airways Group is determined to work with all stakeholders to advance the decarbonisation of our sector.**



Throughout the reporting period, we continued our efforts to reduce our emissions, enhanced our energy efficiency and improved our waste management, while exploring the use of sustainable aviation fuel as one of the key pillars to decarbonise the aviation industry.



**Eng. Badr Mohammed Al-Meer**  
Qatar Airways Group Chief Executive Officer

We also understand our responsibility to respond to industry key drivers such as the global net zero commitments. As an industry leader, we remain committed to sustaining these initiatives despite the unprecedented challenges posed by the pandemic.



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# Introduction from Qatar Airways Group Chief Executive Officer

In line with our commitment to sustainable practices, we continue to invest in the most modern fleet and advanced aircraft technology, implement fuel optimization projects, improve flight paths, and we never stop working towards more efficient operations. These advancements have enabled us to achieve significant fuel savings, reduce our carbon footprint and contribute to a cleaner environment. Through all these actions, Qatar Airways Group is steadily moving forward on its path to achieving net zero emissions by 2050.



As we look ahead, we recognise that the transition phase after the pandemic presents a very unique opportunity to build a sustainable future within aviation. We remain committed to embedding our sustainability initiatives into every aspect of our operations, effectively from airspace to waste management; ensuring that our network growth is balanced with social responsibility and environmental commitments.

During the year 2021-22, we celebrated 25 years of operations since the relaunch of the airline, maintaining strong performance and growing profitability even during the most difficult period in the global airline industry. I am extremely proud of the decisions we have made to embrace efficiency whilst continuously engaging in sustainable initiatives.

I would like to express my deepest gratitude to our valued customers for their trust during these challenging times, and to all Qatar Airways Group employees who displayed remarkable dedication and resilience, ensuring the continuity of operations and providing exceptional customer service even under the most difficult circumstances.

“ Qatar Airways Group’s focus on sustainability extends beyond our environmental initiatives; it also encompasses our commitment to ethical business practices, community engagement, employee well-being and gender equality. ”

**Eng. Badr Mohammed Al-Meer**  
Qatar Airways Group Chief Executive Officer



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# Awards and Recognition

**It is not just our reputation for outstanding customer experience that has kept the Qatar Airways brand in the public focus during 2021/2022.**

Our ongoing commitment to environmental protection and sustainability, as part of our corporate strategy, has also been at the forefront of our mandate.

## Some of our 2021/2022 achievements in the field of sustainability

- The first air carrier in the Middle East to join;
  - the IATA Turbulence Aware data exchange platform
  - the ICAO Global Coalition for Sustainable Aviation
- The roll out of our bespoke e-learning programme to increase environmental sustainability awareness amongst staff
- The collaboration with **oneworld®** alliance in developing the outline to achieve net zero emissions by 2050, and committing to a collective target of using sustainable aviation fuel (SAF) for 10% of combined fuel volumes by 2030
- Qatar Airways becomes the first carrier to join the IATA CO2NNECT platform, launching its new voluntary carbon offsetting programme for air cargo shipments
- The successful transportation of seven lions to nature reserves in South Africa free of charge, as part of our Rewild the Planet initiative, under the WeQare sustainability programme
- The first air carrier to make a carbon transaction on the IATA Aviation Carbon Exchange (ACE) via IATA Clearing House (ICH) and open a new chapter in the promotion of innovation towards environmental sustainability and voluntary carbon offsetting programmes our unrivalled track record of earning the highest of industry awards.



## Our Accolades

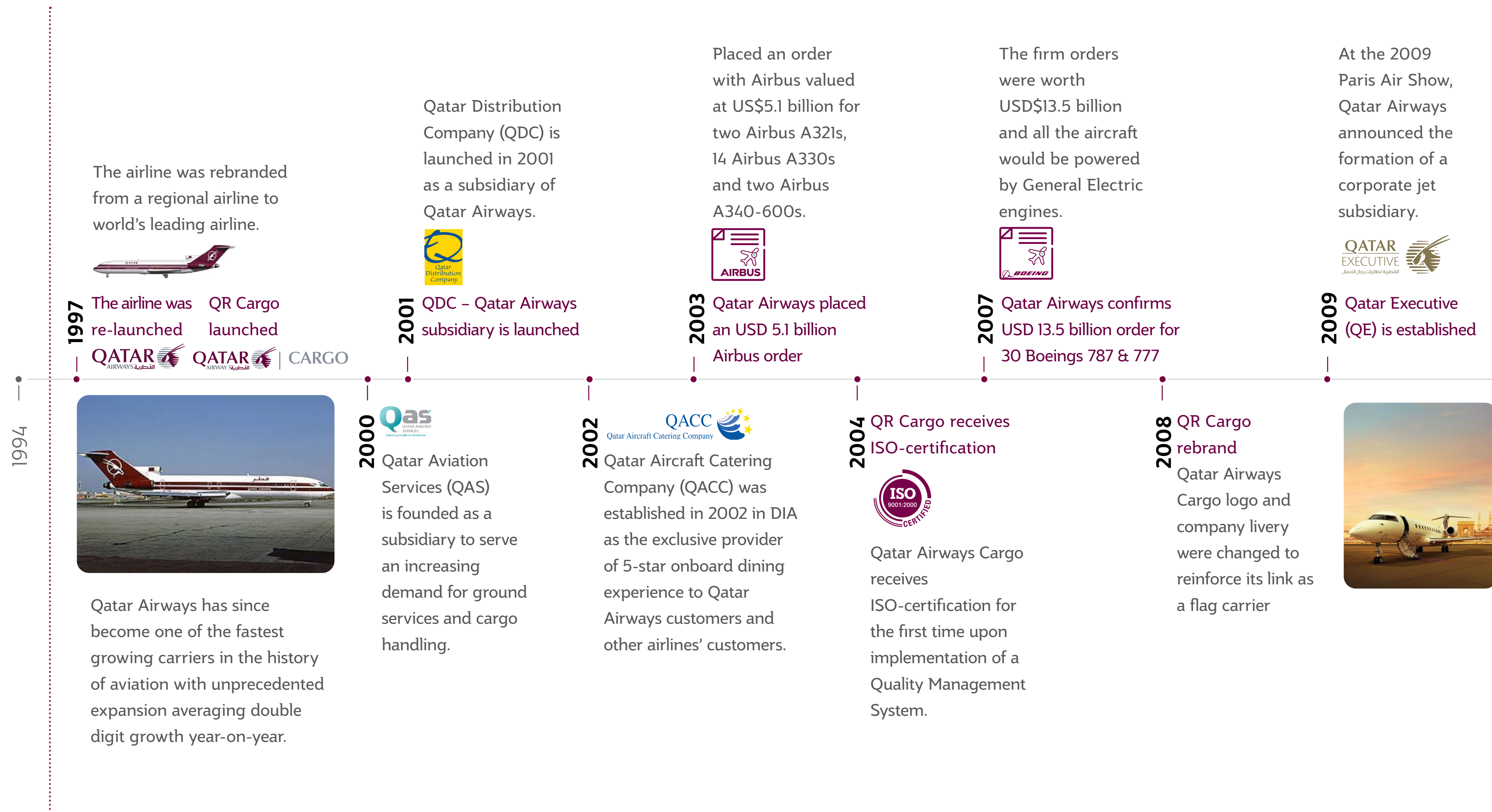
In July 2021, Qatar Airways was named as ‘Best Airline of the Year’ and ‘Best Business Class’ in the Airline Ratings Awards, closely followed by the industry’s most prestigious accolade of ‘Airline of the Year’ for a recordbreaking sixth time in the Skytrax World Airline Awards in September 2021. This is in addition to recognition of the airline’s hub, Hamad International Airport (HIA), as ‘Best Airport in the World 2021’ in the Skytrax World Airport Awards in September 2021. The airline rounded off its award-winning year with the title of ‘World Class’ airline and ‘2022 Five Star Global Airline’ at the APEX/ IFSA Awards, in addition to securing two further accolades in the APEX Passenger Choice Awards® in December 2021.

Qatar Airways Cargo also earned three major industry awards during the 2021/2022 Financial Year, including ‘Cargo Operator of the Year’ at the ATW Airline Awards; ‘Cargo Airline of the Year’ , and ‘Air Cargo Industry Achievement Award’ at Air Cargo Week’s World Air Cargo Awards.

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# 25 years of Excellence



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# 25 years of Excellence

The airline takes delivery of its first two wide-body freighters, setting the foundation of its transition to a full service cargo air carrier



**2010** Qatar Airways takes delivery of its first two B777 freighters



**2011**

- Qatar Airways ‘World’s Best Airline’ by Skytrax
- Qatar Airways Cargo 100<sup>th</sup> destination worldwide. For the first time in history, its global network comprised of a combination of 100 passenger and freighter destinations.



**2012** Qatar Airways partners with Educate A Child

**2013**

- Qatar Airways joined oneworld global alliance
- Qatar Airways launched its mobile application
- QR Cargo signs the IATA e-AWB agreement
- QR Cargo signs the IATA e-AWB agreement, underlining its commitment towards sustainability projects and e-initiatives to improve overall business and industry performance.



**2014** Hamad International Airport, one of the most elaborate Greenfield airport was opened



- Oryx International School is launched
- QR Ground Services launched Blacklist Passenger Module

**2016**

**2015**

- Qatar Executive awarded:
- Best Business Aviation Operator of the Year
- First Business Aviation Operator in Middle East
- EASA TCO Safety Certificate

QR Cargo implemented CROAMIS digital, website & mobile app

**2017**

- QR Cargo’s first B747 freighter
- QR Cargo begins operating its first B747 freighter to tackle increasing cargo demand. Air cargo demand for perishables increases from 180 to 900 tonnes per day.
- QR Ground Services launched (Concierge) Automated tool used for all stations for special assistance, handling of CIP, MAAS and VIP customers. Stations receives the alerts and notification with an HPC in CM.



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# 25 years of Excellence

The BP is scanned at secondary points to reconcile with customer boarded in ALTEA DCS to avoid unmanifested customers.



Qatar Airways Ground Services Deployed Boarding Reconciliation Scanners

2018

2019

- World's Number 1 Cargo Carrier
- Qatar Airways Cargo automated station briefing sheet
- Qatar Executive became the pole-to-pole world speed record holder
- Qatar Airways Ground Services automated the Check-In counter Automated in-house Document Check Scanning ADC App developed internally.



QATAR AIRWAYS | CARGO

2020

- Qatar Airways Cargo launched ESG programme: WeQare
- Qatar Executive wins Luxury Private Jet of The Year

2021

- Qatar Airways Cargo WEBCARGONET launched
- Qatar Executive largest G650 operator globally
- Qatar Airways switched from Qmiles to Avios



Avios to pay up to 50% of your flight booking using Cash + Avios.



- Discover Qatar – Launched Whale Sharks of Qatar Tours
- Qatar Airways Cargo ordered 50 Boeing 777-8
- Ground Services – eBag Tags Integration
- Qatar Executive CAMO implementation/certification
- Qatar Distribution Company Hotel Park store opened

2022

- Qatar Executive fleet optimized with a large order of Gulfstream G700 aircraft
- Qatar Airways wins Skytrax's Airline of the Year
- Qatar Airways named Official Airline Partner of FIFA World Cup Qatar 2022™



QATAR AIRWAYS

OFFICIAL AIRLINE PARTNER



QATAR AIRWAYS القطرية

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# Qatar Airways Group Overview

With its corporate headquarters in Doha, Qatar, the Qatar Airways Group is wholly owned by the State of Qatar<sup>1</sup>, 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 (HIA) and Doha International Airport (DIA).

## Qatar Aviation Services

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

## Qatar Distribution Company

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

## Oryx International School

Oryx International School is an independent school exclusively for the children of employees of Qatar Airways and its approved subsidiaries and delivers a five-star British curriculum for boys and girls aged 3 to 18.

## Qatar Aircraft Catering Company

Qatar Aircraft Catering Company (QACC) is the largest single-building airline catering facility in the world, offering best-in-class services and products to Qatar Airways, other airlines, premium lounges, duty free outlets, and staff dining facilities, producing more than 175,000 five-star meals per day.

## Qatar Duty Free

Qatar Duty Free operates the retail and food and beverage division at 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.

<sup>1</sup> 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.

## Discover Qatar

Discover Qatar is the destination management division of Qatar Airways and proud partner of the Qatar Tourism.

Through partnerships with other outstanding individuals and organisations, Discover Qatar's task is to advance Qatar as a premium tourist destination.

## Dhiafatina Hotels

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

## Qatar Airways Internal Media Services

Qatar Airways Internal Media Services manages the portfolio of advertising opportunities across the Qatar Airways Group including HIA, Qatar Airways and Qatar Executive.



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# Qatar Airways



## Qatar Airways Group has remained steadfast and committed in rebuilding our organisation as we emerge from the global pandemic.

Despite the unprecedented impacts to the worldwide air transport industry, Qatar Airways' strong resilience and overall dedication has created new paradigms throughout the sector.

As we continued to navigate these uncharted territories during the post-pandemic phase of the crisis, Qatar Airways achieved many accomplishments and surpassed numerous goals that have brought us to this point in time where we celebrate a remarkable year of record-breaking milestones.



At Qatar Airways, we are excited about the journey ahead into the future. As an airline with over 25 years of proven and recognised excellence, we remain optimistic and ready to resume and launch more routes, keep expanding our network and working hard to achieve our sustainability goals and environmental responsibilities, especially as travel continued to rebound.

## During this period, Qatar Airways lead the recovery of the aviation industry reaching more than 140 destinations



through the resumption and launching of flights to previous and new destinations whilst boosting confidence from our customers to rely on us as the airline they can trust.

As the national carrier of the State of Qatar, Qatar Airways Group mitigated the detrimental impacts from the COVID-19 pandemic through the successful implementation of a comprehensive and robust strategy that allowed a more sustainable and resilient business.

Our success was further substantiated by the International Air Transport Association (IATA) who reported that Qatar Airways' growth accounted for more than 4.89% share of the global international passenger traffic in April 2021.



Across the reporting period, Qatar Airways continued to expand its network throughout various regions during the recovery phase. Our network expansion provided a greater choice for travel and enhanced connectivity for our customers.



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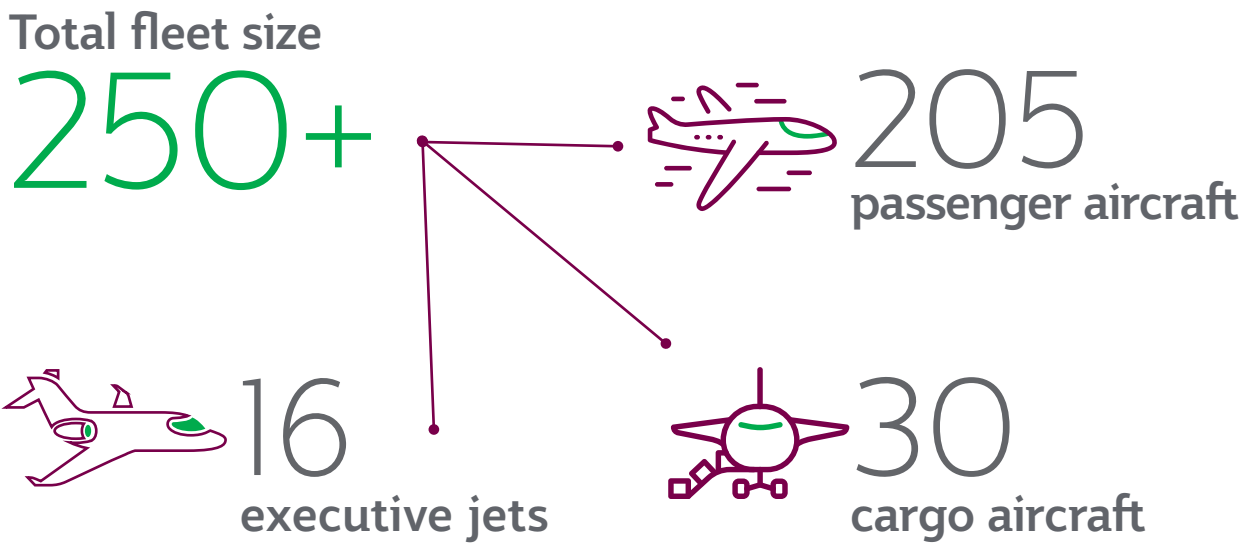


## Fleet

Qatar Airways has maintained its strategy to invest in next generation aircraft. The airline is globally renowned for having one of the world's youngest aircraft fleet with an average age of approximately five years. Qatar Airways continues to fly one of the most modern technologically advanced aircraft fleets in the industry powered by the latest generation fuel-efficient jet engines.

During 2021-22, Qatar Airways faced capacity limitations that were beyond the airline's provision. Despite these setbacks, we continued to persevere and institute additional measures to mitigate these unforeseen circumstances, especially during the ease of COVID-19 restrictions and increased demand for travel.

### Qatar Airways fleet

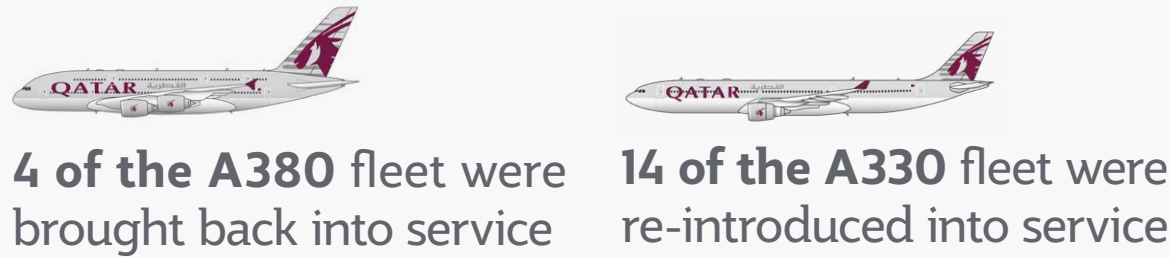


### Qatar Airways announced a new order of up to:

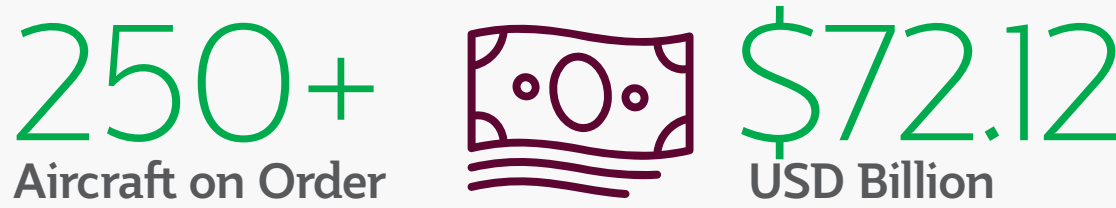
50 - B777-8 Freighters,  
2 - B777 current generation freighters



### A few of the measures introduced to meet our commercial needs were:



With more than 250 aircrafts worth over US\$72.12 billion still on order, Qatar Airways has continued to grow and expand its fleet and global network.



