



**QATAR AIRWAYS GROUP**

مجموعة الخطوط الجوية القطرية

# Group Sustainability Report

2022-2023





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# Introduction from Qatar Airways Group Chief Executive Officer



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

## **The Qatar Airways Group Sustainability Report for the year 2022-2023**

summarises the progress and key achievements to advance our commitment to sustainability, our on-going recovery efforts from the COVID-19 pandemic, and the excited journey of continuous innovation for the delivery of a world-class service as legacy for millions of passengers across the globe.

Qatar Airways Group has experienced an extraordinarily successful year marked by a series of record-breaking achievements, and the opportunity to play an important role in supporting the country's long-held dream of hosting the FIFA World Cup Qatar 2022™.

As the world's leading airline, Qatar Airways Group has maintained a high level of service, trust, reliability, and confidence while continuing to expand our network all over the world. Since December 2022, Qatar Airways

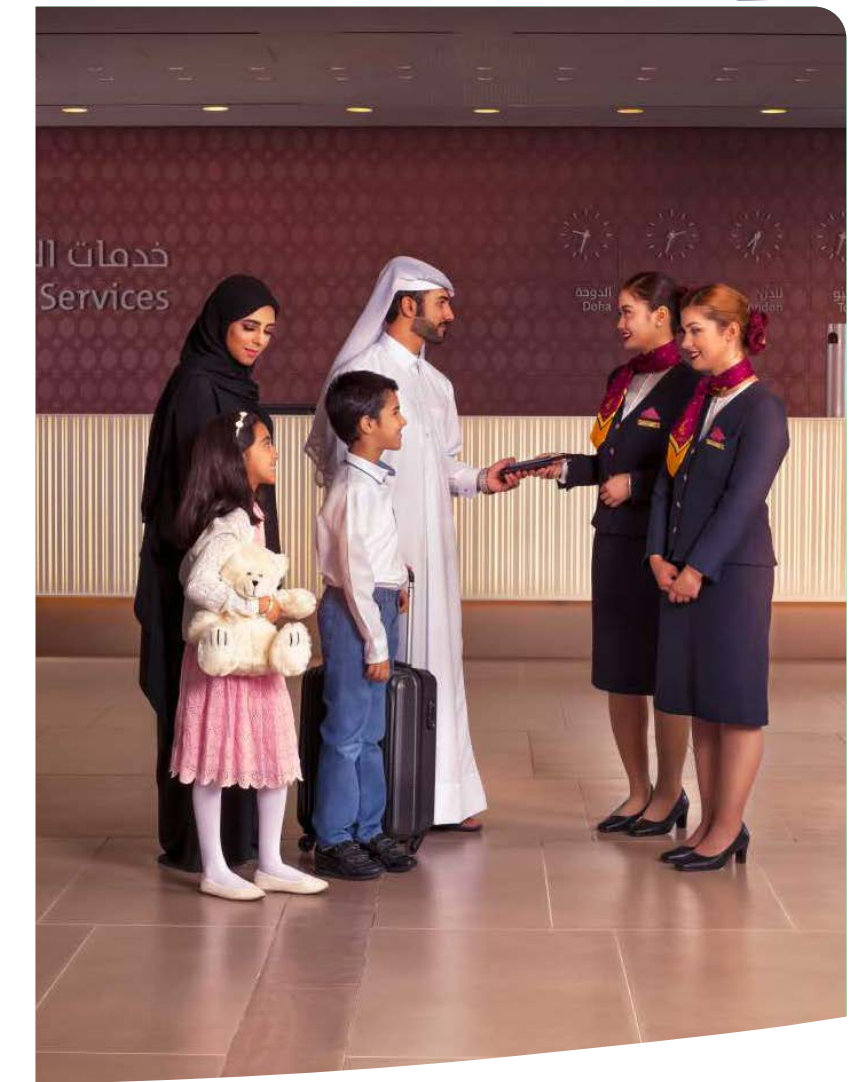
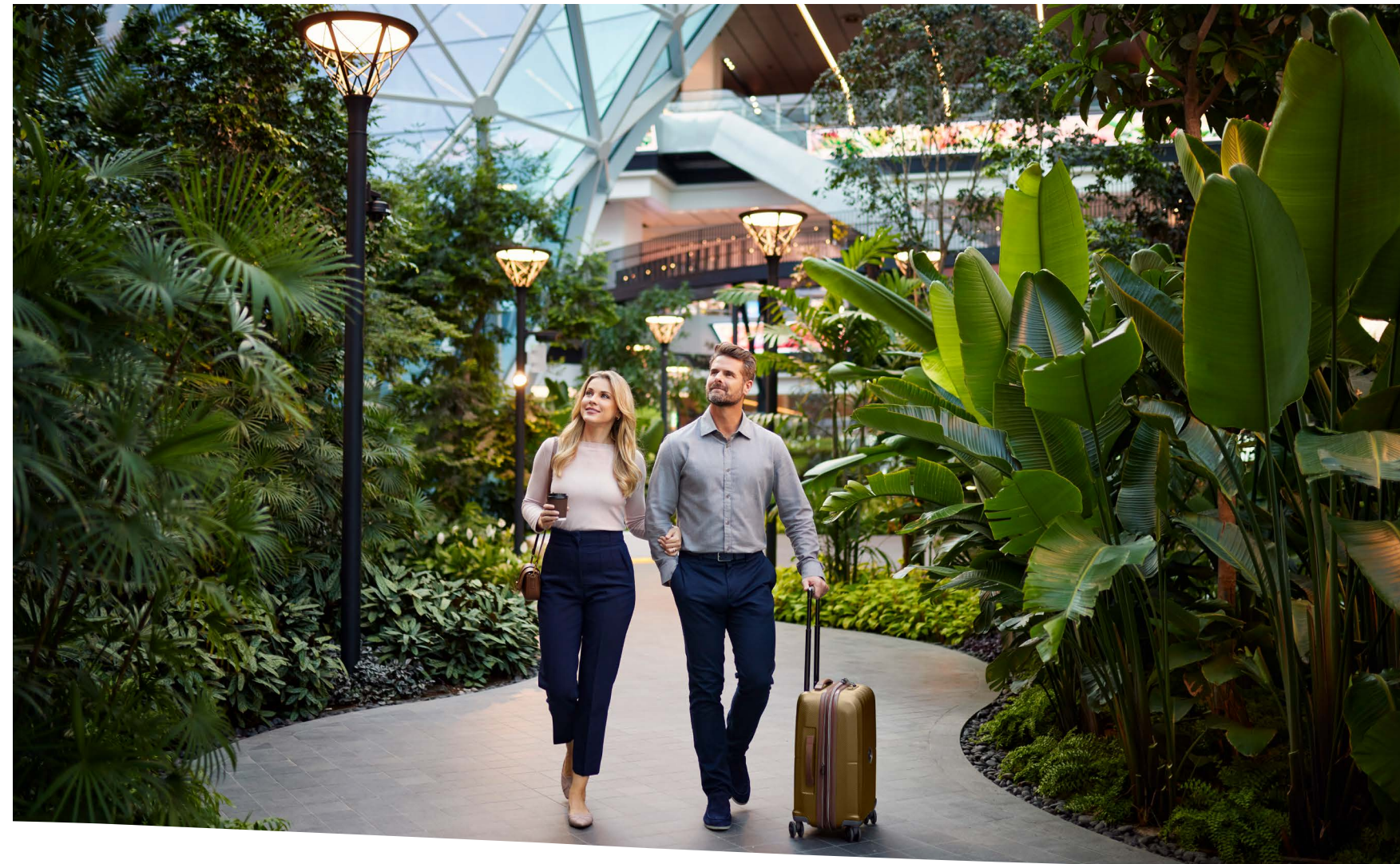
flies to more than 170 destinations worldwide. During 2022-2023, Qatar Airways commenced operations to two new destinations: Dusseldorf, Germany; and Santorini, Greece.

We also resumed operations to thirteen destinations, namely Amritsar and Nagpur, India; Beijing and Shanghai, China; Denpasar, Indonesia; Geneva, Switzerland; London Gatwick, UK; Luxor, Egypt; Perth, Australia; Qassim and Taif, Saudi Arabia; Sarajevo, Bosnia and Herzegovina; and Windhoek, Namibia to meet the growing demand for air transport following the COVID-19 pandemic.

Qatar Airways remains committed to delivering greater connectivity in the coming years for our global travellers.

As we expand our global network, Qatar Airways Group continues to enhance our remarkable products and services.





Our outstanding customer experience has been recognised by the international air transport rating organisation, Skytrax, with Qatar Airways being awarded **“World’s Best Airline”** in 2022 for an unprecedented seventh time. In addition, Qatar Airways won the following Skytrax awards:

- **World’s Best Business Class Airline Seat**
- **World’s Best Business Class Lounge Dining**
- **Best Airline in the Middle East**

Our state-of-the-art Hamad International Airport (HIA) was also awarded **“World’s Best Airport”** in 2022 for second year in a row.

HIA has also received the titles of “World’s Best Airport Shopping” and “Best Airport in the Middle East” for the ninth consecutive time. The year 2022 has also been distinct in the history of the State of Qatar as our home country successfully hosted the FIFA World Cup Qatar 2022™.

