

**QATAR AIRWAYS GROUP**  
مجموعة الخطوط الجوية القطرية

# Group Sustainability Report 2023 / 2024

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This year's sustainability report demonstrates our sense of "Amanah", the Arabic term for that means 'trustworthiness and reliability', and represents our commitment to delivering excellence to our passengers, employees, and business stakeholders

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# Introduction from Qatar Airways Group Chief Executive Officer

At Qatar Airways Group, our story has always been defined by ambition, innovation, and responsibility. Every flight we operate, every partnership we forge, and every innovation we pursue is guided by a simple yet profound belief: that progress must serve both the present and the future.

This year's sustainability report embodies this belief. It is not only a record of achievements, but a testament to our enduring commitment to creating meaningful value for our customers,

employees, partners, and the communities we serve, while safeguarding the planet that connects us all.

Over the past year, we have expanded our network to new destinations, enhanced operational efficiency through advanced aircraft technologies, and invested in initiatives aligned with the United Nations Sustainable Development Goals (SDGs). These actions are not simply about meeting industry benchmarks, they are about setting new standards for

what responsible aviation can achieve.

Our path forward is clear. We will continue to innovate with purpose, lead with integrity, and collaborate with partners who share our vision to ensure that the growth of Qatar Airways Group also brings growth to the people, economies, and environments we touch.

This report provides a transparent view of that journey and a promise to what lies ahead: a future

where global connectivity and sustainability thrive together.

On behalf of the entire Qatar Airways Group family, I extend my sincerest gratitude to our employees, stakeholders, partners, and customers. Your unwavering dedication powers this vision.

Together, we are not only shaping the future of air travel, but also proving that aviation - when guided by integrity and responsibility - can be a powerful force for good.



Anchored by our core value of "Amanah", representing 'trustworthiness and reliability', we continue to embed sustainable practices across every aspect of our operations: reducing our environmental footprint, fostering a diverse and empowered workforce, and driving responsible growth.

**Mr. Hamad Ali Al-Khater**  
Qatar Airways Group Chief Executive Officer



# About this Report

This Qatar Airways Group Corporate Sustainability Report covers the period from 1 April 2023 to 31 March 2024.

The performance data presented in this report relates to our operations of international flights, hotels in select international destinations, facilities, and ground service operations in the State of Qatar and other global destinations.

This report does not cover other Qatar Airways Group businesses and joint ventures.

**The organisational parameters of the data presented in this report include the following businesses**

- Qatar Airways
- MATAR
- Qatar Airways Cargo
- Qatar Duty Free
- Qatar Aviation Services
- Qatar Executive
- Qatar Aircraft Catering Company
- HIA Lounges and
- Qatar Distribution Company
- Al Maha Services
- Oryx International School

The Qatar Airways Group Corporate Sustainability Report is published annually to document our sustainability performance for the preceding financial year.

All published reports are available on the Qatar Airways website:

<https://www.qatarairways.com/en/about-qatar-airways/environmental-awareness.html>



**Qatar Airways Group aligns its efforts with the Sustainable Development Goals (SDGs) that are strongly linked to aviation in accordance with the International Civil Aviation Organization (ICAO).**

These goals aim to end poverty, protect the planet, and ensure that all people enjoy peace and prosperity by 2030.



# Qatar Airways Group Overview

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



**QATAR AIRWAYS GROUP**  
مجموعة الخطوط الجوية القطرية

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.



**QATAR AIRWAYS CARGO**



**QAS** QATAR AVIATION SERVICES  
القطريّة لخدمات الطيران



**QATAR INTERNAL MEDIA SERVICES**



**QATAR HOLIDAYS**



**ORYX**  
Discover Qatar  
القطرية للسياحة

## Qatar Airways

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

## Qatar Duty Free

Qatar Duty Free is a retail and food and beverage division at Hamad International Airport. In its visionary retail and dining experience, QDF offers an unparalleled selection of curated shopping and dining concepts that appeal to every passenger and all budgets.

## Al Maha Services

Al Maha Services provides meet-and-greet services and expedited security services for customers utilising Hamad International Airport (DOH).

## Qatar Distribution Company

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

## Dhiafatina

Dhiafatina is Qatar Airways Group's hotel and spa management arm. The Group owns or operates six world-class hotels in Doha, Edinburgh, Geneva, London, and Melbourne. Dhiafatina also operates the Vitality Spa at the Hamad International Airport (DOH).

## Qatar Airways Cargo

Qatar Airways Cargo is the world's largest international air cargo carrier, delivering quality air freight solutions and connecting businesses to more than 70 freighter and 170 belly-hold destinations.

## Operation and Management - MATAR

MATAR is a corporate subsidiary of Qatar Airways Group in agreement with the government of Qatar to manage the operations of Hamad International Airport (DOH) and Doha International Airport (DIA) for all commercial, private, and cargo operators.

## Qatar Aircraft Catering Company

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

## Oryx International School

Oryx International School is owned by Qatar Airways Group and managed by Orbital Education, for the children of employees of Qatar Airways and its approved subsidiaries.

## Qatar Aviation Services

Qatar Aviation Services provides the ground handling services at Hamad International Airport (DOH) and Doha International Airport (DIA) for all commercial, private, and cargo operators.

## Qatar Airways Internal Media Services

Qatar Airways Internal Media Services is a company managing the portfolio of advertising opportunities across Qatar Airways Group, including Hamad International Airport, Qatar Airways, and Qatar Executive.

## Discover Qatar

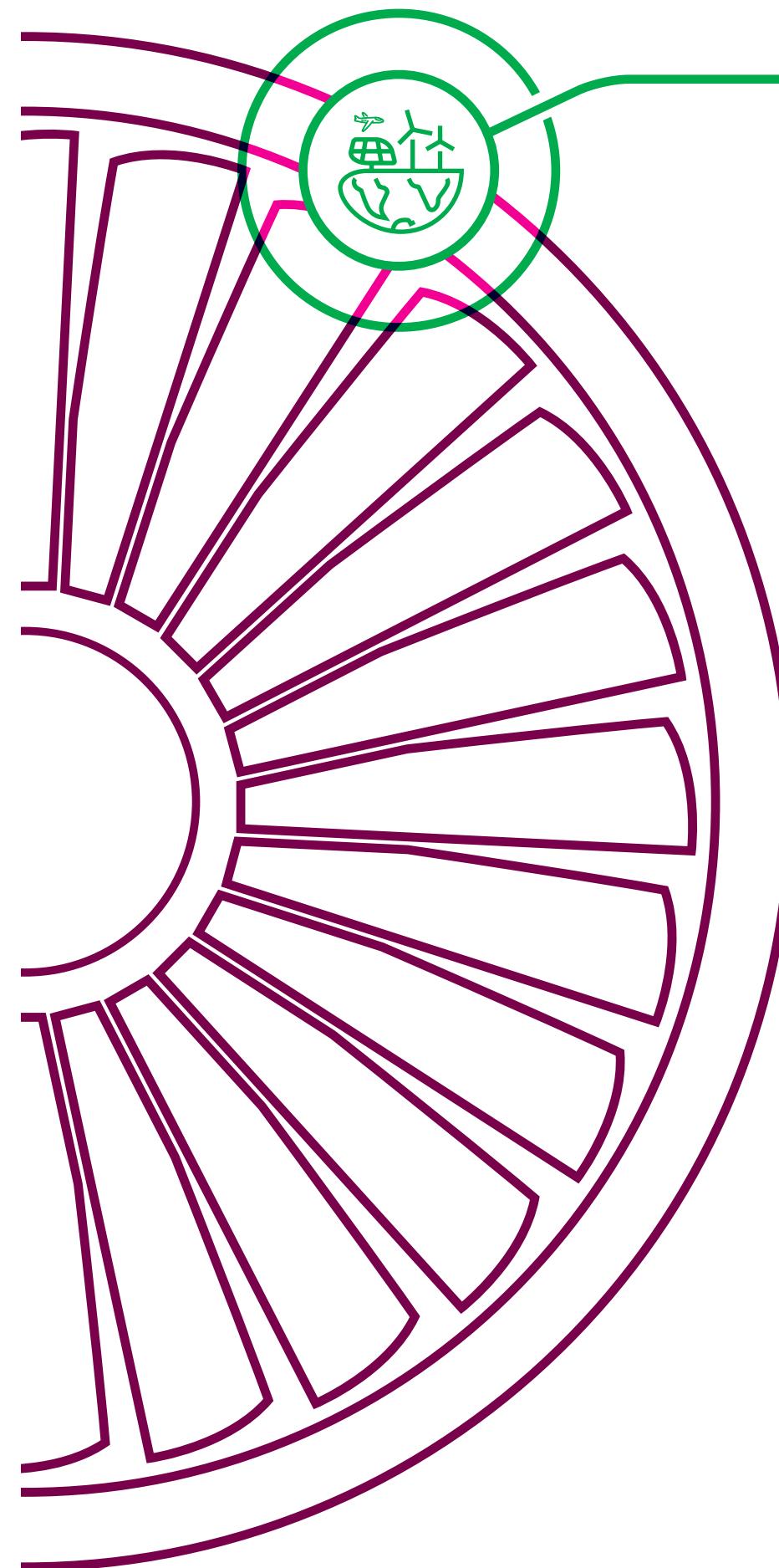
Discover Qatar is part of Qatar Airways and works with Qatar Tourism. It collaborates with various people and organizations to promote Qatar as a leading tourist spot.

## Qatar Executive

Qatar Executive is the corporate jet division of Qatar Airways Group based at Doha International Airport (DIA). It offers luxury jet services for worldwide charter on board the operator's wholly owned business jet fleet.



# Key Environment Highlights



## Amanah with Environment

### ● Climate action

- Addressing Greenhouse Gas Emissions and driving innovation to tackle climate change throughout our value chain through ICAO four-pillar strategy

**80+ fuel-saving initiatives**

implemented which avoided 2 million tonnes CO<sub>2</sub>

**3.9 million**

litres of neat SAF

**>28.7 million** kg of CO<sub>2</sub> offset

by our passengers through the voluntary offset programme

### ● Responsible consumption and circular economy

- Zero waste to landfill from Hamad International Airport by 2030

**Zero**

waste to landfill  
from cargo operations in Doha

- Zero wastewater discharge to environment from Hamad International Airport

All wastewater is treated and used  
for irrigation at Hamad International Airport

**>80%** waste from airport  
either reused or recycled

Expansion of the 360 foam wash  
waterless-technology for all aircraft

## SUSTAINABLE DEVELOPMENT GOALS

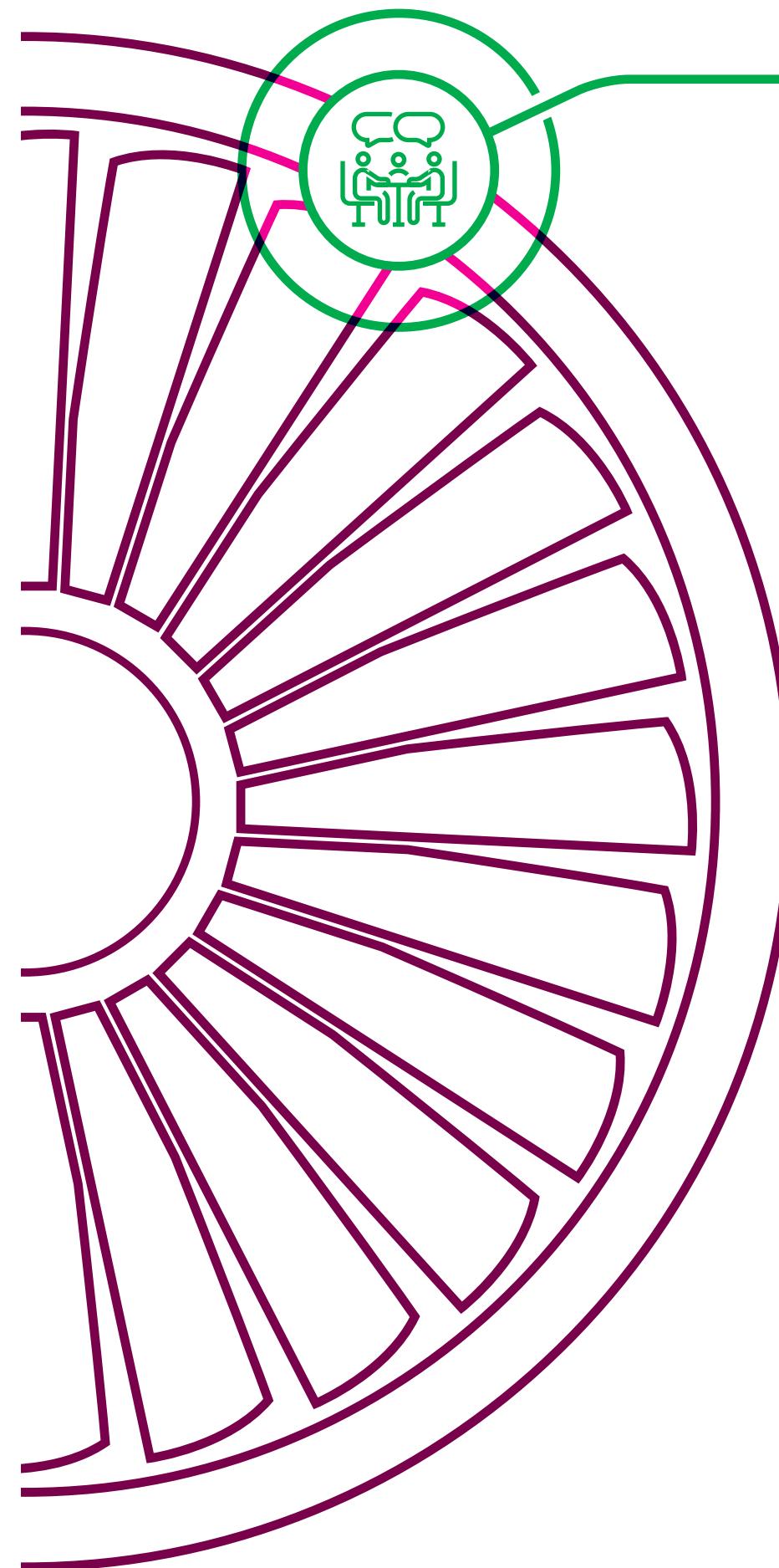


**53,025** kgs of waste recycled  
from corporate offices

Use of condensate water from air conditioners  
for cleaning activity in commercial buildings



# Key Social Highlights



## Amanah with People

- Qatar Airways Group places strong emphasis on people development, health and well-being
  - Women in leadership
  - 38% workforce are women
  - 26% in leadership position
- Published Modern Slavery Statement

**Zero tolerance**  
and committed to combating slavery and human trafficking

## SUSTAINABLE DEVELOPMENT GOALS



## Amanah with Society

- Qatar Airways leads numerous community initiatives in the State of Qatar and the destination it serves
  - Proud supporter of the Education Above All programme

**QAR 451,126**

donation collected for Education Above All

- Leads environmental programmes at Oryx International School
- Promotes buying local and partnering with local business
- Donation to charity

**> 13,600**

unused prepackaged food from its aircraft donated to charity

- Qatar Airways' customers contributed

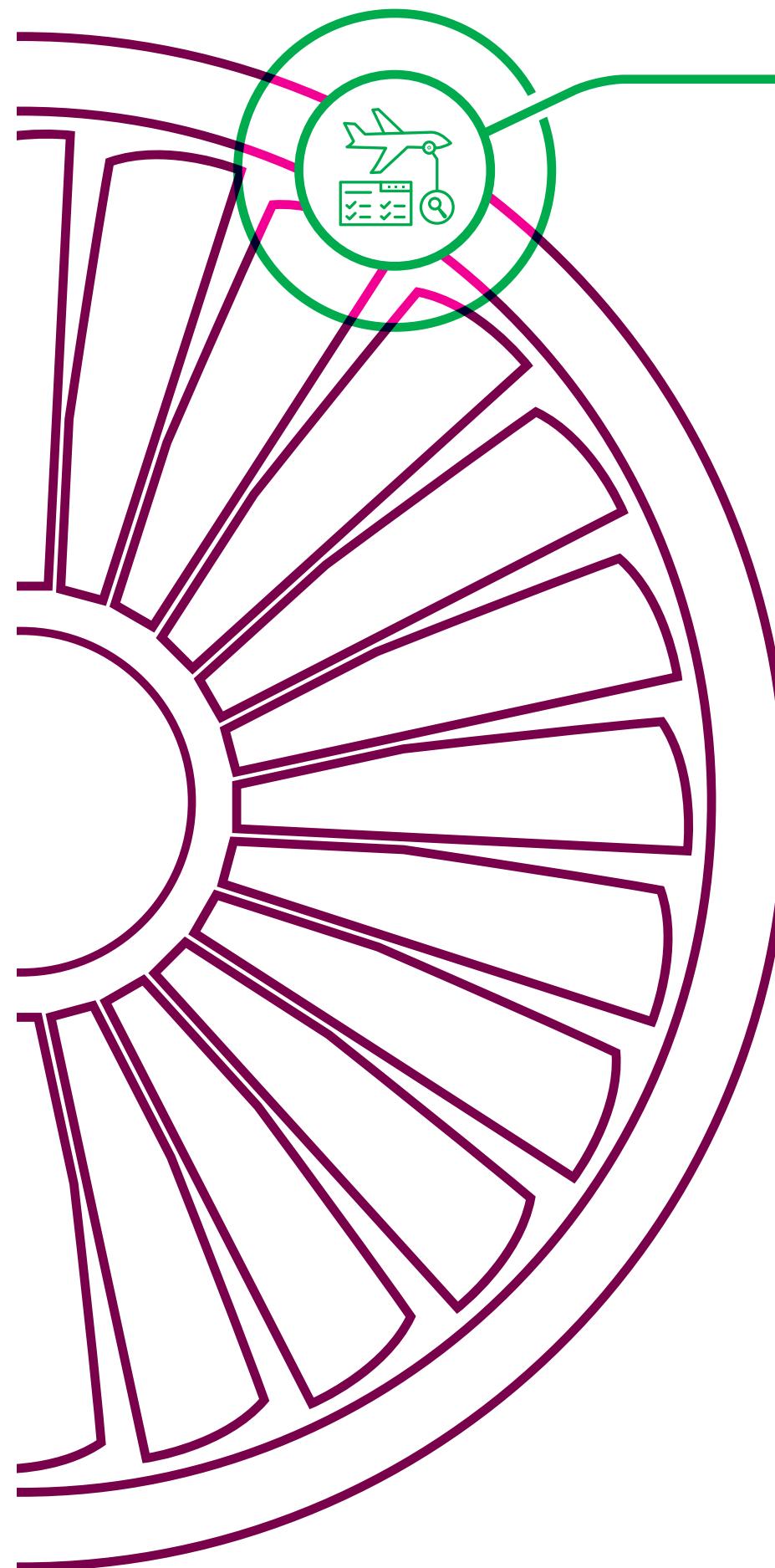
**> QAR 260,000**

towards projects that support local communities while helping to avoid, reduce, and remove CO<sub>2</sub> emissions

## SUSTAINABLE DEVELOPMENT GOALS



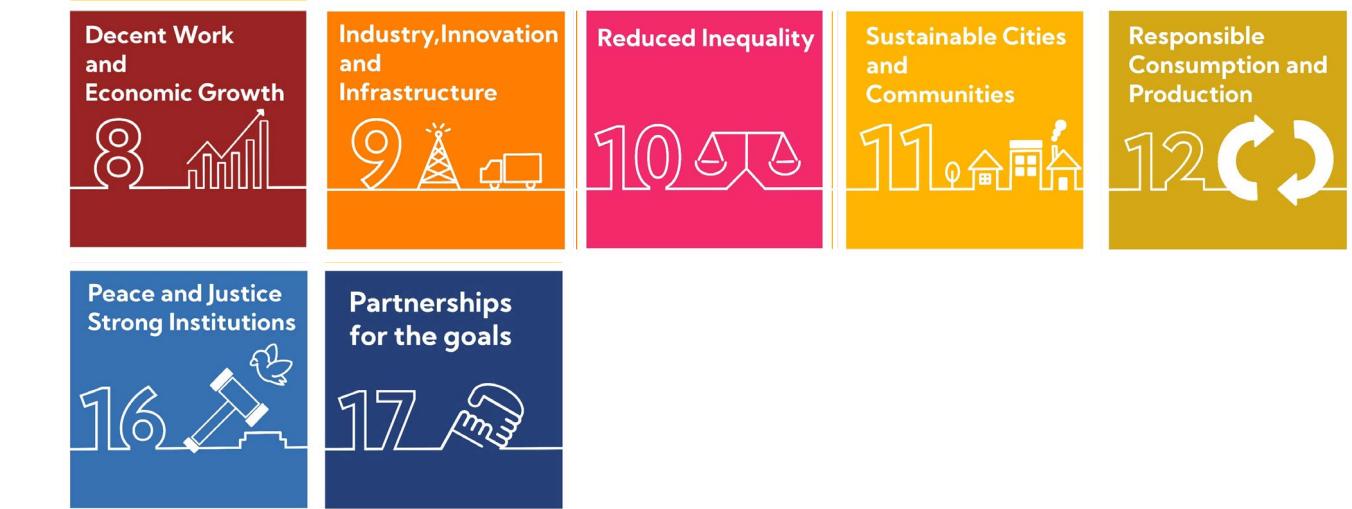
# Key Business/Governance Highlights



## Amanah with Business/Governance

- **Qatar Airways maintains rigorous regulatory compliance**
  - Aligns with national and international aviation regulations and environmental standards.
  - Maintains rigorous regulatory compliance whilst fostering a culture of integrity and transparency.
- **Contributing to economic growth**
  - Employing more than **55,000 staff**
- **Enhancing global connectivity:**
  - Resuming or starting operations to **21 destinations**
- **Qatar Airways applies a strategy of investing in next-generation aircraft**
  - Modern, fuel-efficient fleet, which not only enhances service quality but also contributes to environmental sustainability.  
**8.5 years average age**

## SUSTAINABLE DEVELOPMENT GOALS



# Awards and Recognition

At the esteemed World Airline Awards, the airline was recognised with multiple accolades for its unwavering commitment to excellence and travel experience.