### Qatar and Boeing also signed a MoU for:

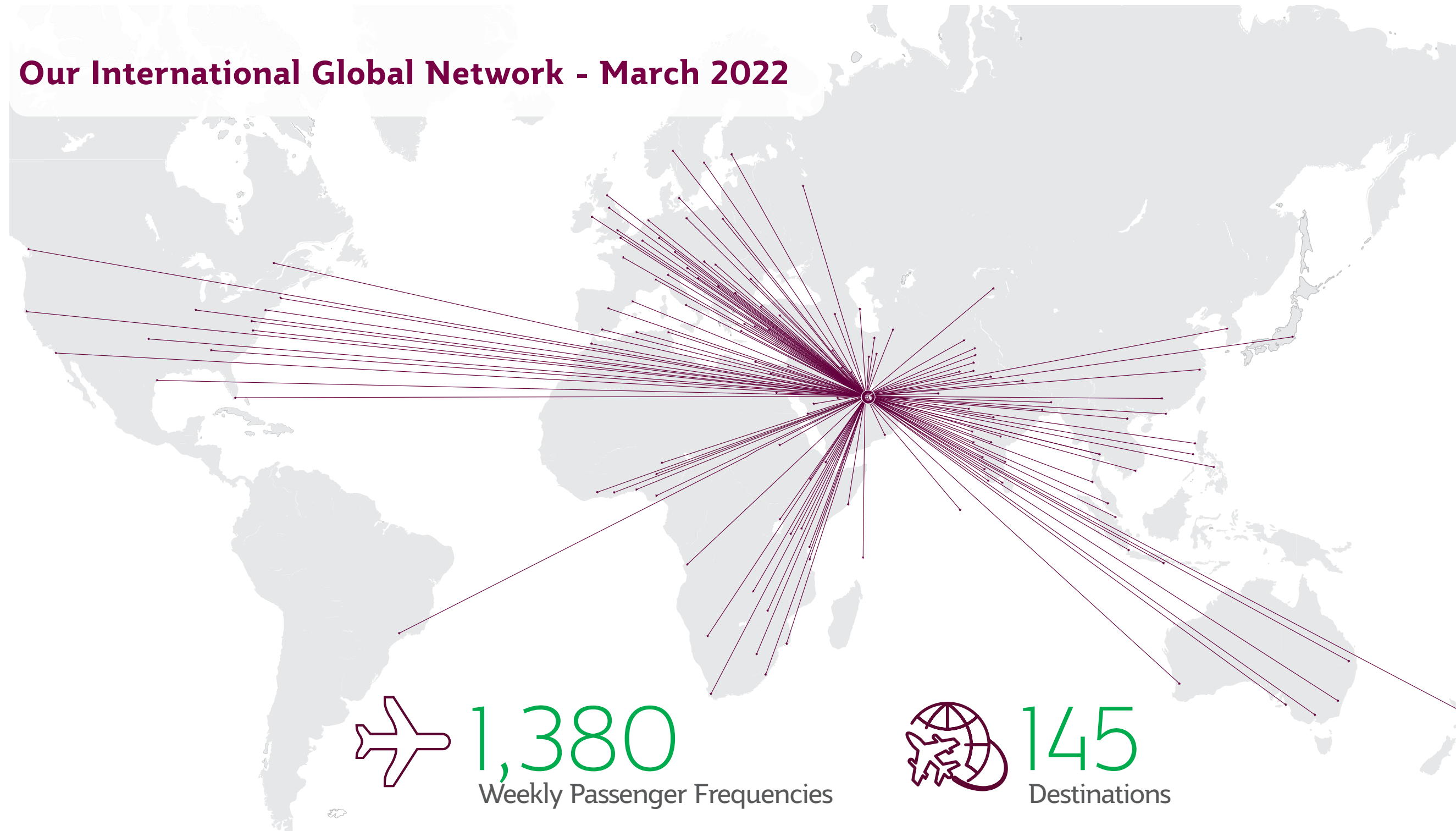


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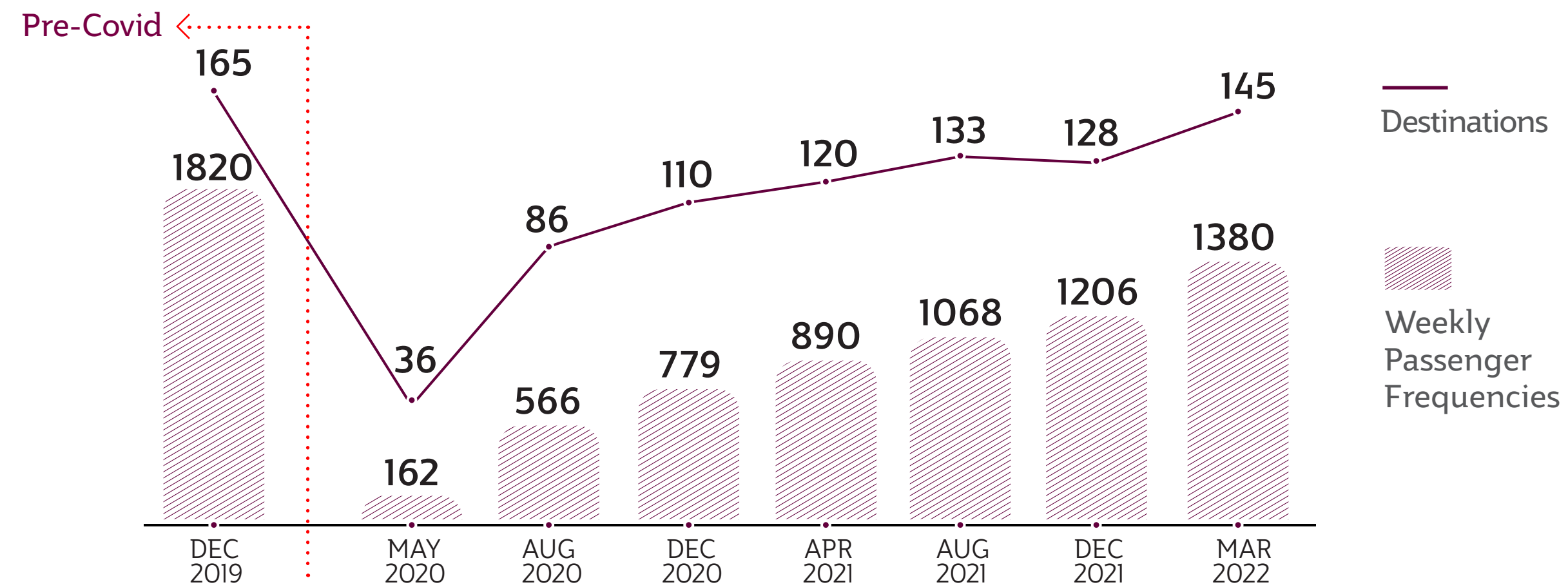


## Our International Global Network - March 2022



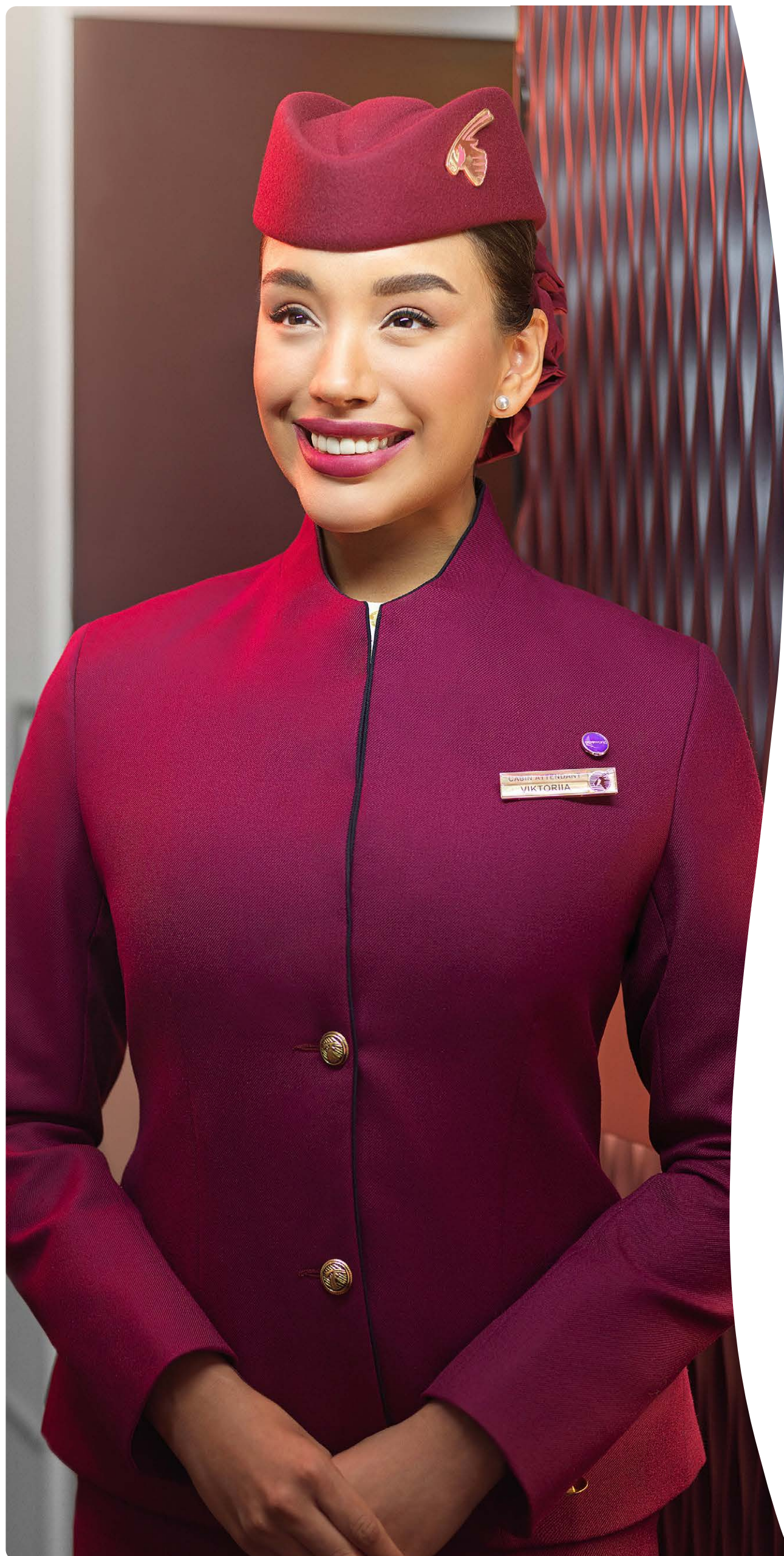
### Network Resumptions

The below figure depicts the continued recovery of our scheduled network as we move towards resuming operations to pre-pandemic destinations.



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## Business

### Business Resilience

Business resilience involves understanding the criticality of a business process, the capability of the underlying technology, the business impact if the technology fails, and the organisation's risk tolerance. Qatar Airways continues to demonstrate its business resilience and ethical practices and we are committed to caring about how business is done and with whom we do business.

While considering business resilience, Qatar Airways focused on rebounding from the crisis and improving our strategy of enhancing a sustainable business pathway that would showcase the steps taken to improve our best practices.

### Customer Experience

At Qatar Airways, our customers are the foundation of our business. We have continuously put the needs and interests of our customers first, striving for excellence in everything we do, with the primary aim of offering a seamless, pleasant and memorable experience for all throughout their journey.

Our journey in these challenging times has yielded numerous awards, further highlighting Qatar Airways as a multiple award-winning airline.



**In 2021, Qatar Airways was announced as the 'Airline of the Year' by the international air transport rating organisation, Skytrax, for an unprecedented 6<sup>th</sup> time (2011, 2012, 2015, 2017, 2019 and 2021), while also being named:**

- World's Best Business Class
- World's Best Business Class Airline Lounge
- World's Best Business Class Airline Seat
- World's Best Business Class Onboard Catering

These recognitions are the latest demonstration of our resilience during the pandemic and the culmination of hard work and dedication by our team to strive for success, innovation and excellence, while maintaining a strong commitment to our passengers.

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## Qatar Airways Privilege Club

Qatar Airways Privilege Club has continued to redefine the loyalty programme through enhancing its valued members' travel experience and rewarding their loyalty.

During the crisis, several enhancements were successfully implemented, which resulted in a significant growth in the number of loyalty members registered in the 2021/2022 financial year. This successful achievement garnered Qatar Airways' Privilege Club with a 146% increase versus the pre-pandemic level figures.

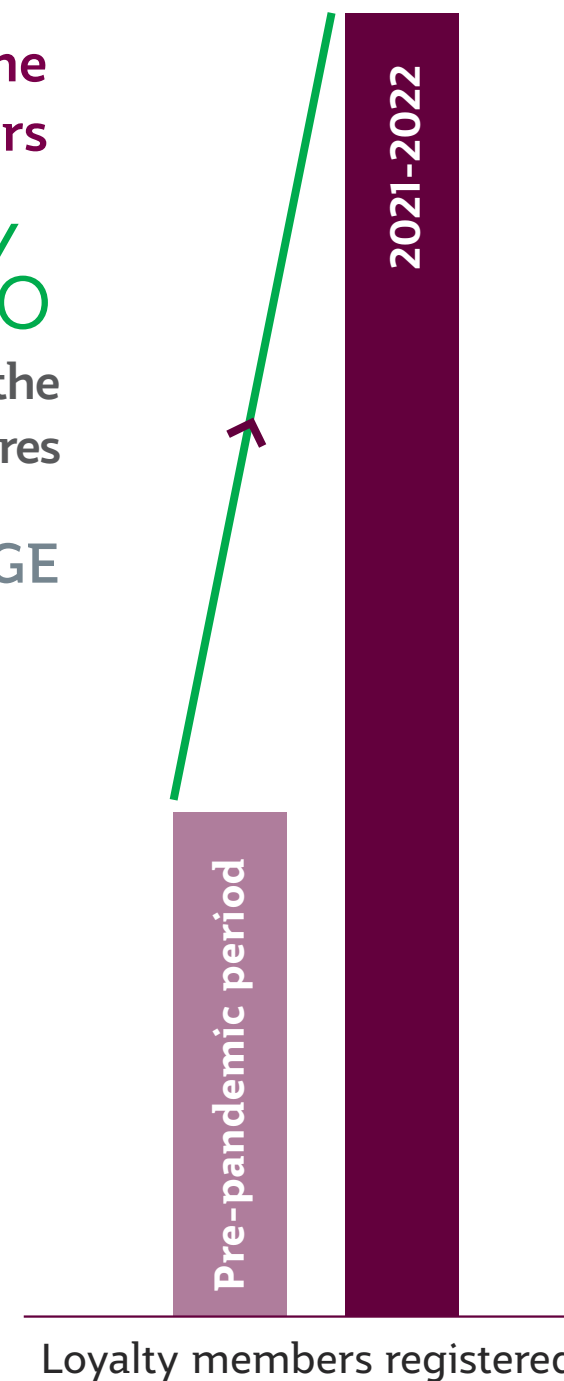
**Significant growth in the amount of loyalty members**

**146%**

increase versus the pre-pandemic level figures

**QATAR**  
AIRWAYS

**PRIVILEGE**  
CLUB



## Relief Operations

Qatar Airways continued to demonstrate strong resilience during the ongoing crisis and became a main stakeholder in the Afghanistan Relief, which involved effective and efficient co-operation with various local and international government agencies and entities on every possible level that included commercial, operational, technical, regulatory, diplomatic, cargo, for service delivery, safety and security.

During the COVID-19 pandemic, Qatar Airways remained focused on its fundamental mission of transporting people. Qatar Airways has continued to work closely with governments, embassies and organisations around the world to operate charters and extra sector flights during the Afghanistan Mission.

### Afghanistan Relief Mission

#### • Charter Operations

Total Passengers  
**21,345**



#### • Ad hoc Operations

Total Passengers  
**463**  
Total ad hoc flights  
**26**

**QATAR**  
AIRWAYS القطرية

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## Procurement

### Sustainable Procurement Highlights

Qatar Airways has embedded sustainability requirements in the procurement process to assess the impact of procured goods. The suppliers are assessed on a number of ESG criteria including Labour Standards, Health and Safety, Business Ethics and Environment.

### PET Plastic Wine Bottles

- Transformed our glass bottles of wine in economy class to PET/Plastic ones
- Annual on-board weight saving of approx 398,034kg estimated reduction approx. 505,440kg of CO<sub>2</sub> emissions generated by jet fuel burn

398,034 kg

Annual on-board weight saving



## Product Development

Qatar Airways' Product Development & Design department were the team working diligently during the crisis to bring product innovation and customer experience design to in-flight, ground and lounges.

- **2021**
  - Discontinued paper menus in Economy Class cabins and introduced digital menu
  - Use of single onboard utensil type to have a more consistent product proposition and reduce weight and complexity.
  - Introduced reusable menu and wine cards in First and Business Class
  - Replaced disposable drawers with rotatable plastic drawers
- **2022**
  - Introduced the new travel pouch made from a sustainable material called Polylactic Acid
  - Introduced smaller size tumbler and soft drink cans reducing weight and waste

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## Lounges and Al Maha Services

Qatar Airways’ Lounges and Al Maha Services continued to move forward with the Group’s commitment to a sustainable aviation industry during this transition period. Lounges and Al Maha Services initiated and continue to be a part of several sustainability approaches across its operations including outstations.

### Lounges and Al Maha Highlights 2021-22

With our pledge to integrate sustainability in our operation and protect the world for generations to come, we have taken several initiatives to include:



**Lounges and Al Maha Services in the Qatar Airways Group IEnvA Program**



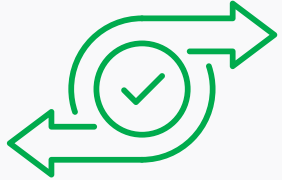
**Lounges and Al Maha Services implemented international best practices of Food Safety and Hygiene resulting in certification to ISO 22000:2018 Food Safety Management System**



### Climate Change

Promising our pledge to reduce business carbon footprint which significantly affects climate change worldwide.

100,000  
Plastic straws and Stirrers



**Replaced with sustainable and biodegradable materials**



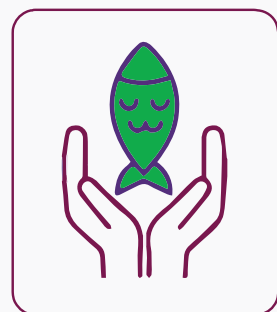
Introduction of vegetarian and vegan food that can promote plant-based menu can make positive impact on environment

### Conservation of Biodiversity



Restrict plam oil usage in lounge food preparation.

**Yearly consumption of more than 840 litres of palm oil was replaced with sustainably sourced cooking oil.**



Risk of endangered species and/or their products entering the lounge supply chain has been

**controlled through supplier tender evaluation.**



**Developed a solid Environment Management Program (EMP) in line with QR Group Environmental Sustainability Policy, Objective, and Standards.**

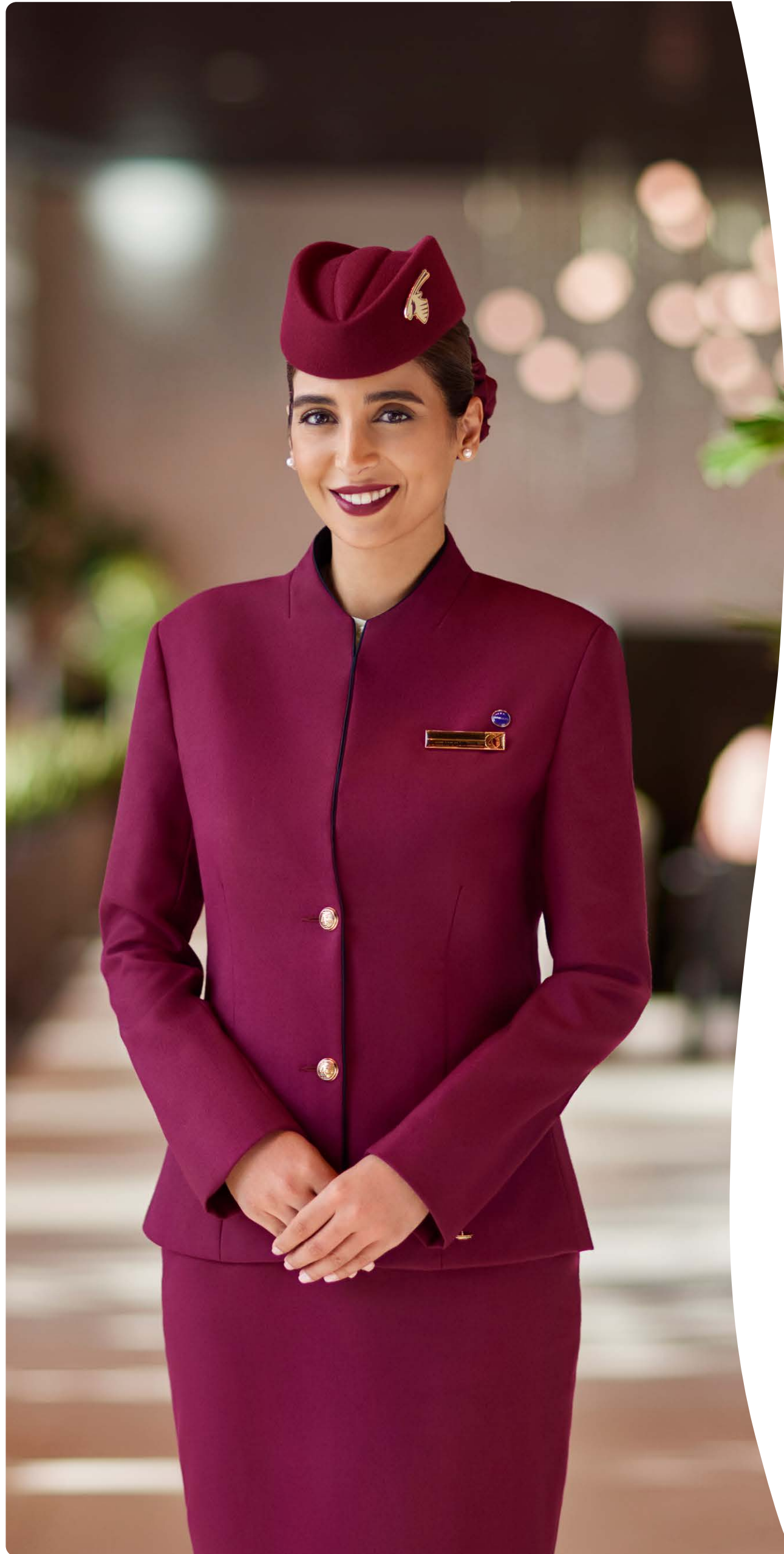


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## People

It is our people, who despite the challenges of the pandemic, have maintained Qatar Airways as the industry's leading international global airline. We constantly developed programs to promote an engaged workforce through the introduction of a comprehensive employee enrichment schemes, community and culture building initiatives, and wellness and work-life balance priorities, to ensure that Qatar Airways remained a global 'Employer of Choice'.