As an Official Partner and the Official Airline for the FIFA World Cup Qatar, Qatar Airways has played a pivotal role in connecting the State of Qatar with the rest of the world, and in delivering an unforgettable and valuable experience to visitors. Qatar Airways Group’s focus on sustainability extends beyond our environmental initiatives- it also encompasses a commitment to ethical business practices, community engagement, employee well-being, and gender equality.

Qatar Airways Group supports the strategic objectives adopted by the UN specialised aviation body, International Civil Aviation Organization (ICAO) along with the 15 of the 17 United Nations (UN) Sustainable Development Goals (SDGs).

We are at the forefront of environmental sustainability by proactively managing our impacts and advancing the implementation of the key pillars to support the efforts for aviation decarbonisation.

Environmental responsibility is paramount to the Qatar Airways Group and we have remained steadfast in enhancing our environmental performance with leading initiatives that span all our business operations.

I am pleased to present the Qatar Airways Group Sustainability Report for 2022-2023 and pledge our continuing commitment to implementing proactive measures to not only provide all customers and stakeholders with unparalleled experience, but also to further promote sustainability and environmental protection as a key responsibility for one of the world’s leading airlines.

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





# About this Report

This report covers the developments and achievements from 01 April 2022 to 31 March 2023.

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

**Qatar Airways Group has been addressing global environmental challenges with a strategy to work towards the attainment of the following UN SDGs:**

Qatar Airways Group is fully committed to connecting people and nations, helping in small ways to create and preserve friendship, and further understanding and cooperation around the world for a sustainable future.



**SDG 01**  
No Poverty



**SDG 02**  
Zero Hunger



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



**SDG 04**  
Quality Education



**SDG 05**  
Gender Equality



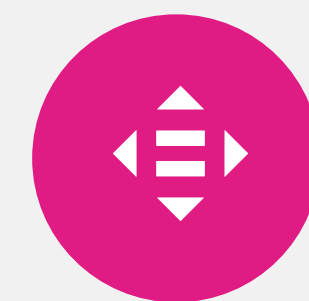
**SDG 07**  
Affordable and Clean Energy



**SDG 08**  
Decent Work and Economic Growth



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



**SDG 10**  
Reduced Inequality



**SDG 11**  
Sustainable Cities and Communities



**SDG 12**  
Responsible Consumption and Production



**SDG 13**  
Climate Action



**SDG 15**  
Life on Land



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



**SDG 17**  
Partnerships to Achieve the Goal

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

- Qatar Airways
- Qatar Airways Cargo
- MATAR, the Qatar Company for Airports Management & Operation
- Qatar Aviation Services
- Qatar Aircraft Catering Company
- Qatar Duty Free
- Qatar Executive
- Qatar Distribution Company
- Al Maha Services
- Discover Qatar
- Oryx International School
- Dhiafatina
- Qatar Holidays
- Internal Media Services

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

The Qatar Airways Group Corporate Sustainability Report is published annually to document the 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 Overview



## 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, Qatar Airways Tower, is located at Old Airport Road, Doha, State of Qatar.

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

### Qatar Airways

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

### MATAR

MATAR, the Qatar Company for Airports Management Operation is a corporate subsidiary of Qatar Airways Group in a contractual agreement with the government of the State of Qatar to manage the operations of DOH and DIA.

### Qatar Airways Cargo

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

### Qatar Aviation Services (QAS)

Qatar Aviation Services is a company providing all ground handling services at Hamad International Airport for all commercial, private and cargo operators.

### Qatar Executive (QE)

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

### Qatar Aircraft Catering Company (QACC)

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





# Qatar Airways Group Overview

## Qatar Duty Free (QDF)

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

## Discover Qatar

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

## Al Maha Services

Al Maha Services provides meet-and-greet services and expedited security services for customers utilising HIA.

## Qatar Airways Holidays

Qatar Airways Holidays is a division of Qatar Airways Group engaged in travel and tourism activities by providing services, including hotel bookings, flight tickets, and tour reservations.

## Dhifatina Hotels

As the hotel and spa management division of Qatar Airways Group, Dhifatina Hotels comprises of six world-class hotels in Edinburgh, London, Doha, Melbourne, and Geneva. The hotels are fully owned and operated by Qatar Airways Group. Dhifatina also operates Oryx Airport Hotel, Oryx Garden Hotel and the Vitality Spa at Hamad International Airport.

## Qatar Distribution Company

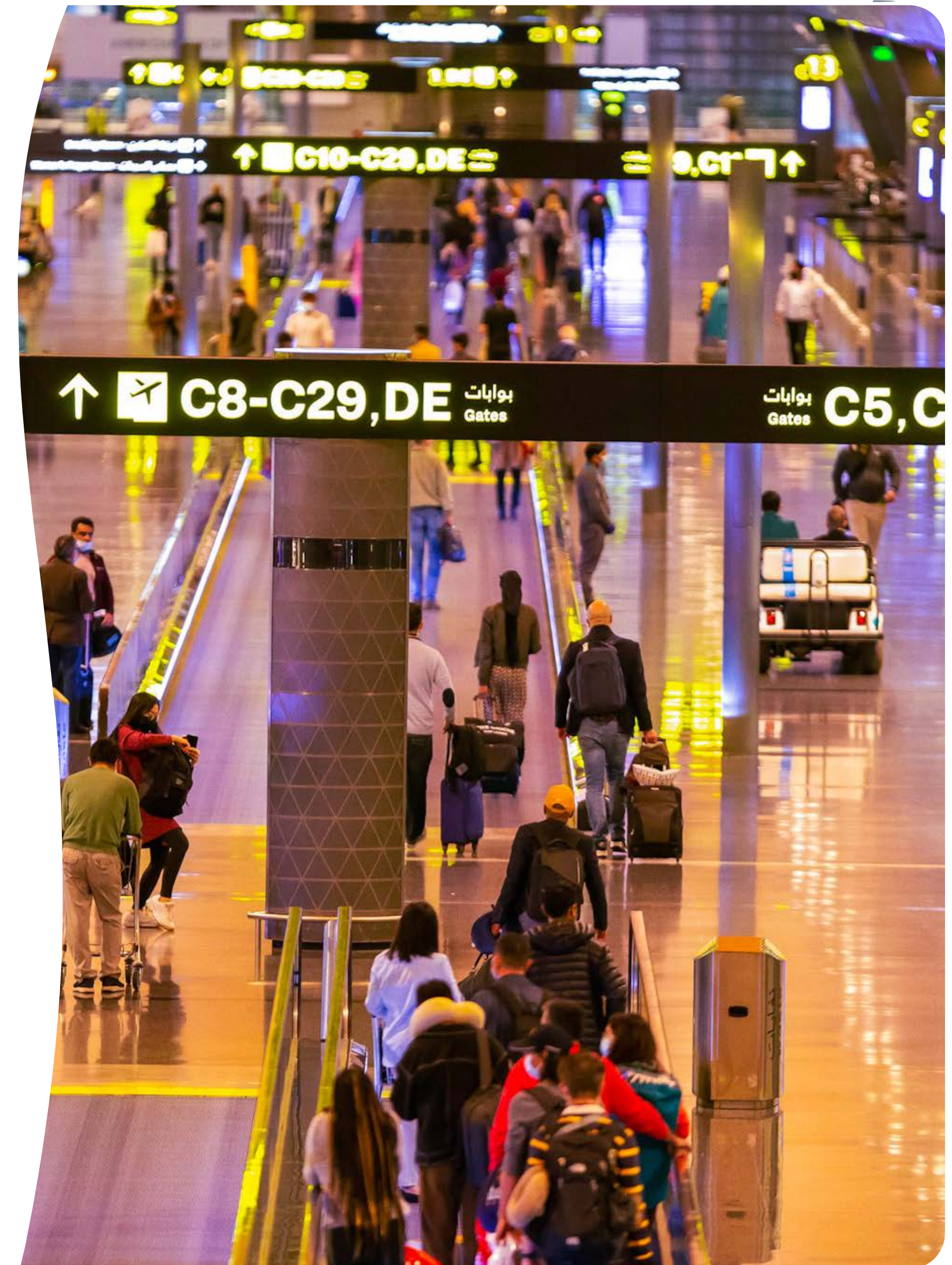
Qatar Distribution Company is the only licensed retail beverage distributor in the State of Qatar.