## **Qatar Airways received in June 2023 by Skytrax**



- 'World's Best Business Class' title for the tenth time, along with the 'World's Best Business Class Lounge'
- 'World's Best Business Class Lounge Dining'
- 'Best Airline in the Middle East'



**The acclaimed Qsuite won the 'World's Best Business Class Seat' title by Skytrax, emphasising its stature as the most unforgettable way to fly.**

Testament to the collective endeavour that enables Qatar Airways Group to deliver an unsurpassed customer experience, the airline also received Skytrax's 'World's Best Business Class Lounge' award for the Al Mourjan Lounge at Hamad International Airport.

Al Mourjan Lounge additionally received the premier accolade for 'World's Best Business Class Lounge Dining' for creating an immersive experience in a serene atmosphere for business, leisure and family travellers.

Leading the region in service excellence and unmatched travel experiences, the airline also received the Skytrax's 'Best Airline in the Middle East' title for the eleventh time at the prestigious awards ceremony held during the 2023 Paris Air Show.

World Travel Awards further recognised the airline for its leading efforts in redefining travel. Qatar Airways received the 'World's Leading Airline', 'World's Leading Airline - Business Class', and 'World's Leading Airline Lounge - Business Class: Al Mourjan Business Lounge' awards at the ceremony.

The airline was also lauded for digital innovation by the World Travel Tech Awards in 2023 and 2024, and won the prestigious title of 'World's Best Airline Website' for the second year in a row.



The "World's Best Business Class Airline" award reinforces it as the best way to travel, owing to its unparalleled quality service and luxury.



# Governance Structure

As the world's leading airline group, Qatar Airways Group has been focusing on establishing robust structures of governance to ensure sustainability in all businesses: airline, airport operation, catering services, retail outlets, tourism, and hotels.

**In implementing the systematic environmental management across its businesses, Qatar Airways Group is committed to**



**Considering environmental issues and challenges in business planning phases**



**Embedding environmental aspects within operational procedures**



**Incorporating environmental expectations within personal responsibilities and training**

Qatar Airways realises these commitments with the implementation of an Environmental Management System (EMS), which became accredited to the IATA's Environmental Assessment Programme (IEnvA) Stage 2 in December 2017.

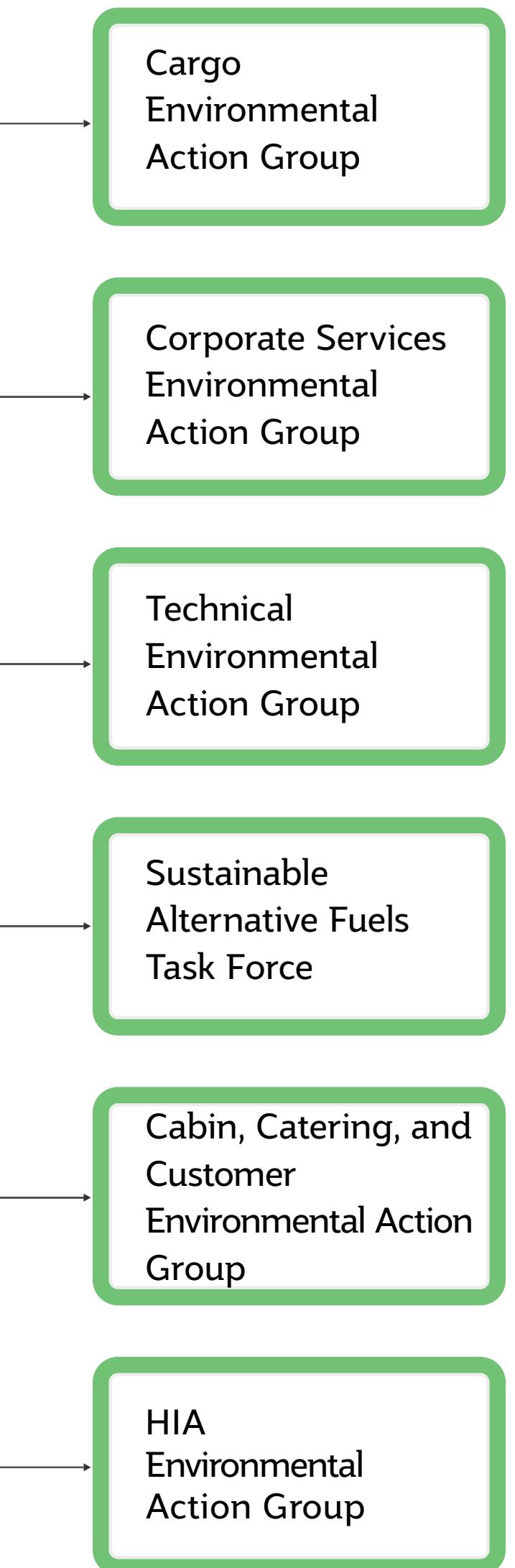
Since then, the certification has expanded to include passenger and cargo airline operations, catering and cabin services, aircraft maintenance and repair, cargo ground services, and all other functions.

Qatar Airways Group regularly holds environmental management meetings, for business leaders to carefully review the progress towards Qatar Airways Group's environmental objectives.

The meetings are an opportunity to review current operations and future plans to prevent potential environmental damage. Business leaders have the authority to amend their operational plans if the business encounters possibilities of causing environmental damage.



## Environmental Management Review Meeting



# Amanah with Business

## Fleet

Qatar Airways, with its purposefully selected fleet, is committed to providing world-class services and maintaining a robust global network.

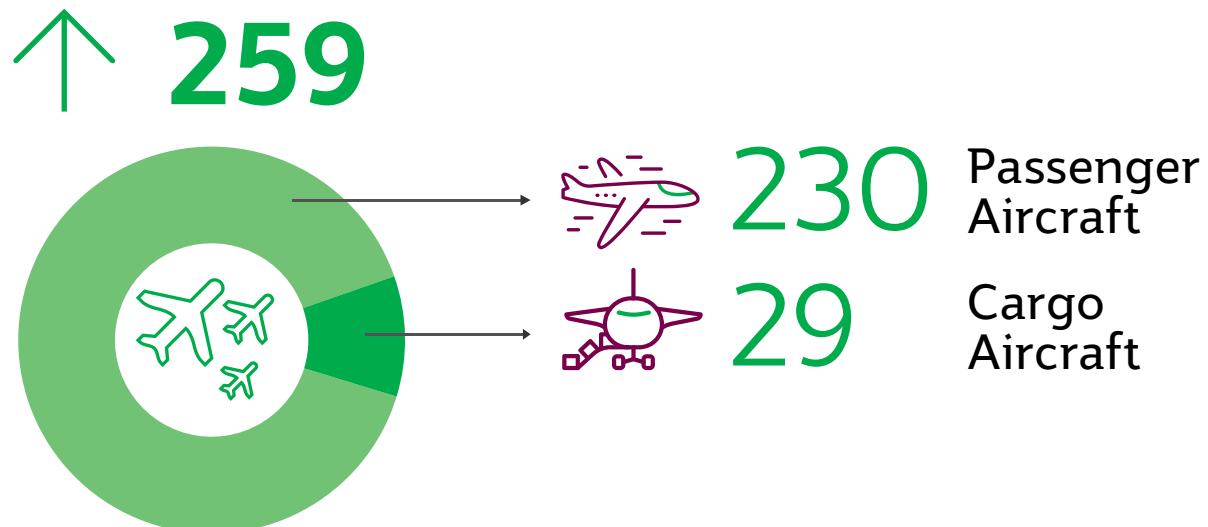
Qatar Airways maintains a strategy of investing in next-generation aircraft and is globally renowned for its modern, fuel-efficient fleet that enhances service quality and contributes to environmental sustainability with an average age of



As Qatar Airways' network continues to expand, the airline is actively growing and streamlining its fleet. This growth is a clear indication of the airline's commitment to meeting the growing expectations of its passengers and key partners.

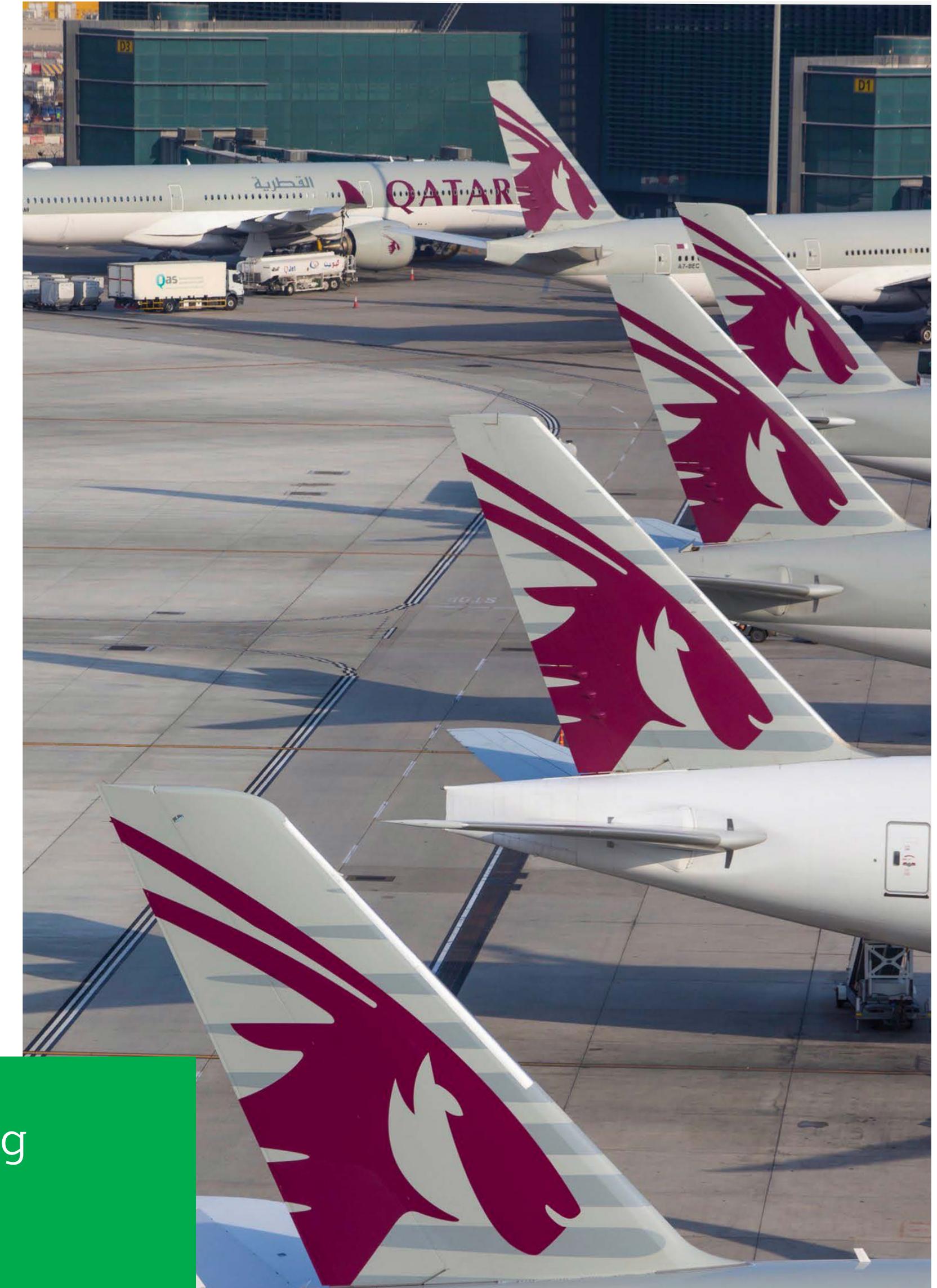
### Qatar Airways' Fleet (as of 31 March 2024)

- Total Fleet Size



- Number of newly delivered aircraft

	Boeing 737 MAX 8		Airbus A350-1000
9		5	
	Boeing 787-9		Boeing 777F
7		1	



Qatar Airways continues to invest in the most advanced technology, including modern fuel-efficient aircraft as part of its commitment to sustainability.



## Product Development and Design

Qatar Airways Group's Product Development and Design team has continued the group sustainability pledge to promote sustainability and environmental protection.

While maintaining world-recognised services, Qatar Airways has simplified in-flight services by limiting the number of products on board the aircraft for efficiency and reducing weight of products to lower fuel consumption and corresponding greenhouse gas emissions.

### Forest Stewardship Council (FSC)



© Qatar Airways has adopted eco-friendly materials with Forest Stewardship Council certification for several in-flight items, including coasters and cocktail napkins.



## Procurement

The Procurement team at Qatar Airways Group focused on sustainability by including environmental and social responsibility in their purchasing processes.

The team marked a milestone by sourcing Sustainable Aviation Fuels for the first time, reducing CO<sub>2</sub> emissions by over



**9 million kg**

by March 2024

Building on previous years' efforts, the Procurement team has a pivotal role to support three core environmental areas:

Reduce fuel burning by sourcing lighter inflight materials

Minimise waste sent to landfills

Decrease single-use plastics

The initiatives not only support the airline's broader environmental sustainability goals but also contribute to operational efficiency and long-term cost savings. Furthermore, the integration of SEDEX, a globally recognised platform for ethical supply chain management, is enhancing supplier transparency and accountability with regard to environmental and ethical standards.



At Qatar Airways Group, procurement extends beyond a process-driven activity to support environmental sustainability and enable the Group's environmental stewardship.



## Cyber Security

Qatar Airways Group's dedication to connectivity is supported by key digital connectivity initiatives, including partnerships with leading technological companies that are members of the European Green Digital Coalition(EGDC). The initiative to work with EGDC members enables Qatar Airways to harness technologies and digital solutions that help various economic sectors reduce their emissions.

Such efforts reinforce the Group's commitment to governance, environmental sustainability, and social responsibility and help prevent cybercrimes that could have far-reaching social impacts. By upholding these values, it strives to create a secure, resilient, and sustainable digital future for its stakeholders and communities.

Qatar Airways Group continually reviews digital threats and risks through a robust cybersecurity programme. The programme includes continuous monitoring, risk assessment, incident response, and adherence to the highest industry standards of cybersecurity and data protection, such as the ISO 20000 for IT service management and ISO 27001 for Information Security.

This observation of best practices and industry assessments demonstrate Qatar Airways Group's commitment to maintaining a secure and resilient digital environment for the stakeholders. Achieving these standards are a testament to its unwavering focus on governance, ethical conduct, and security which are core components of its sustainability framework.

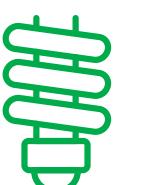
## Technical

Qatar Airways' Technical division is responsible for ensuring the safety, airworthiness, and operational readiness of the airline's fleet. The division provides comprehensive maintenance, repair and overhaul services, including line, light, and heavy maintenance.

- **Reduced energy consumption in the hangar by**



Installing sensors that automatically switch off lights



Replacing fluorescent lighting with energy-efficient LEDs in the hangar



Replacing fossil-fuel cars with electric cars

- **Resource optimisation in warehouse**



Avoided **10,000** pieces of paper annually

by optimisation of dispatch process and reuse of packing materials

- **Reduced water consumption through**



Water-efficient fixtures in the hangar



Use of foam wash technology for aircraft engine wash



Use of recycled from advanced filtration processes water for aircraft wash

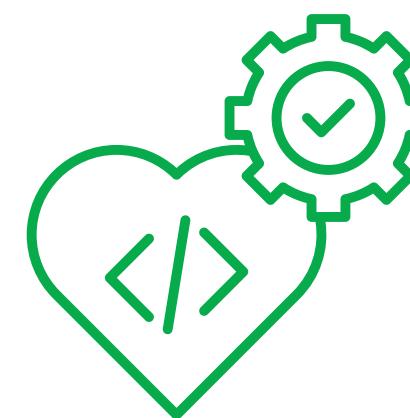


# Amanah with People

Qatar Airways Group's growing businesses on the national and global stage have been supported by a dedicated and talented pool of more than 50,000 professionals.

In recognition of their instrumental contribution, the Group has prioritised talent acquisition and human resources management to foster the growth and well-being of its employees.

In 2023-2024, Qatar Airways Group achieved remarkable milestones, including successfully completing pay reviews of 5,000 employees in more than 85 outstations, introducing the International Savings Plan deferral option, and ensuring comprehensive medical insurance in 65 countries and life insurance coverage in 39 outstation countries.



Comprehensive Medical Insurance  
65 countries

Life Insurance Coverage  
39 outstation countries

Additionally, the Group has made significant progress in enhancing the Job Architecture framework - an essential pillar of Enterprise Resource Planning transformation. This progress is a testament to its commitment to enhancing human resource management for the future.

## General Information

### Total Nationalities

174 +3 → 38% +1%  
Female representation

122 +1  
Spoken languages

### Qatar Airways Group Employees by Age

Below 30	30 - 50	Above 50
15,025 <span>+405</span>	35,726 <span>+3907</span>	4,281 <span>+405</span>
27.3%	64.9%	7.8%

### Qatar Airways Group Employees in Each Region:

346 Americas	-15	2,560 GCC, Africa & Indian Sub-continent
1,142 Europe	-44	784 East Asia & South West Pacific
	+568	
	+131	
50,200	+4,372	Regional Office - Doha HQ



Qatar Airways Group employees play a key role in the Group's commitment to sustainability, serving as ambassadors of change for achieving meaningful environmental, social, and economic progress.



## Gender, Diversity and Inclusion

Qatar Airways Group is steadfast in its commitment to promoting diversity, equity, and inclusion. This commitment is not just a part of the Group's policy framework, but a core value that guides its operations.

The Group is dedicated to fostering equal opportunity and diversity among its workforce and instilling confidence in its community.

The Group is dedicated to ensuring gender equality and the empowerment of women at every level. Women are well represented in leadership roles at a rate that exceeds industry averages.

### Leadership Team

 26%

Female Representation

 74%

Male Representation

### Overall Team

 38%

 62%

Qatar Airways Group recognises the importance of gender, diversity, and inclusion in the aviation industry and actively fosters its progress.



## Group Learning and Development

Qatar Airways Group provides employees with opportunities to build the skills and attributes that enhance their talent and performance.

Qatar Airways Group supports and delivers operational trainings to ensure compliance from both regulated and mandated perspectives.