**Qatar Airways began its operations on an ambitious journey in 1997 and by year-end we were just 199 employees. The headcount had grown beyond 10,000 in 2007 as the airline continued to expand. By the end of this reporting period, the Group was driven by 41,198 staff members. We are proud of our people that have brought us to where we are today.**

### Gender, Diversity & Inclusion



168  
Total Nationalities



33%  
Female representation



121  
Spoken languages

#### Qatar Airways Group employees by age

BELOW 30 13,748 30-50 24,830  
ABOVE 50 2,620

#### Qatar Airways Group employees by region

Americas	East Asia & South West Pacific
300	597
Europe	GCC, Africa & Indian Sub-Con.
1,119	1,636
Regional Office - Doha Head Quarters	
37,546	

#### Total nationalities for the cabin crew

130



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Part of our support to diversity and inclusion, Qatar Airways is sponsoring the IATA Diversity & Inclusion Awards for 10 years. Each winner received a prize of \$25,000, payable to the winner in each of the categories or to their nominated charities. The second edition of the awards took place at the IATA AGM in Boston in 2021 and the following winners were announced for the IATA Diversity & Inclusion Awards:

- **Inspirational Role Model:** Harpreet A. de Singh, Executive Director, Air India
- **High Flyer Award:** Lalitya Dhavala, Aviation Engineering Consultant, McLaren Aviation
- **Diversity & Inclusion Team:** All Nippon Airways (ANA)

**The IATA Diversity & Inclusion Awards play an important role in celebrating the achievements of our colleagues who have tirelessly worked towards bridging gender inequities.**



## Employee Engagement

Effective and inspiring communications played an important role in creating an atmosphere of pride and ownership within our airline and ensured we stayed fully committed to our promise to our customers in delivering world-class products and services.

The HR team continued promoting greater employee engagement across a large and diverse employee base. This included raising awareness about environmental sustainability, mental health and wellness, promoting sports and healthy lifestyles across the airline as a means of bringing people together.



We celebrated the seventh consecutive year of participation in the Breast Cancer Awareness month by surpassing its own fundraising record to donate more than QAR 287,701 to Cancer Research during October 2021.



By showcasing a consistent approach to engaging our employees with compassion and care, the HR-Internal Communications team brought home two Silver Accolades of the BOC International Brilliance Awards for ‘Brilliance in Employee Engagement in HR 2021’.



‘Team of the Year’ having clearly demonstrated how we have linked employee engagement to the heart of our business in these times of uncertainty.



The airline’s award- winning HR-Internal Communications team also repeated previous success by receiving the ‘Internal Communications Team of the Year – Silver Award’ and the ‘Best Employee Engagement in 2021 – Silver Award’.



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## Our People Health & Well-being

During the reporting period, Qatar Airways Group, Group Medical Division (GMD) proactively focused on mental health awareness initiatives that were designed to benefit employees at all levels of the organisation, with a driven strategy by the age-old motto that prevention is better than cure. The main objectives of these initiatives were to:

- Destigmatise mental health and professional help seeking;
- Promote behavioral changes for better physical & mental health; and
- Provide early access to mental health services and evidence-based intervention to help staff in distress.

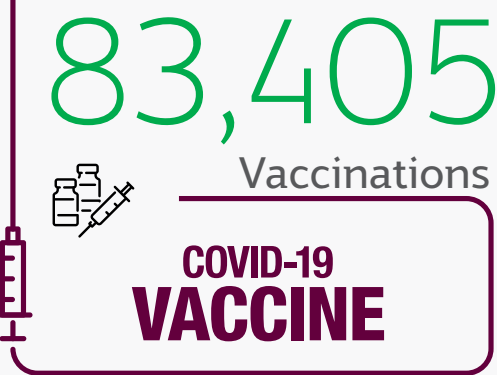
**Employees were provided with tools to manage their mental health including e-learning on managing mental stress around COVID-19; how to manage stress if tested positive and self-care during quarantine.**



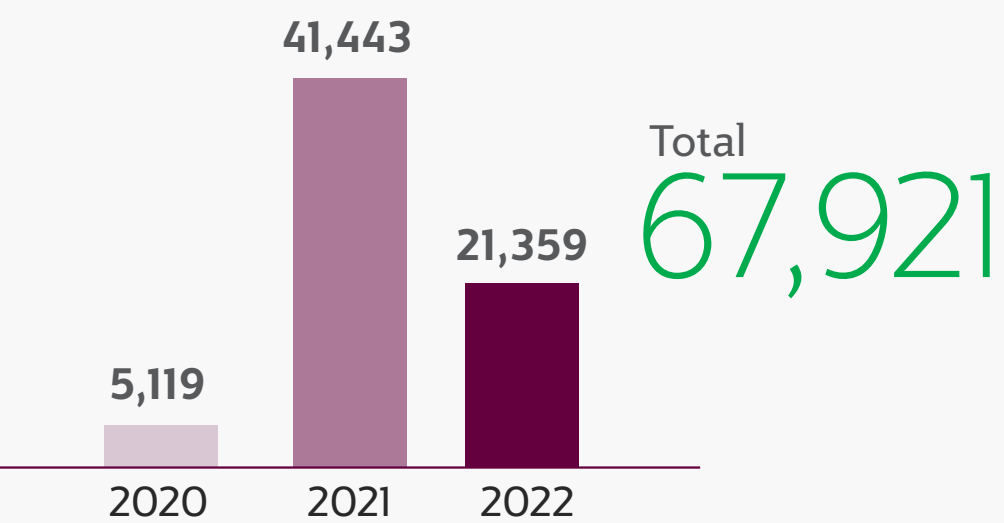
### Qatar Airways Medical Centre Achievements

Qatar Airways Group continued to operate to the highest global standards and remained active in contributing to the development and application of industry-leading innovation and best practice.

#### COVID-19 Vaccinations April 2021 – March 2022



#### PHC Statistics: PCR and Rapid PCR



## Cybersecurity

Qatar Airways continued to lead the Industry through the implementation of appropriate controls and assurances to maintain international standard certifications and attestations for information and data security (ISO 27001, PCI-DSS, SOC 2), coupled with compliance and alignment with IT, Cyber and Aircraft Cyber regulations and best practices. The airline followed Cybersecurity sustainability practices in risk management using appropriate tools and metrics to drive Cyber and Operational Resiliency. We have continued monitoring and testing assurance mechanisms to ensure data security principles are adhered across the systems stack.

**Qatar Airways is working closely with IATA and oneworld® to shift and mandate upcoming cyber security regulations and approaches for effective risk management and control assurance.**

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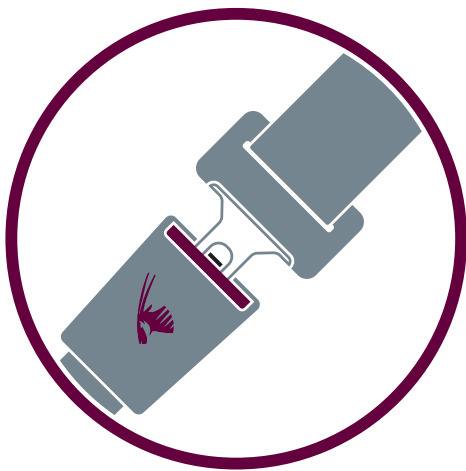


### People Safety, Security and Health

Qatar Airways Group continued to operate to the highest global standards and remained active in contributing to the development and application of industry-leading innovation and best practice.

**Our priority to maintain our policy of “Safety and Security First” remained our focus, as we ensured employees and customers were provided with a safe, secure and healthy environment, whilst ensuring our 5-star passenger experience was not affected.**

Providing a safe working environment and support for our staff during these times was one of our key priorities. As a result of the COVID-19 pandemic, our teams worked methodically to ensure that all our control measures were carefully evaluated and then implemented.



### Our commitment to Safety and Security

The aviation industry remained at the forefront of implementing strategic measures to stop the spread of COVID-19. Accordingly, Qatar Airways Group implemented strategies and tactics ensuring smooth and safe operations with appropriated control measures.

Qatar Airways continued to apply a policy of “Safety and Security First” throughout its business and believes in providing all employees and customers with a safe, secure and healthy environment. Our commitment to our staff never wavered, as we ensured sufficient Personal Protection Equipment (PPE) were stocked and supplied to our front-line staff as a method of protection to aid in the ongoing mitigation of risks resulting from the pandemic.

#### Precautionary Measures Highlights:

50

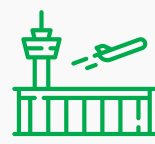
million pieces of PPE items issued



Mandatory protocols continued for passengers



Extensive support for staff affected by COVID-19



Invested in high-technical solutions onboard and at the airport



Continuous regular reporting of statistics to health authorities



Dedicated transportation when possible to avoid use of public transport when moving from the airport to ground transportation, and vice versa.

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### Al Darb - Nationalisation

Al Darb Qatarisation Programme has continued to persevere through these challenging times and has remained committed to bringing and integrating high calibre students and graduates to Qatar Airways Group. Al Darb – which translates to ‘The Pathway’ in English – is an initiative that encourages young Qataris to develop themselves and their country through the national airline. Launched as part of Qatar Airways’ commitment to supporting the Qatar National Vision 2030, Al Darb offers tremendous benefits and opportunities at a variety of different levels within the wider Qatar Airways Group, allowing Nationals to gain global exposure and experience different business fields.

Even through the pandemic our commitment continued as we welcomed more than 40 graduates in both technical and non-technical positions. These varying positions allow us to cater to Nationals with varying skills and educations. Our graduates are undergoing in different divisions of Qatar Airways Group and its subsidiaries including: QAS, Cargo and MATAR.

**The programme recruits the most skilled Nationals based on a criterion that receives graduates completing their degrees in the top US and UK universities as well as in Qatar Foundation’s universities.**

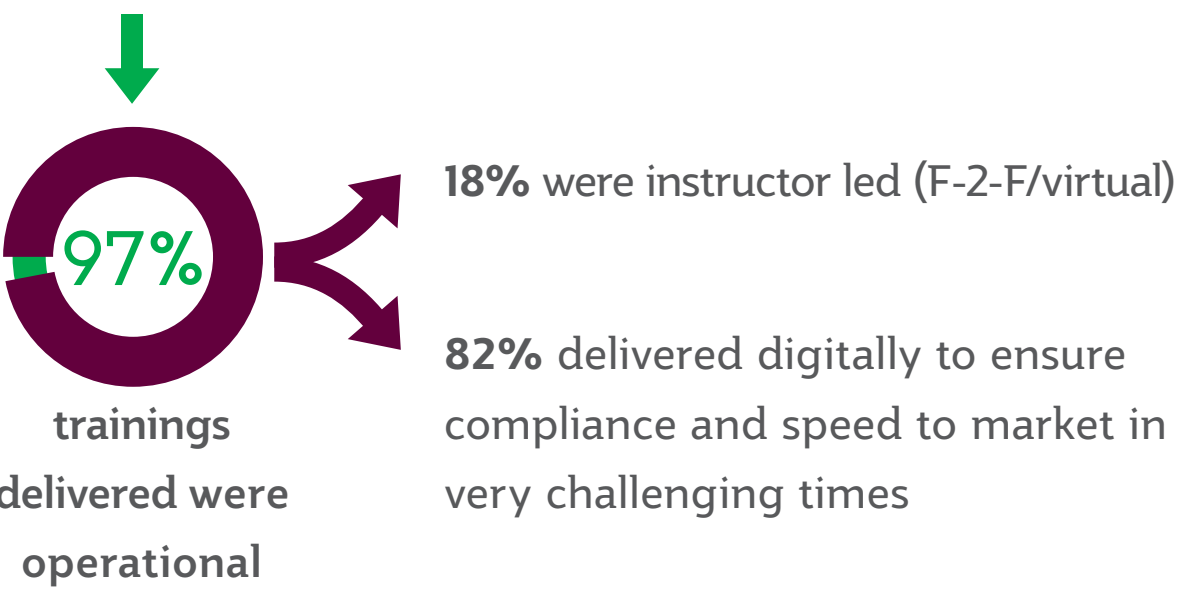
We aim to develop our nationals to become future leaders in their fields and help them grow with the company, as we achieve more milestones in these upcoming years.

### Talent Development & Learning

We remain cautious due to the pandemic and keep health and safety as our priority, whilst supporting and delivering operational training to ensure compliance from both a regulated and mandated perspective. The training delivery was adapted accordingly from delivering face-to-face classroom training both in Doha and across the network to delivering the majority of our training virtually and/or via digital solutions.

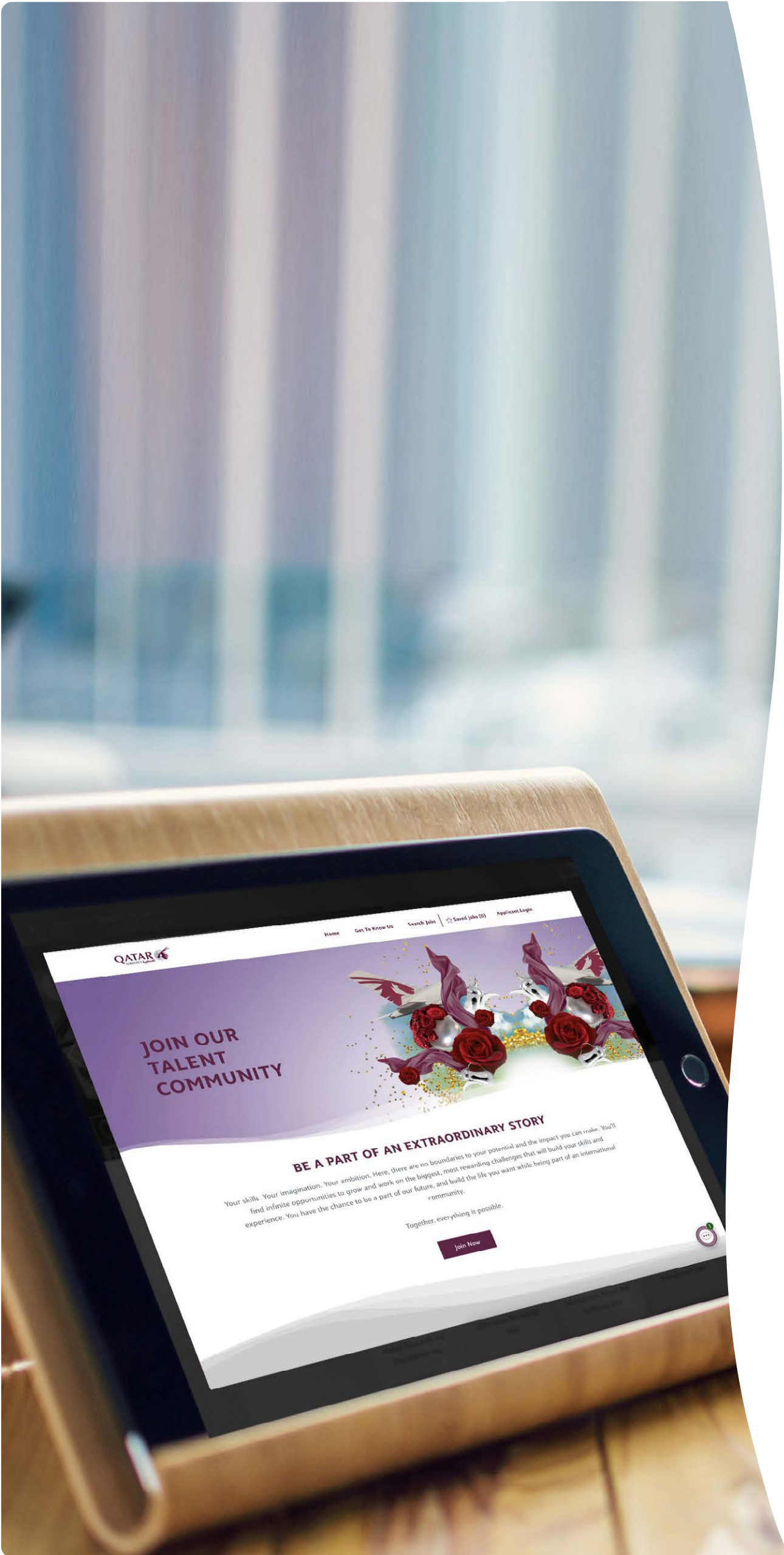
The investment in virtual classrooms equipped with high-end broadband and video conferencing units helped us to go green, with a reduction in printing training materials whilst enhancing our digital offerings. Furthermore, we blended a lot of our training which included elements of virtual, experiential and digital learning.

**In this period Qatar Airways trained 112,195** participants across the network which included both Qatar Airways Group employees and external partners.



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### Talent Acquisition

Over the past year, the group saw a very positive and steady recovery during this period, which has resulted in additional manpower requirements, bringing Talent Acquisition back into the spotlight as a core Human Resource(HR) function.

Our operations team has successfully enhanced our Applicant Tracking System and in January 2022 we went live with auto screening. This has proven extremely positive in terms of reducing recruiter workloads, as well as improving the candidate experience with a much higher and faster response rate.

The demand on Talent Acquisition has been so great that we identified the need to develop a Recruitment Process Outsourcing (RPO) strategy. We now have four RPO partners supporting volume recruitment across the business. Projected figures will see our RPO partners providing 6000+ employees across the QR Group in the coming year.



over  
**10,000** new job opportunities



over  
**840,000** candidate application



### Modern Slavery and Human Trafficking Statement

Qatar Airways is combatting human trafficking and implements a “zero tolerance” approach to human trafficking and modern slavery in all its forms by responding to the three main areas of modern slavery risk, which include: “Employment, Supply Chain and Human Trafficking”.

**The airline is dedicated to acting ethically and with integrity in all its business dealings. Protecting its employees remains a priority especially as it seeks to fully implement the Modern Slavery and Human Trafficking requirements in its efforts to prevent human rights violations.**

Qatar Airways Modern Slavery and Human Trafficking Statement is reviewed and published annually and can be found at this [link](#) on Qatar Airways’ website.



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## Environment

Qatar Airways remains absolutely committed to protecting the environment as much as the Group is committed to its passengers and corporate clients. From having one of the most efficient fleets to offering its customers the possibility of offsetting carbon emissions from their flights. Qatar Airways' ambition is to demonstrate environmental leadership across its business operations and establish a path for a sustainable future.

**In implementing systematic environmental management across its operations, Qatar Airways has a robust framework to monitor and improve its environmental performance and drive progress towards core strategic targets.**

### Climate Change

Despite the unprecedented impact of the COVID-19 pandemic, Qatar Airways remained steadfast to its environmental commitments. In fact, in 2020, Qatar Airways committed to Net-Zero Carbon Emissions by 2050 becoming part of the first global alliance uniting behind a common target to achieve carbon neutrality.

Qatar Airways is contributing to the State of Qatar's National Vision 2030 and has been actively working in collaboration with the industry in leading global efforts to reduce CO<sub>2</sub> emissions to tackle climate change. Since 2013, Qatar Airways instituted several initiatives to support the four-pillars strategy adopted by the International Air Transport Association (IATA) and the International Civil Aviation Organization (ICAO) for addressing CO<sub>2</sub> emission from aviation.