## Qatar Airways Internal Media Services

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

## Oryx International School

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

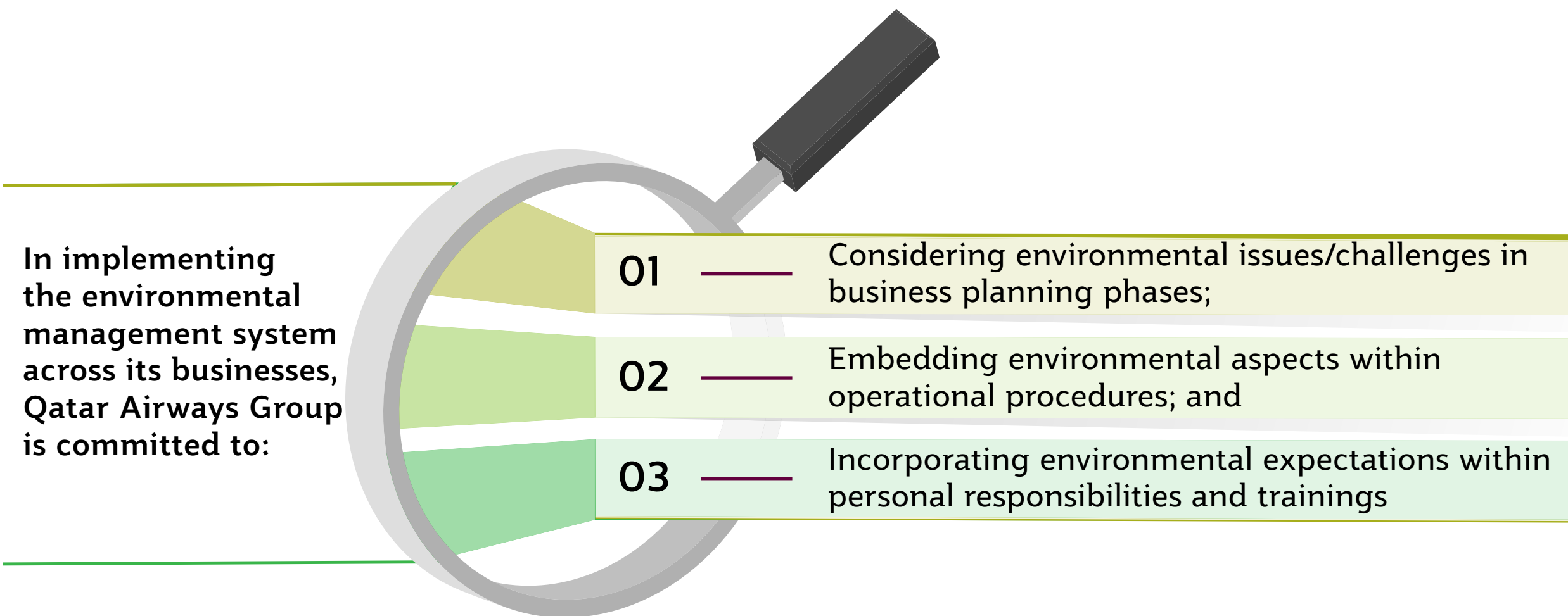






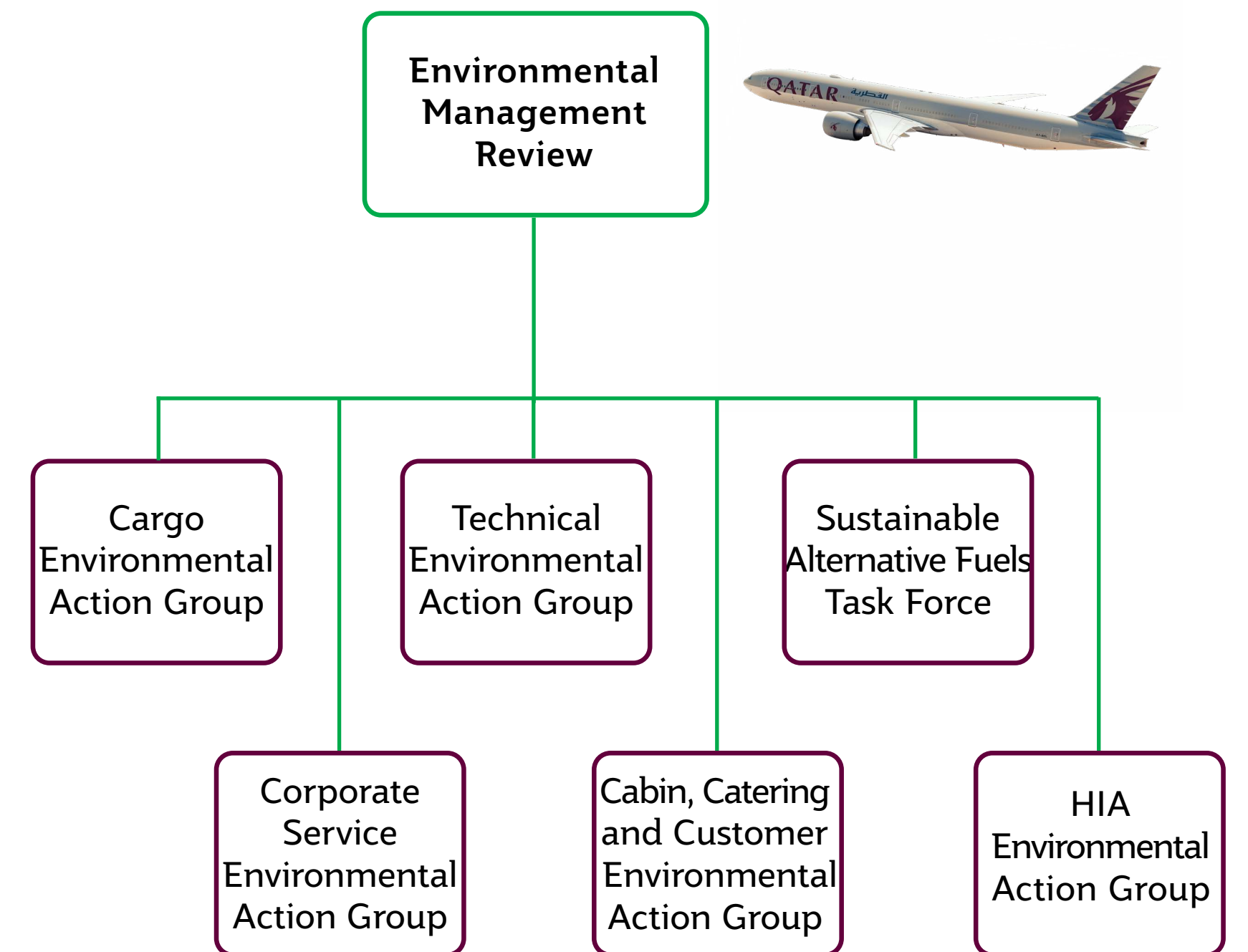
# Environmental Sustainability Governance Structure

Qatar Airways Group has focussed on establishing a robust governance structure to ensure sustainability in all its businesses, including the airline, airport operation, catering services, retail outlets, tourism, and hotels.



To ensure that these commitments are met, Qatar Airways Group has implemented the Environmental Management System (EMS), which has been accredited to the International Air Transport Association's (IATA) Environmental Assessment (IEnvA) programme Stage 2 since 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, which allow business leaders to carefully review the progress towards Qatar Airways Group's environmental objectives. Each meeting has the authority to modify both planning and operational measures if the business encounters practices that might cause environmental damages.







# Business



## Fleet

Having the right fleet is one of the most important factors to deliver world-class services to our valued customers as well as promote fuel efficiency.

Qatar Airways Group maintains a strategy of investing in next generation aircraft and is globally renowned for its modern fuel-efficient fleet with an average age of approximately eight years.

Our aircraft fleet averaging around



As the network expands, Qatar Airways Group continues to add and diversify the fleet to meet high expectations from customers and business stakeholders.

## Qatar Airways Fleet (As of March 2023)



Total Fleet Size **259**



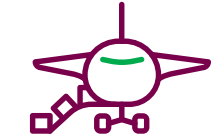
- Passenger Aircraft

**210**



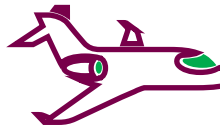
- Cargo Aircraft

**30**



- Executive Jets

**19**



Number of Newly-purchased Aircraft

**4** (Boeing 787-900)





### Procurement

The Procurement team at Qatar Airways Group has integrated sustainability in all its sourcing activities with the aim to

- reduce fuel burn through sourcing better and lighter inflight materials
- minimise waste to landfills
- reduce the use of single-use plastic

In this respect, Qatar Airways Group has engaged a strategic partner to assess and score its suppliers on multidimensional aspects of their social and environmental credentials.

### Product Development and Design (PDD)

PDD division continued the sustainability pledge as the team worked on new products for 2022-2023,

which included the 25-year anniversary and the iconic FIFA World Cup Qatar 2022™ specials, for inflight, ground, and lounges.

For the FIFA World Cup Qatar 2022™, the PDD team also launched the planning and risk management programme to ensure waste reduction during the international sporting event.

#### Economy Class Blankets


- Qatar Airways Group has completed a tender for sourcing Economy Class blankets to transition from 100% virgin fleece to 90% rPET blankets.




**90%** Recycled Polyethylene terephthalate (rPET)

- Each rPET blanket will be made from approximately 25 used PET bottles.
- Over a period of five years, this switch would prevent around 300 million PET bottles from ending in landfills.

#### PDD's sustainability initiative

- Weight reduction initiatives to increase fuel efficiency: 
  - Use of lighter non-textile flooring, including curtains, carpets, and refreshing towels on-board the aircraft;
  - Eliminate additional equipment;
  - Revised Galley Loading Plan as per aircraft type; and
  - Removal of refreshing towels from additional meal services, such as warm snacks and trio box.