- Qatar Airways Group delivered in-person and virtual sessions on leadership skills to



Employees

100,193

- In addition, Qatar Airways Group recorded:



Digital Learning Completions

739,428

- Qatar Airways Group supported training units by certifying:



Full-time/Formal trainers   On-the-job trainers

112

186

through its Learning Excellence Accreditation Programme



## Group Safety and Security

'Safety and Security First' policy remains a central pillar of its operations, ensuring that employees and customers are consistently provided with a safe, secure, and healthy environment while maintaining its service excellence as a 5-star global airline. As a passenger, you can be confident that your safety and peace of mind are our top priorities.

Qatar Airways Group is dedicated to strengthening its safety culture and developing a proactive, safety-conscious workforce through collaboration, communication, and continuous training. For our customers, this means every journey is supported by robust safety protocols and a team committed to reducing risk to the lowest practicable level.

### 2023-2024 Highlights:

- **IATA Operational Safety Audit (IOSA)**  
certification was renewed in September 2023, showcasing Qatar Airways' commitment to maintaining top safety standards and operational excellence.
- **24-hour Security Inspections**  
on Qatar Airways' assets and properties ensured compliance of contracted security service providers (SSP) with 24/7 manned guarding and employees' well-being checks. These measures help maintain a secure environment for all customers and staff.  
  
A zone-based patrolling approach reduced vehicle emissions, optimised fuel consumption, and enhanced operational efficiency.
- **Safety and Security Week**  
emphasised maintaining top safety and security standards. The event featured activities like staff quizzes, live demonstrations, recognition awards, and panel discussions.
- **ISO 45001:2018 Occupational Health and Safety Management System (OHSMS)**  
certification was renewed for the third year in a row by Bureau Veritas, highlighting Qatar Airways Group commitment to preventing work-related injuries and enhancing employees' wellbeing through risk assessments, training, and regular inspections.
- **Automating Passenger Identification**  
using the airline's reservation system helped identify and intercept passengers with suspicious profiles related to human trafficking and inadequately documented travel.  
  
This approach safeguarded Qatar Airways and its passengers, reduced human errors, and ensured consistent profiling criteria.  
  
Real-time analysis allowed timely intervention, minimised risks, and improved operational efficiency by focusing on high-risk cases and processing large volumes of data swiftly.

Qatar Airways Group prioritises safety and security, ensuring dedicated attention to the well-being of both its employees and passengers.



## Governance Structure

- **Qatar Airways' Safety & Security Governance**

emphasises on maintaining high safety and security standards through regulatory frameworks, partnerships, technological advancements, and collaboration with internal and external partners.

This approach, along with the establishment of core committees and action groups, ensures the safety and security of passengers and employees.



Dedicated to the growth of our safety culture and developing a proactive safety conscious workforce through collaboration, communication, and training.



- **Group Safety and Security Committee**

chaired by the Group Chief Executive Officer (GCEO), oversees safety and security within the Qatar Airways Group in the best interest of our customers and employees. The committee is responsible for:

- Developing, maintaining, and monitoring safety objectives, including strategy, performance evaluation, statistics, initiatives, and goals.
- Providing continuous oversight during governance meetings, held every four months.



- **Safety Action Group**

meetings within Qatar Airways address safety issues and implement initiatives at the divisional level.

Representatives from various divisions discuss performance, identify improvement areas, and develop action plans to enhance safety measures, ensuring consistent maintenance and improvement of safety standards across the Qatar Airways Group. These efforts directly benefit our customers by ensuring a safe and secure travel experience.



## Group Health and Medical Services

Qatar Airways Group continually invests in its staff health and well-being at the workplace to build a more productive, resilient, and healthy global workforce.

According to the Air Transport Action Group, the aviation sector plays a vital role in promoting health and well-being. At Qatar Airways Group, ongoing collaboration and partnerships continue to enhance the impact of our Group Health and Medical Services, driving meaningful progress for employee care and community health initiatives.

Qatar Airways Group's partnerships with internal and external stakeholders, including multiple international regulatory and public health bodies, are not just alliances, but integral to its success. These partnerships are developed on the pillars of trust, shared goals, resilience, agility, and mutual respect, and continue to be the Group's main drivers for motivation and excellence.

**Qatar Airways' Health and Medical Services** department is evolving to meet global standards and recorded a 13% Increase in service delivery compared to the previous reporting period.



**Qatar Airways Group's operations and governance team continued to expand operations by:**



Laying the groundwork to focus on employee health through different sections:

- Aviation Medicine
- Global Health Protection
- Medical Commission
- Occupational Health
- Primary Care
- Psychology
- Pharmacy



Paving the way to sustainable financing by attracting new funding sources for:

- Accessible and comprehensive in-house medical care
- Manufacturing aircraft kits



Automating monitoring and evaluation pathways powered by advanced data analytics and reporting tools to:

- Facilitate the management of large data volumes and tracking progress towards health-related goals
- Enable real-time monitoring and data-driven decision-making to enhance health initiatives





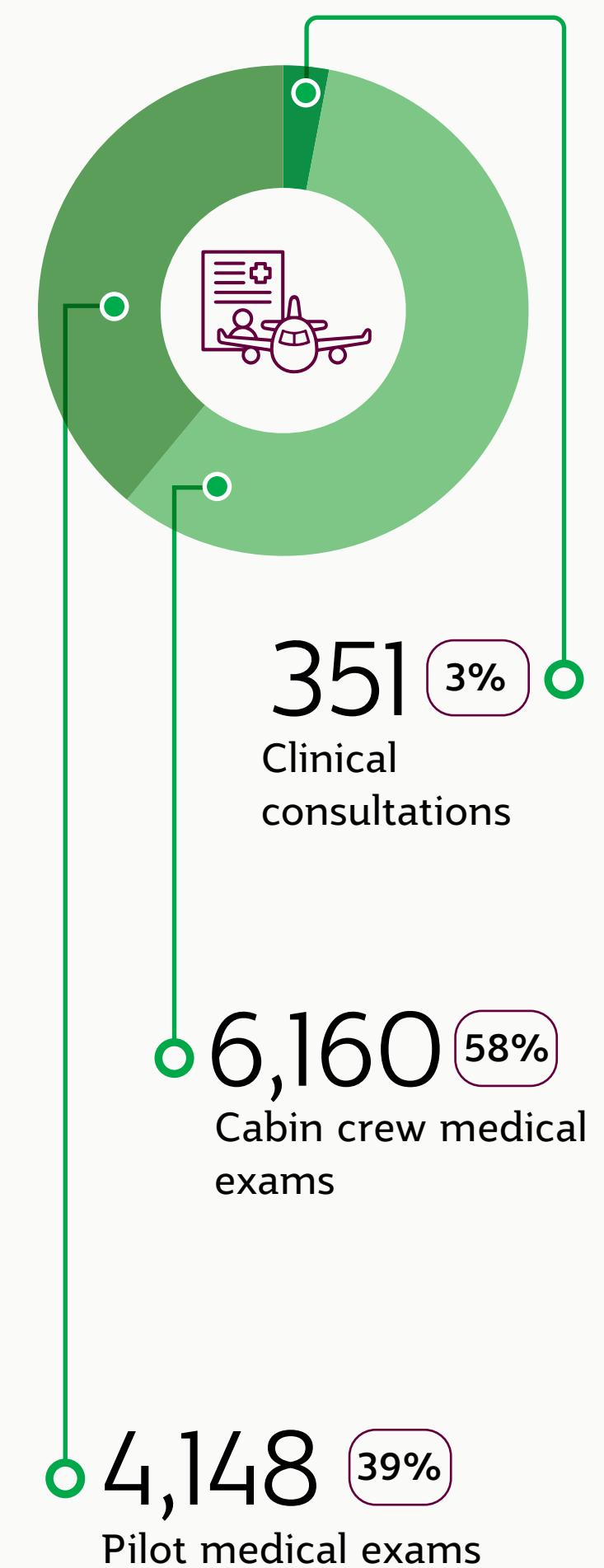
To maintain high safety standards in the skies, the Qatar Airways Group's aviation professionals are evaluated for their physical and mental fitness to operate an aircraft. During this reporting period the Group's Aviation Medicine specialists conducted more than



This evaluation process is part of a rigorous procedure encompassing preventative and acute physical and mental well-being to ensure crew members remain fit to fly.

To complement these evaluations, innovative methods to support pilots in coping with fatigue were developed through a pioneering initiative to address mental health among pilots.

Aviation Medicine doctors evaluated pilots & cabin crew for physical and mental fitness to operate aircrafts



The Clinical Psychology Team launched the Pilot Peer Support Programme, 'Run by Pilots, For Pilots.' The innovative peer-led programme raises awareness, provides a confidential space for self-reflection, and ensures quick access to professional mental health resources when our pilots need them most.



16  
Pilot peers  
trained

The Clinical Psychology team delivered in-depth trainings to pilots that enable them to offer initial assistance to their peers, recognise signs of mental distress, suggest coping mechanisms, and encourage colleagues to seek professional help when necessary.

Building on its success among pilots, the program is now being expanded to include Cabin Crew and Technical staff, further strengthening our culture of care and ensuring that all safety-critical teams have access to the same trusted support network.

As part of its corporate social responsibility, the Group has set clear, coordinated regional and global communication pathways to prevent the spread of disease, ensuring a timely response to contain diseases.

Qatar Airways Group maintains international health regulation standards, thereby safeguarding the health of its staff, contractors, passengers, and the global community.

Furthermore, to streamline the staff recruitment process and cater to the growth of Qatar Airways' fleet and destination portfolio, the Group Medical Services optimised the process by conducting pre-employment and medical assessments.

1,824

Pre-employment screenings  
for potential new hires



2,825

Medical assessments for drivers to determine fitness  
for driving vehicles airside and landside in accordance  
with local transport and Civil Aviation standards



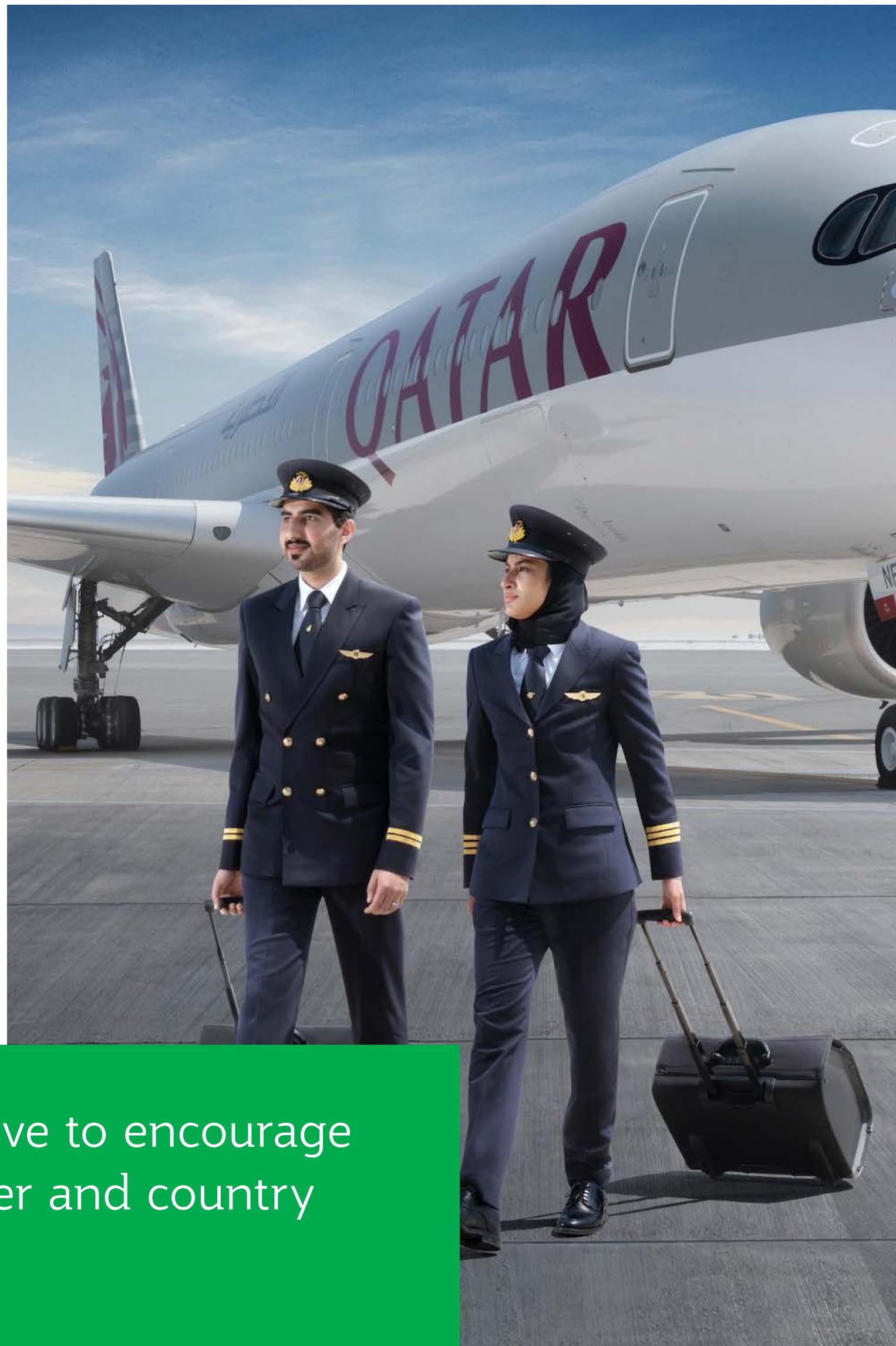
## Commitment to National Talent Development – Al Darb-Nationalisation

The Group offers a wide-ranging integrated programme of growth and development opportunities for prospective and current employees. These are intended to inspire, attract, develop, reward, and retain national talent.

Throughout the year, Qatar Airways Group engaged with schools and universities by participating in open days and career fairs to introduce its community's to careers in aviation.

This year's journey, characterised by strategic initiatives, technological advancements, and a steadfast focus on its people, has set a new benchmark for the organisation's resilience and innovation.

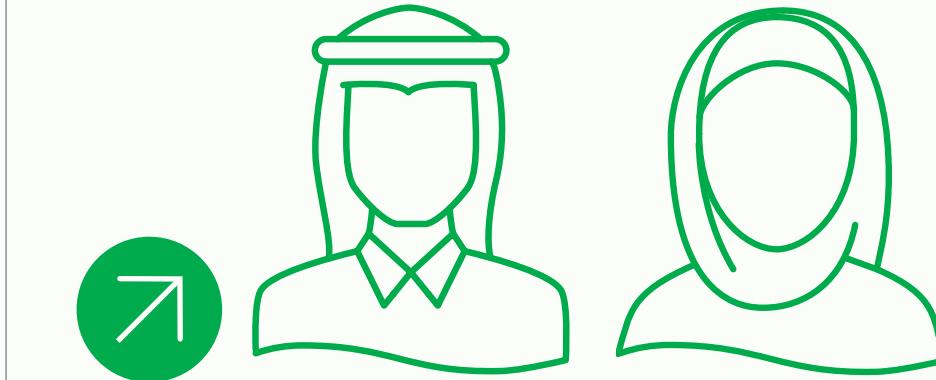
As Qatar Airways Group moves forward, it remains committed to nurturing a workplace where every employee is not only empowered to contribute, grow, and thrive, but is also integral to the growth and success of the organisation.



Al Darb or “The Pathway” is an initiative to encourage young nationals to develop their career and country through the national carrier.



Number of Qatari nationals 999



Qatar Airways Group will further contribute to national talent development with the aim of developing Qatari nationals to become future leaders in Qatar Airways Group.

**Qatar Airways Group's nationalisation strategy is not just a cornerstone, but the bedrock of its commitment to being the employer of choice for nationals of the State of Qatar.**

The Al Darb-Nationalisation initiative is a testament to the Group's commitment to Qatar's National Vision 2030.

At the heart of this strategy lies comprehensive programmes designed to support nationals at key stages of their professional journey. The Group is developing the next generation of aviation leaders and laying the groundwork for a future that is powered by national talent, ready to take to the global stage in aviation.



# Amanah with Society

During the 2023/24 financial year, Qatar Airways Group has actively engaged in several social initiatives, demonstrating its commitment to corporate social responsibility.

## Education Above All Partnership



**Donation collected for Education Above All during the reporting period**

 **QAR 451,126**

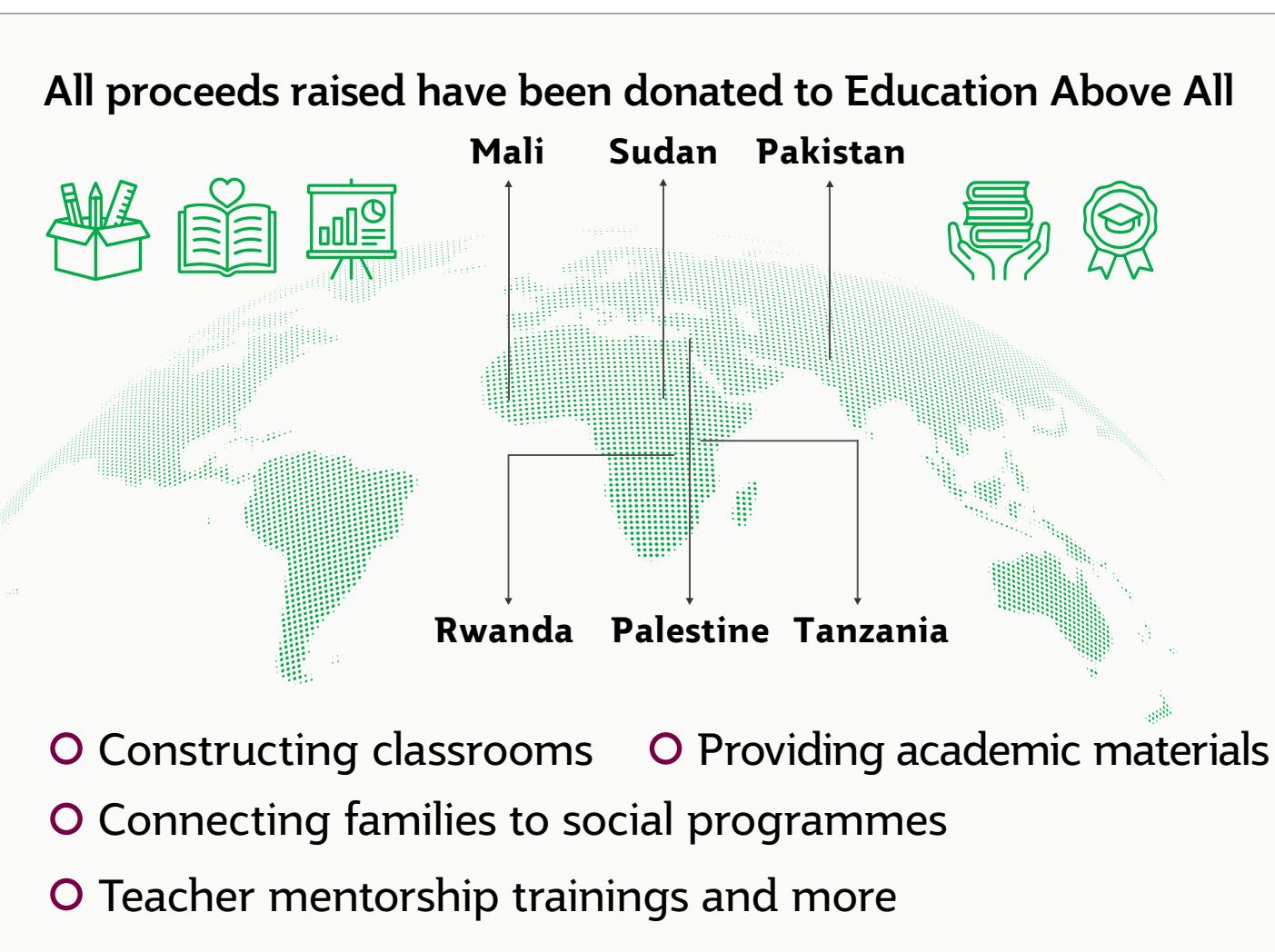
Qatar Airways partnered with the Paris Saint-Germain football club to empower children from the Education Above All Foundation through a series of educational and sports activities.

The award-winning airline, alongside its partners, brought children from different backgrounds together for a once-in-a-lifetime experience with Paris Saint-Germain football players at the Parc des Princes stadium in Paris.