**Aligned with the voluntary participation of the State of Qatar within the ICAO Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), Qatar Airways is contributing with the Carbon-Neutral Growth (CNG) goal adopted by ICAO Member States.**

**CORSIA**  
CARBON OFFSETTING AND REDUCTION  
SCHEME FOR INTERNATIONAL AVIATION



### ● Airline Industry Four-Pillar Strategy



Technology



Operations & Infrastructure



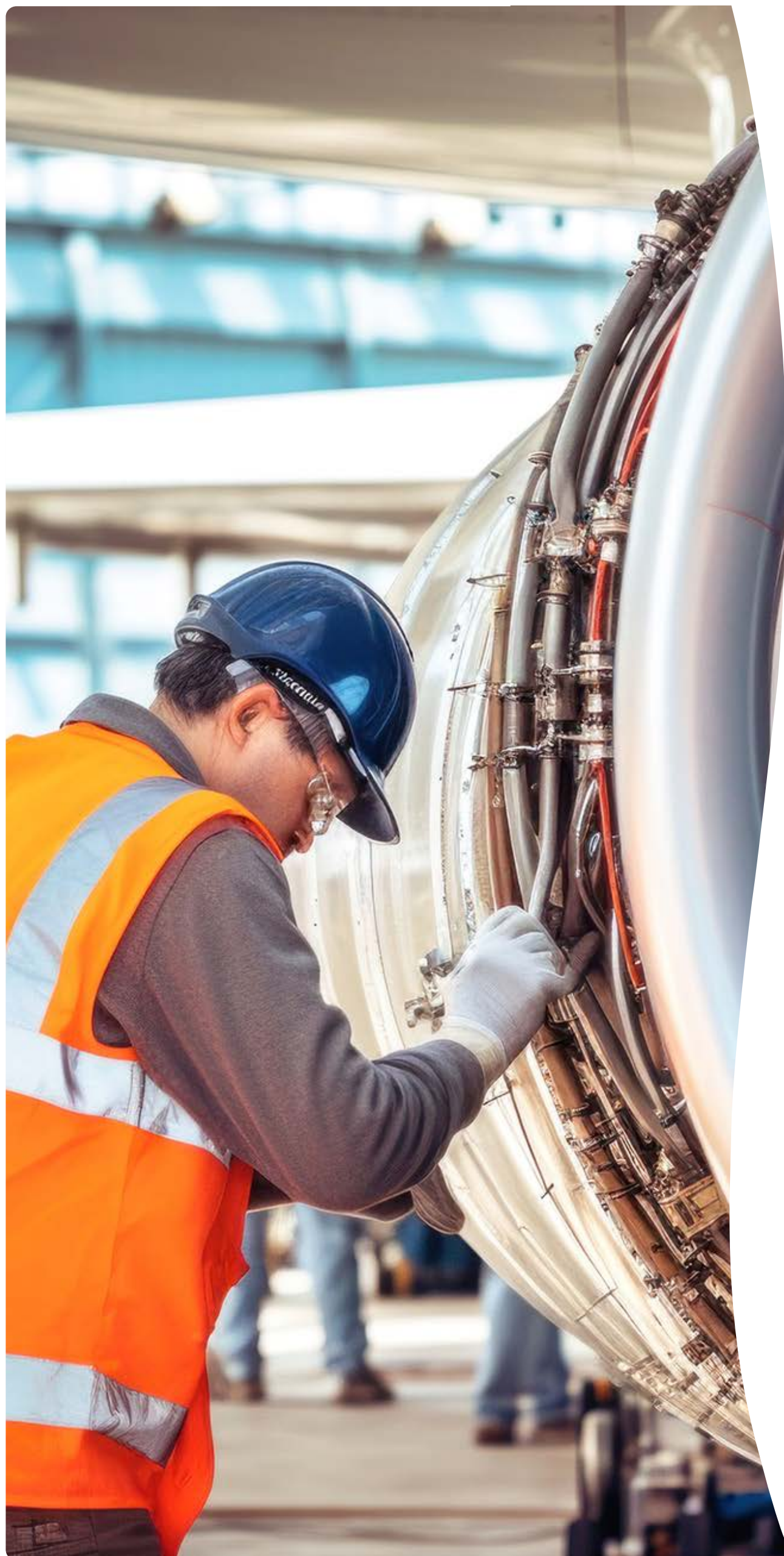
Sustainable Aviation Fuels and  
Lower Carbon Aviation Fuels



Market-Based Measures

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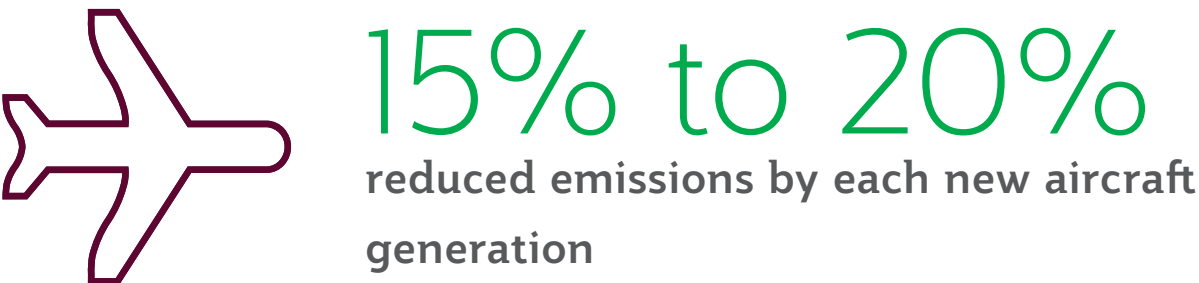




### Advanced Aircraft Technology

Qatar Airways operates with a mix of modern and fuel-efficient fleet to generate lower emissions and noise.

**Qatar Airways is addressing climate change by investing in the most advance aircraft technology. In accordance with ICAO and IATA, the aircraft fuel-efficiency has been consistently improving since the first passenger jets were introduced in the 1950s.**

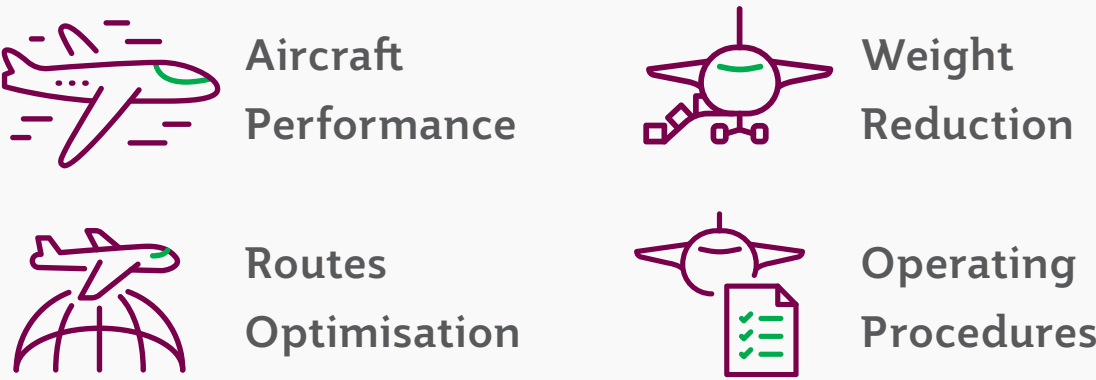


### Capable of operating using 100% SAF

By investing in the latest generation aircraft, Qatar Airways is also supporting the industry’s efforts to enable and accelerate the use of new aviation technologies that make the use of lower emission fuels possible. Qatar Executive (QE), its private jet charter division, became the global launch customer of the brand-new Gulfstream G700 aircraft, which are capable of operating using 100% SAF.

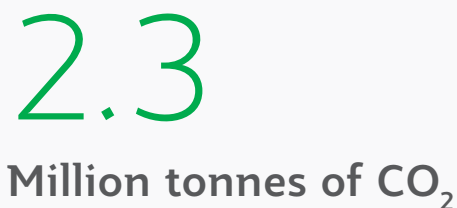
### More Efficient Operations and Infrastructure

Qatar Airways has a comprehensive Fuel Optimisation Programme to improve fuel efficiency and reduce CO<sub>2</sub> emissions, including:



**The Qatar Airways’ Fuel Optimisation Programme was founded in 2015 for implementing and monitoring more than 80 fuel saving initiatives that became legacy projects, which means these projects have been incorporated in the regulator operations.**

**Since its launch, the Fuel Optimisation Programme contributed to fuel efficient aircraft operations and fuel-savings which has allowed the airline to avoid or reduce**



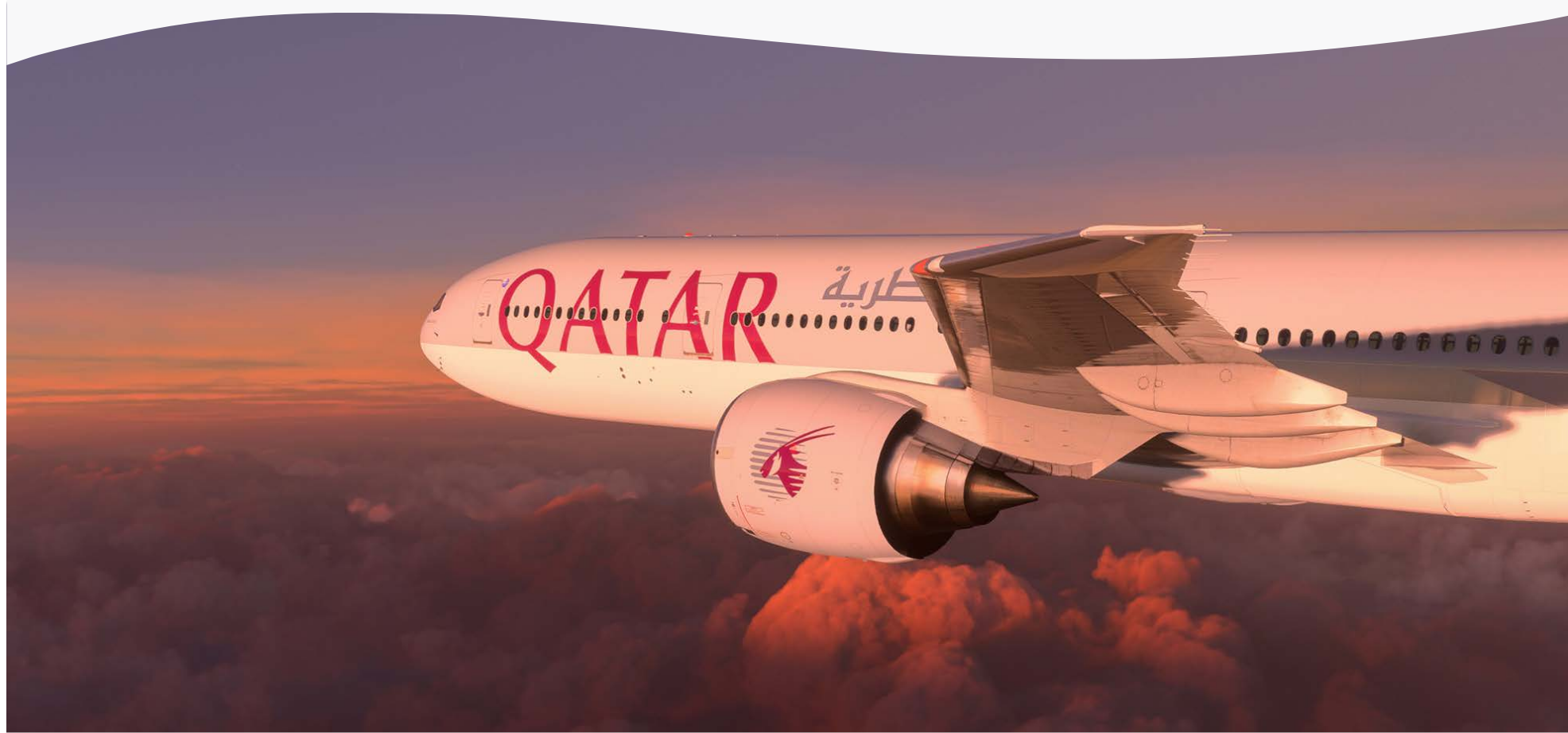
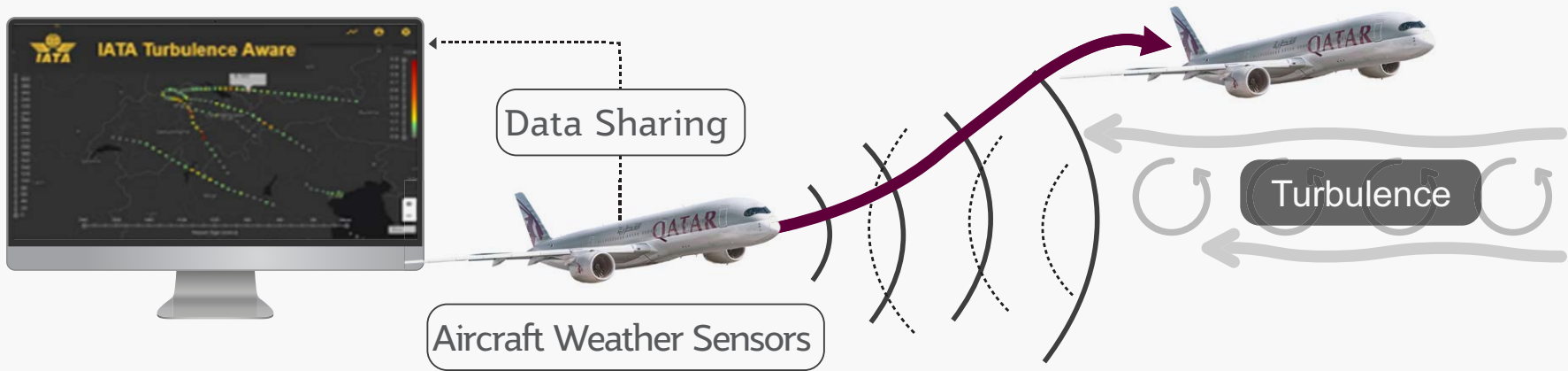
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Supporting innovation for more efficient operations, Qatar Airways became the first air carrier in the Middle East to join the IATA Turbulence Platform by equipping 120 aircraft with the technology for more efficient flight planning. From a flight planning perspective, dispatchers can utilise the Turbulence Aware tool to accurately view the real-time position, altitude, and intensity of turbulence. Comparing this objective, aircraft generated data with forecast products enables efficient flight planning in terms of routing and altitude selection.

**The IATA Turbulence Platform for more efficient flight planning not only ensures a smooth journey, but also reduces fuel burn, in turn lowering our carbon emissions.**



**General Electric's waterless '360 Foam Wash'**



Qatar Airways continued with the General Electric's (GE) waterless '360 Foam Wash' technology for aircraft/engine wash. Qatar Airways became the first airline to use this technology for aircraft/engine wash for more efficient operation and additional co-benefits such reduction of water and local emissions. This leads to a number of environmental benefits including:

- less CO<sub>2</sub> emissions due the improved fuel efficiency and less water use;
- reduction of water uses in a desert climate; and
- less residues due to less maintenance cycles.

**Sustainable Aviation Fuels (SAF)**

Qatar Airways continues to work with industry stakeholders for advancing the use of Sustainable Aviation Fuels (SAF) and Lower Carbon Aviation Fuels (LCAF) at commercial level that is certified with a robust sustainability criterion recognised by ICAO.

This year, Qatar Airways has demonstrated its strong commitment to sustainable aviation fuel (SAF) as one of the pillars to decarbonise the aviation industry.

- Qatar Airways is committed to use **10% SAF** of combined fuel volumes by 2030
- Qatar Airways signed an offtake agreement **25 million** US gallons of neat SAF CORSIA eligible supply in California.
- The Group signalled its commitment by joining the oneworld® Alliance collective target and supporting the World Economic Forum Clean Skies for Tomorrow Coalition's 10% SAF by 2030 ambition statement.

**In November 2021, Qatar Executive proudly took the first aircraft delivery using SAF.**



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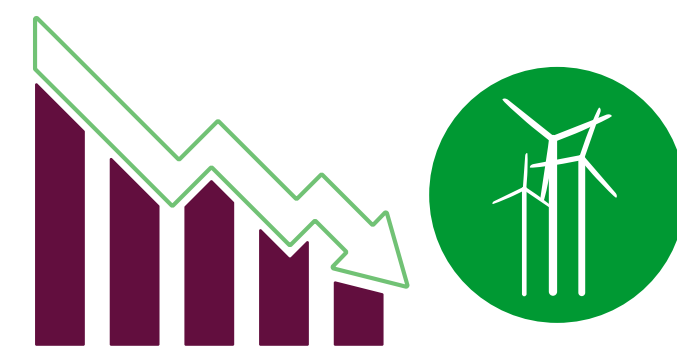




## Carbon Offsetting

### Carbon Offset Scheme for Passengers

Since Qatar Airways officially announced the launch of its carbon offset scheme for passengers, the programme built in partnership with IATA reduced or avoided at least 16,500 CO<sub>2</sub>-tonnes by supporting the Fatanpur Wind Farm Project in India.



**Fatanpur Wind Farm project in India**

16,500

CO<sub>2</sub>-tonnes by supporting the Fatanpur Wind Farm Project in India

### First Airline in the World to Make a Carbon Transaction



In 2021, reaching another landmark milestone, Qatar Airways opened a new chapter in the promotion of innovation on the IATA Aviation Carbon Exchange (ACE) via IATA Clearing House (ICH).

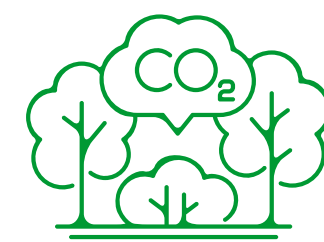
This enhance enabled opportunities to simplify processes and boost the Voluntary Carbon Offsetting Programme to access to a broader project portfolio with high-quality projects certified under international standards.

### Voluntary Carbon Offsetting programme

Qatar Airways offered a more tailored solution for our passengers, corporate and cargo customers.

On November 2021, Qatar Airways became the first air carrier to join the IATA CO2NNECT platform, launching its new Voluntary Carbon Offsetting Programme for air cargo shipments.

**Qatar Airways operated its first carbon-neutral air freight shipments from Doha to four pilot routes:**



- Frankfurt
- Paris
- Zaragoza
- Liège

564,167

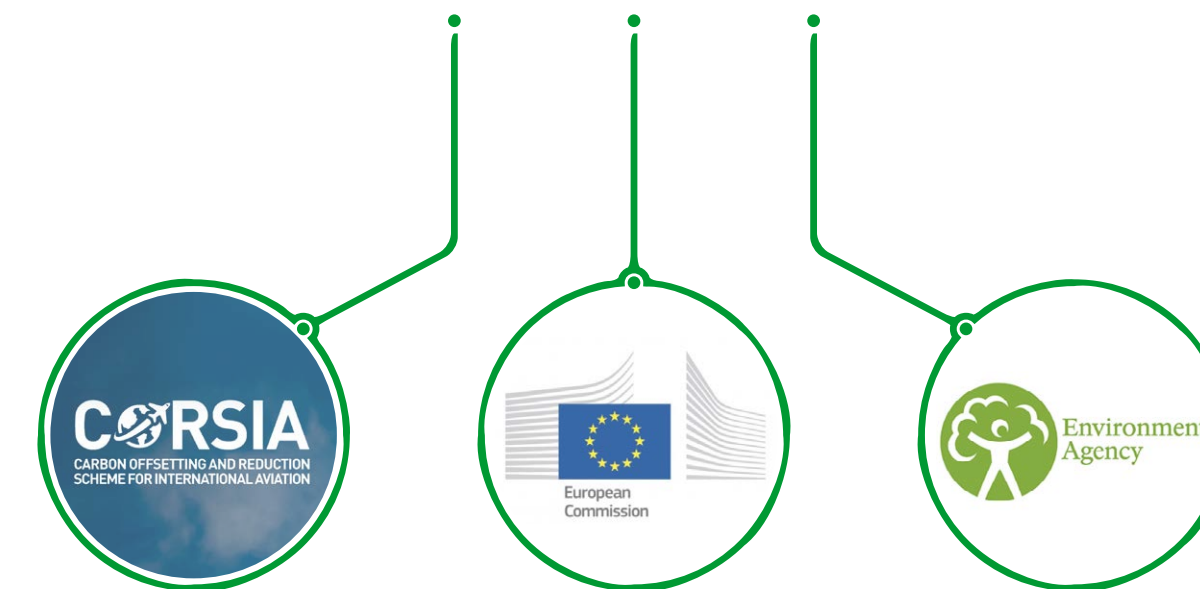
CO<sub>2</sub>-kg has been compensated through recognised project under the ICAO CORSIA



**In addition to the Voluntary Carbon Offsetting Programme, Qatar Airways remained compliant with the regulatory frameworks, including:**

- Qatar Airways complied with the ICAO Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) reaffirming its support for a single market-based measure.
- Qatar Airways Group continues to comply with the Emissions Trading Scheme/System in United Kingdom, European Union and Switzerland.