- To enhance the outcomes of waste management while offering the best service to passengers, the PDD team co-operated with the vendors and accomplished; 
  - Reducing wastage by introducing the Diptyque gift box on inbound flights;
  - Enhanced our amenity kits with recycled Polyethylene Terephthalate (rPET) in socks;
  - Decorative ribbon on amenity kit boxes made from 100% cotton.





# People



As it is our people who ensure Qatar Airways' success as one of the world's leading airline,

Qatar Airways Group continually develops staff-centric programmes to promote an engaged workforce through the introduction of comprehensive employee enrichment schemes, community and culture building initiatives, wellness and work-life balance priorities, in order to remain the global "Employer of Choice".

Qatar Airways began its ambitious journey in 1997 with just 199 employees.

50,000

The number of staff has continuously grown since then and, by the end of this reporting period, Qatar Airways Group is being driven by 50,000 staff members contributing to award winning customer experiences all over the world.

199  
1997 2022-23

## • Gender, Diversity & Inclusion

- Total nationalities 171
- Female representation 37%
- Spoken languages 122

## • Total nationalities of the cabin crew

134

## • QR Group employees by age

- <sup>BELOW</sup> 30 14,620
- <sup>30</sup> 50 31,819
- <sup>ABOVE</sup> 50 3,561

## • QR Group employees by region

- Americas 361
- East Asia & South West Pacific 653
- Europe 1,186
- GCC, Africa & Indian Sub-continent 1,972
- Regional Office - Doha HQ 45,828





### IATA Diversity & Inclusion Awards

**Qatar Airways is the sponsor for the International Air Transport Association (IATA)'s Diversity & Inclusion Awards**

to recognise individuals, organisations, and initiatives that have made significant contributions towards promoting and advancing diversity and inclusion within the aviation industry. Since its inception in 2019, six individuals have won the IATA Diversity and Inclusion Awards.

These awards celebrate the efforts of those who have worked to create a more inclusive culture, foster a sense of belonging, and promote equity and fairness in the aviation industry. By honouring these achievements, IATA Diversity & Inclusion Awards aim to inspire others to follow suit and continue to work towards a more diverse and inclusive aviation industry for all.



### Employee Relationships

**Qatar Airways Group has expanded its capacity and expertise as it strategically transitioned towards**

evolving into a centre of excellence supported by digitisation and data analytics.

To further enhance employee relationships, Qatar Airways Group has continued to embed a culture of risk management, standardisation, implementation of governance controls, and

increase compliance through the e-learning code of ethics training. Qatar Airways Group is currently developing the global industrial relations plan and employee relationships global reviews within the entire Group to support operational efficiency and mitigation of risk.

Finally, Qatar Airways Group endeavours to evolve and improve as part of our journey on qualitative data and stakeholder feedback.



**Creating a motivating and engaging working environment for our workforce**

Our Employee Experience Team ensured that our employees were kept informed and involved all through the year by themed employee activations, which saw 50,000+ employees and contractors join in from Doha and overseas to participate in the FIFA World Cup Qatar 2022™.







## FIFA World Cup Qatar 2022™

To celebrate the hosting of the FIFA World Cup Qatar 2022™ and to ensure a lifetime of remarkable experiences for our customers, Qatar Airways Group implemented an impressive range of products, amenities, services and technology enhancements.



Qatar Airways Group's talent acquisition team successfully hired and on-boarded 12,500+ new employees across the global business and subsidiaries, not including temporary staff.

New employees have been crucial to delivering excellent customer service to tournament visitors travelling through Hamad International Airport and Doha International Airport during the FIFA World Cup Qatar 2022™.



**Special FIFA-themed employee activities were organised under HR's THRUST initiative, aimed to increase employee engagement, witnessed 50,000+ employees participate with unwavering enthusiasm.**

Several contests and competitions were organised for them to spread the football fever within all teams and get them to engage with each other in celebration of the world's greatest sporting event.



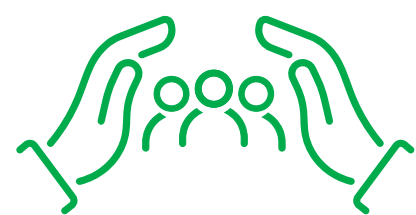


### People Safety, Health and Well-being

Qatar Airways Group policy of “Safety and Security First” remains its focus, as we ensure throughout our business that employees and customers are always provided with a safe, secure and healthy environment, as well as ensuring a five-star passenger experience.

Qatar Airways Group is dedicated to the growth of our safety culture and developing a proactive safety conscious workforce through collaboration, communication, and training.

This approach to safety is founded on the principle of reducing risks to a level as low as reasonably practicable.



Qatar Airways Group Medical Team works with internal stakeholders and the Ministry of Public Health of the State of Qatar to ensure the safety of staff and the continuity of operations through all of its services.



Moreover, in partnership with Qatar Aviation Services and MATAR, the Hamad International Airport Landside Clinic expanded its services to provide comprehensive healthcare services to our airport staff in the form of primary healthcare, psychology and occupational health injury assessments, medicals, and advice.

The Medical Team ensured early communications by informing and advising employees on upcoming changes expected in workloads, traffic management, public transportation to match venues and for flights to and from Doha leading up to and during the FIFA World Cup Qatar 2022™.

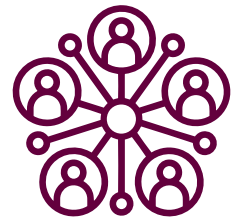
During that same period, the Influenza Vaccination Campaign continued with routine vaccinations and the COVID-19 vaccines.

19,000

Rapid Tests, PCRs and preventative vaccinations have been administered by Qatar Airways Group’s Medical Team







### Group Safety and Security

#### Governance structure



The Group Safety and Security Committee Meeting is the lead committee for safety and security matters, and is chaired by the Group Chief Executive Officer



OHSSC, comprising of top management, has an oversight of all health and safety matters and is responsible for advising and reviewing safety objectives from across the Group



Each subsidiary or division has established a workplace safety forum to discuss and coordinate occupational health, safety, and fire safety concerns within their work environment

**Qatar Airways Group has adopted the Occupational Health and Safety Management System (OHSMS) with the following objectives:**

- Reduction in number and severity of work-related injuries, illnesses and other incidents;
- Work culture and environment that support employee health and well-being;
- Health, safety, and fire training are suitable and sufficient to meet the growth and changing work environment;
- Compliance with internal procedures and local regulatory requirements; and
- Prevention of fires, fire related injuries, and unwanted fire evacuations across the Qatar Airways Group.

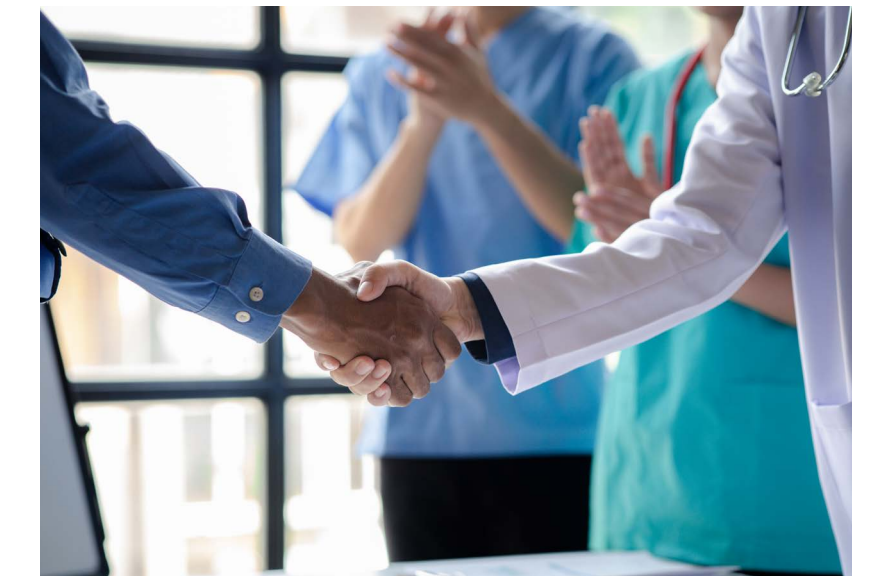
To achieve these objectives, Qatar Airways Group not only implements plans and strategies to identify and reduce the risks at work-environment, but also raises awareness among its employees at various levels.







As a result, Qatar Airways Group is proud to recognise its commitment in preventing work-related injuries and improving the wellbeing of its employees by attaining ISO 45001:2018 Occupational Health and Safety Management System certification.



Qatar Airways Group's wellness programme features on-site healthcare services, fitness challenges, yoga classes, mindfulness resources, health screening events for heart diseases, diabetes, cholesterol, and blood pressure, along with mammograms and flu shots.

These programmes are designed to continuously go the extra mile to promote health, happiness, and productivity by taking on engaging, fun, and holistic approaches to wellness for all employees and their family members.

**Qatar Airways Group Medical Division proactively focused on mental health awareness initiatives that have been designed to benefit employees at all levels of the organisation. The main objectives of these initiatives are:**

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





### Al Darb–Nationalisation

The Al Darb or “The Pathway” is an initiative to encourage young Qataris to develop themselves and their country through the national airline.

Qatar Airways Group supports the Qatar National Vision 2030 through the Al Darb Qatarisation Programme, which allows nationals to sharpen their skills, find their niche, and choose a career path in their National Airline.