## Match for Hope



Qatar Airways and Qatar Duty Free are proud to have supported 'Match for Hope', an initiative that connected world-renowned football legends and content creators for a friendly football match dedicated to raising funds for disadvantaged children and communities.



In the reporting period, Qatar Airways Group continued its commitment to social responsibility by engaging in various initiatives that positively impacted local communities.

Qatar Airways sponsored events including the 'Art for Tomorrow' conference that fostered global cultural dialogue and understanding. Such sponsorship opportunities contribute to the cultural enrichment of local communities and support global artistic expression.

Qatar Airways Group also showcased advancements in generative AI and other innovations during the summit, contributing to the development of the local tech ecosystem.



Qatar Airways and Paris Saint-Germain partnered with Education Above All Foundation, to welcome children to Paris for a once-in-a-lifetime experience with Paris Saint-Germain football players at the Parc de Princes stadium in Paris.



Qatar Airways Group made significant strides in expanding its global sponsorship portfolio to connect with diverse communities around the globe.



One year from the unforgettable FIFA World Cup Qatar 2022™, Qatar Airways announced the renewal of its longstanding partnership with FIFA until 2030 as its Global Airline Partner.



Qatar Airways Group and the Asian Football Confederation (AFC) signed a global partnership to transform the fan experience at Asian football competitions from 2023 to 2029.



Qatar Airways welcomed top-tier Italian football team FC Internazionale Milano (Inter) to its sport sponsorship portfolio in 2023. The partnership supports Qatar Airways in strengthening its footprint across Italy and Europe – key region in the airline's global network.



Qatar Airways became the Official Airline Partner of BWT Alpine F1 Team as part of a multi-year agreement and collaborated to promote the Qatar Airways Qatar Grand Prix 2023.

The partnership followed the announcement of Qatar Airways' Official Airline and Global Partner with Formula 1®(F1®) earlier in 2023.

The partnership included specialised branding on the driver helmets and caps for the Qatar Airways Qatar Grand Prix 2023, along with various events held during the race weekend featuring the BWT Alpine F1 Team.

Qatar Airways, a leading FIFA Partner since 2017, announced its partnership as FIFA's Global Airline Partner on the one year anniversary of the FIFA World Cup Qatar 2022™.



Official Airline Partner



OFFICIAL AIRLINE PARTNER

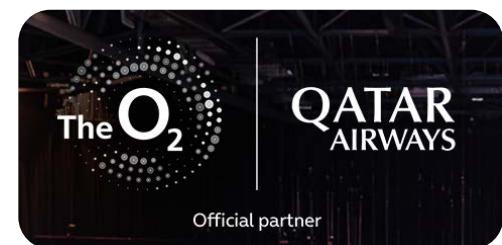




## FIA World Endurance Championship

Qatar Airways has also grown its sport sponsorship portfolio as the Official Airline Partner and Title Partner of the Qatar Airways Qatar 1812 Km FIA World Endurance Championship.

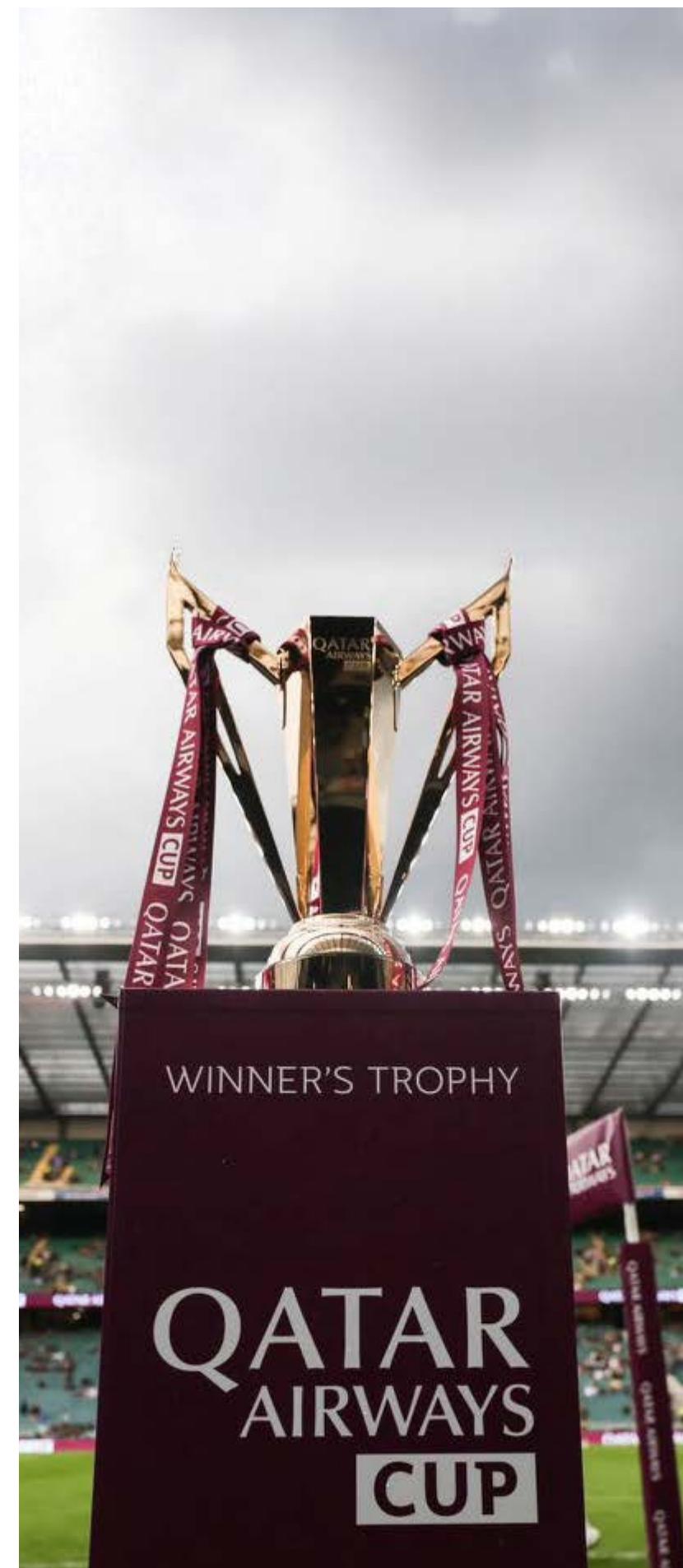
Hosted at the Lusail International Circuit, this exciting partnership marked a significant moment in the world of motorsport, as the award-winning airline joined forces with the FIA World Endurance Championship (WEC) for its 12<sup>th</sup> season in 2024.



## The O2

Qatar Airways became the Official Airline Partner of The O2 arena in London, marking a strategic expansion into premium entertainment experiences. The partnership introduced The NinetyThird by Qatar Airways, an exclusive members club offering fine dining, panoramic arena views, and access to over 200 live events annually. Members of Qatar Airways Privilege Club can redeem Avios for entry, reinforcing the airline's commitment to enhancing customer loyalty through lifestyle integration.

Qatar Airways Group continues to connect people through the power of sports.



## Qatar Airways Cup

One of rugby's greatest rivalries, between South Africa and New Zealand, was reignited at Twickenham Stadium as the two nations played for a brand new trophy -the Qatar Airways Cup- in August 2023. With Qatar Airways as Title Sponsor of this fixture, rugby fans from South Africa, New Zealand, the United Kingdom and around the world had the perfect means to attend this compelling match. Qatar Airways also took centre stage as the match's Naming Rights Partner, it was also the Broadcast Partner for the Sky Sports coverage in the United Kingdom.



## Sydney Swans

Qatar Airways extended its partnership with the Australian Football Club, the Sydney Swans as its Official Airline Partner for a multi-year term.



## Events and Exhibitions

Qatar Airways Group's Events and Exhibitions team plays a vital role in the organisation by hosting and managing various events and exhibitions.

To align with our commitment to sustainability, several improvements have been implemented to minimise environmental impact and promote sustainable practices.

**Qatar Airways has adopted the following best practices to further sustainability at its events:**

- **Digital**

Transitioning to digital solutions has significantly reduced paper use.

Digital platforms also allow real-time updates and interactions, enhancing the overall event experience.

- **Eco-Friendly Venues**

Sustainability is one of the key criteria in the venue selection process.

Priority is given to venues with certifications, such as Leadership in Energy and Environmental Design (LEED) and which showcase a strong commitment to environmental responsibility.

- **Transportation Footprint**

Transportation is a major contributor to carbon emissions during events.

Qatar Airways Group usually provides shuttle services between venues or chooses locations easily accessible by public transport.

- **Food Waste**

During the event planning process, importance is given to catering services to avoid excess food.

Additionally, plant-based menu options are considered, which generally have a lower environmental impact.

- **Sustainable Decorations**

Qatar Airways Group encourages its partner events management company to use decorations made from recycled or upcycled materials and avoid items that are non-biodegradable.



By adopting sustainable strategies, Qatar Airways Group's Events and Exhibition team reduces its environmental footprint and contributes to Qatar Airways Group's sustainability goals.



# Amanah with Environment

Qatar Airways Group's commitment to environmental protection is unwavering. It is just as strong as our dedication to delivering a world-class service to the valued customers and stakeholders. Qatar Airways Group continues to practice a holistic approach to environmental sustainability, promote the protection of the environment, and enhance its offerings. This commitment is embedded in Qatar Airways Group's core values and will continue to guide our strategic direction and operational decisions.

The Group continually explores new initiatives that generate a positive impact and contribute to a sustainable future. Its long-term strategy involves investing in the most advanced aircraft technology to minimise the Group's harmful environmental footprint.

## Climate Change

Qatar Airways is actively collaborating with industry stakeholders to lead global efforts in reducing CO<sub>2</sub> emissions and addressing climate change.

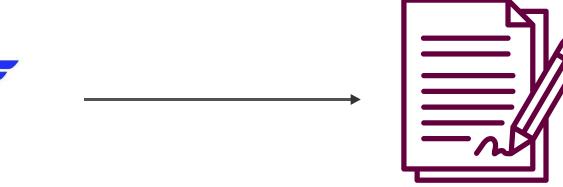
Despite the challenges associated with decarbonising the aviation sector, the airline is actively taking steps to make steady progress towards achieving:



Aligned with the four-pillar strategy endorsed by IATA and ICAO, this ambitious goal underscores a strong commitment to advancing a sustainable future.



ICAO



### Airline Industry Four-Pillar Strategy



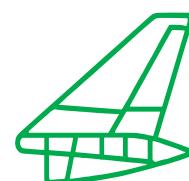
The Group's environmental initiatives extend across all facets of its operations, demonstrating a balanced approach to, and a clear vision for the future of sustainability.



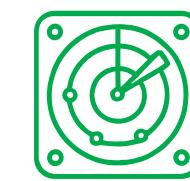
## ● Advanced Technology

Qatar Airways continues to invest in the most advanced aircraft technology and new-generation engines, which positions the airline at the forefront of the industry in terms of fleet modernisation. This modernisation not only enhances operational efficiency but also significantly reduces fuel consumption and carbon emissions, reinforcing the airline's commitment to sustainability and broader environmental goals. Maintaining an advanced fleet also enhances Qatar Airways' capacity to drive future operational growth.

During the 2023–2024 reporting period, Qatar Airways has introduced and re-incorporated additional aircraft to its fleet. This is part of its continuous effort to invest in newer, more efficient equipment



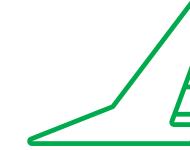
Fully integrated wing designs



Advanced flight control system



Greater aerodynamic



Efficient airframes



Engine and propulsion system

This latest growth in the fleet features a mix of wide-body and narrow-body aircraft, i.e. Airbus 350-1000, Boeing 777 (for passenger and cargo operations), Boeing 787, and Boeing 737.



## ● Operations and Infrastructure

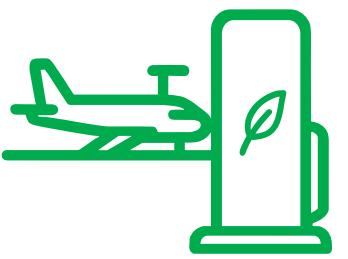
Qatar Airways Group has been collaborating with relevant stakeholders to drive innovation on the ground as well as in the air to increase efficiency. As part of its fuel optimisation programme launched in 2015, the airline has continued to invest in, and adopt, legacy projects to increase aircraft performance and optimise routes and flight paths.

Qatar Airways has also developed in-house operational standards and systems. The airline has incorporated a new enhanced fuel efficiency management system, Qatar Airways Group's Fuel Insight, which utilises multiple data points and a robust analysis framework to monitor, control, and optimise the aircraft's performance during flight.

## ● Sustainable Aviation Fuels (SAF)

Qatar Airways Group is committed to working in close collaboration with industry stakeholders to advance the use of SAF and Low-Carbon Aviation Fuels (LCAF) certified under robust sustainability criteria recognised by the ICAO or the Member States.

- 10% use of SAF by 2030 as part of oneworld commitment



Qatar Airways has completed the uptake of  
**3.9 million litres of neat SAF**

with a 94.4% lower emission in the life cycle compared to fossil jet fuel

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This SAF uptake represented around 5% of the total fuel uplifted in Amsterdam, the Netherlands, over the reporting period.

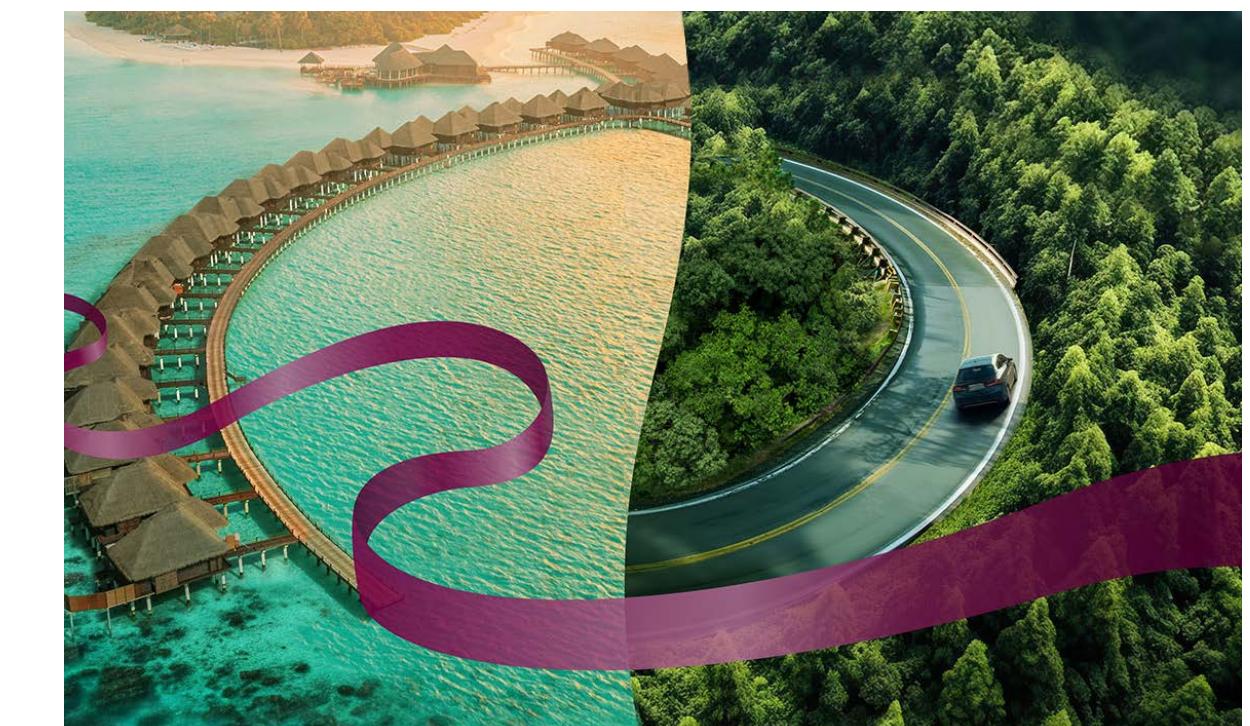
## ● Market-Based Measures (Carbon Offsetting)

Qatar Airways continues to monitor and compensate its carbon emissions in line with the applicable regulations in the European Union and the United Kingdom.

Its compliance also extends to the State of Qatar's requirements, which are part of the voluntary phase of ICAO's Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA).

## ● Voluntary Carbon Offsetting Programme

Qatar Airways continues to expand the scope of its voluntary carbon offsetting programme for passengers, and corporate and cargo customers. Since the programme launched in November 2020, the airline's customers have contributed to reducing or avoiding CO<sub>2</sub> emissions by supporting high-quality and accredited offsetting projects of renewable energy located in Africa and Asia.



## Circular Economy and Resource Consumption

Qatar Airways Group is continually reviewing options for efficient use of resources and reducing waste by considering the whole lifecycle of a product.

Environmental impacts including waste are considered during new product evaluation process.

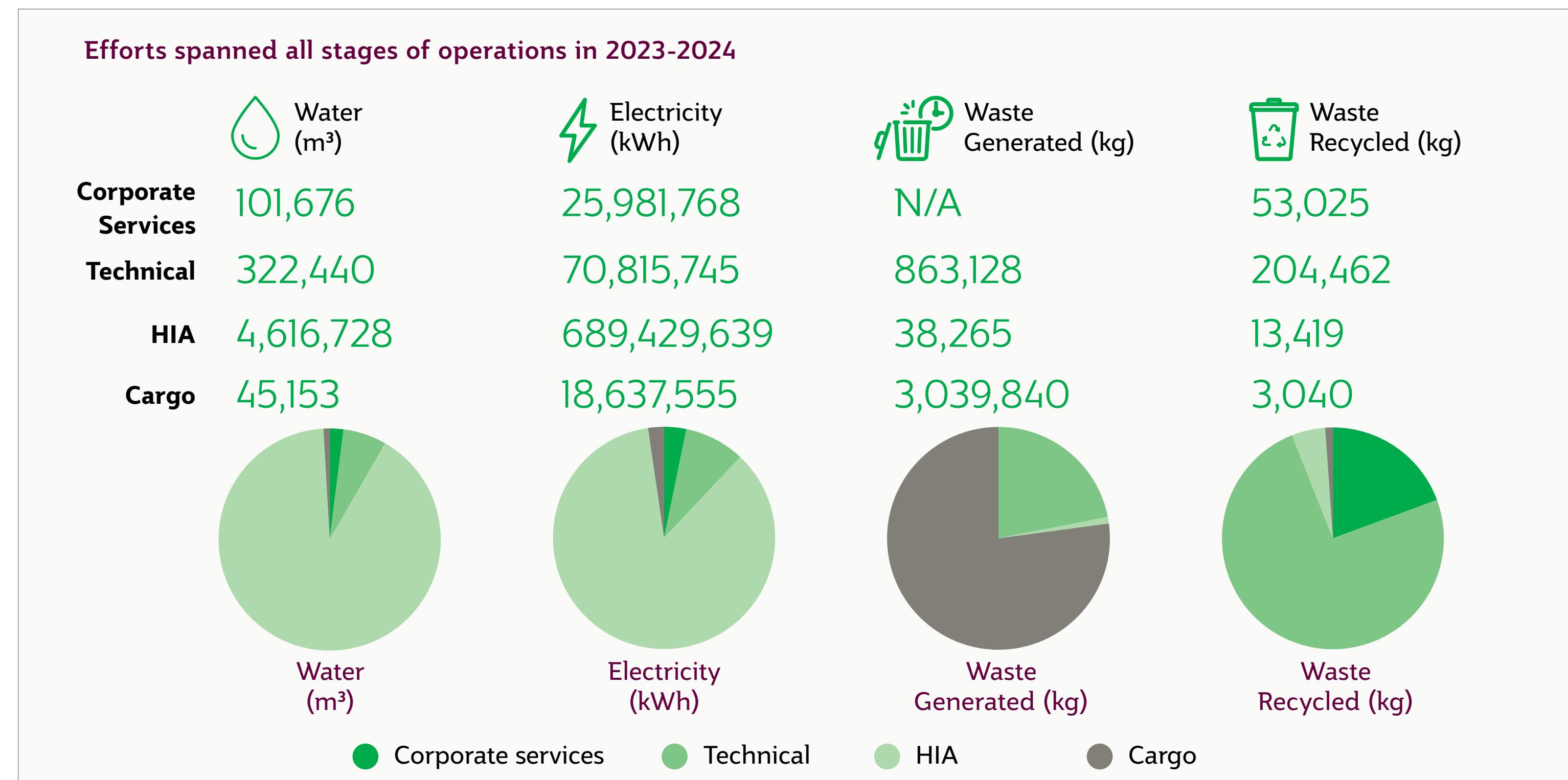
As we progress towards our goal of zero waste to landfill by 2030 from our airport operations, there has been an increase in the reuse and recycling rates across the Group.