### Qatar Airways complied with



Qatar Airways and Qatar Executive have completed Phase III of European Union Emissions Trading System (EU ETS) and are complying with Phase IV of EU ETS compliance, which will cover the period from 2021 to 2030.

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Noise & Air Quality

Whilst Qatar Airways is flying with a modern and high fuel-efficient fleet, the Group continues proactively works to meeting and exceeding industry best practice for Noise and Air Quality in line with its Environmental Sustainability Policy.

**Qatar Airways adheres to international regulations and the Standards and Recommended Practices (SARPs) under the balanced approach to minimise the impact of aircraft noise and engine emissions from its operations.**



ICAO

Aircraft engines have to meet mandatory certification requirements for noise and engine emissions established by ICAO's Committee on Aviation Environmental Protection.

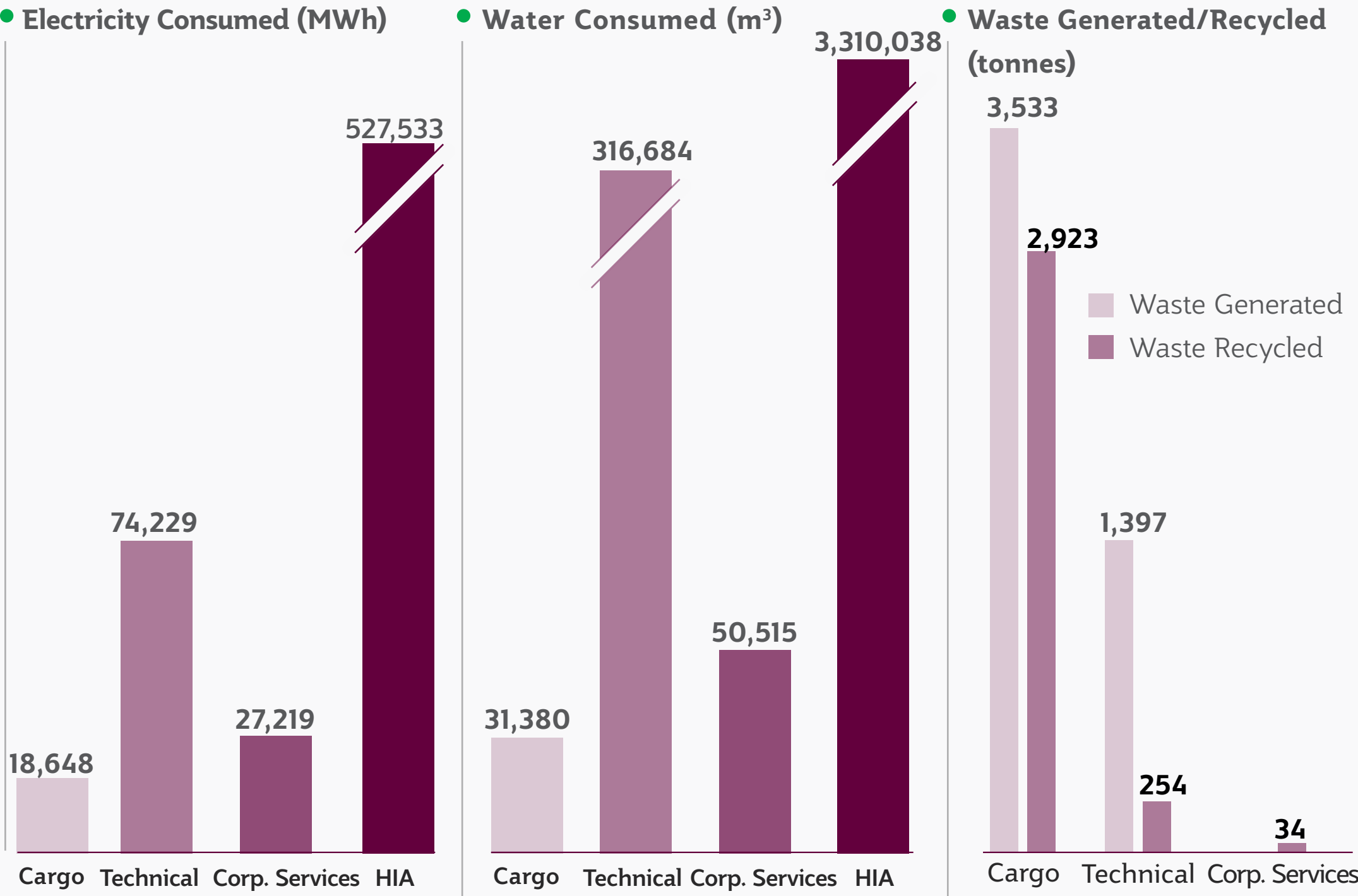


Circular Economy

Waste & Water

The generation of waste puts pressure on scarce natural resources, incurs unnecessary financial cost and can risk damaging human health and the environment. Qatar Airways minimises waste and identifies opportunities to reuse or recover materials for other purposes applying the principles of a circular economy across our businesses.

Water is a critical natural resource for individuals and communities, agriculture and industrial production. The State of Qatar's National Development Strategy recognises that rapid growth in development has added stress on already scarce water resources. Our efforts span all stages of our operations and include reducing single-use plastic, reducing food waste, recycling materials, water conservation in our offices, airport, maintenance facilities and much more.



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## Conservation and Biodiversity

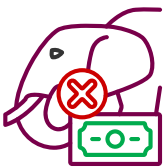
### Illegal Wildlife

The illegal trade in wildlife is one of the biggest threats to the survival of some of the world’s most endangered species. Airlines and airports play an important role in preventing the illegal transportation of endangered animals and animal products.



**Qatar Airways has a policy of zero tolerance towards the illegal transportation of endangered species throughout its network.**

**As signatory to the United for Wildlife Declaration, we have put in place measures to:**



Raise employee and passenger awareness of illegal wildlife transportation



Improve detection of illegally transported wildlife



Share intelligence and best practices with the industry

### Environmental Management Systems - IEnvA Certification



Our Environmental Management System became accredited to IATA’s Environmental Assessment Programme (IEnvA) Stage 2 in December 2017. Specifically designed for airlines and based on ISO 14001, the IEnvA program is an evaluation system designed to independently assess and improve the environmental management of an airline. IEnvA is a voluntary programme based on principles in compliance with environmental obligations and a commitment to continually improve environmental management.

The certification covers the entire environmental management system, including passenger and cargo airline operations, flight operations, catering and cabin services and all corporate functions. The scope was extended to include aircraft maintenance and repair, cargo ground services during the successful recertification in 2019. We have since extended to include our subsidiaries Qatar Aviation Services (QAS), our catering operations at QACC (Qatar Aircraft Catering Company), Hub Lounges, Al Maha services and Oryx International School.

A framework of environmental management meetings enables our business leaders to review performance and drive progress towards Qatar Airways’ environmental objectives. Each meeting has the authority to implement change in the areas of operation that they are accountable for in order to drive continual improvement in environmental performance.



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## Social and Economic Development

### Educate a Child



Since 2012, Qatar Airways has been a strong supporter of Educate a Child programme, affirming its corporate and social responsibility by helping the organisation achieve its goal of providing quality primary education to millions of out-of-school children.

The airline has also been the Official Airline Partner and proud supporter of the vision impairment prevention charity, Orbis UK.

### The Group continued to support targeted regional and country-specific sponsorships including

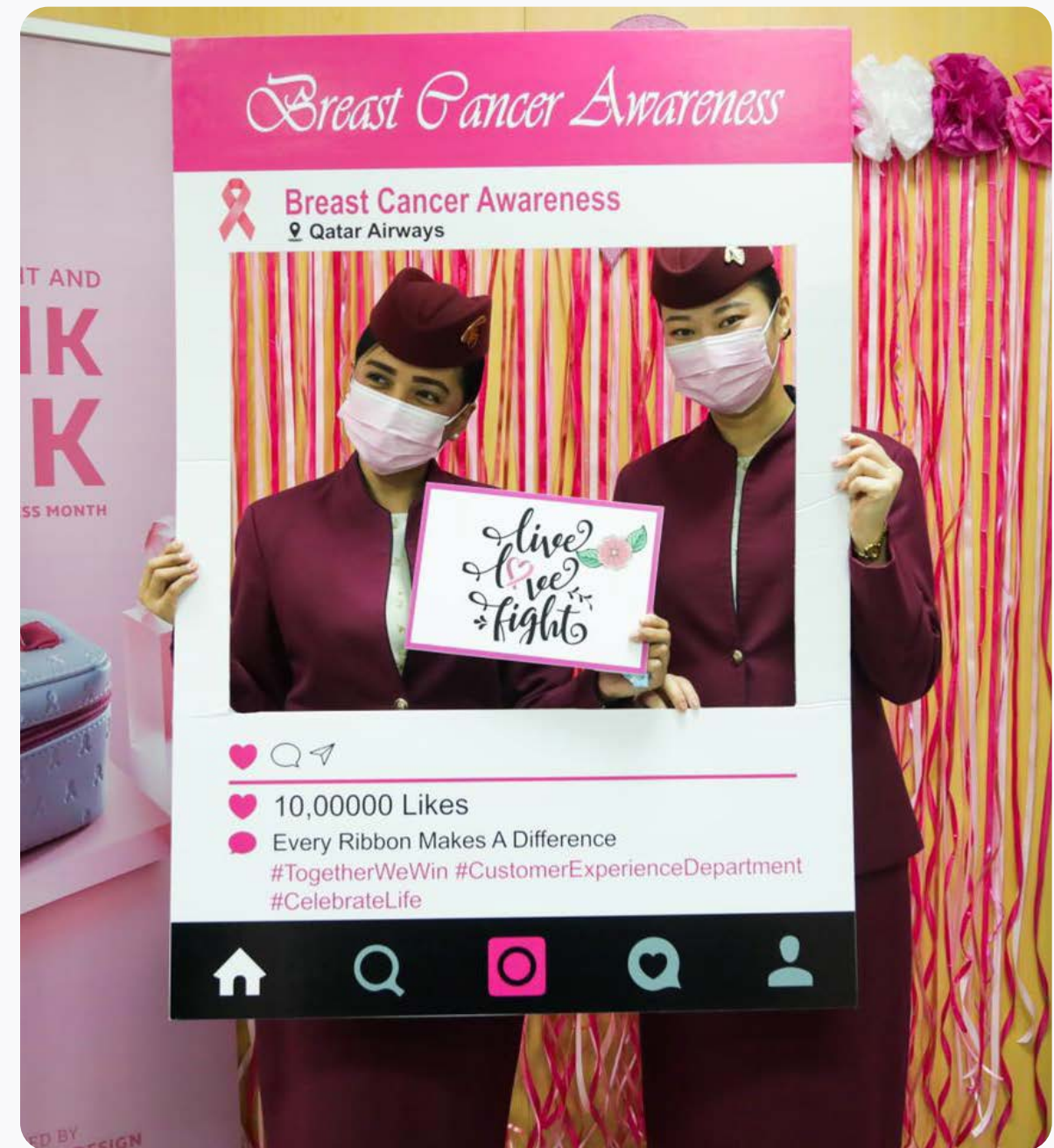
Qatar Fund for Development, Qatar Years of Culture, The Abdullah Bin Hamad Al-Attiyah International Foundation for Energy and Sustainable Development, and Qatar Assistive Technology Center – MADA, which established a ground-breaking programme to prepare autistic children for flights.

**Qatar Airways is also a proud partner of educational entertainment facilities including KidZania Qatar, KidZania Kuwait and KidzMondo Qatar where children can role play as pilots and cabin crew.**

### Qatar Airways Group contribution towards Breast Cancer awareness and research

Internal communications about health and safety, wellness and fitness were consistent, along with other Corporate Social Responsibility activities. This year, despite the pandemic.

**our employees donated a new record of QAR 287,701**  
towards Breast Cancer awareness and research.



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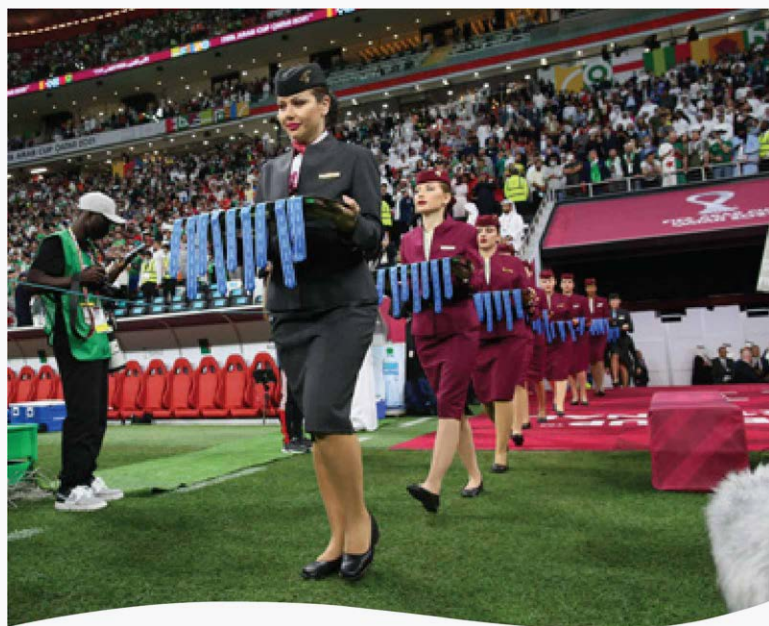






## Global Sponsorships

Qatar Airways Group continued to champion the brand in markets across the world and fulfil its commitment to supporting the global community with the sponsorship of a variety of new and prominent initiatives, as well as sporting events and teams.



**As part of its role as FIFA's Official Partner and Official Airline in the lead up to the FIFA World Cup Qatar 2022™, the Group upheld its commitment to uniting people through the power of sport.**



In addition to its partnership with renowned regional and global sporting clubs including Al Sadd SC, Boca Juniors, Brooklyn Nets, FC Bayern München and Paris Saint-Germain, the Group also maintained its support to a handful of local renowned sporting events including the men's Qatar ExxonMobil Open, the women's Qatar Total Energies Open, the Amir Cup, HH The Amir Sword Festival and the Qatar Classic Squash Championship as well as Qatar Goodwood in UK and Qatar Arc de Triomphe Equestrian Festivals in Paris. The national carrier of the state of Qatar is also a proud sponsor of the Qatar National Football Team.

## Qatar hosted the FIFA Arab Cup Qatar 2021™

As the Official Airline Partner, Qatar Airways promoted the tournament globally and celebrated the success during the final match with key messages across the stadium with LED placements inviting the world to Qatar for FIFA World Cup Qatar 2022™ and promoting online travel packages.



**QATAR  
AIRWAYS**

OFFICIAL AIRLINE PARTNER



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for a  
sustainable  
future



# Matar, the Qatar Company for Airports Management & Operation

**MATAR, the Qatar Company for Airports Management and Operation, is a corporate subsidiary of Qatar Airways Group and has a contractual agreement with the Government of the State of Qatar to manage the operations of the state-of-art Hamad International Airport and Doha International Airport.**

Since its start of operations in 2014, Hamad International Airport (HIA) has continued to grow through its operational efficiency and passenger-first approach – reaching over 170 destinations worldwide.

## Official Airport Partner for the FIFA World Cup Qatar 2022™



HIA maintained a closer working relation with the FIFA's organisational committee for the preparation of our business continuity plan, performing exercises and trials ahead of the event.



## 2021-2022 Highlights



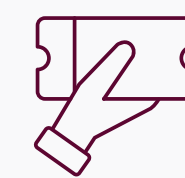
22.1  
million passengers



2.3  
billion kilograms of cargo



181,000  
aircraft movements



170  
destination served



1,523  
employees



78%  
on-time performance

## Business continuity and expansion

During the crisis, HIA never ceased operations and remained open throughout the most challenging period of the pandemic. During this period, HIA's worked tirelessly to fulfil its commitment to operational excellence and people's wellbeing through the implementation of the latest technologies, adoption of new and emerging measures in accordance with global standards and furthering innovation to ensure a safe environment for staff and passengers.

**Whilst airports worldwide were severely impacted by the global crisis, Hamad International Airport continued offering a world-class experience for its customers in its state-of-the-art facilities while moving forward with its expansion plans to increase the airport capacity from 30 million to 53 million passengers.**



30-53  
million  
passenger airport capacity as part of expansion plans



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# Matar, the Qatar Company for Airports Management & Operation

## Environmental Sustainability

As a leading international airport, HIA balances its business operations with a solid focus and steady leadership towards sustainability and environmental protection by constantly implementing legacy projects and integrating sustainability initiatives at its core business, including:

### Environmental management and monitoring



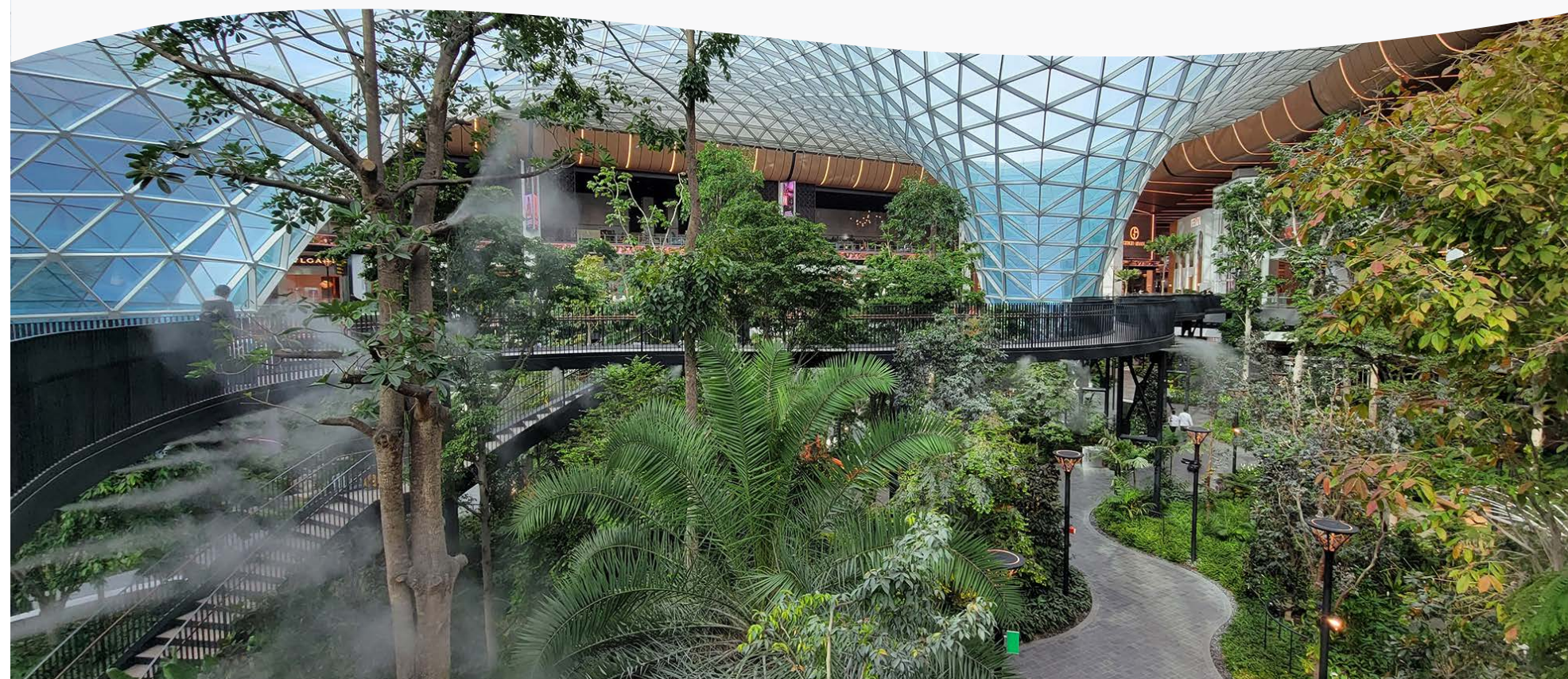
Re-accreditation under Level 3 in the ACI Airport Carbon Accreditation programme



GSAS 4-star ratings under the Global Sustainability Assessment System (GSAS) for its expansion projects



The ongoing HIA airport's expansion adheres to the GSAS Design and Build Certification



## Energy and carbon reduction initiatives

- Enhancement of the energy efficiency programme for a high-performance building with access to sunlight, and energy-efficient solutions for lighting, heating, ventilation, and A/C;
- Smart-Metering project Phase 2 initiated in 2022 to ensure Tenant-level sub-metering;
- CUPS optimization projects completed in Aircraft Maintenance Hangar resulting in saving of ~5.5 Million kWh;
- LED lightings replacement and upgrades in various areas resulted in energy savings of over 3 Million kWh in Passenger Terminal Complex, Catering and other MATAR facilities;
- HIA's initiatives contributed to a carbon reduction of over 11,000 tonne-CO<sub>2</sub> in 2021 compared to 2015 emissions; and
- The estimated HIA direct carbon emission in 2021 is 3.74 kg per traffic-unit, which was reduced by 3.2% against 2015 baseline.