The programme offers tremendous benefits and opportunities at a variety of different levels within the wider Qatar Airways Group, allowing Qatari nationals to gain global exposure and experience different business fields.

The programme recruits the most skilled Qatari graduates upon completion of their education from leading universities in the United Kingdom and the United States of America as well, as in Qatar Foundation’s universities.

At the end of this reporting period,

Qatar Airways Group has more than 800 Qatari nationals, and continues to bring in and integrate high calibre students, graduates and employees with the aim of developing these individuals to become future leaders.



### TALENT DEVELOPMENT | Be the change

### Talent Development and Learning

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

From April to December 2022, more than 29,900 employees across the network have received 3,250 in-person and virtual sessions. Throughout 2022, Qatar Airways Group supported training units by certifying 75 full time/line trainers and 43 on-the-job trainers through its Learning Excellence Accreditation Programme.

Qatar Airways Group has recorded 96,800 digital learning completions from April to December 2022. This has been further substantiated as the Group has received 13 Awards – four Gold and two Bronze awards from the prestigious Brandon Hall Learning Awards, and two Diamond and five Gold awards from LearnX. This signals Qatar Airways Group’s intent and drive towards being a learning organisation that continues to build the skills and attributes that power our talent, performance and organisational competitiveness.





### Cybersecurity

We are living in an ever-evolving environment with digital threats and risks. Through a robust cybersecurity department, Qatar Airways Group continually and effectively addresses these risks.

Our approach includes safeguarding information and intellectual property by preventing digital attacks from materialising, and supporting businesses and production to operate without disruptions.

Cybersecurity sustainability includes investing time, attention, and capital to mitigate risk, minimise cost, and maximise effectiveness, both now and in the long term.

This focus enables us to continue protecting critical infrastructure, securing data and information, preventing environmental crime, and reducing negative environmental impacts.

Qatar Airways Group's commitment to its ambitious growth strategy, to connect global travellers across all corners of the world, is supported by our growing partnerships with member firms in the European Green Digital Coalition (EGDC), which

which aims to harness the enabling of emission-reducing potential of digital solutions to others.



As part of the FIFA World Cup Qatar 2022™ preparation, Qatar Airways Group has successfully leveraged increased capabilities and initiated transformation to deliver a comprehensive set of enterprise-grade cloud services to create new customer experiences, to accelerate the pace of innovation, and to minimise the environmental footprint of the operational systems and processes whilst maintaining operational continuity and business resilience.





# Social



## Social Impact, Fundraising and Donation Education Above All Programme



The Education Above All programme was launched in 2012 by Her Highness Sheikha Moza bint Nasser as a global programme of the Education Above All Foundation, with the aim to significantly reduce the number of children worldwide who are denied their right to education.

Qatar Airways Group continues to be a proud supporter of the Education Above All programme.

Through Qatar Airways Group's comprehensive suite of communication platforms, which reach a wide global passenger audience, the initiative is showcased on the world-class airline's in-flight entertainment system, in-flight magazines, website, and social media channels.

# QAR 813,000

**Raised for the programme**

During 2022 and 2023, Qatar Airways Group raised over QAR 813,000 for the programme.



# 9.9 million

**children enrolled**

To date, more than 9.9 million children have been enrolled in quality primary education programmes around the world.





# Environment



At Qatar Airways Group, our commitment to environmental protection is just as strong as our commitment to delivering a world-class service to our passengers.

We take responsibility for the impact of our activities – including the environment.



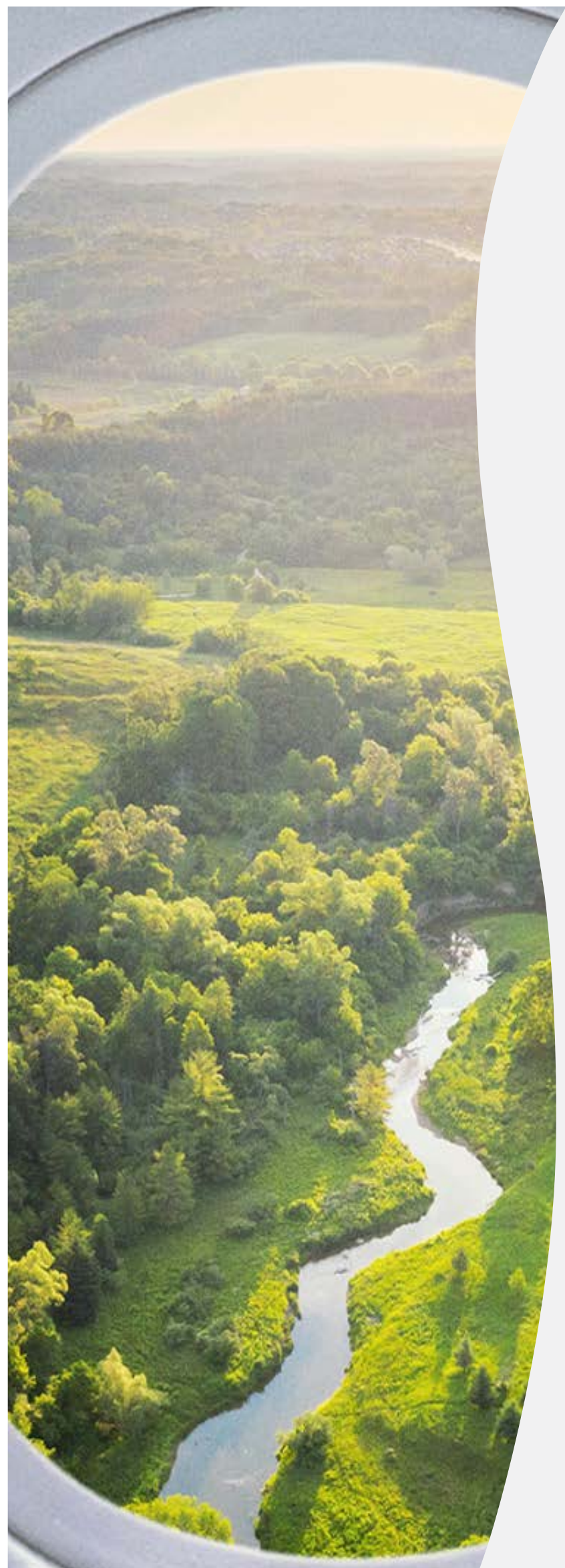
Qatar Airways recognises the impact of aviation on the environment. The Qatar Airways Group Environmental Sustainability Policy provides a comprehensive framework to address the global environmental challenge of climate change, applying principles of circular economy, embracing water smart solutions, implementing zero tolerance to illegal wildlife trafficking and continually improving its environmental performance through an independently verified Environmental Management System.

From investing in the most advanced aircraft technology to minimising single-use plastics and conserving water and energy, the environmental efforts of Qatar Airways Group span to every aspect of its network operations, establishing a well-balanced approach and a long-term strategy to support environmental sustainability efforts and achieve its strategic targets.

**Our commitment to sustainability extends beyond compliance; it is an integral part of our long-term strategy to contribute positively to the environment.**







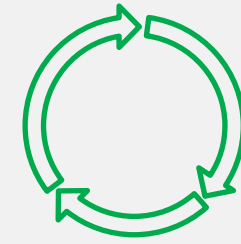
### Climate and Energy

## Net Zero

Qatar Airways has committed to **Net Zero Carbon Emissions by 2050** (As part of **oneworld®** alliance).

## 10% SAF

Qatar Airways is committed to use **10% Sustainable Aviation Fuels (SAF)** of combined fuel volumes by 2030.



### Waste Management

## Zero Waste

**to landfill from our State-of-the Art, Hamad International Airport by 2030.**

This includes the waste from the aircraft and all the supporting facilities housed in the airport campus.



### Water Management

## Zero Water

**discharge from our operations in Doha, including airport, technical, cargo, catering and ground handling activities.**



### Wildlife Protection

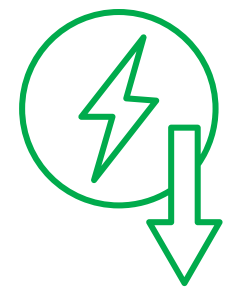
## Zero-Tolerance

**policy towards the transportation of illegal wildlife and their products.**

As an Official Partner and the Official Airline of the FIFA World Cup Qatar 2022™, the biggest single-sporting event in the world, the Qatar Airways Group's systematic environmental management approach across its operations played an important role in supporting the Sustainability Strategy of the FIFA World Cup Qatar 2022™ and continues to advance the Qatar National Vision 2030.







### Climate Change

Over the years, Qatar Airways has been actively working in collaboration with industry stakeholders in leading global efforts to reduce CO<sub>2</sub> emissions and addressing climate change.

Amidst the challenging task of decarbonising the aviation sector, Qatar Airways Group is taking actions to gradually progress towards achieving its commitment of net-zero emissions by 2050 in line with the Four Pillars Strategy adopted by the IATA and the ICAO:



Technology



Operations & Infrastructure



SAF and Lower Carbon Aviation Fuels



Market-Based Measures

### Technology

Qatar Airways Group is investing 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 while having a positive impact on fuel-efficiency and noise reduction.