Where the amount of waste generated cannot be reduced, the Group strives to increase waste recycling rates throughout its operations, including Corporate offices, Hamad International Airport, and its aircraft.

For example, wooden spreaders and plastic wraps used in cargo operations are reused, and later sent for recycling at the end of their lifecycle. Solid waste from the waste treatment facility at Hamad International Airport is converted to bio-solids, which are used as compost.

Electronic waste from the Group is collected and sent to a licensed recycler for recycling. Several single-use plastic items, including plastic straws and food covers, have been eliminated or replaced with alternative products, as part of an ongoing plan to identify sustainable substitutes for all single-use plastics.

- Qatar Airways Group monitors the consumption of municipal water supplies at its corporate offices, cargo facility, and maintenance hangar in Doha using monthly water meter readings.
- Several improvement opportunities have been implemented to reduce water consumption in both ground operations and potable water uplift on aircraft.
- Wastewater from Oryx International School is sent to Hamad International Airport's wastewater treatment facility for treatment and use for irrigation purposes.



## Noise and Air Quality

While Qatar Airways operates a modern and highly fuel-efficient fleet, the airline proactively works to ensure that it meets and exceeds industry best practices for noise and air quality in line with its Environmental Sustainability Policy.

Qatar Airways' aircraft engines must meet mandatory certification requirements for noise and engine emissions established by ICAO's Committee on Aviation Environmental Protection (CAEP).



Qatar Airways is a responsible corporate citizen, adhering to international regulations and ICAO's Standards and Recommended Practices (SARPs). The airline follows a balanced approach to minimising the impact of aircraft noise and engine emissions from its operations, to effectively address its environmental responsibilities.

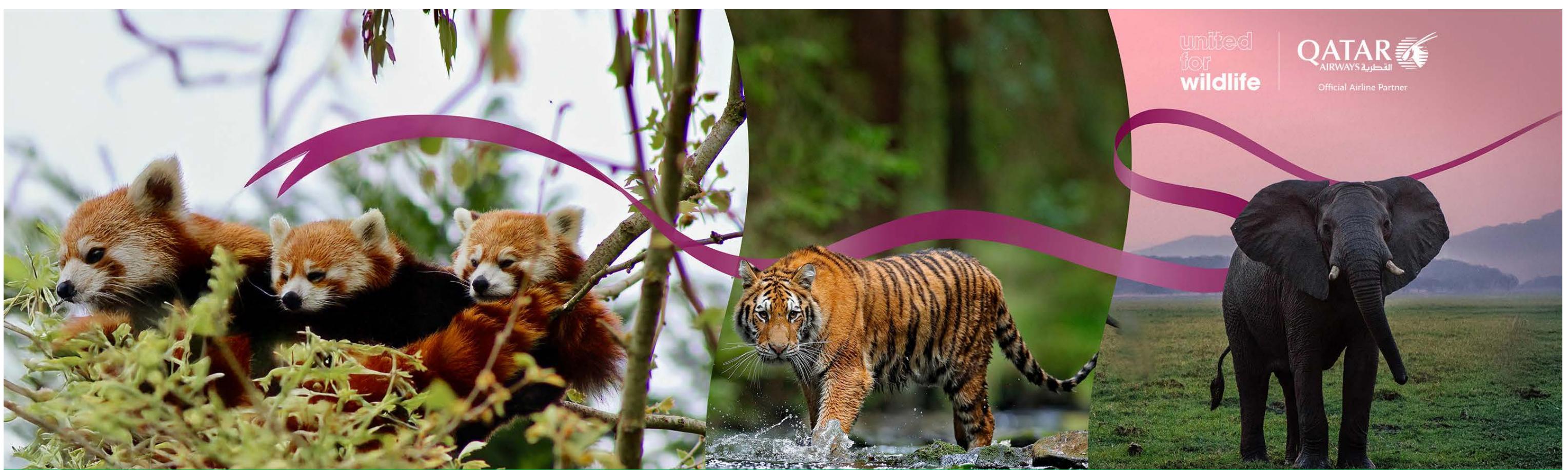


Qatar Airways actively works to meet and surpass industry standards for noise and air quality according to its Environmental Sustainability Policy

## Biodiversity

Illegal and unsustainable wildlife trade poses a significant threat to global biodiversity and the health and safety of marginalised communities. Qatar Airways Group has taken several measures to disrupt this illicit trade, including a zero tolerance policy on illegal wildlife and products transport, and the implementation of procedures, staff trainings, and reporting protocols to obstruct illegal wildlife smuggling.

As a part of the initiative, Qatar Airways Cargo encourages the preservation of ecological balance by providing complimentary transportation services to organisations involved in returning wild animals to their natural habitat. Qatar Airways Group's partnership with United for Wildlife emphasises its commitment to the Buckingham Palace Declaration and makes a notable contribution to the collective efforts around the globe for biodiversity conservation.



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## Diversity and Inclusion

Qatar Airways Group strives for a diverse and inclusive workforce, and proudly embraces multi-cultural and multi-talented employees from countless nations and continents.

As a signatory to the global initiative '25by2025' led by IATA, Qatar Airways Group is committed to providing strategic leadership in promoting greater opportunities, diversity, equity, and inclusion across the aviation sector.

This reporting year, the Group has celebrated its fourth year as the Official Sponsor of the



sponsored by QATAR AIRWAYS



These awards began in 2019 and are part of a 10-year commitment to the IATA initiative

## Modern Slavery and Human Trafficking Statement



Qatar Airways Group is dedicated to acting ethically and with integrity in all its business activities. Protecting its employees remains a priority, especially as it seeks to fully implement the Modern Slavery and Human Trafficking requirements in its efforts to protect and promote human rights.

Qatar Airways Group is resolute in its fight against modern slavery and human trafficking. The Group has adopted a zero tolerance policy towards these heinous crimes and actively addresses the three main risk aspects of modern slavery: employment, supply chain, and human trafficking.

The Modern Slavery and Human Trafficking Statement of Qatar Airways Group is rigorously reviewed and published annually, demonstrating our firm commitment to this cause.

## Environmental Management System

Qatar Airways Group's Environmental Management System has been recertified in accordance with the highest level of certification of the IATA's Environmental Assessment (IEnvA) programme in 2023.

In addition to the current scope, which includes Qatar Airways, Technical, Cargo, and facilities management, the scope was extended to include catering operations (Qatar Aviation Catering Company), ground handling (Qatar Aviation Services), Al Maha Services, Lounge Services, and Oryx International School.

Specifically designed for airlines and based on ISO 14001, the IEnvA programme is an evaluation system designed to independently assess and improve an airline's environmental management.

This programme is crucial in our efforts to maintain the highest standards of environmental sustainability in our operations.



Qatar Airways Group continues to monitor and improve its environmental performance through the structured framework of its Environmental Management System and IATA's IEnvA programme.



# Qatar Airways Cargo

Qatar Airways Cargo is dedicated to Corporate Social Responsibility (CSR) through its **WeQare** sustainability programme. It leverages its expansive network to support a wide range of charitable, environmental, and humanitarian initiatives worldwide.

WeQare is a conscious endeavour to create a more positive impact on the industry and the world, in the following areas:



Business



People



Society



Environment



## Humanitarian aid

Qatar Airways Cargo supports various non-governmental organisations (NGOs), international organisations, and charities in transporting humanitarian aid regionally and worldwide.

## Rewild the Planet

Qatar Airways Cargo is actively working on its "Rewild the Planet" initiative and assisting organisations including United for Wildlife and Animal Defenders International by transporting wildlife for free to their natural habitat.

## 2023-2024 Highlights:

- Tonnes of air freight



**Cargo sold**

**1,569,512,700 kgs**



**Cargo uplifted**

**3,043,558,937 kgs**

- Dedicated freighter destinations



**74 Destinations**

- WeQare – Humanitarian aid



**Transported**

**169,662 kg**



Humanitarian aid and returning wildlife to their natural habitats is integral to Qatar Airways Cargo's CSR initiatives.



## Investing in environmental sustainability

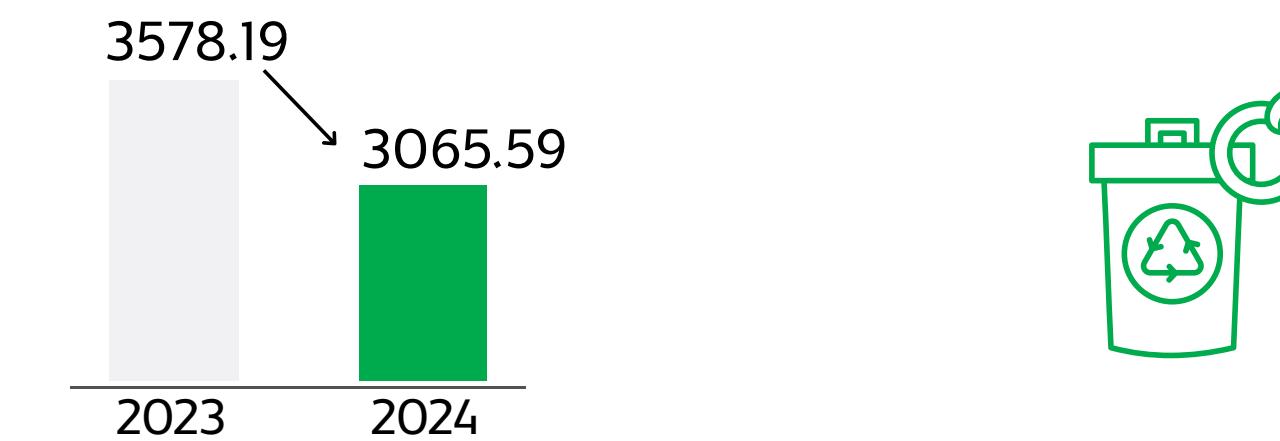
Along with its ground handler, Qatar Aviation Services (QAS Cargo), Qatar Airways Cargo is committed to long-term sustainability at its Doha hub.



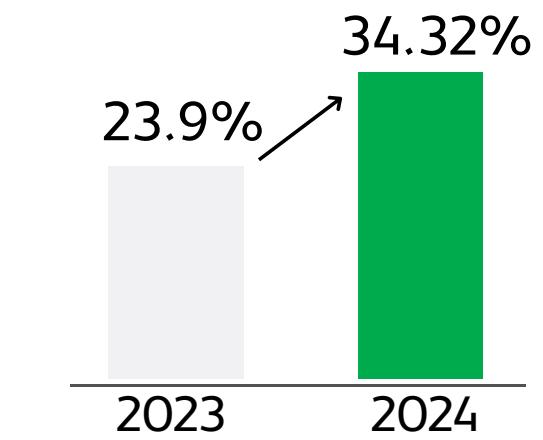
### General Waste Disposal

to landfill by recycling, composting, or transforming waste to energy.

#### Total Generated Waste (tonnes)

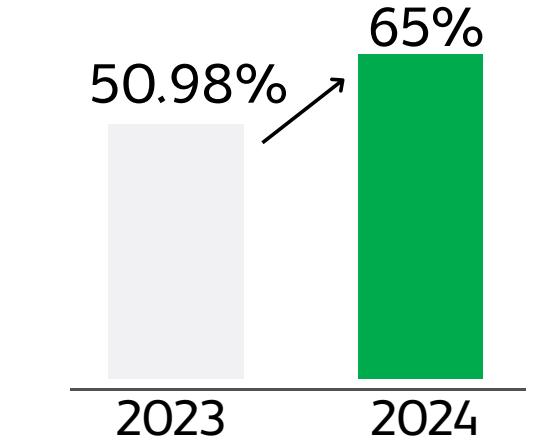


#### Reused Waste



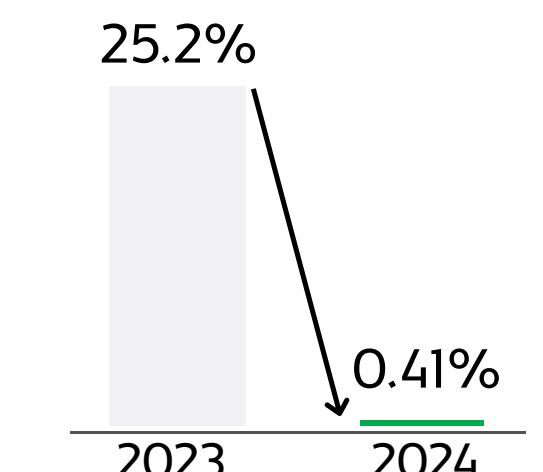
Wooden spreaders and pallets are reused

#### Recycled Waste

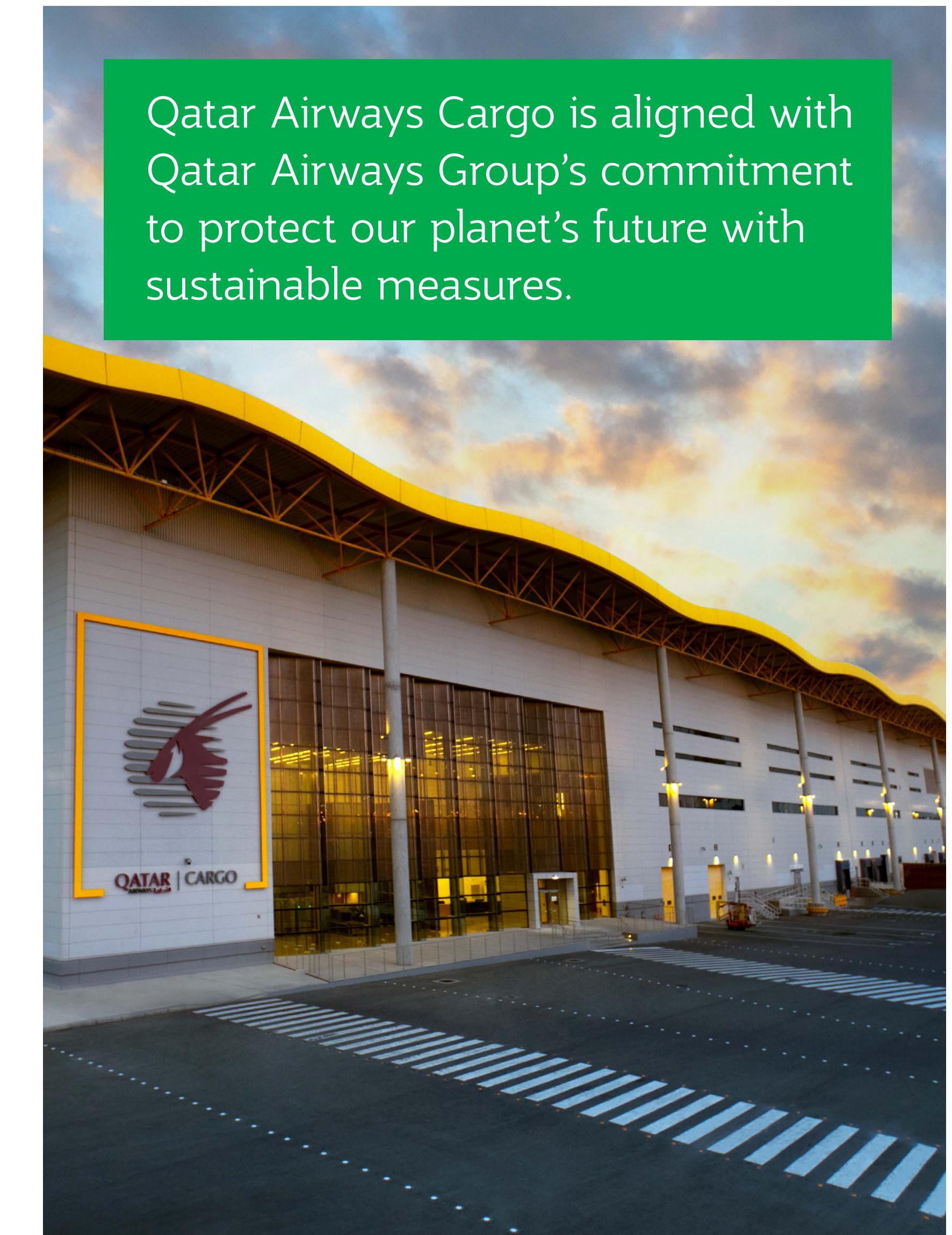


Plastic, paper and cardboard waste sent for recycling

#### Waste sent to landfill



General waste is segregated at source, reducing the quantity of waste to landfill



Qatar Airways Cargo is aligned with Qatar Airways Group's commitment to protect our planet's future with sustainable measures.



# MATAR

MATAR, the Qatar Company for Airports Management and Operation, manages the operations of the state-of-the-art Hamad International Airport (DOH) and Doha International Airport (DIA).

In 2024, Hamad International Airport celebrated a decade of connecting passengers to new experiences and memories through Doha on its 10<sup>th</sup> anniversary of operations.

Over its 10 years, the airport has triumphed three times as the 'World's Best Airport' at the Skytrax World Airport Awards and recognised for having one of the best air connectivity.

These recognitions showcase the airport's commitment to innovation and continuous improvement, as well as its customer-centric approach and effective operational management for reliable and seamless passenger experiences.



01  
Investing in people



02  
Passenger-first approach



03  
Environmental stewardship



04  
Fostering industry collaboration

## 2023-2024 Highlights



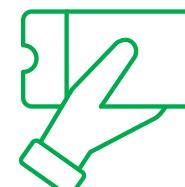
48,775,390 ↑ +27%

Passengers (approx.)



2,424,359 tonnes ↑ +7.3%

Cargo (approx.)



192

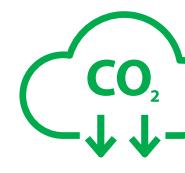
Destinations



260,896 in Hamad International Airport (DOH)

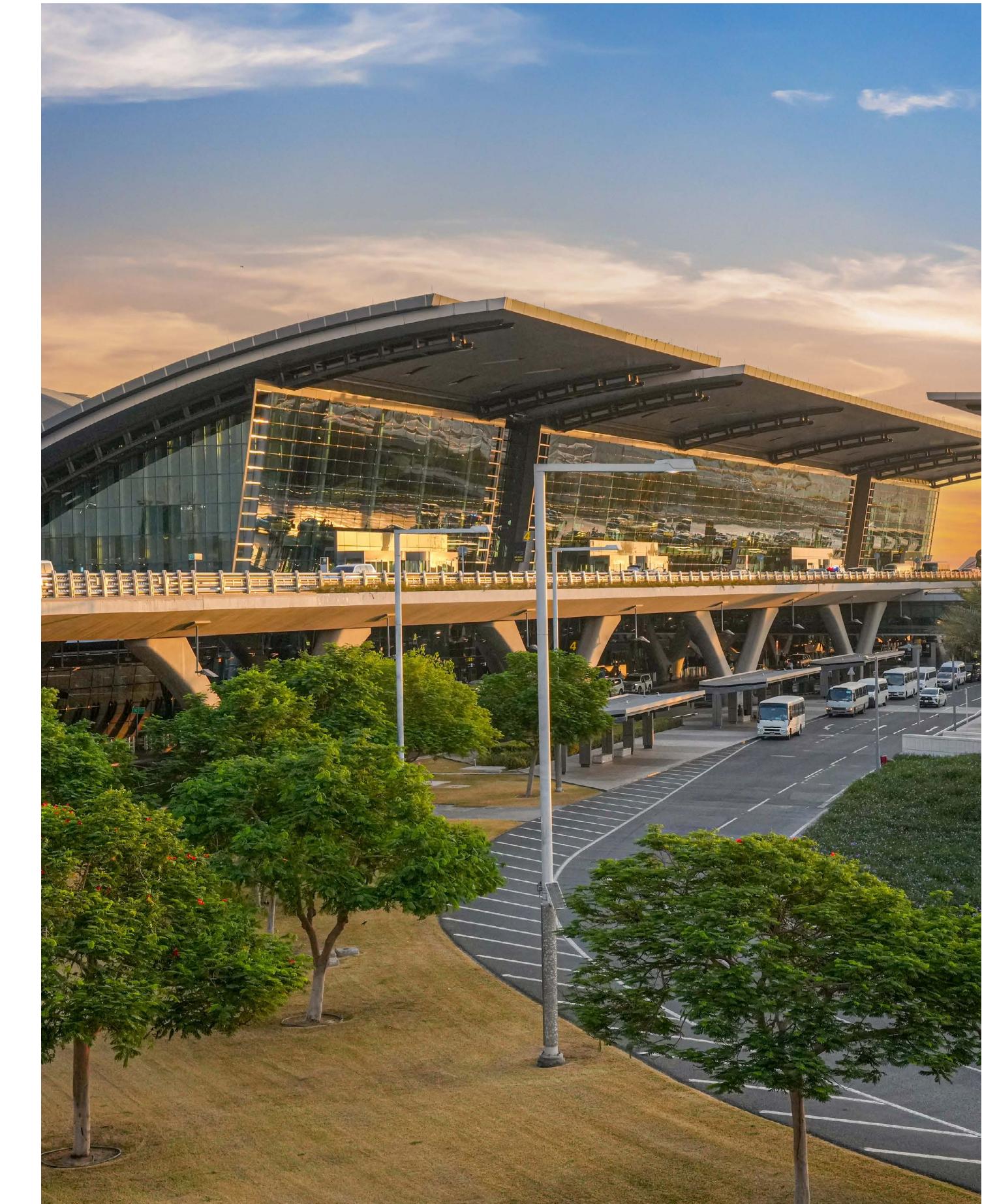
4,700 in Doha International Airport (DIA)

Aircraft movements



3,954 ↑ +4%

Tonnes of CO<sub>2</sub> avoided (approx.)