**Despite an increase of 220% in number of passengers, FY20-21 witnessed a marginal increase of 2.18% in electricity use at HIA.**



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# Matar, the Qatar Company for Airports Management & Operation

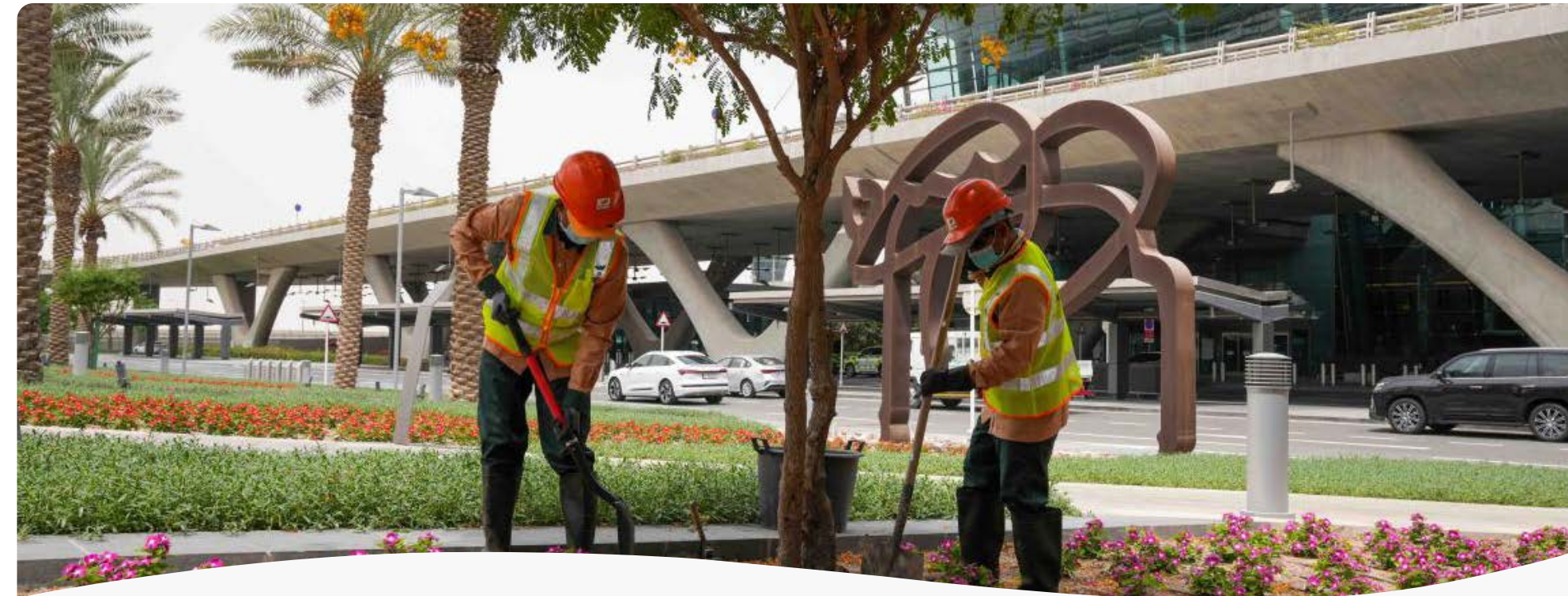
## Optimised Water Management

Recognised as the World's Best Airport, the Hamad International Airport has a balanced approach to ensure a world-class experience for its passengers while continue implementing sustainability initiatives across its businesses operations.



**ISO**  
ISO 17025

The Wastewater Treatment Plant (WWTP) laboratory has been renewed to meet the ISO 17025 certification for testing and calibration



## Waste Management



MATAR established a strategic partnership with the Ministry of Municipality and Environment (MME) to further enhance waste management systems for environmental protection with the objective of zero-waste to landfill;



Hamad International Airport is recycling its green waste and producing fertilizer for the landscaping instead of using synthetic chemical type

### HIA recycling scorecard



35.74%  
during FY21/22

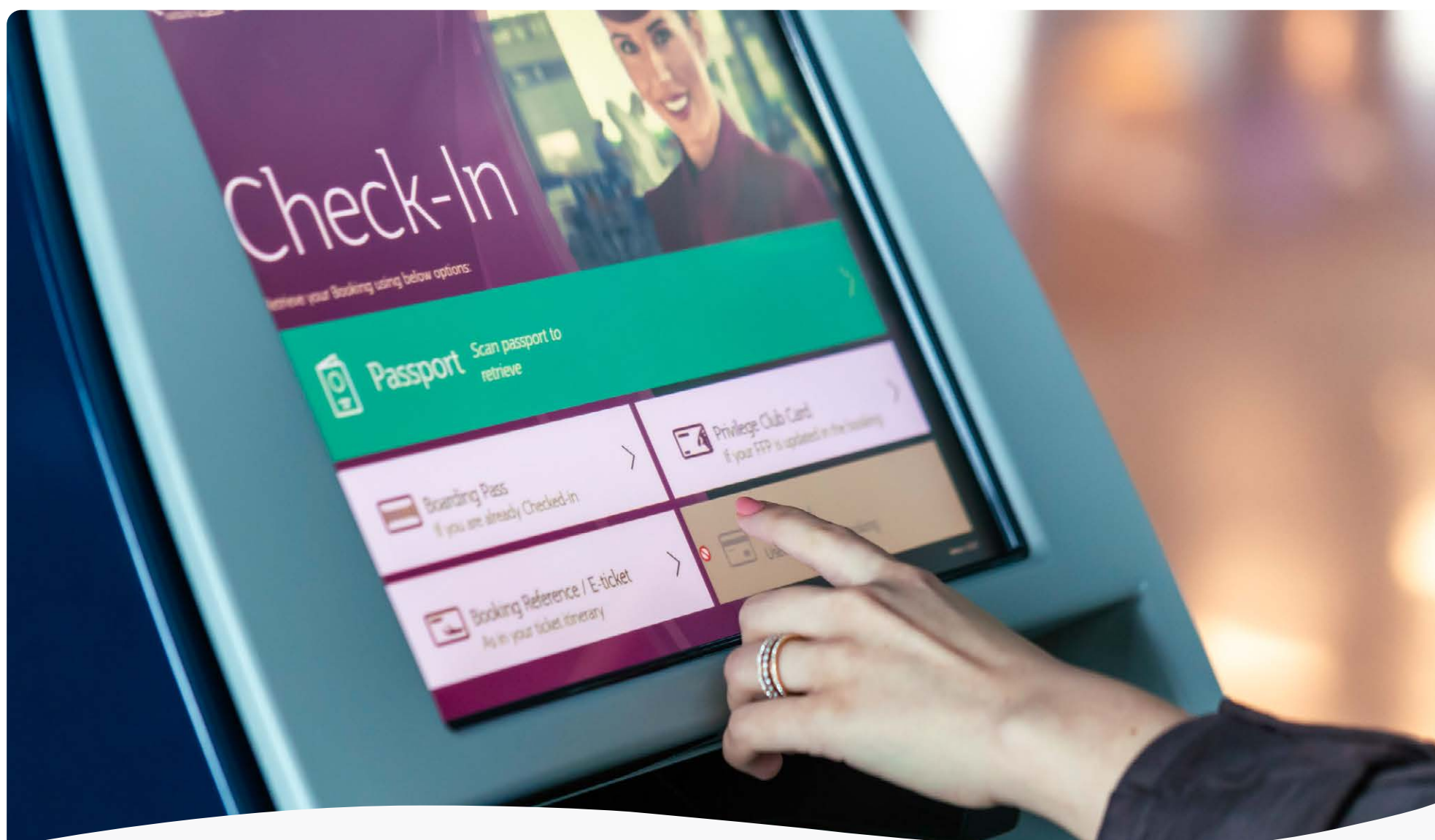
6,396 tonnes recycled  
2,323 tonnes reused

During FY21/22, around 3,819 tonnes of waste was diverted from landfill and sent to MME Domestic Solid Waste Management Centre resulting in 484 tonnes of recycled and segregated waste, 1.67 million kwh of energy produced, and around 240 tonnes of fertilizer returned to HIA landscape free of cost from MME.

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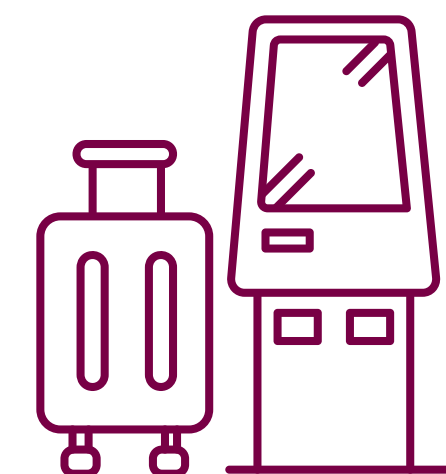
# Matar, the Qatar Company for Airports Management & Operation



## Ground Services sustainability on customer experience and automation solutions

During the crisis, Qatar Airways' Ground Services team continued to revolutionise its operations and implemented cutting edge technologies at the check-in counters.

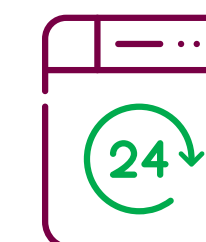
**The traditional methods of conducting check-in operations were evolved and now incorporate the latest systems in the industry. This milestone paved the way for Qatar Airways to attain a Platinum status by IATA in the Self-Service efforts.**



## Ground Services Integration Highlights

### Automation Self Service Transit at HIA in 2022

Implementation of 24 Self-service kiosks at HIA Transit area were successfully completed, which further improved customer experiences and allowed customers to perform multiple transactions, such as seat change, boarding pass reprint, lounge check and meal eligibility.



### Kiosk Monitoring Application Mobility Solution

Mobile App was internally developed by Qatar Airways IT for Qatar Airways agents assisting customers in self-service area to check the documentation of customers.

This automation provided a unique feature with a one-step process designed to enhance customer experience that eliminated long queues at the counter for documentation.



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# Qatar Aircraft Catering Company

**Qatar Aircraft Catering Company (QACC) consistently aims to achieve the highest possible quality, safety and security standards for customers, partners and employees.**

**Our skilled culinary experts are dedicated to producing and delivering outstanding food experiences to customers on a daily basis.**

The new state-of-the-art catering facility has empowered QACC's capabilities by introducing new benchmarks of excellence in aviation catering and on-board services.

- **QACC is proud to be the first in the Group to achieve ISO 14001:2015 Certification**



The current renovations entail the installation of fully automated and sustainable industrial equipment, which will enhance product quality, improve delivery efficiency and increase production capacity.



## 2021-2022 Highlights



**3,200**  
employees



**175,000**  
meals prepared per day



**70**  
international cuisines



**1.5**  
million equipment items



**250+**  
flights catered per day



**1.7**  
million kg general solid waste recycled

**During the 2021/2022 financial year, QACC achieved our one-year sustainability target by recycling more than one million kilograms of plastic waste and donating more than 100,000 pieces of goods and surplus food supplies to people in need across the globe. The Group's catering company is working hard to decrease waste generation and improve rates of waste diversion from landfill.**

**The ambition for a greener QACC remains a high priority, hence we continually seek innovative methods to reduce the overall carbon footprint by:**

- Applying green building standards in our new facility construction, wherever possible;
- Installing energy efficient equipment in our new state-of-the-art catering facilities;
- Decreasing the usage of single use plastic;
- Implementing paperless process through innovative technology; and
- Promoting use of local fruit and vegetable where available.



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# Qatar Duty Free

**Qatar Duty Free (QDF) offers an extensive selection of boutiques ranging from lifestyle, affordable to luxury; duty-free stores as well as a wide portfolio of multi-brand concept shops. In addition to its unique and diverse brand portfolio, QDF boasts a wide range of cuisines to suit every palette and budget at a numerous dine-in restaurants, cafes and grab and go outlets.**

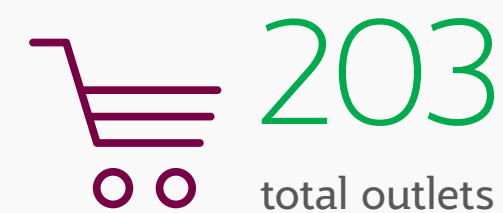
As a world-class retailer which is part of a global airline and an award-winning airport, QDF is exceptionally positioned to partner with travel retail brands to launch exciting products and services, bringing exclusive experiences to its customers.

- **In July 2021, Qatar Duty Free unveiled its “21 in 21” project at Hamad International Airport to mark its 21<sup>st</sup> anniversary.**

The enhanced retail portfolio of 21 new shopping and dining outlets focused on embracing a range of tastes and budgets, The “21 in 21” project remove elevated the existing award-winning duty free experience at HIA and transformed it into a premier global destination for international air travellers.



## Total Outlets



During this period, QDF strategically changed the COVID-19 impact on passenger movement to fast-track all activities and projects. This approach offered QDF a significant level of readiness to cope with the increase in passenger traffic following the gradual lifting of travel restrictions.

Through its strategic approach, QDF was equipped to unveil 16 new retail stores and four new dining options during the reporting period which also included prestigious brands. By March 2022, QDF had reached 203 total outlets within HIA.

## Environmental Sustainability

As an airport tenant, QDF is part of HIA's effort to protect the environment, through programmes for energy, vehicles, waste and water. QDF continued following the strict guidelines of HIA for energy efficiency and environment management while implementing legacy initiatives for waste management and reduction.

**The plastic bags and food and beverage utensils used at QDF are made of at least**



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# Qatar Executive

**Qatar Executive is the Group's ad-hoc on-demand charter company. The QE Fleet has been optimised and now utilises some of the greenest business jet aircrafts on the market.**

Sustainability is one of the driving forces of our business, and Qatar Executive is constantly reviewing internal processes and implementing projects to ensure that our operations are sustainable.

- **IS-BAO Safety Management System**



IS-BAO Safety Management System has been established and stage 2 certification has been achieved.



## Highlights



### De-fueled fuel is no longer disposed

- De-fueled fuel is no longer disposed of during maintenance



### Outstanding fuel efficiency

- The Gulfstream G700, equipped with the all-new Rolls-Royce Pearl 700 engines and an advanced high-speed wing design
- can fly at record-breaking speed and range with outstanding fuel efficiency



### Aircraft positioning optimisation initiative

- Aircraft positioning optimization initiative was developed and monitored to reduce positioning to a minimum



### Cost Index / Cruise speed optimization campaign

- To reduce fuel, burn a Cost Index / Cruise speed optimisation campaign has been launched

## Sustainable Aviation Fuel (SAF)

- The process for deliveries of our Gulfstream G650ER was standardised, and all of our deliveries in 2021 were completed using SAF.
- Brand-new Gulfstream G700 aircraft, capable of operating using 100 percent SAF, has been ordered.



Capable of operating using 100% SAF



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# Qatar Aviation Services

**Qatar Aviation Services (QAS) is the sole ground handling service provider for all flights into Hamad International Airport. Qatar Aviation Services looks after every passenger, bag and consignment of cargo passing through the airport.**

With a seamless, 24/7 operation and a multi-cultural team made up of highly qualified employees from more than 49 countries, QAS surpasses the standard ground handling service experience and has established the company as an industry leader.

- **IATA ISAGO certification**



QAS achieved the IATA ISAGO certification in 2014 and has maintained the certification. This has been built upon a “backbone” of audit standards applicable to all ground handling companies worldwide.

- **ISO 9001: 2015 - Quality Management System certification**



QAS is an ISO 9001 certified Ground Handling company since 2006 and has maintained the certification continuously.



## Highlights



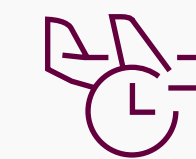
**181,280**  
flight movements



**22.1**  
million passengers handled



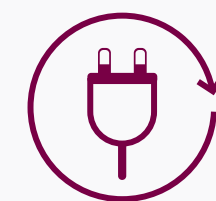
**461,826**  
special assistance passengers



**99.52%**  
on-time performance



**34+**  
million items of baggage handled



### IT Equipment disposal with Environmental Certified Supplier

QAS along with QR Group have guidelines in place for proper and eco-friendly handling and disposal of the electronic waste

- For the years 2020–2022, total amount of e-waste generated by outdated or damaged electronic equipment for QAS was about 5,000 kg.



### Electronic Read & Sign Acknowledgement System

This eliminates utilising papers during the manual Read and Sign process

- There are total of 2,819 communications published with e-signature entries logged along with the time stamp in the system.



### Installation of power receptacles for Reefer Trucks

This allows Reefer truck operators to switch engines between fuel and electric

- Once the electric switch is turned on, the diesel supply gets shut down automatically and switches to electric power source.



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# Qatar Distribution Company

**Qatar Distribution Company (QDC) is the only licenced retail distributor of wines, spirits and specialty foods in the State of Qatar. Waste and water management were identified as two main areas for improvement within the environmental management plan during this reporting period.**

QDC promotes sustainable and eco-friendly practices in warehouse, shops as well as the new distribution centre that has helped minimise our environmental impact.

- QDC has planned to implement the following initiatives over the next 5 years:



**Waste Management** – Use of sustainable non-woven bags instead of plastic bags in the retail stores; Use of biodegradable packing bags; Replace paper cups with reusable mugs.



**Energy Management** -Replacement of Fluorescent lights with LED lights



**Water Management** – Low Flow Faucet Aerators fixtures in water taps and Jet Spray; comprehensive water leak detection and repair programme



# Discover Qatar

**Discover Qatar (DQ) has remained dedicated throughout the COVID-19 pandemic, and has redesigned its strategy and role to further promote the State of Qatar's unique heritage and culture.**

DQ was established 17 years ago to provide products and services for visitors to Qatar, supporting the developing tourism industry in the country.