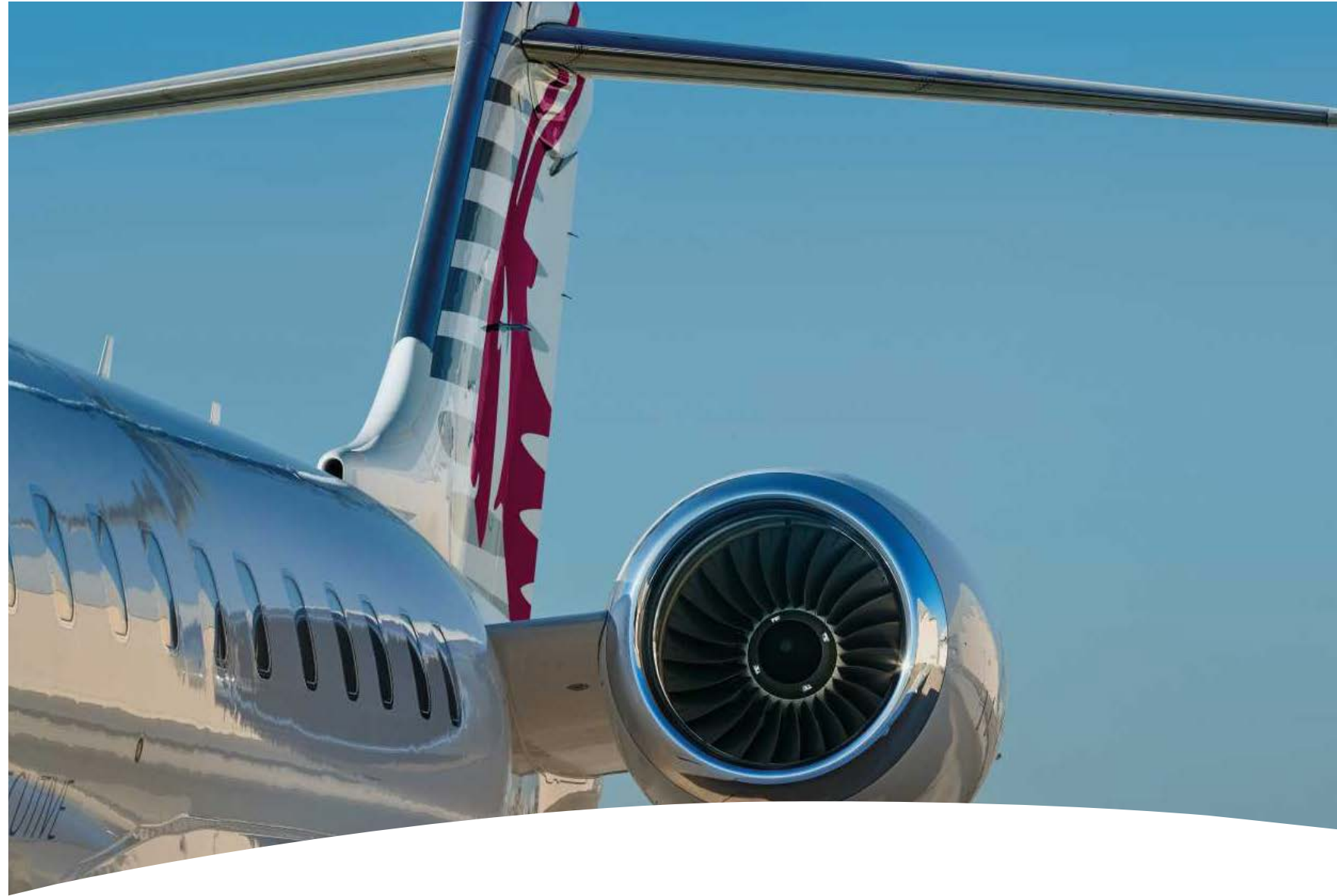
The airline has continued to take deliveries of new-generation aircraft with significant fuel efficiency improvements compared to older models.

During this period, Qatar Airways has received four new Boeing 787-900 aircraft to its fleet, which are designed to be approximately,

# 20%

**more fuel efficient than older generations**, thus resulting in significantly lower emissions per passenger or unit of cargo transported.





Qatar Airways' efficiency advantage and emission reduction are due to a combination of factors, including improved aerodynamics, advanced engine technology, and lighter airframe composted materials.

Qatar Executive, our private jet charter division, has also emerged as the largest commercial operator and owner of the Gulfstream G650ER, with a total of 15 aircraft in its fleet, reaffirming the Group's legacy of investing in the latest aircraft technology and operating high-performance aircraft.

**15**  **high-performance aircraft in its fleet with latest aircraft technology.**

### Operations and Infrastructure

Industry collaboration is essential to achieving net zero emissions by 2050. Qatar Airways Group collaborates with relevant stakeholders to push for a better infrastructure on the ground and in the air, to reduce flight and wait times. Qatar Airways Group has also developed in-house operational standards and protocols that further optimise its operations.

Considering the tremendous efforts required to connect thousands of people from all over the globe for the FIFA World Cup Qatar 2022™, air transportation plays an important role to guarantee a successful event.

For Qatar Airways Group, the sporting event has presented a unique opportunity to showcase the Group's high-efficiency operations across the airline, airports, and subsidiaries.

Qatar Airways Group is constantly improving its fuel efficiency and investing in advanced aircraft technology while innovating to incorporate best practices to further optimise our operations.







## Fuel Optimisation Programme

Qatar Airways Group has a comprehensive Fuel Optimisation Programme to improve fuel efficiency and reduce CO<sub>2</sub> emissions through carefully selected, implemented, and monitored initiatives, which are incorporated into our business operations as legacy projects.



Qatar Airways Group has implemented multiple fuel-saving initiatives. These include optimised flightpath planning, continuous descent approaches, and engine performance monitoring that results in saving fuel in different phases of flight.

Since its launch in 2015,

○ **80+** 

**fuel saving initiatives have been implemented**

including enhanced aircraft performance, weight reduction, flight planning, routes optimisation, and operating procedures.

○ **2.3** 

**million tonnes of CO<sub>2</sub> reduced**

The Fuel Optimisation Programme has contributed to fuel-efficient aircraft operations and fuel savings, which have supported the airline in avoiding or reducing 2.3 million tonnes of CO<sub>2</sub>.

### ○ Aircraft Performance and Advanced Software Technology:

Qatar Airways Group has invested in advanced software that helps optimise fuel burn, increase awareness, and share data with pilots:

- **Dynamic Aircraft Performance Monitoring System** utilises advance machine learning.
- **Flightwatch tool** to monitor the Auxiliary Power Unit (APU) usage on ground.
- **IATA Turbulence Aware Platform** for a better situational awareness and improved accuracy of turbulence data.
- **FlightPulse pilot application** gives pilots insight into fuel burn and statistical data to improve their decision-making, and their own performance.
- **GE Fuel Insight** monitors fuel burn.

### ○ Proactive Weight Management

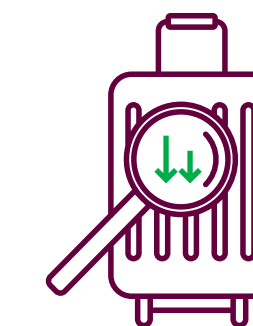
Qatar Airways Group has a dynamic and proactive approach for an optimised weight management, including:

- **Potable Water Optimisation** is managed by a unique predictive system that accurately advises the operator of the amount of water needed for each flight considering advance data analysis.
- **Zero Flight Weight (ZFW)** accuracy improves the deviation between planned and actual ZFW by using advanced analytical tools.
- **Optimised Fuel Management**, including reduce/optimize contingency fuel, 'dispatch extra fuel' and discretionary fuel uplifted by crew.



### • Management of complementary onboard products,

for example, optimising the number of blankets carried on-board by using actual number of passengers on-board to avoid carrying unnecessary weight.



### • Crew bag weight limit reduction

### ○ Routes Optimisation

Optimised routes planning based on statistical data, including:

- alternate Routing Cost Index and Fuel Linear Holding;
- alternate Routing and shortcuts; and
- optimise alternate selection for number of airports.

### ○ Operating Procedures including Auxiliary Power Unit (APU) optimisation/ reduction and maximising the usage of ground equipment;

- reduced Take-off Thrust
- Flight Data Advisor for dynamic flight and fuel monitoring and Optimised/
- reduced Engine Taxi-In





### Sustainable Aviation Fuels (SAF) and Lower Carbon Aviation Fuels (LCAF)

Qatar Airways Group continues to work with industry stakeholders to advance the use of SAF and LCAF at a commercial level that is certified with a robust sustainability criterion recognised by ICAO.

In May 2022, the Group's private jet charter division, Qatar Executive, was in the spotlight during the opening day at the European Business Aviation Convention and Exhibition (EBACE), exhibiting its ultra-modern Gulfstream G650ER aircraft.

The jet operated from London Luton Airport to Geneva, Switzerland using a blend of SAF, reaffirming Qatar Airways Group's commitment to support the deployment of new technology, drive innovation, and encourage the use of recognised SAF at an affordable commercial scale.

In addition to the voluntary SAF off-take agreements, Qatar Airways Group contributes to the use of SAF in line with government mandates.