By setting global benchmarks and fostering strategic partnerships, the airport will continue driving innovation and excellence for the next decade and beyond.



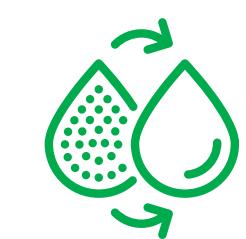
## Environmental Performance

### Water Management

Hamad International Airport's advanced Wastewater Treatment Plant (WWTP) maximises water efficiency across the airport and exemplifies its commitment to environmental stewardship. By repurposing treated water for landscape irrigation, Hamad International Airport achieved its goal of zero wastewater discharge to the environment.

During this reporting period

**3.3 million m<sup>3</sup>**



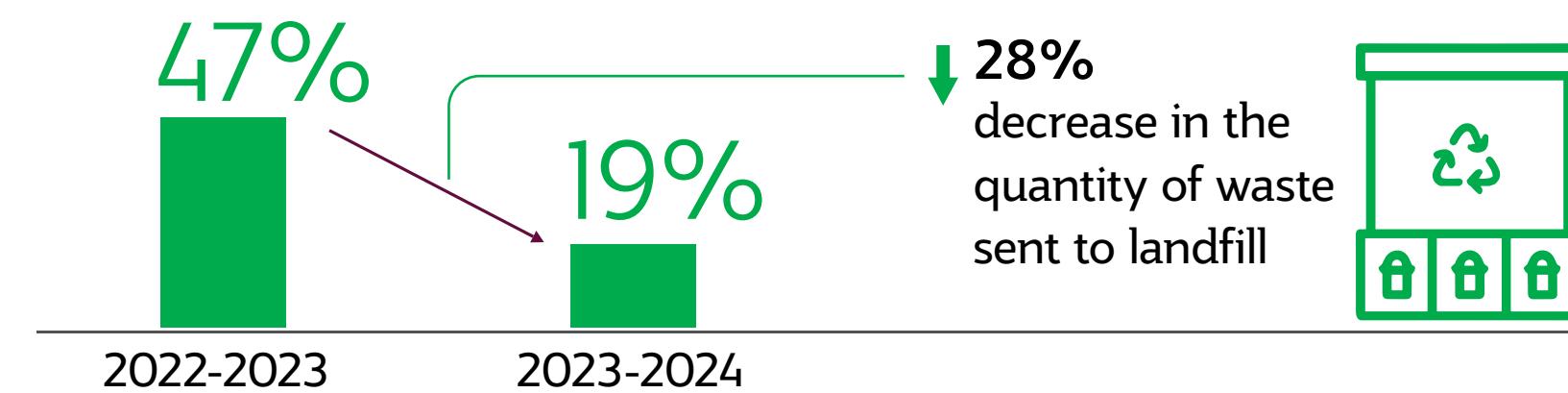
wastewater was treated – increase of 24% from the previous reporting period. Specialised advanced wastewater treatment systems, including aircraft washing, further complement the main Wastewater Treatment Plant.

### Wastewater Management

Measure	FY22-23(m <sup>3</sup> )	FY23-24(m <sup>3</sup> )	% change
○ Volume of wastewater treated at DOH WWTP	2,660,000	3,300,000	↑ +24%
○ % Compliance of WWTP to standards	Not reported	100%	N/A
○ WWTP laboratory ISO 17025 certification	Retained	Retained	N/A
○ Volume of aircraft wash water treated and reuse	Not reported	27,000 m <sup>3</sup>	N/A

### Waste Management

As part of Hamad International Airport's goal of zero waste to landfill, the airport team established key strategic partnerships and implemented projects to divert airport wastes to recycling and recovery destinations. This has resulted in the significant decrease in the quantity of waste sent to landfill.



One initiative contributing significantly towards the goal of zero waste to landfill was the management of sludge solids from airport's Wastewater Treatment Plant. The waste was sent for processing, and the resulting bio-solids were returned to Hamad International Airport for use in landscaping.

Measure	FY22-23	FY23-24	% change
○ Quantity of waste diverted from landfill	32,637 tonnes	38,266 tonnes	↑ +17%
○ Quantity of sludge converted to bio-solids	Zero tonnes	2,395 tonnes	N/A

Hamad International Airport aims to set a basis in waste reduction and contribute to environmental conservation.



- **Environmental Management System and Monitoring**  
Hamad International Airport successfully renewed the ISO 14001 certification for its Environmental Management System, reaffirming its commitment to managing its environmental impacts.



- The comprehensive network of environmental monitoring systems within and around the airport continuously measures and reports on the following to all stakeholders:



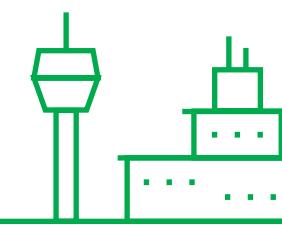
- **Energy Efficiency**

The total electricity demand at Hamad International Airport has increased by 10% during the reporting period, driven primarily by the substantial increase in passenger numbers (+27%) and cargo volumes (+7%) over the same period.

- **Airport achieved**

**↑8%**

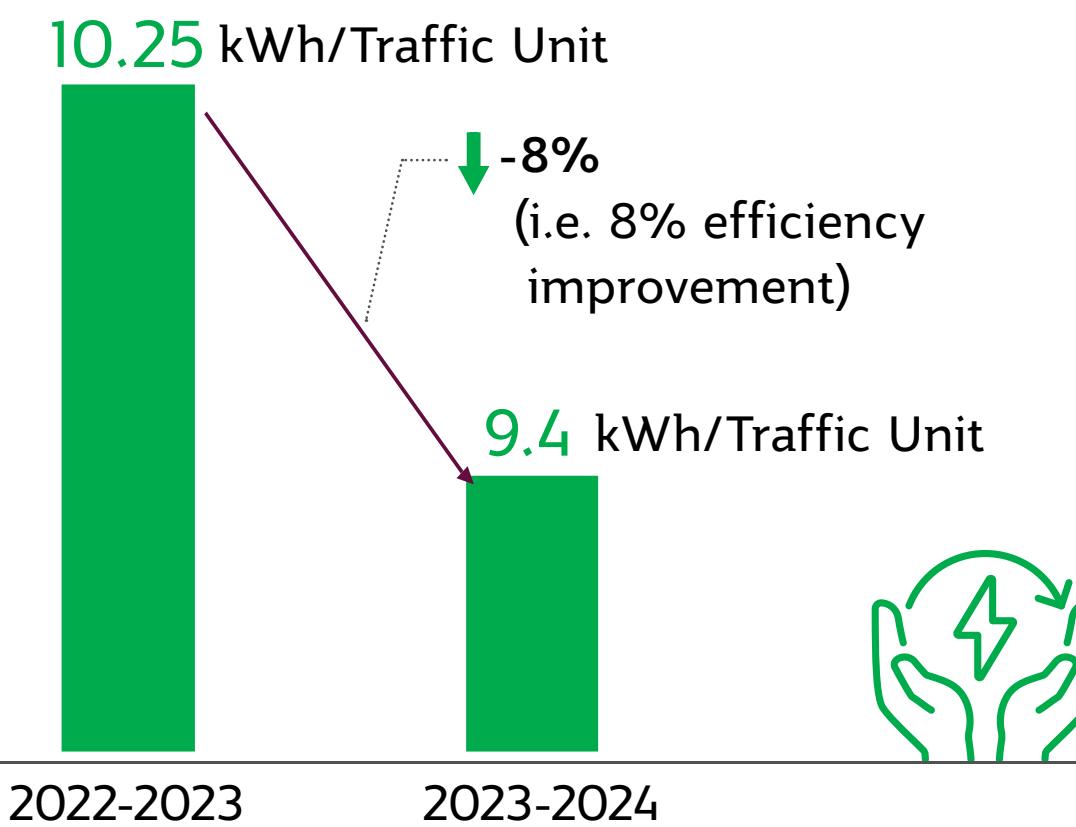
improvement in electricity efficiency



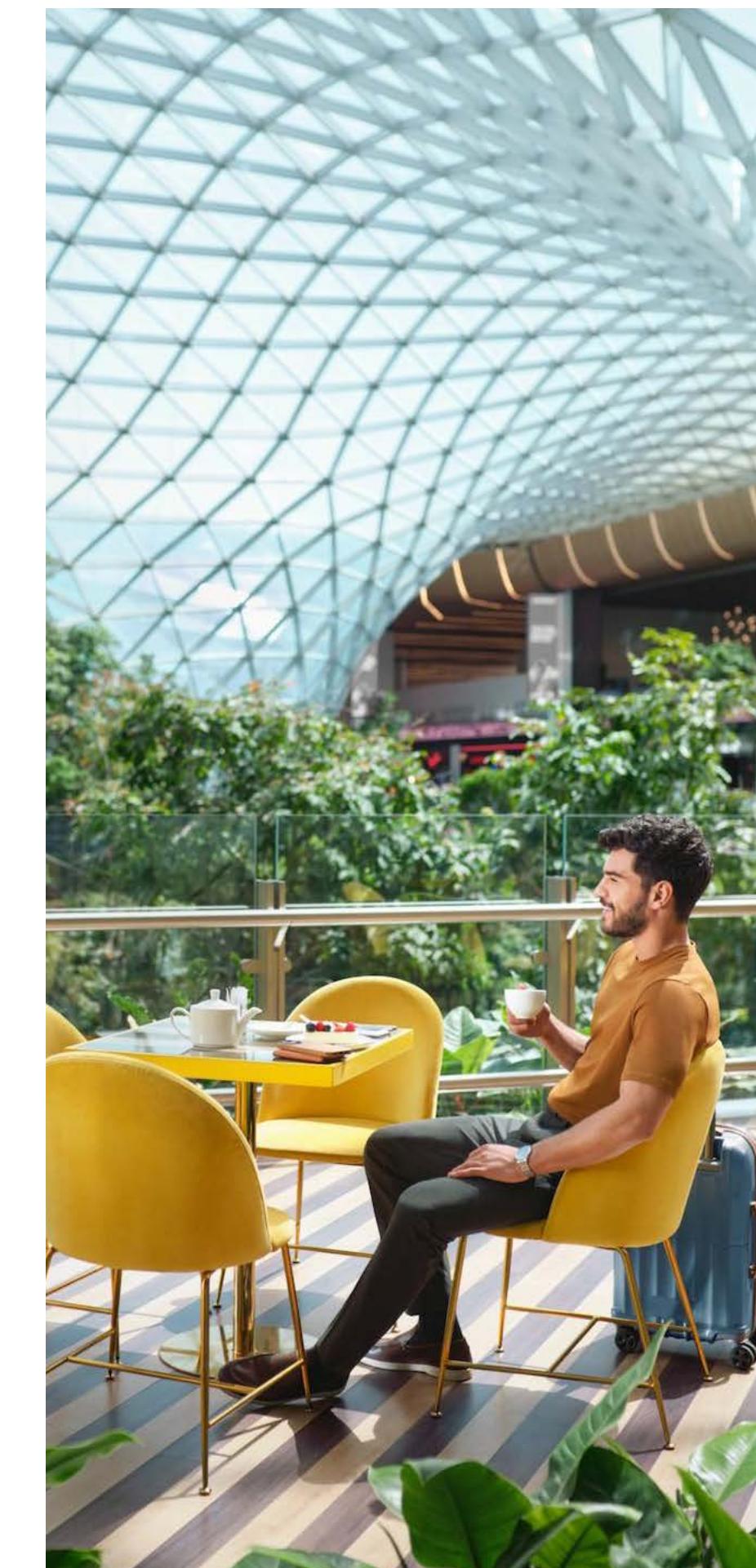
by implementing energy-saving initiatives, including the optimisation of utility plant cooling system upgrades and LED lighting replacements.



- Energy efficiency per traffic unit (traffic unit: 1 passenger or 100 kg cargo)



Measure	FY22-23	FY23-24	% change
○ Energy savings from LED lighting	2.5 million kWh	2.96 million kWh	↑ +18%
○ Energy savings from utility plant optimisation	5.3 million kWh	6.5 million kWh	↑ +23%
○ Airport Council International Carbon Accreditation	Level 3	Level 3	N/A



Hamad International Airport aims to balance its business activities with a strong emphasis on sustainability and environmental protection.



- **Sustainable Buildings and Infrastructure**

During the reporting period, Hamad International Airport achieved the Global Sustainability Assessment System (GSAS) 4-Star Rating for its newly delivered facilities, including the ORCHARD, Oryx Garden Hotel, North Plaza Lounges, Al Mourjan Business Lounge, and the Transfer Baggage Facility.



**Leadership in Energy and Environmental Design (LEED) Gold-level certification achieved for the central concourse and the ORCHARD tropical garden**

- Applying these design principles demonstrates the central concourse's utilisation of



**30% less energy**



**55% less water**

- Additionally, other sustainability considerations were incorporated into the design and construction, including material choices and waste reduction.



- **People**

- **Prioritising well-being**

At the core of Hamad International Airport's global success is its diverse, skilled, and empowered workforce, driven by innovation committed to delivering exceptional passenger journeys. By fostering a culture of collaboration and prioritising well-being, the airport has created a bespoke travel experience for its passengers, reflecting the strength and dedication of its team and establishing a global benchmark in operational excellence, sustainability, and hospitality.

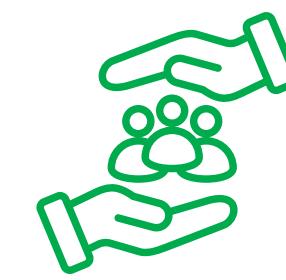
- **Occupational Health and Safety**

- **ISO 45001 standard**



Successful certification of Hamad International Airport safety management system to ISO 45001 standard.

- **Safety culture awareness campaign to staff and contract partners led to a**



**27% decrease**

in the Lost Time Injury Frequency Rate from the previous reporting period.

- **e-permitting to work system for physical maintenance and construction works led to a**



**67%**

increase in voluntary hazard reporting from the previous reporting period.



## Social: Human Rights Awareness and Actions

Human rights and human trafficking are critical issues for airports due to the high volume of individuals transiting from diverse geographic locations.

During the reporting period, Hamad International Airport implemented several actions to raise awareness on human rights concerns to combat human trafficking, including:



Establishing key partnerships with the National Human Rights Council



Delivering human rights related training to front-line airport staff



Delivering human trafficking awareness campaigns for staff and airport passengers to assist with case

✓ recognition

✓ reporting

✓ responses

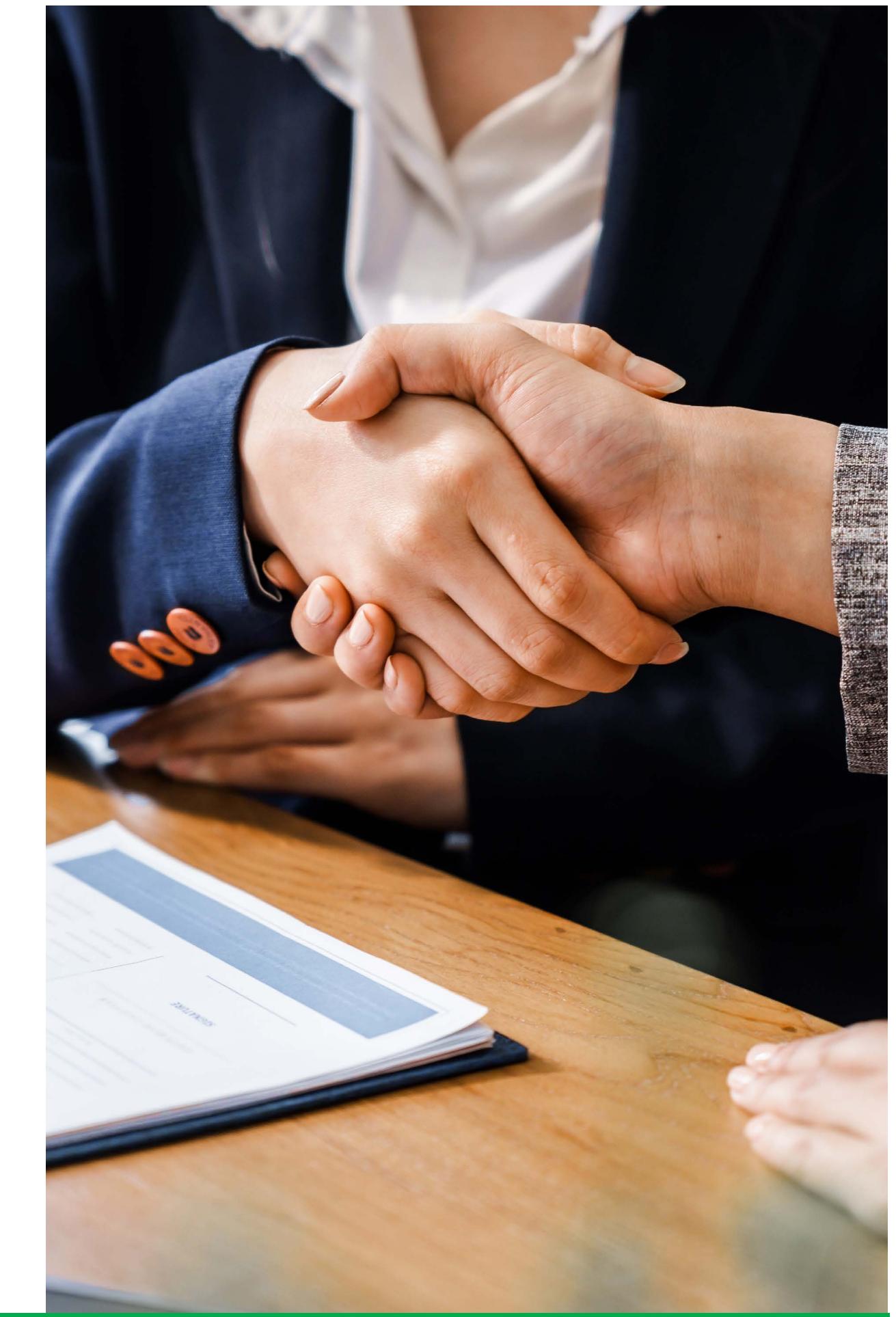
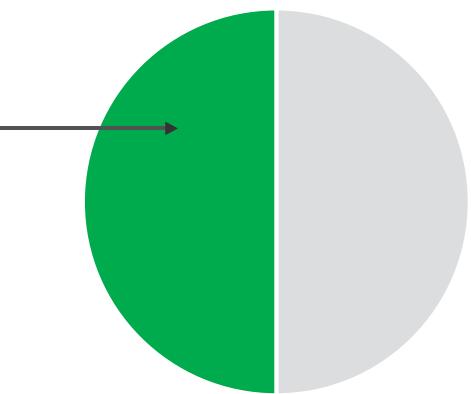
## Passenger Surveys

Hamad International Airport conducts regular passenger surveys to improve its services, facilities, and passenger experiences.