- DQ introduced sustainable initiatives packages:



Promotes environmental education on the ecosystem and habitats of the Whale Sharks



Celebrate and educate on wildlife and nature in Qatar including kayaking tours of the mangroves, Whale Sharks tours, desert & Inland Sea



Use recyclable materials in our physical asset production



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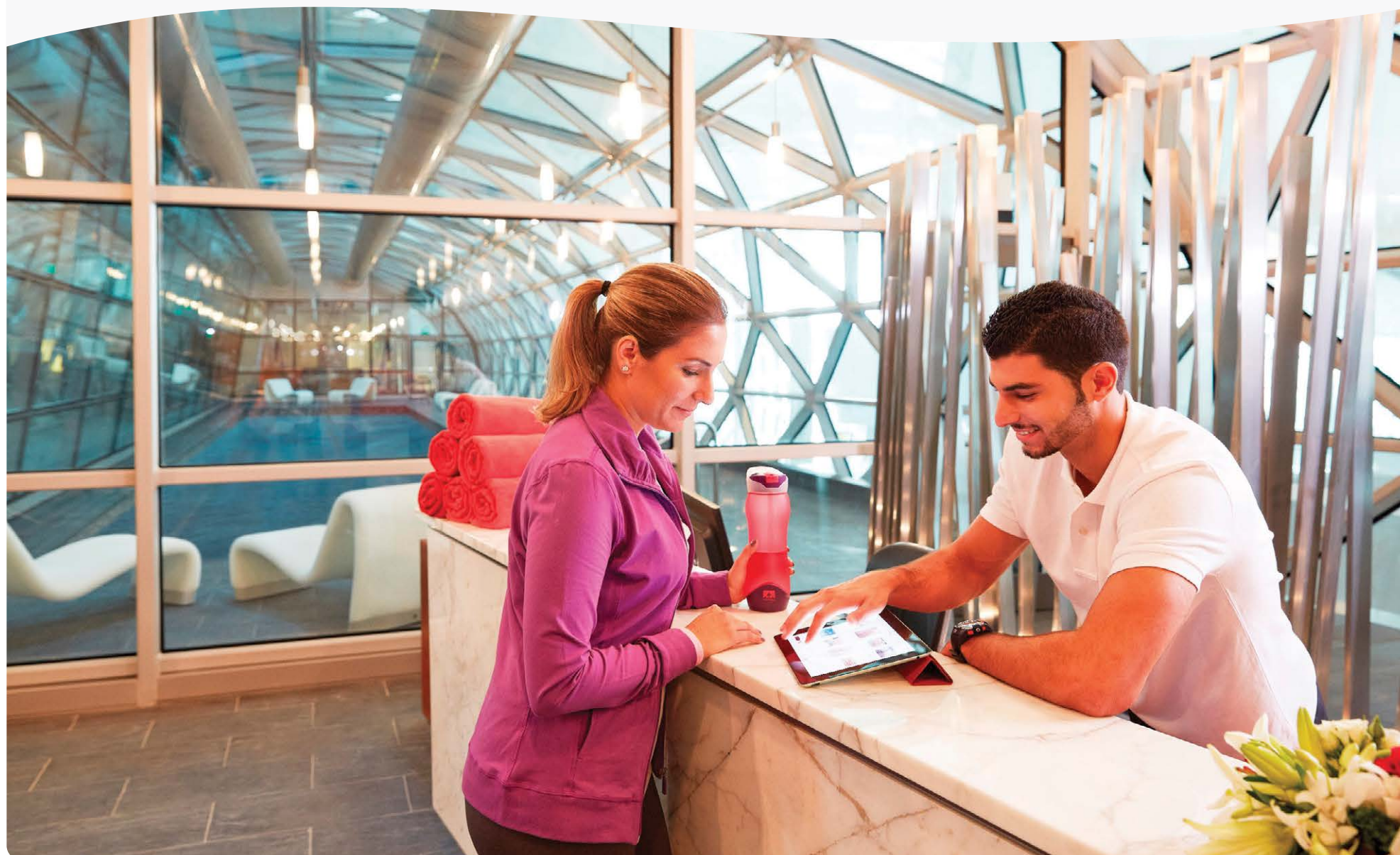
# Dhiafatina Hotels

**DHIAFATINA is the Group's hotels and spa management arm. Qatar Airways Group owns or operates eight world-class hotels in Edinburgh, London, Doha, Melbourne and Geneva and has focused on ensuring that each of the properties develops environmentally friendly, sustainable business and management systems.**

Some of our accomplishments include:

## London Heathrow, Sheraton Skyline Hotel

- Joined 'Green Key' Programme, a leading eco-label for tourism and hospitality, recognised by the World Tourism Organisation, Global Sustainable Tourism Council and the UN Environmental Programme. Establishments must comply with strict independently verified criteria to increase the use of environmentally friendly and sustainable methods.



## Melbourne, Sheraton Melbourne

- Implemented a building management system, lighting plant and equipment upgrades, a new cluster energy agreement for green energy, active waste management programme sourcing and sustainable food sourcing.

## Geneva, Hilton Geneva Hotel

- In-room sustainability initiatives include use of non-polluting cleaning products, and choosing a new laundry partner to limit the production of CO<sub>2</sub>.
- Achieve Swisstainable Certification Level 3 (leading); ISO 9001; 14001; and 50001.



## Doha, Oryx Garden Hotel

- Launch of second hotel at Hamad International Airport for transit passengers.
- Situated in the North Plaza the Oryx Garden Hotel was opened in anticipation of FIFA World Cup Qatar 2022™.

## Doha, Hyatt Regency Oryx

- Installation of new EV charging stations, large format reusable amenities in all guest rooms, BMS and LED light installation for efficient energy management, Sustainability Audit, and Electrical cars for guest transportation.

## Qatar, Fuwairit Kite Beach

- Construction included sustainable sourcing methods, Waste management initiatives to reduce the use of plastic, outsource laundry and reduce food waste.
- Obtained Hazard Analysis and Critical Control Points (HACCP) food hygiene certification.



**HACCP**  
CERTIFIED



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# Oryx International School



**Oryx International School is an independent school exclusively for the children of employees of Qatar Airways and its subsidiaries.**

Year on year, there has been a steady increase in the number of students with 1,520 students at the beginning of September 2021 to 1,573 students by the end of the term March 2022.

**Number of students in Oryx International School**



## In line with the Qatar Airways Group values and commitment to sustainability

Oryx International School provide students with a challenging learning environment by offering an academic curriculum that is balanced, interactive and supports development in all activities including sustainability at the school.



## Oryx International School Eco-Warriors

Oryx International School launched the Eco-Warriors initiative as part of sustainable school programme to reduce water use, manage waste, especially single-use plastic and energy conservation were introduced as part of the Eco-Warrior project.

**Annually, 250,000 gallons of wastewater is sent to HIA for treatment which is then used for irrigation.**



As part of its commitment to Environmental Sustainability, the school has joined the IATA's Environmental Assessment programme.

**This requires the school to demonstrate ongoing environmental performance improvement.**



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# Qatar Airways Cargo

**Qatar Airways Cargo, one of the world's largest cargo carriers, is aligned with the Qatar Airways Group's commitment to protect the planet for a sustainable future.**

Qatar Airways Cargo has a well-balanced approach to business operations, with a long-term corporate policy to support sustainability while contributing to achieve the Qatar National Vision 2030 and the UN Sustainable Development Goals.

- Cargo Airline of the Year 2021
- Air Cargo Industry Achievement 2021




- Cargo Airline of the Year 2021



Qatar Airways Cargo maintained its position as the world's leading air cargo carrier throughout the year, forging ahead with a strategic focus on growth, sustainability and digitalisation, and supporting the continuity of global trade, despite ongoing market challenges.




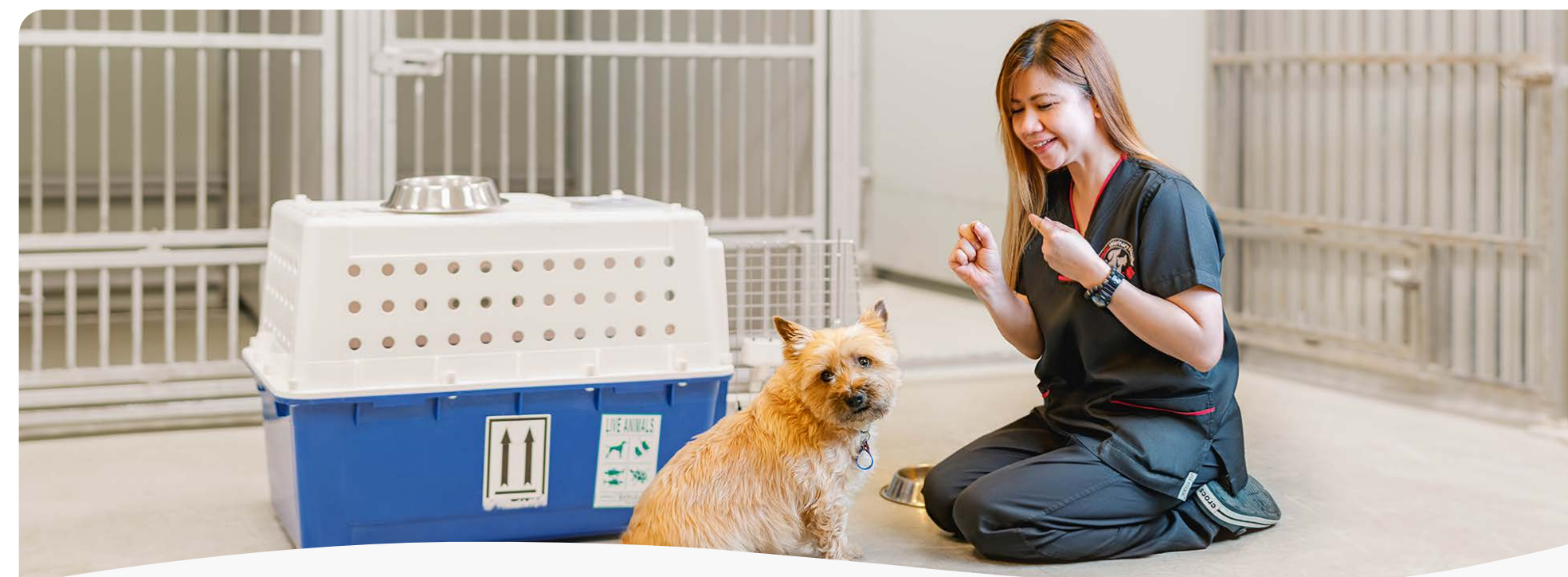
## 2021-2022 Highlights

 **65+**  
dedicated freighter destinations

 **3,000,961**  
tonnes of air freight

 **583**  
million doses of COVID-19 vaccines

 **7.99%**  
share in the global market



## People and Community

### Professional Development

As part of its core strategy, Qatar Airways Cargo is constantly encouraging and supporting all its employees in acquiring new skill sets oriented to efficiency and sustainability.

QR Cargo is constantly investing in employee training and development, maximising the process efficiency while, supporting the team's professional growth.



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# Qatar Airways Cargo

## Humanitarian Aid

Qatar Airways Cargo is collaborating with NGOs, international organisation and charities in the transport of humanitarian and relief goods. In March 2022, Qatar Airways and Airlink signed a renewed agreement of support, with the airline pledging a further 500 tonnes of free cargo space over three years.

- Through this agreement, Qatar Airways and Airlink Cargo have moved nearly

## 250 tonnes

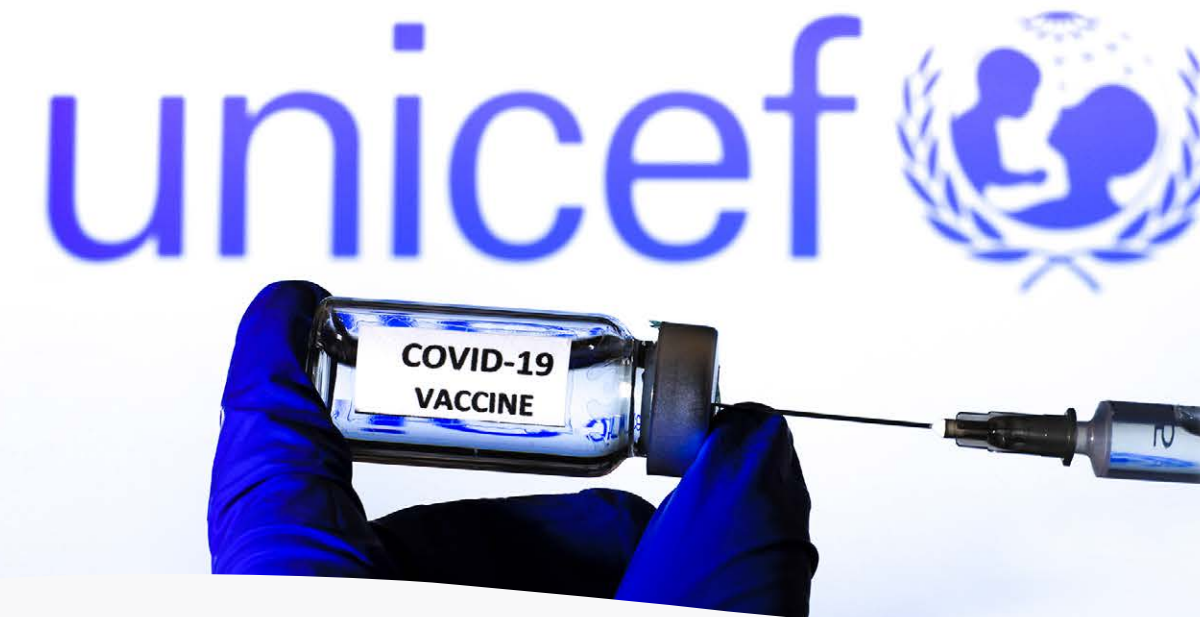
aid on behalf of a network of humanitarian aid not for profits supporting campaigns in Afghanistan, Bangladesh, Iraq, Lebanon, Pakistan, the Philippines, Sub-Saharan Africa, and the Horn of Africa.

**The first formal partnership agreement between Qatar Airways and Airlink was announced in 2020 to transport 250 tonnes of humanitarian aid free-of-charge over the course of two years for helping communities impacted by disasters and other humanitarian crises around the world.**

- Qatar Airways conducted their first project transporting over

## 29,000 kgs

of soap to Botswana. Hand washing is critical to mitigating the spread of COVID-19. This shipment of soap was donated to a local organisation based in Gaborone, Botswana, in order to provide vital assistance.



## COVID-19 Relief

Qatar Airways Cargo continued to work with UNICEF under its five-year MoU to support UNICEF's Humanitarian Airfreight Initiative to prioritise the transportation of vaccines, medicines, medical devices and critical supplies utilising its extensive global network and capacity.

- Qatar Airways Cargo was an important partner for transporting vaccines and critical aid-relief to different States.



## 1.5 million

of COVID-19 vaccine for the State of Qatar transported during this period.

**Furthermore, three Qatar Airways Cargo Boeing 777 freighters departed to India, carrying approximately 300 tonnes of medical supplies from around the world to support the ongoing COVID-19 relief efforts.**

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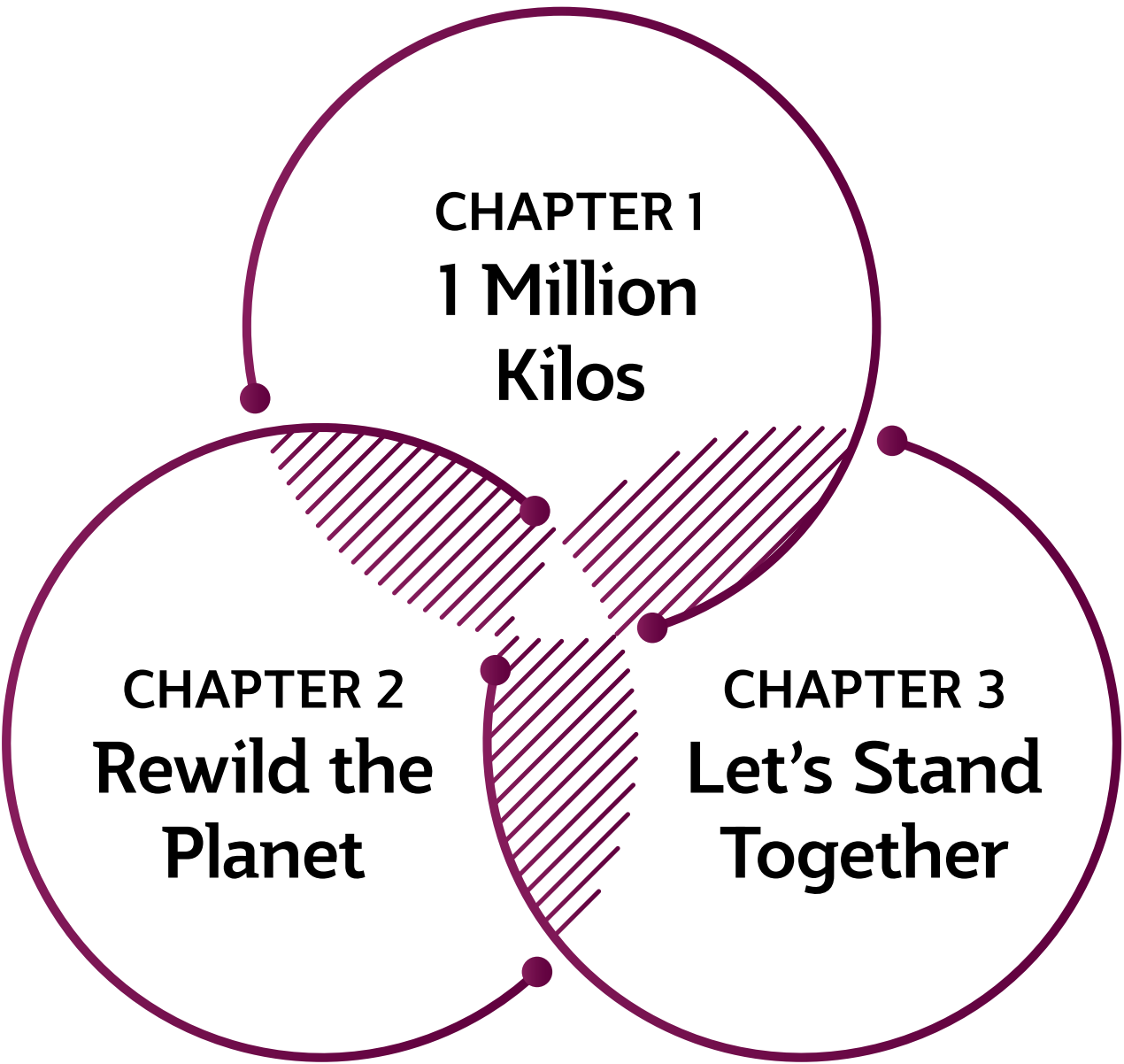



# Qatar Airways Cargo


## Because WeQare-Let's Stand Together

The Qatar Airways Cargo leading sustainability programme, WeQare, consists of a series of focus chapters based on four core pillars: environment, society, economy and culture. WeQare is born of the crisis caused by the COVID-19 pandemic, and since then has been creating a more positive impact on the industry and the world.

**WeQare's first initiative, '1 Million Kilos', provided free transport on-board Qatar Airways Cargo flights to charities involved in transporting humanitarian aid and medical supplies all over the world.**





- **For the Chapter 3, Let's Stand Together,**  Qatar Airways Cargo organised journeys for collection and donations in support of disadvantaged children across the globe.

 **The donation drive focused on three aspects:**  
① Education    ② Sports    ③ Fun

Business partners, customers, staff and generous people worldwide donated educational materials, clothes and sports items, as well as toys, musical instruments and board games.