### Market-based Measures

Since 2020, Qatar Airways Group passengers and customers have been empowered with the ability to voluntarily offset their flight emissions.

The Qatar Airways' Voluntary Carbon Offsetting Programme has been built in partnership with IATA to help offset flight-related carbon emissions by supporting projects in clean and renewable energy, whilst supporting the local communities.

Carbon emissions are calculated using the actual fuel consumption data from passenger and cargo flights to maximise the accuracy of the emissions calculation.

### In April 2022, Qatar Airways launched Voluntary Carbon Offsetting Programme for its Corporate and Trade Clients.

During this year, Qatar Airways Group expanded the scope of its voluntary carbon offsetting program to offer its Corporate Customers a dedicated online portal to voluntarily offset their flight-related emissions.



### November 2020

- Qatar Airways announced the official launch of its voluntary carbon offsetting programme for passengers.

### November 2021

- Qatar Airways Cargo, the freight division of Qatar Airways Group, also launched its new voluntary carbon offsetting programme for air cargo shipments.
- Qatar Airways became the first carrier to join the IATA CO2NNECT platform.
- Qatar Airways was the first airline in the World to make a carbon transaction through the IATA Aviation Carbon Exchange (ACE) via IATA Clearing House (ICH).

Qatar Airways Group continues to monitor and compensate its carbon emissions in accordance with the applicable regulations in the EU and the UK. Also, the airline complies with the State of Qatar's requirements, which is part of the voluntary phase of ICAO's (CORSIA).





### Noise and Local Air Quality

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

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



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







## Environmental Management System (EMS)

The Qatar Airways Group Environmental Management System has been accredited to IATA's Environmental Assessment Programme (IEnvA) Stage 2 since December 2017.



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

Through this structured framework, Qatar Airways Group continues to monitor and improve the airline's environmental performance.

During this reporting period, Qatar Airways Group has prepared for an expanded IEnvA scope including, Qatar Aviation Services, Qatar Aircraft Catering Company, Lounges and Al Maha Services, and Oryx International School, in addition to passenger and cargo airline operations, flight operations, catering and cabin services and all corporate functions.

Qatar Airways is the first carrier in the Middle East to be certified to the highest level of IATA's Environmental Assessment programme.







## Circular Economy

Qatar Airways Group is committed to minimising waste and recovering materials for other purposes, while applying the principles of a circular economy across our businesses.

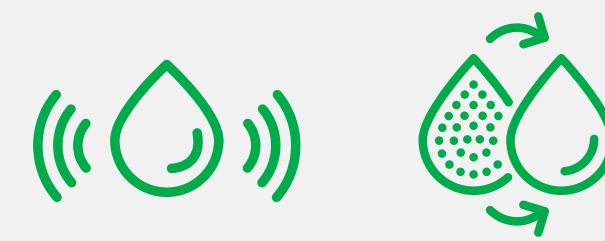
Our efforts span all stages of our operations, including:

- **Reducing food waste**  
with the recovery of unconsumed whole and safe food items for charity.
- **Reducing single-use plastics**  
by removing the plastic that was used to wrap cutlery and replacing plastic spoons, which complement all hot beverages, with wooden stirrers.
- **Recycling materials**  
Each year, the catering department at Hamad International Airport, Qatar Airways' hub, recycles over 1,000 tonnes of packaging materials, 52 tonnes of magazines, and 5,000 gallons of cooking oil.
- **Reducing waste**  
and applying the principles of a circular economy across our
- **Hamad International Airport is recycling organic compost**  
from green waste generated during landscaping activities, reducing the use of synthetic chemical fertiliser and its risks.



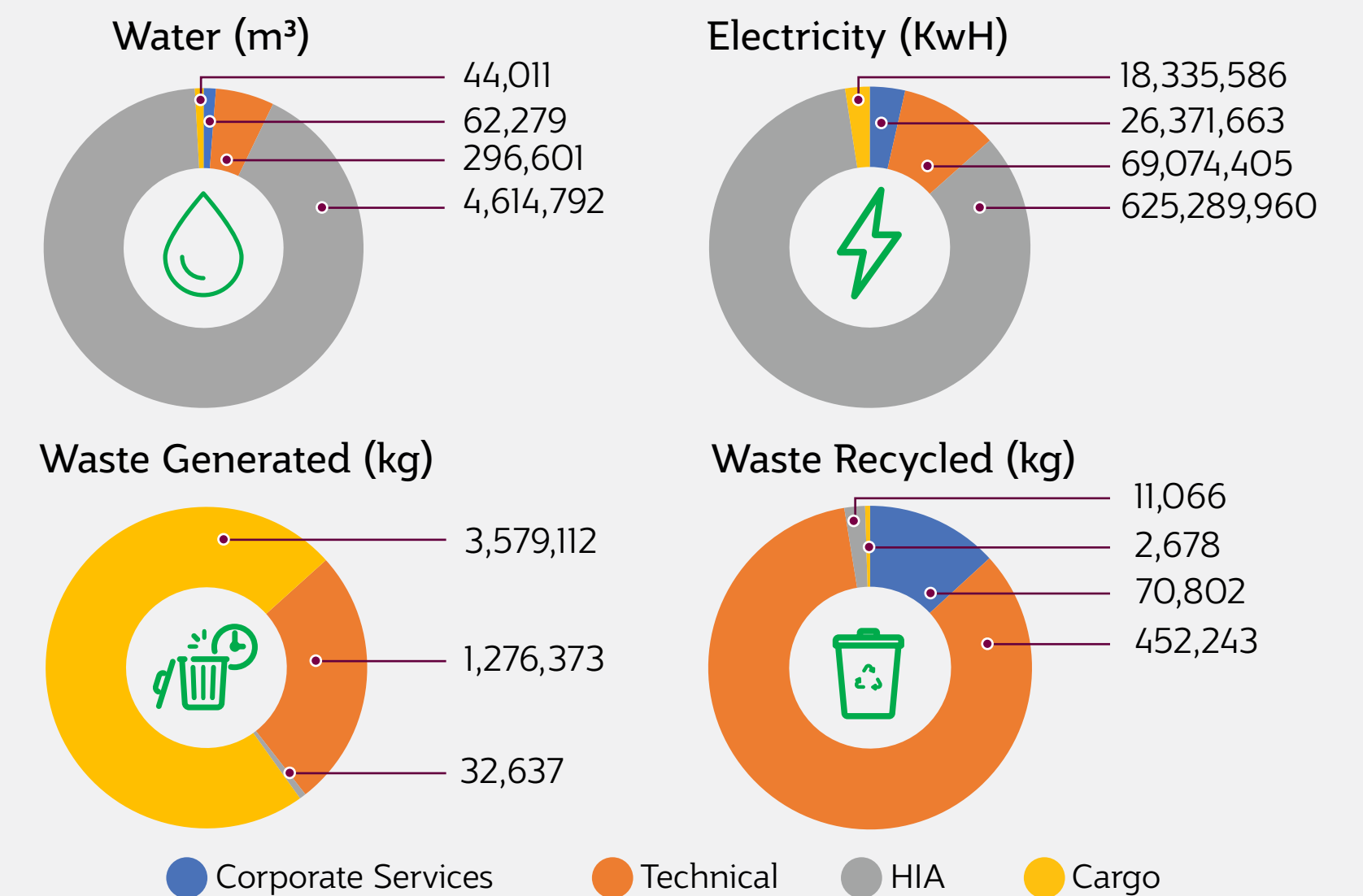
## Water Optimisation

- **Using condensate water**  
from the building air conditioners in commercial offices for cleaning activities.
- **Using recycled wastewater**  
in irrigation for Hamad International Airport's landscaping features.
- **Sensor technology**  
fitted into the taps of corporate buildings to detect motion in addition to existing aeration technology to reduce water consumption.
- **360 Foam Wash**  
Using General Electric's (GE) '360 Foam Wash' waterless-technology on its aircraft.



## Our efforts span all stages of our operations (2022-2023)

	Water (m <sup>3</sup> )	Electricity (KwH)	Waste Generated (kg)	Waste Recycled (kg)
<b>Corporate Services</b>	62,279	26,371,663	-	70,802
<b>Technical</b>	296,601	69,074,405	1,276,373	452,246
<b>HIA</b>	4,614,792	625,289,960	32,637	11,066
<b>Cargo</b>	44,011	18,335,586	3,579,112	2,678







### Wildlife and Biodiversity

Illegal and unsustainable wildlife trade threatens our global biodiversity and poses a risk to health and safety, particularly in marginalised communities.

Qatar Airways Group has taken measures to disrupt illicit wildlife trade in order to conserve biodiversity and safeguard our delicate ecosystems. Our approach includes a restrictive policy towards the transportation of illegal wildlife and products, implementing procedures, staff training and reporting protocols that greatly obstruct the smuggling of illegal wildlife and their products.



#### Zero-tolerance policy

Qatar Airways Group has Zero-tolerance policy towards the transportation of illegal wildlife and products.



#### Official Airline partner of United for Wildlife

Qatar Airways became the Official Airline Partner of United for Wildlife in 2023, reaffirming our commitment to the Buckingham Palace Declaration.



#### WeQare programme

Qatar Airways Cargo encourages the preservation of ecological balance by providing free transportation services to organisations involved in returning wild animals to their natural habitat.