In the survey conducted in October 2023, sustainability-related questions were included for the first time to gain insights into passenger preferences, observations, and views on sustainability topics. The results indicate that:



More than **50%** of surveyed passengers showed a high level of concern for the environment



Hamad International Airport is actively involved in social initiatives related to human rights awareness and action.



# Qatar Aviation Services

Qatar Aviation Services (QAS) is the sole ground-handling service provider for all flights operating at Hamad International Airport and Doha International Airport.

## Certificates and Awards Achieved

- **IATA Environmental Assessment Programme**



In May 2023, Qatar Aviation Services became the first ground handler globally to be certified to the IATA Environmental Assessment Programme for Ground Service provider.

- **IATA ISAGO Certification**



Qatar Aviation Services became the first ground-handler to test and participate in the new IATA Safety Audit for Ground Operations (ISAGO) audit programme methodology through pilot audit.

- **ISO 9001:2015 – Quality Management System Certification**



Qatar Aviation Services maintained its certification since 2006, demonstrating its ability to consistently provide products and services meeting customer and regulatory requirements.

Qatar Aviation Services continuously strives to improve environmental performance through regular review within the governance framework.

QAS ensures compliance with relevant regulatory requirements and openly communicates and encourages environmental protection among suppliers and other stakeholders.

## 2023-2024 Highlights



**99.29%**

On-time performance



**264,000+**

Flight movement



**48 million+**

Passengers handled



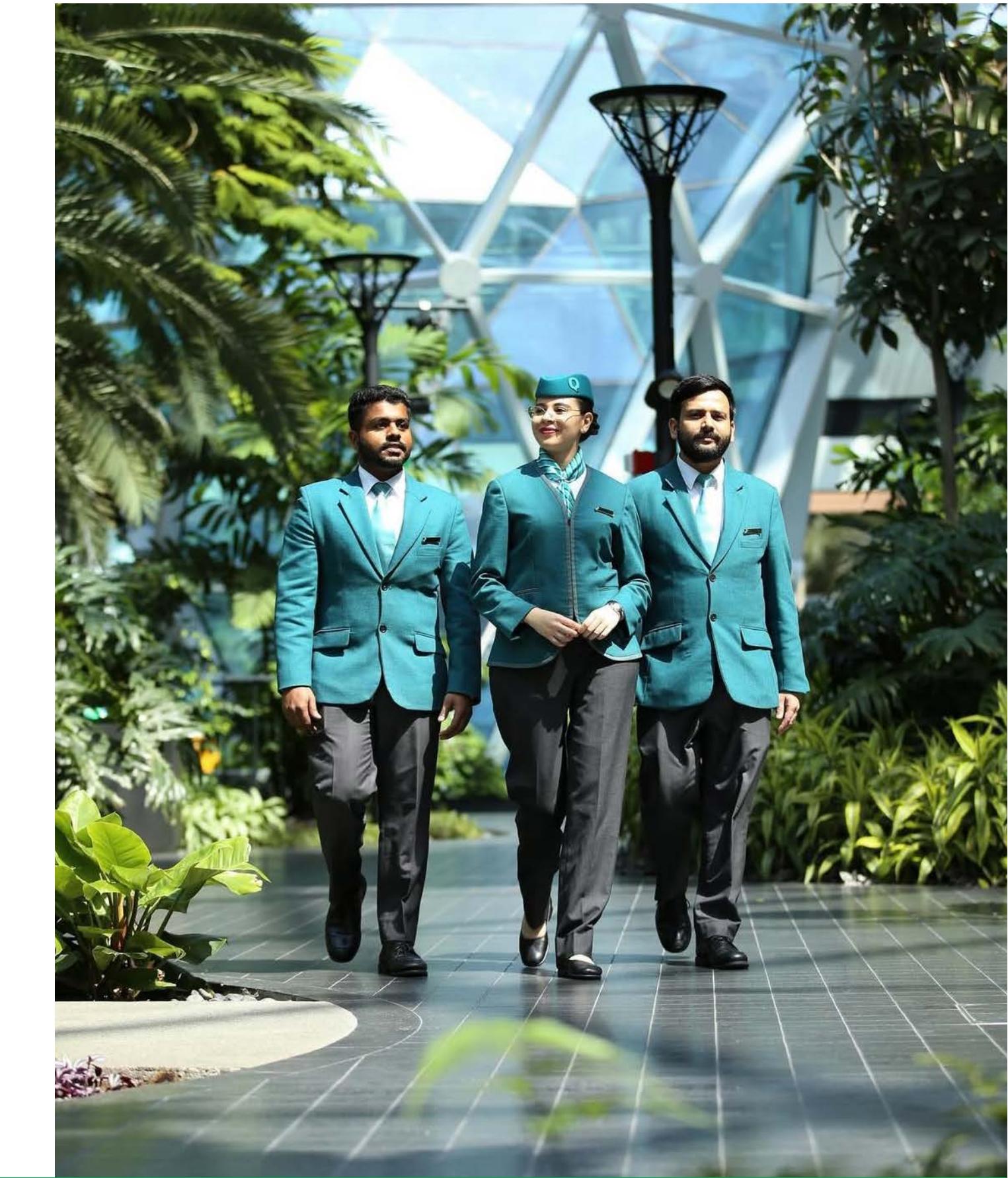
**59 million+**

Baggage handled



**1 million+**

Special assistance provided to passengers



## Operational Improvements and Enhancements

### • Climate Change

- **Installation of Power Receptacles for Reefer Trucks**

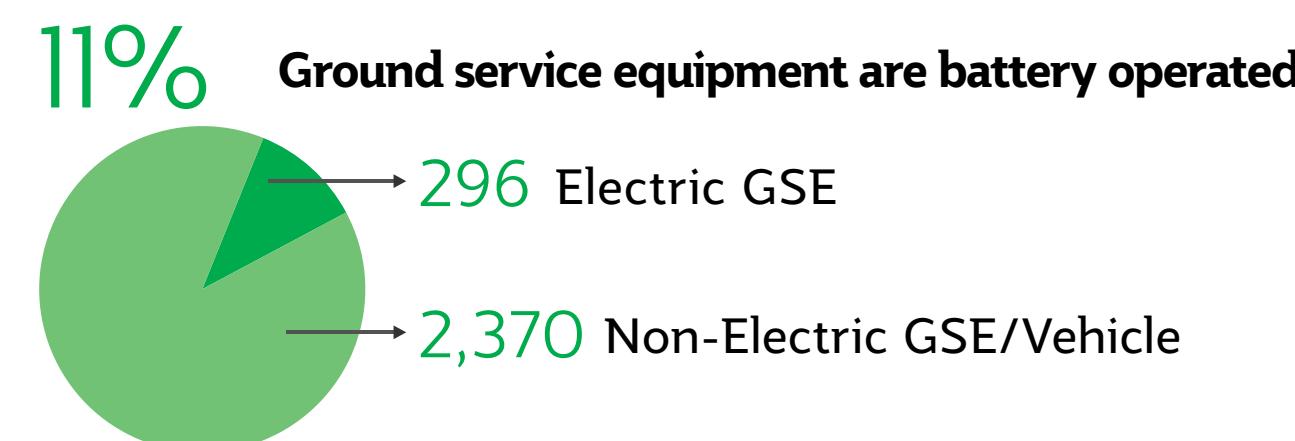
A number of shipments including temperature sensitive goods including pharmaceuticals require storage areas to be maintained between 4 and 8 degree Celsius.

Qatar Aviation Services installed power receptacles in some of the remote gates and at the Climate Control Centre, which allow refrigerated trucks to switch from diesel power to electric. The enhancement reduces direct emissions from vehicles during operations.



- **Procurement of Battery-operated Equipment**

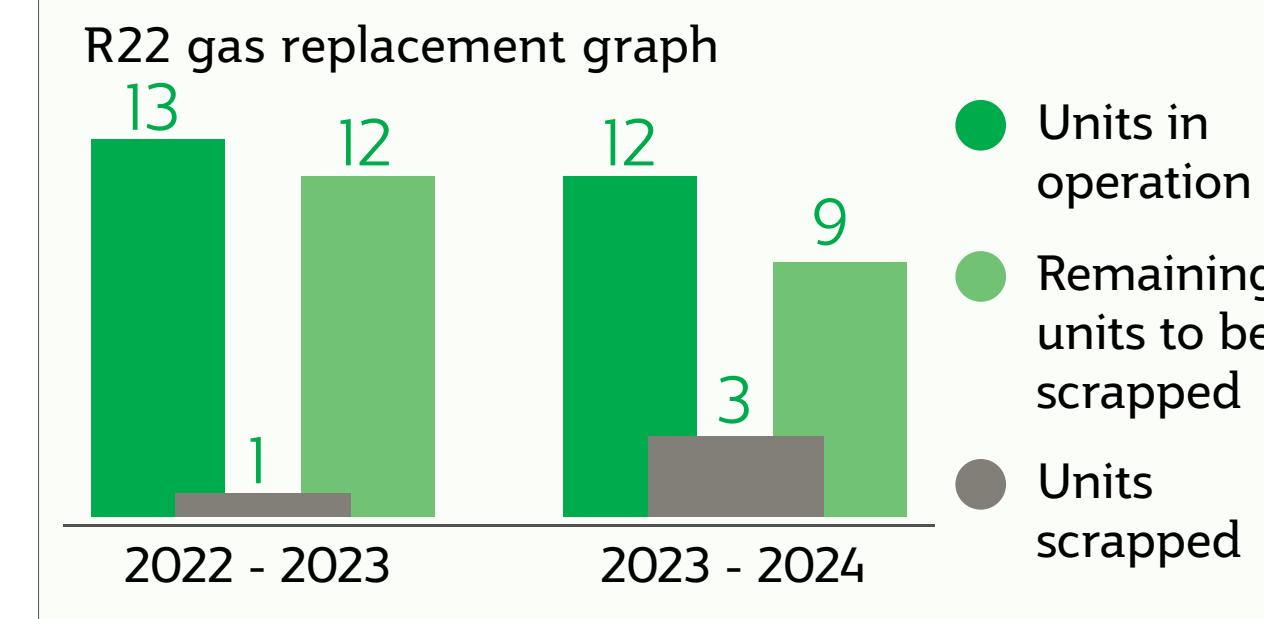
As part of its commitment to Qatar Airways Group's climate change objective, Qatar Aviation Services procured battery-operated Ground Services Equipment (GSE) to replace diesel-operated equipment.



- **Phase-out of R22 Gases**

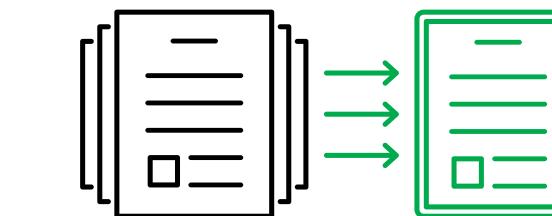
Qatar Aviation Services has continued to phase out R22 gases that contribute to the depletion of ozone in the atmosphere.

Qatar Aviation Services will gradually replace or dispose air-conditioning units containing R22 gas to achieve complete removal by 2025-26.



### • Waste Management

- **Paperless Initiative**

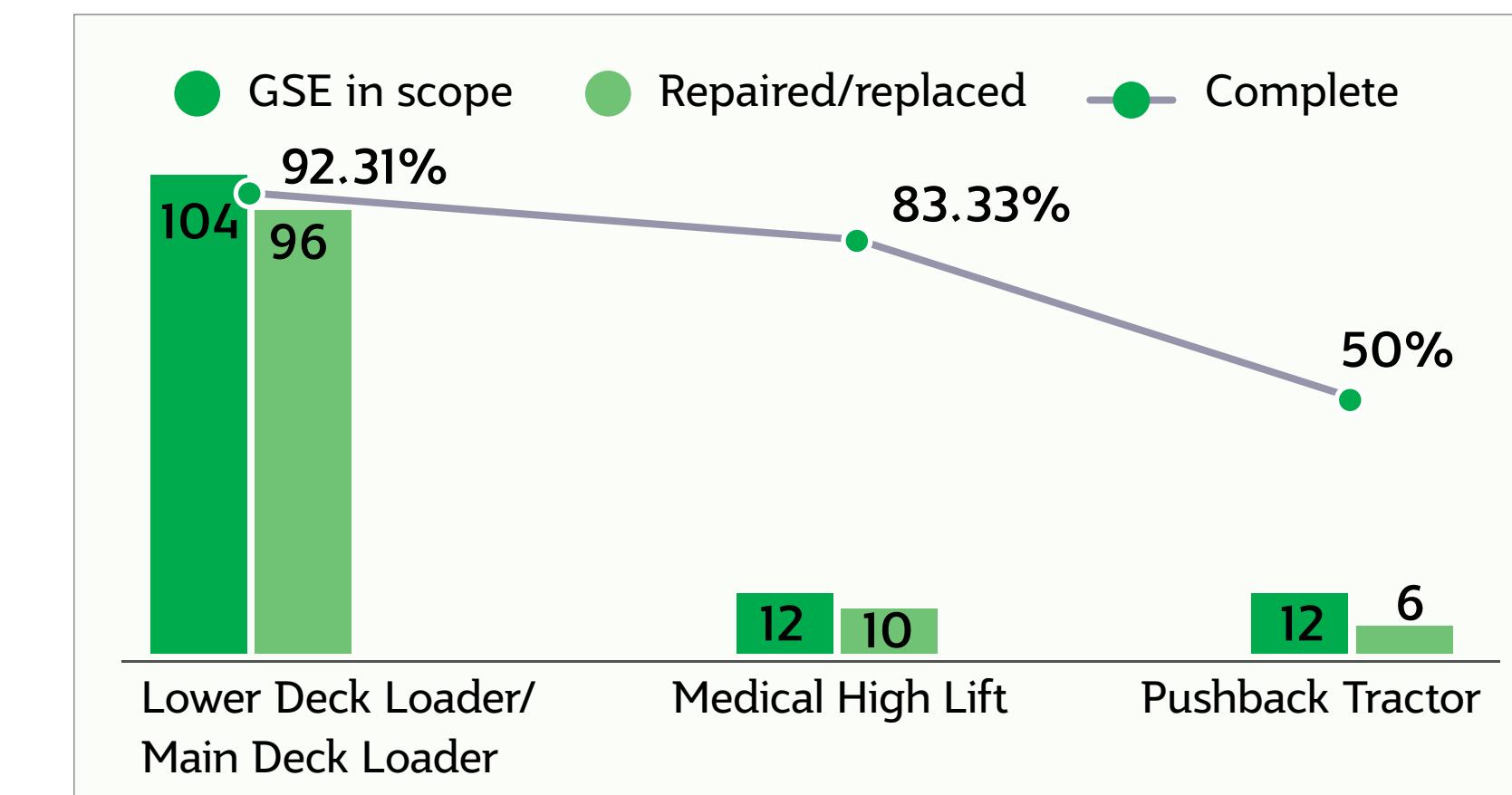


Qatar Aviation Services digitised all communications, which amounted to more than 180,000 messages per month, including bulletins, procedure updates, toolbox talks safety alerts, reducing the paper usage.

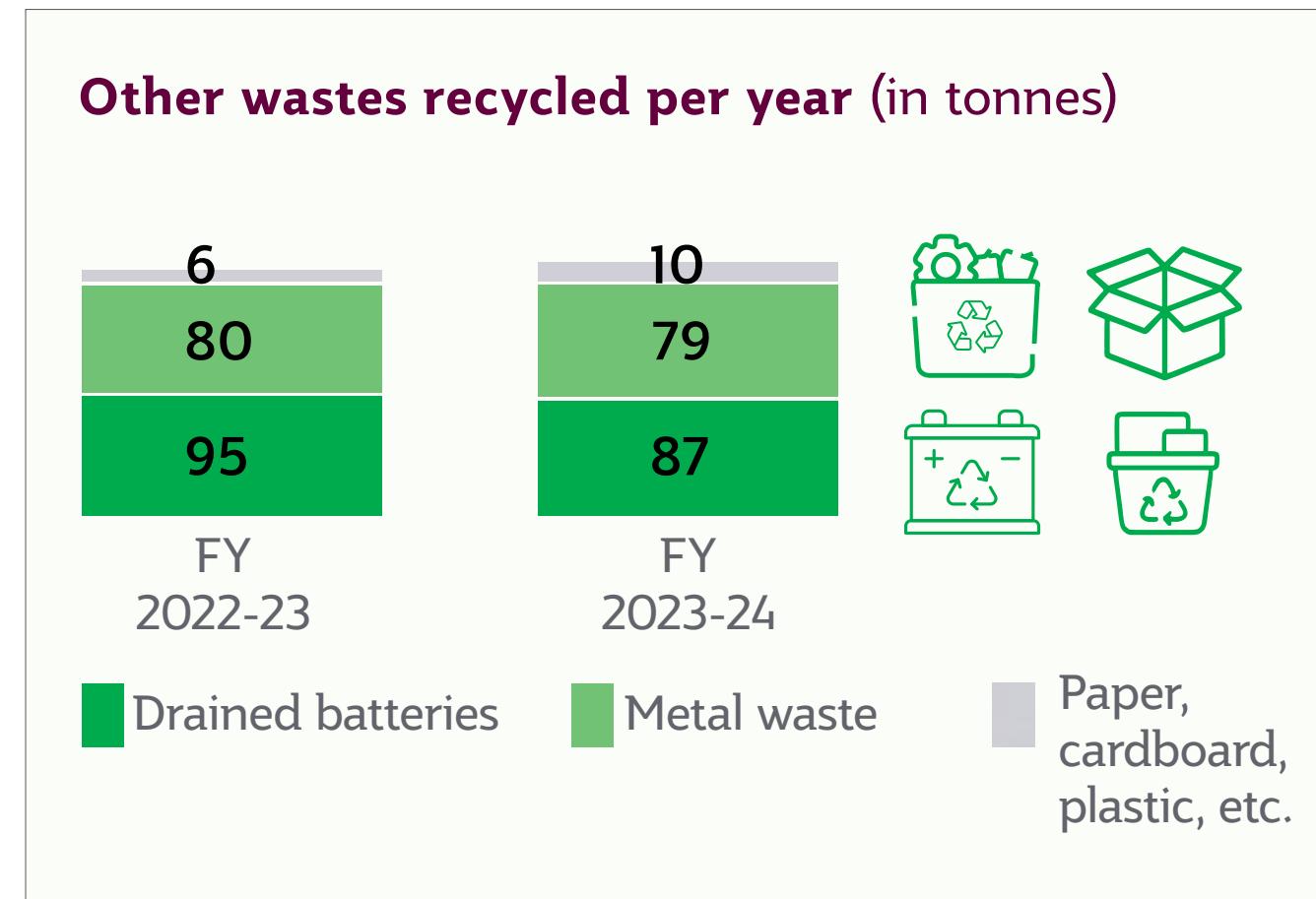
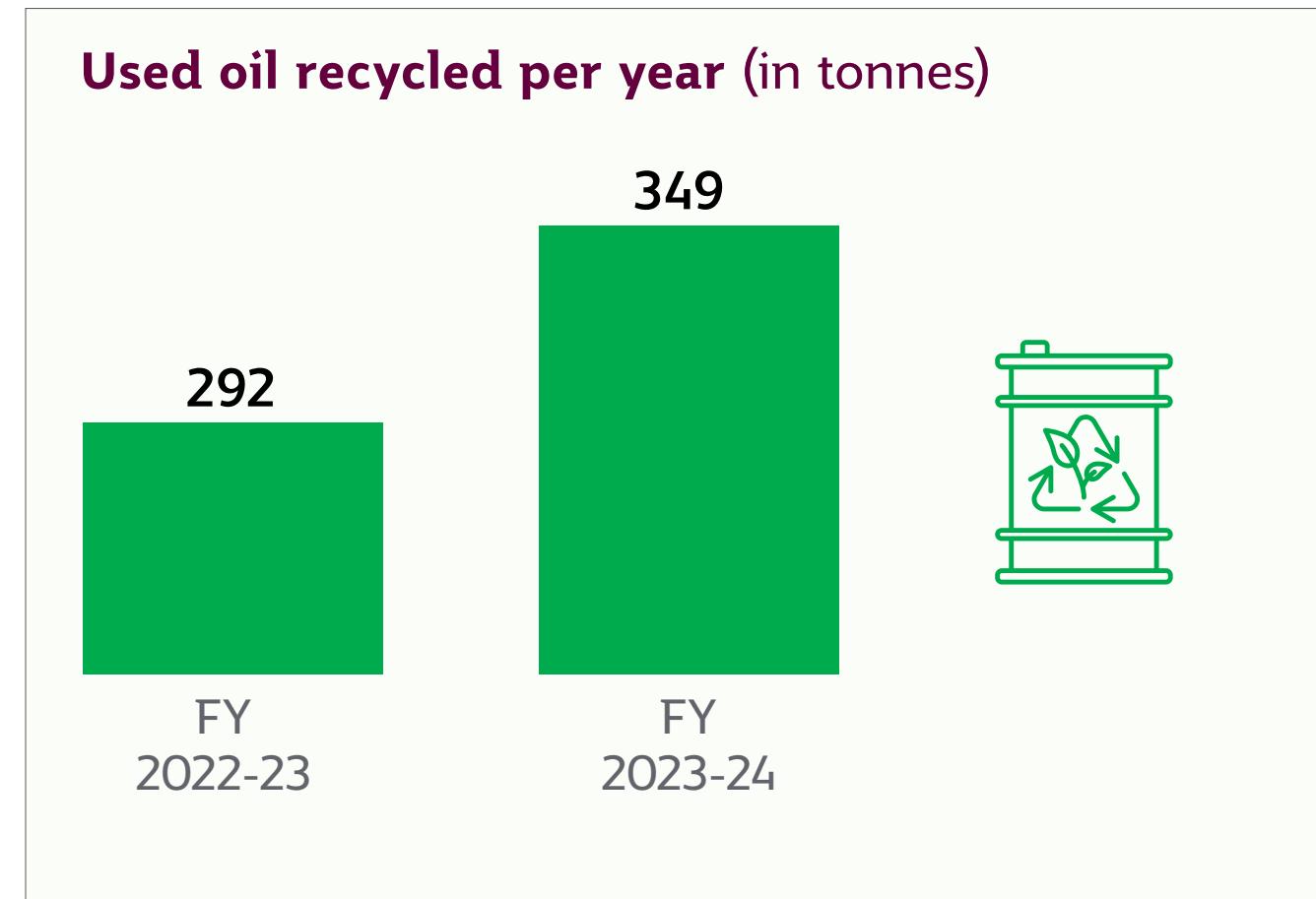
- **Improving the quality and reliability of Ground Service Equipment hydraulic hose fabrication**