**The Chapter 3, was officially launched in 2022 following the success of the previous chapters:**

- **Chapter 1 – 1 Million Kilos** launched in 2020 and 
- **Chapter 2 – Rewild the planet** launched in 2021 



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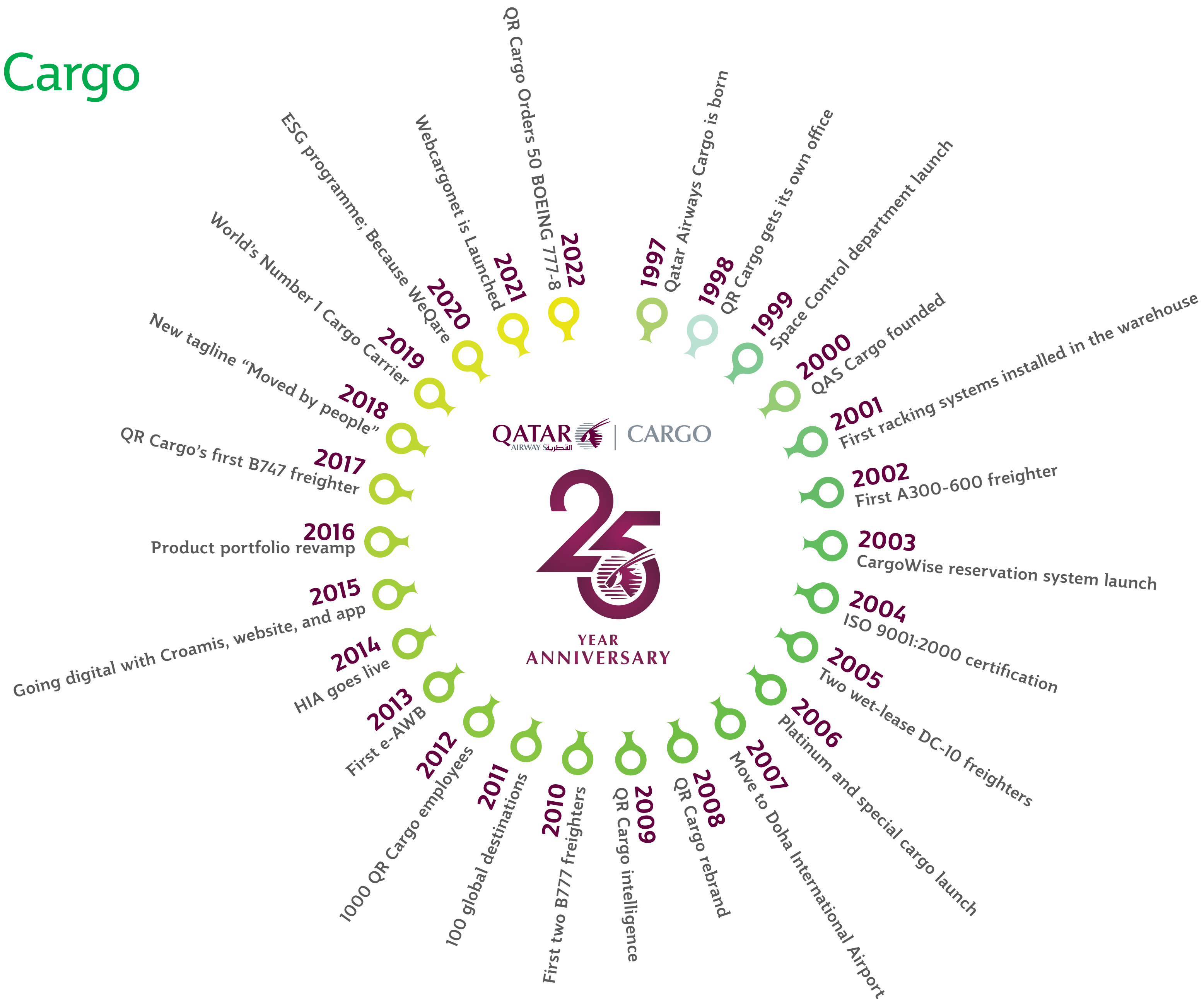


# Qatar Airways Cargo

## Our 25-Year Story

Qatar Airways Cargo remained the leading player in the industry as its revenue experienced an impressive growth of 25 percent over last year with the growth in cargo capacity

Against the backdrop of the pandemic disruption, Qatar Airways Cargo transported more than three million tonnes of air freight and secured eight percent share in the global market.



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# Qatar Airways Cargo

## Environmental Sustainability

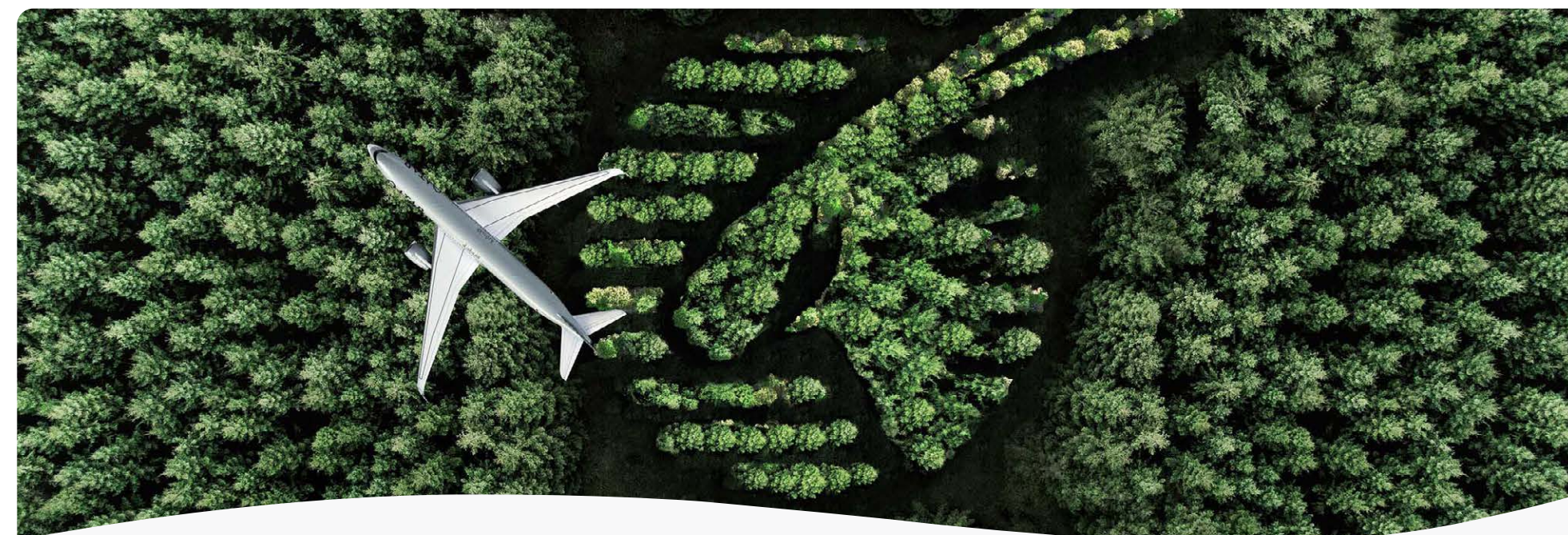
Qatar Airways Cargo is involved in a number of leading initiatives to address climate change and minimise the environmental impact, including waste reduction and recycling projects at its hub and network. Qatar Airways Cargo has adopted a comprehensive and well-balanced approach to protect the environment from the air space to the ground operations, including.

### Advanced Aircraft Technology

Qatar Airways Cargo, one of the world's largest cargo carriers, is constantly investing in state-of-the-art equipment and facilities to ensure maximum process efficiency in serving its customers.

**In January 2022, Qatar Airways Cargo became the launch customer for the Boeing 777-8 Freighter with a firm order for 34 jets and option for 16 aircraft more.**

The acquisition of the new Boeing 777-8F with improved aerodynamics and fuel-efficient engines, increases payload capacity while reducing emissions and fuel consumption, exemplifies Qatar Airways Cargo's focus on sustainability.



## Driving Innovation to Tackle Climate Change

### • IATA CO2 Connect

Environmental sustainability and decarbonisation in particular are central to Qatar Airways Cargo's corporate strategy.

**In November 2021, it became the first cargo airline that joined the IATA CO2 Connect platform and has since been working on developing a fully integrated carbon offsetting solution for its customers.**

The initial milestone was achieved with the introduction of a cargo carbon emission calculator.

This fully functioning carbon emissions calculator was developed based on the published IATA methodology, IATA Recommended Practice 1678 for Cargo CO<sub>2</sub> Emissions Measurement, which provides the most accurate calculation results and transparency to understating the carbon footprint at the shipment level. The carbon emissions calculator automatically considered various factors such as aircraft type, route-specific data, as well as passenger and cargo load factors. The calculator was the first step towards developing a fully integrated cargo carbon offsetting solution for Qatar Airways Cargo's customers.

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# Qatar Airways Cargo

## eBooking Connectivity on CargoWise

Digitalisation is undoubtedly one of the most defining features of air cargo industry. Therefore, Qatar Airways Cargo has been driving digitalisation initiatives across various areas of its business. Qatar Airways Cargo is among the top e-Air Waybill (AWB) producing carriers globally offering a single process to e-AWB customers, making procedures as smooth as possible.

Qatar Airways Cargo and WiseTech Global announced the launch of a direct eBooking solution between their global operating systems which has gone live. The eBooking connection between WiseTech's CargoWise platform and Qatar Airways Cargo management system - CROAMIS, enabled freight forwarders using CargoWise to choose their flight and confirm a booking with Qatar Airways Cargo in real-time, without having to leave the platform. Similarly, existing bookings made via the solution can be modified.

**The eBooking connection between WiseTech's CargoWise platform and Qatar Airways Cargo management system**



## Partnerships and Industry Collaboration

### ● Cool Chain Association

Qatar Airways Cargo became a member of Cool Chain Association and will deliver concrete solutions along with other members to improve the cool chain. The membership aligns with the airline's sustainability programme, WeQare as Cool Chain Association aims to reduce food wastage through cool chain integrity and stakeholder involvement.

### ● Pharma.Aero

Qatar Airways Cargo becomes a member of Pharma.Aero, a worldwide platform catered dedicated to excellence in pharmaceutical transportation, effective 5 July 2021. Both organisations shared a common goal of achieving excellence in reliable end-to-end air transportation for pharma shippers. Through the membership, the airline will also participate in Pharma.Aero's board meetings and focus groups to contribute its expertise.

### ● New generation containers

Qatar Airways Cargo expanded its partnership with Envirotainer to offer its customers Releye® RLP containers. These new generation containers lead to up to 90% reduction in CO<sub>2</sub> emissions (the lowest CO<sub>2</sub> footprint in the air cargo industry) due to their low weight and efficient performance.

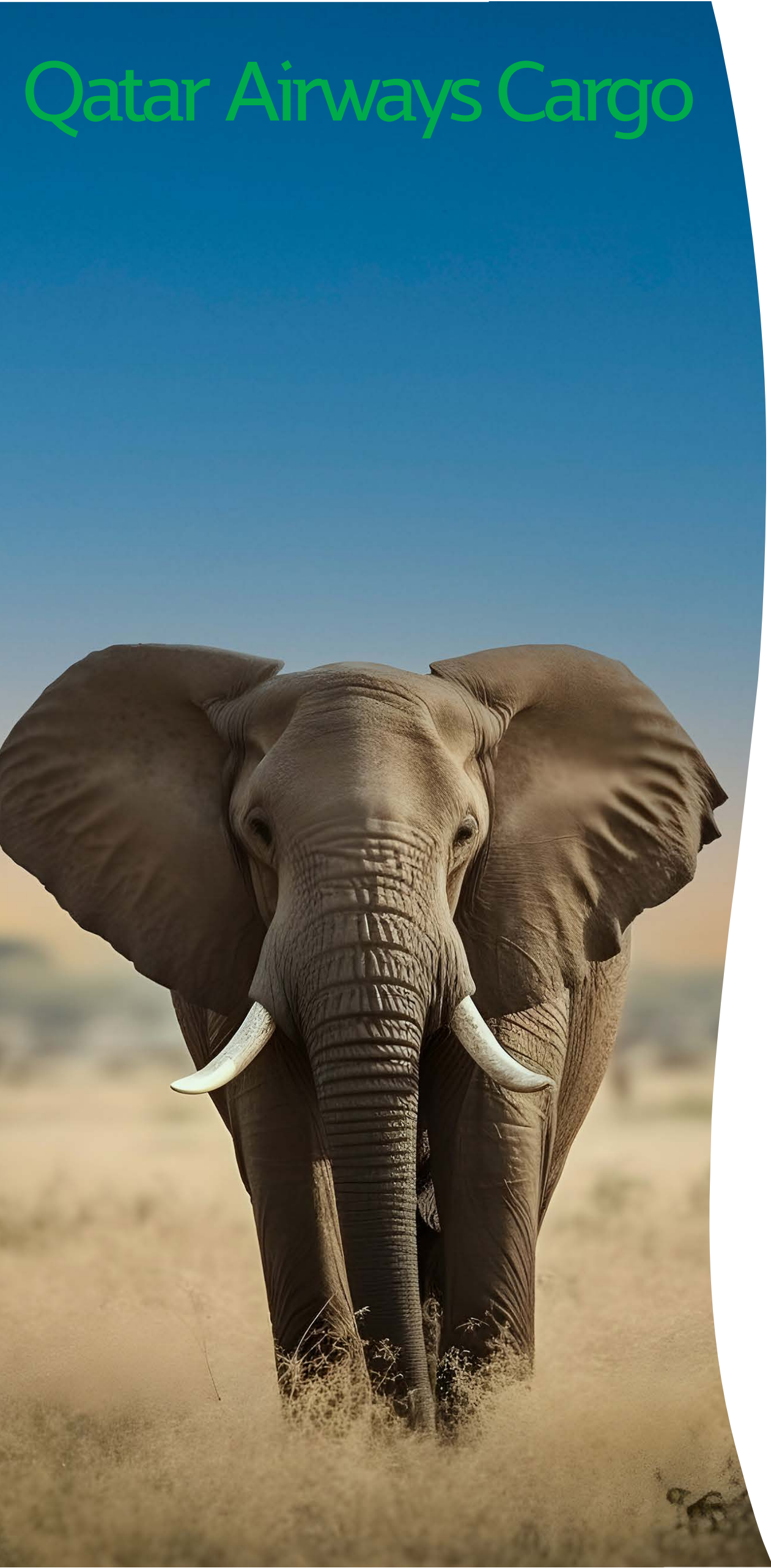


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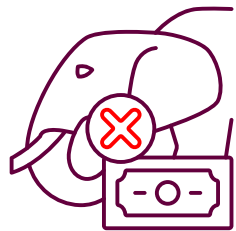






Rewild the Planet

● Reducing Opportunities for Unlawful Transport of Endangered Species



Qatar Airways has extended its participation in the USAID ROUTES (Reducing Opportunities for Unlawful Transport of Endangered Species) Partnership, reinforcing its commitment to combat illegal trafficking of wildlife and its products.

**The Illegal Wildlife Trade (IWT) Assessment was developed by the International Air Transport Association (IATA), with the support of ROUTES, as part of IEnvA - IATA’s environmental management and evaluation system for airlines.**

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



● CEIV Live Animals certification

Qatar Airways Cargo is the first air carrier in the Middle East to be CEIV Live Animals certified. This certification is testament to the dedication and detail that the Group puts into transporting the many different live animals. Whether they are horses, household pets, livestock or exotic animals transported on our flights or wild animals being flown under WeQare Rewild the Planet initiative, Qatar Airways goes beyond the required regulatory standards to ensure that the animals are given the utmost care and comfort for the entire duration of the journey.

The CEIV Live Animals certification depicts that our handling, infrastructure, quality management and training framework are in line with industry standards. It highlights our compliance with the IATA Live Animal Regulations alongside the Transportation of Wildlife and Animal Welfare Group Policy. Further, the CEIV illustrates the Qatar Airways Cargo’s robust supplier management system and its commitment to continuously improving industry standards for transporting live animals.



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# Qatar Airways Cargo

## Sustainable growth and stability

During the pandemic, Qatar Airways Cargo demonstrated agility, innovation and flexibility in the face of this extraordinary period in which the air cargo industry, as a whole, experienced major upheaval.

The Group's cargo division has been able to take advantage of the unprecedented challenge, demonstrating strong capacity to respond its customers needs and reaffirming its leading position in the market as a carrier that people and customer can rely on.

### Leading Safety

Qatar Airways Cargo is the first cargo carrier to adopt Safran Cabin's new Fire-Resistant Container solution.



## 10,000 unit load devices

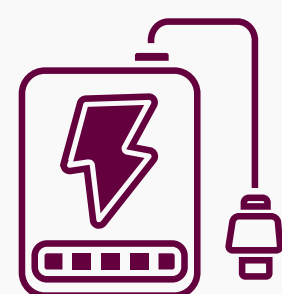
of entire fleet will replace in next five years

- with this unique container design, aiming to exchange 70% of the units already during 2022.



## Fire-Resistant Containers

Qatar Airways Cargo's decision to invest in Safran Cabin's newly developed Fire-Resistant Containers, stems from the airline's vested interest in preventing safety issues related to the increasing risk posed by lithium battery shipments.



### Supporting Global Economy

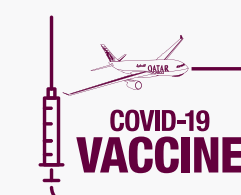
In support to the global economy, Qatar Airways Cargo plays an important role in the transportation goods across its comprehensive operations network.

More than



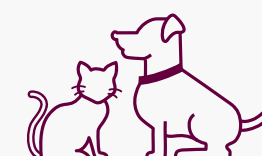
## 3+ million

tonnes carried this year, increasing by 8% over the past year



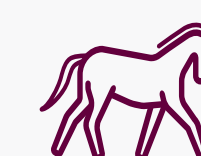
## 583 million

COVID-19 vaccine doses in the reporting year



## 13,450

cats and dogs



## 9,300

horses



## 109,800

tonnes of fruits and vegetables



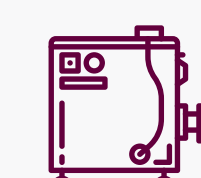
## 70,950

tonnes of fish



## 56,900

tonnes of flowers



## 30,450

tonnes of meat



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Assurance Statement

VERIFAVIA SAS (‘VERIFAVIA’) has been engaged by the QATAR AIRWAYS GROUP to perform an independent verification with reasonable assurance on scope 1 and limited assurance on scopes 2 and 3. The carbon inventory data of the following business entities for the fiscal year 2021 (April 1, 2021 – March 31, 2022) 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.

Total Carbon Emissions per Business Unit				
QR-Group	Scope 1 (tCO2eq)	Scope 2 (tCO2eq)	Scope 3 (tCO2eq)	Total emissions (tCO2eq)
<b>Airlines</b>				
Qatar Airways	18,207,119	46,748	71,728	<b>18,325,595</b>
Qatar Executive (QE)	115,253	0	0	<b>115,253</b>
<b>Other branches</b>				
Qatar Distribution Company (QDC)	11	885	0	<b>896</b>
Qatar Aviation Services (QAS)	26,820	9,912	32	<b>36,764</b>
Qatar Duty-Free Company (QDFC)	147	3,736	63	<b>3,946</b>
Qatar Duty-Free Company Food & Beverage				
Qatar Aircraft Catering Company (QACC)	11,398	15,322	29	<b>26,750</b>
Discover Qatar	123	0	0	<b>123</b>
<b>Hotel Management</b>				
Dhiafatina for Hotels	3,652	24,235	0	<b>27,887</b>
<b>Airport Management</b>				
Hamad International Airport (HIA)	3,239	162,285	26,274	191,798
<b>Total</b>	<b>18,367,763</b> (98%)	<b>263,123</b> (1.5%)	<b>98,126</b> (0.5%)	<b>18,729,013</b>

\* 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 14, May 2023).

We conducted the independent audit based on the following verification criteria:

- ISO/IEC 17029:2019 - Conformity assessment - General principles and requirements for validation and verification bodies
- ISO 14064-3:2019 – Greenhouse Gases – Specification with guidance for the validation and verification of greenhouse gas emissions and removals
- ISO 14065:2020 - General principles and requirements for bodies validating and verifying environmental information.
- 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 14, May 2023

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Responsibilities

QATAR AIRWAYS GROUP is solely responsible for the preparation and reporting of its carbon inventory data, for any information and assessments that support the reported data, for determining the group's objectives concerning 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), 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 carbon inventory data.

We conducted our examination having regard to the verification criteria documents listed above. This involved a virtual site visit on the 30th of January 2023, to interview the staff responsible to gain reasonable (scope 1) and limited (scope 2 and 3) assurances 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 gain reasonable (scope 1) and limited (scope 2 and 3) assurances, these data are fairly stated and contain no material misstatements or material non-conformities.



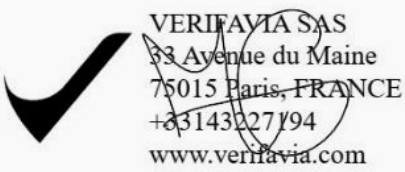
Azhar Ahmed SAYEED  
Aviation Manager and Lead Auditor



Leonard BARKLEY  
Environmental Analyst



Amina SHANGEREYEVA  
Environmental Analyst



Mathias GROSSMANN  
Aviation Director and Independent Technical Reviewer



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## QATAR AIRWAYS GROUP

مجموعة الخطوط الجوية القطرية

The Qatar Airways Group Sustainability Report covers the period 01 April 2021 to 31 March 2022. The scope of this report includes Qatar Airways, Qatar Airways Cargo, Qatar Executive, Qatar Company for Airports Management & Operation (MATAR), Qatar Aviation Services, Qatar Aviation Catering Company, Qatar Duty Free, Qatar Distribution Company, Internal Media Services, Al Maha, Dhiafatina Hotels and Oryx International School.