An in-house hydraulic hose fabrication programme was initiated to improve quality and reliability, and reduce hose blow-out that may result in spills and ground contamination. This included refurbishing Ground Service Equipment with an emphasis on critical units including pushback, replacing hose kits older than five years.

✓ Number of Ground Service Equipment with damaged hoses replaced to improve reliability



Qatar Aviation Services implemented a comprehensive waste management plan to manage its waste. The plan has improved segregation and increased quantity of waste sent for recycling.

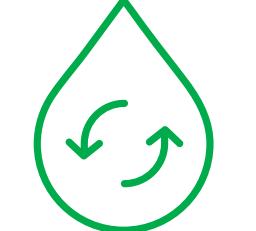


 **1,410kgs**  
e-waste sent to licenced facility for recycling

- **Water Management**

Water used to sterilise the Potable Water truck was drained into the drainage, which was not connected to the recycling facility.

As part of the improvement project, the water was redirected to the wastewater treatment facility for treatment and reuse.

 **2,592 tonnes**  
Water recycled annually



Qatar Aviation Services will continuously strive to improve its environmental performance through regular review within the governance framework.



# HIA Lounges and Al Maha Services

Qatar Airways Group offers 19 exclusive lounges, each designed to provide a relaxing and comfortable experience for its customers at Hamad International Airport.

Al Mourjan Business Class Lounge, a pinnacle of luxury, was awarded



→ **World's Best Business Class Lounge – 2023 by Skytrax**



→ **Middle East's Leading Airline Lounge, Business Class – 2023 by World Travel Awards**

As part of its commitment to health and safety of passengers and staff, HIA Lounges and Al Maha Services implemented ISO 45001:2018 Occupational Health and Safety Management System and ISO 22000:2018 Food Safety Management System



## Energy and Climate Change

- Adopted dairy alternatives including using oat milk, soy milk, coconut milk, and almond milk.
- Decreased the use of single-use plastics by

removing

**2,000,000**



Plastic food covers annually

replacing

**1,000,000**



Plastic straws annually with sustainable options

- Lowered carbon footprint by decreasing the use of animal products by

**Beef**

**-6,750 kgs**

**Mutton**

**-1,890 kgs**

- Repurposed used lounge equipment and furniture to increase product lifecycle.
- Removed paper-based name holders for Al Maha Airport Meet and Assist service and use of handheld electronic devices.
- Decreased carbon footprint by sourcing local bottled water

500ml still water  
**100,000**  
for VIP Lounge

250ml sparkling water  
**5,000**



In addition to comfort and safety, Qatar Airways Group's airport lounges also focus on sustainability and protecting the environment.



### Biodiversity Conservation

- Preventing endangered species and non-sustainable products from entering lounge supply-chain by including specific requirements of sustainable sourcing in supplier tenders.
- The products include both food and non-food items used in the lounge operation
- Introduced sustainably produced beverage coasters



570,000 annually

- Eliminated palm oil usage in dishes cooked in-house
- 0% palm oil usage
- PALM OIL FREE
- Reduced Hammour fish as a dining option and introduced seafood supply from a sustainable source



14,000kg

5,000kg

Hammour fish annually

### Waste Management

- Implemented waste management standards to segregate generated waste for proper disposal, reuse, and recycling



Disposal



Reuse



Recycling

- Practising cooking oil collection and recycling



Recycled  
100%

### Social Responsibility

- Promoted recycling and reuse of used books, toys, furniture through staff sales and donating the collections for charity.



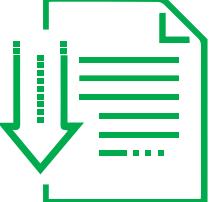
Al Mourjan Garden Lounge was awarded the Global Sustainability Assessment System Certification.



# Qatar Aircraft Catering Company

Qatar Aircraft Catering Company (QACC) has achieved several environmental milestones during the reporting period.

Qatar Aircraft Catering Company, as one of the industry's pioneers, achieved the IEnvA certification. QACC is pursuing a digital transformation programme, which has already reduced its paper usage by



over 136,000 pieces per month

**Donations also prevent landfill waste**

**Dry airline food**  
13,656 pcs

**Uniforms**  
4,804 pcs

**Economy class blankets**  
49,754 pcs



**Global Charity Donation**

## 2023-2024 Highlights



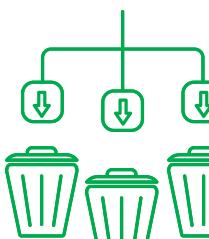
**Recycled**  
**3.135 million kgs**  
of solid waste during the fiscal year



**Optimised equipment weight on aircraft,**  
reducing fuel consumption by over  
**237,000 kgs**



**Implemented a blanket re-alignment programme to**  
**Save 343,434 kgs**  
of fuel and reduce carbon footprint



**Increased airline waste recycling by**  
**11.5%**  
compared to the previous reporting period



QACC has partnered with local and international recycling partners and gained significant traction for net-zero waste to landfill by 2030.



Furthermore, a suite of environmental and sustainability initiatives is well underway:

- **Achieving Zero Waste to Landfill**

- Installation of composting platform to convert organic food waste into simple wastewater
- Repurposing used and clean hand and face towels for drying carts, thereby eliminating paper towel waste



- **Reducing Overall Carbon Footprint**

- Procuring new high-loaders compliant with Euro 6 emissions standards
- Adoption of electric vehicle and hybrid technology to reduce reliance on fossil fuel-driven operational vehicles

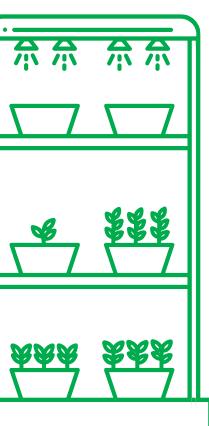


- **Partnering with suppliers to develop and promote sustainable sourcing globally**



- **Exploring vertical farming technology to**

- revolutionise agriculture in the State of Qatar
- ensure self-sufficiency in micro-greens, leafy vegetables and soft fruits
- reduce carbon footprint.



- **Exploring relevant sustainable building standards**

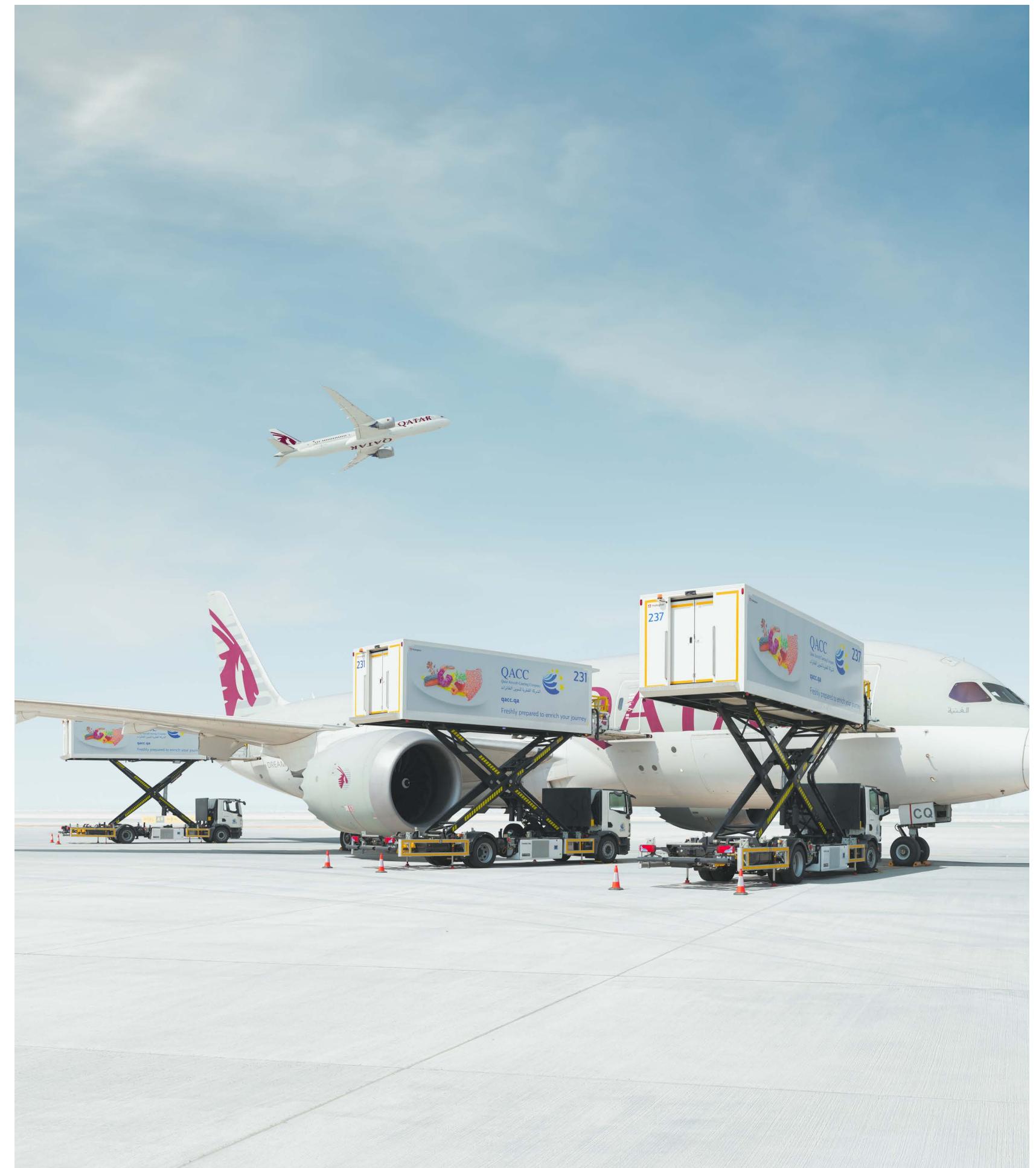
- Implementing energy-efficient equipment and systems to save water and energy consumption
- Pursuing LEED green building framework for highly efficient and cost-saving green philosophy



- **Reduction and eventual elimination of single-use plastics by introducing innovative packaging materials in collaboration with various stakeholders**



- **Committed to continuous development of local Qatari growers and farmers**



Qatar Aircraft Catering Company is strongly focused on sustainability and has made it a key priority for the organisation.



# Qatar Distribution Company

Qatar Distribution Company (QDC) strategic objectives are aligned with Qatar Airways Group's broader environmental sustainability goals. QDC has established core priorities:

01

Improve energy efficiency by best practices technology, and management systems.



**Reduce energy consumption by at least 15%**

02

Optimise water use through technology and best practices.



**Reduce water consumption by 10%**

03

Minimise waste generation by adopting efficiency in design, procurement, and operational planning.



**Reduce waste to landfill by 10%**

## 2023-2024 Highlights

- Energy Management

**Reduced**

**62,850 kW**



from the previous reporting period by

- Installing energy-efficient lighting;
- Optimising energy equipment; and
- Bringing behavioural changes by providing awareness trainings to all employees.

- Water Management

**Optimised water consumption by**

- Installing aerators;
- Providing employee awareness trainings; and
- Implementing efficient cleaning methods.

- Waste Management

Reduced the use of single-use plastic bags by providing sustainable option for customers

- Reusable non-woven bags



- Biodegradable bags



QDC promotes sustainable and eco-friendly practices across retail stores and its newly opened distribution centre to help minimise its overall environmental impact.



# Oryx International School

Oryx International School is an independent school for the children of employees of Qatar Airways Group.

During the reporting period, Oryx International School achieved certification to IATA Environmental Assessment Stage 2 Compliance Certificate, showcasing the school's dedication and alignment to Qatar Airways Group's sustainability objectives.

- Oryx International School has launched the impactful Eco-Warrior initiative as a part of its sustainable school programme:



- This initiative, driven by the students' passion for the environment, aims to reduce water use, manage waste, especially single-use plastics, and conserve energy.
- The Eco-Warriors, with their creative posters, have inspired their peers and teachers to turn off the lights, a simple yet significant step towards energy conservation.
- The Eco-Warriors also hold their class accountable for turning the lights off when not required or leaving the room.

## 2023-2024 Highlights

Oryx International School is home to approx.

 2,000  
Students

In addition, Oryx International School has initiated Earth Week in place of worldwide Earth Day. Initiatives, including:

 **Refill2Save**

Encourages reduction of water wastage and promotes awareness on the importance of water resources.

 **Pen-Pal Initiative**

Links students with environmentally aware colleagues in China and Ecuador fostering a sense of global community.



In 2023, Oryx International School received several accreditations for its curriculum, including the Council International School accreditation, Accreditation by Language for Results International, and the Special Education Needs and Disabilities Inclusion Award.



# Qatar Duty Free Company

Qatar Duty Free (QDF) continued enhancing its operations and delivering a world-class experience in more than 200 retail outlets and food and beverage options spanning 35,000 square metres.

In 2024, QDF had remarkable achievements underscoring its pivotal role in supporting the economic growth with the addition of 217 new jobs during the reporting period, and grew its global portfolio with a broader range of products.

At QDF, sustainability is more than a slogan; it is a core value that shapes and extends across every aspect of its operations.

From reducing single-use plastics to promoting more conscious consumer choices, QDF is actively transforming the travel retail experience. The leading airport retailer is creating a positive impact by continuing to drive innovation and collaboration with a deep sense of responsibility towards the health and well-being of its staff, customers, and the environment.

## Awards and recognition:



World's Best  
Airport Shopping  
– 2023 by Skytrax



Airport Retailer of  
the Year – 2023 by  
Frontier Awards



Airport Food & Beverage Offer of the Year  
– 2023 by Airport Food & Beverage (FAB)  
+ Hospitality Awards

## 2023-2024 Highlights

- Nationalities working at QDF



**70+**

- Male to female ratio



**62.4%**

**37.6%**

2022-23

**62%**

**38%**

2023-24

Male  
Female

- Reduction in the use of plastic bags



**100,000+**

**fewer plastic bags used per month in convenience stores**

- Reduction in the use of plastic bottles



**10,000**

**by providing water refill stations across QDF facilities**



At QDF, selling refillable bottles of best-selling fragrances allows customers to refill their perfume bottles, thus reducing the impact on the environment.



# Carbon Footprint Verification Report



Normec Verifavia, the independent auditor for emissions verification and safety, has performed an independent verification of Qatar Airways Group's carbon inventory data. The findings have been presented in the Qatar Airways Group's Carbon Footprint Report.

## Assurance Statement

### Context

NORMEC VERIFAVIA has been engaged by QATAR AIRWAYS GROUP to perform an independent verification of carbon inventory data with reasonable assurance on Scope 1 and limited assurance on Scope 2 & Scope 3 emissions for fiscal year 2023 (April 2023- March 2024) 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.

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 table above.

NORMEC VERIFAVIA disclaims any liability or responsibility to a third party for decisions, whether investment or otherwise, based on this Assurance Statement.

- A summary of the emissions data reported by the operator is given in the table below:

### Total Carbon Emissions per Business Unit

QR-Group	Scope 1 (tCO <sub>2</sub> eq)	Scope 2 (tCO <sub>2</sub> )	Scope 3 (tCO <sub>2</sub> )
<b>Airlines</b>			
○ Qatar Airways	24,629,845	50,357	103,908
○ Qatar Executive (QE)	132,676	0	0
<b>Other branches</b>			
○ Qatar Distribution Company (QDC)	15	1,390	1,390
○ Qatar Aviation Services (QAS)	53,361	21,952	48
○ Qatar Duty-Free Company (QDFC)	320	3,708	94
○ Qatar Aircraft Catering Company (QACC)	16,130	18,592	25
○ Oryx International School	-	4,539	-
○ Discover Qatar	209	4,0	0
<b>Hotel Management</b>			
○ Dhiafatina for Hotels	5,366	10,384	0
<b>Airport Management</b>			
○ Hamad International Airport (HIA)	5,375	216,253	34,497
<b>Total emissions</b>	<b>24,843,298</b>	<b>327,174</b>	<b>139,963</b>

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



## 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, December 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.
- The GHG Protocol (Revised Edition) - Corporate Accounting and Reporting Standard.
- Section 10 of the Airport Carbon Accreditation Guidance Document, Issue 14, December 2023.

## 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), nonconformities; 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.

## Independence Statement

We confirm that NORMEC 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.

## Work Performed and Basis of Opinion

We conducted our examination having regard to the verification criteria documents listed above. This involved a virtual site visit on the 23<sup>rd</sup> of January 2025, 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.

## Materiality Threshold

For the purpose of this audit, a materiality threshold of 5% was determined as GHG quantification has inherent uncertainties due to measurement instrumentation capabilities, testing methodologies, and incomplete scientific knowledge used in determining emissions factors and global warming potentials.

## Opinion

For the purpose of this audit, a materiality threshold of 5% was determined as GHG quantification has inherent uncertainties due to measurement instrumentation capabilities, testing methodologies, and incomplete scientific knowledge used in determining emissions factors and global warming potentials.

Courbevoie, 27<sup>th</sup> June 2025



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The Qatar Airways Group Sustainability Report covers the period 01 April 2023 to 31 March 2024.

The scope of this report includes Qatar Airways, Qatar Airways Cargo, Qatar Executive, Qatar Company for Airports Management & Operation (MATAR), Qatar Aviation Services, Qatar Aircraft Catering Company, Qatar Duty Free, Qatar Distribution Company, Internal Media Services, Al Maha, Dhiafatina Hotels, Discover Qatar, Qatar Holidays and Oryx International School.