#### As a signatory to the United for Wildlife Declaration, the Group has implemented measures to:

- Raise employee and passenger awareness of illegal wildlife transportation;
- Improve detection of illegally transported wildlife;
- Share intelligence and best practices with the industry.





# Qatar Airways Cargo



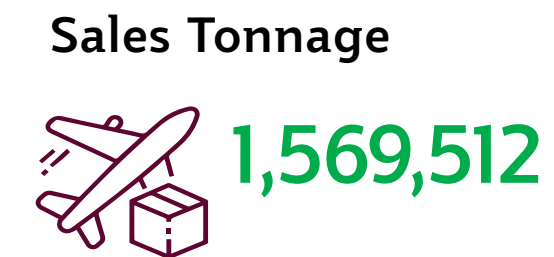
Qatar Airways Cargo, the world's leading cargo airline, is aligned with Qatar Airways Group's commitment to protect our planet's future with sustainable measures.

In line with the Qatar Airways Group Environmental Sustainability Policy, Qatar Airways Cargo has a well-balanced approach to business operations, with a long-term corporate policy to support sustainability while contributing to:

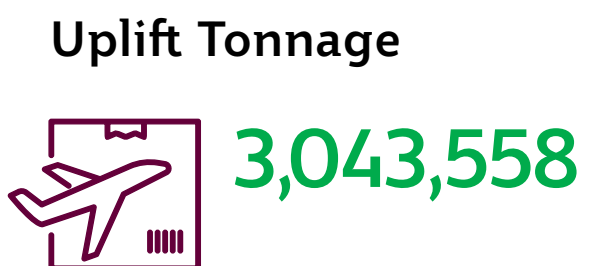
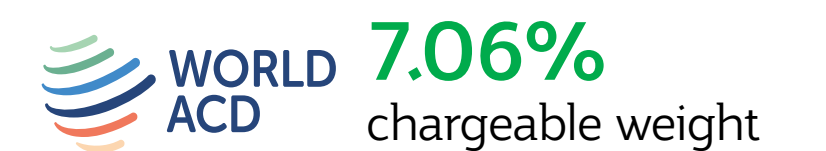
- achieving the Qatar National Vision 2030; and
- the UN Sustainable Development Goals.

## 2022-2023 Highlights

- Tonnes of air freight



- QR Cargo share in the global market



- Dedicated freighter destinations







### WeQare - Humanitarian aid

Qatar Airways Cargo continues its collaboration with international organisations, non-governmental organisations (NGOs), and charities for the transportation of humanitarian and relief goods, especially in areas hit with crises, as part of its WeQare initiative.

For the financial year 2022-2023, the cargo carrier transported

 **467,301 kgs** of humanitarian aid to various afflicted countries.

In July 2022, Qatar Airways Cargo assisted the Team Heart organisation in the transportation of life-saving cardiac medical equipment from Boston to Rwanda, which helped save six lives and reignite the establishment of cardiac surgery in Rwanda.

### WeQare - Rewild the Planet

As a part of its sustainability initiative, WeQare: Rewild the Planet, Qatar Airways Cargo continues to assist organisations involved in returning wild animals to their natural habitat.

Qatar Airways Cargo transported two lions in this reporting period to their natural habitat free of charge

 **2 Lions** transported to their natural habitat

In 2020, Qatar Airways Cargo launched WeQare: Rewild the Planet, a new chapter of its sustainability programme that transports wildlife back to their natural habitat at no cost.



### Investing in sustainability

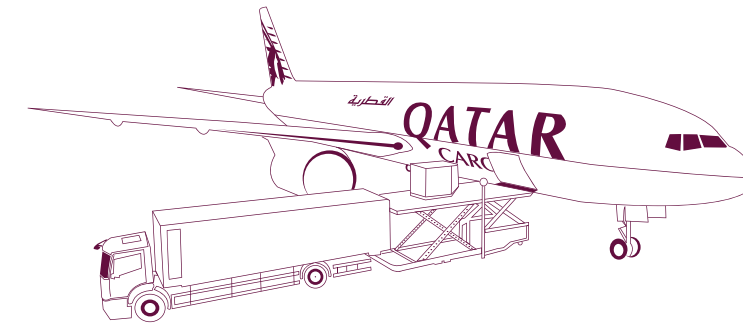
Along with the ground handler, Qatar Aviation Services (QAS) Cargo, Qatar Airways Cargo is investing in sustainability at its hub in Doha and continually explores ways to lower Qatar Airways Cargo's footprint.

In this regard, Qatar Airways Cargo has taken the following initiatives:

- replaced Pb-acid and diesel operated forklifts with lithium-battery;
- reuse polythene sheets in cargo & mail operations;
- reuse wooden planks.

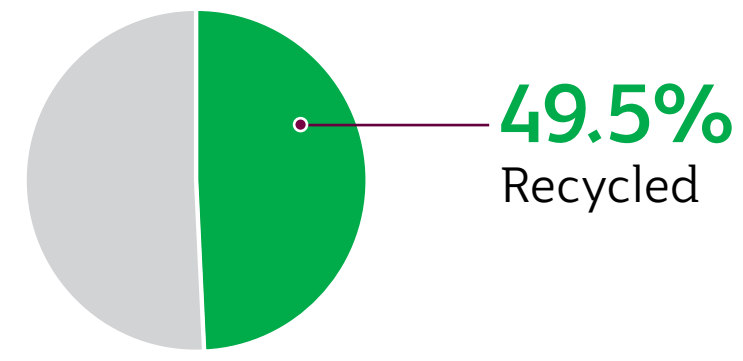






Qatar Airways Cargo regularly reviews its water, waste and energy consumption.

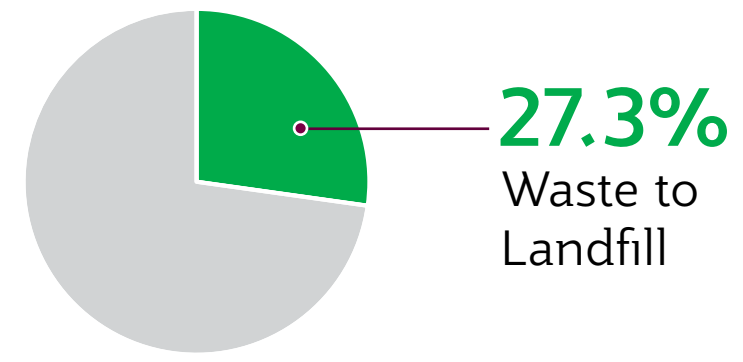
• **Waste Recycling**



General wastes are either sent for recycling, waste to energy, or composted through contract managed by MATAR.

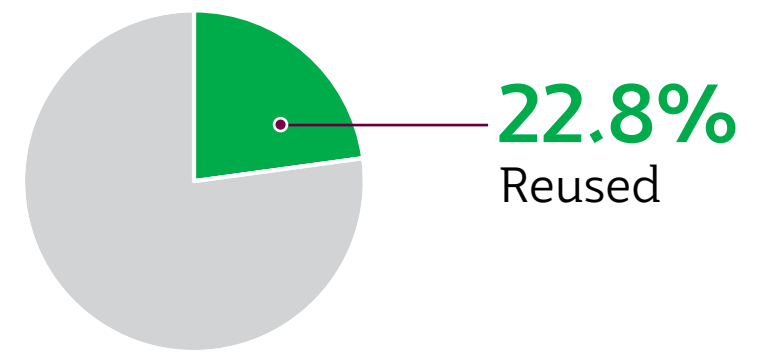
Plastic waste is sent for recycling by MATAR.

• **Waste to Landfill**



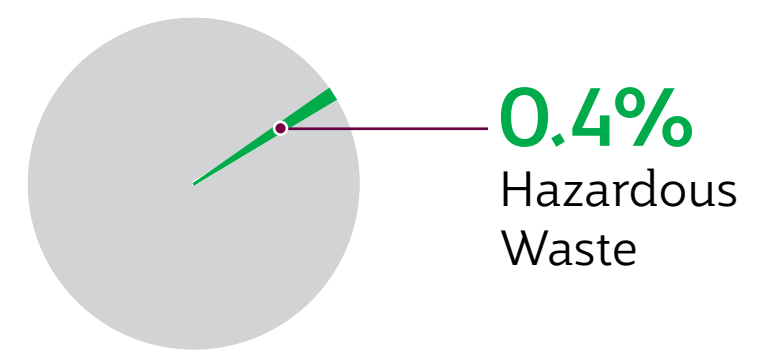
General waste is diverted from the landfill and recycled.

• **Waste Reused**



Wooden spreaders and pallets are reused by QAS Cargo.

• **Hazardous Waste**



Sent for further treatment/disposal in accordance with the national laws of the State of Qatar.





# MATAR

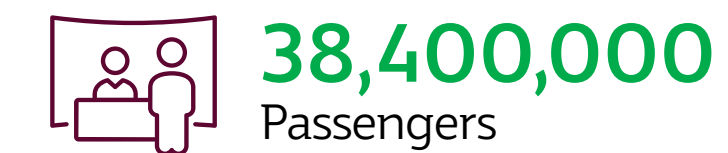


MATAR, the Qatar Company for Airports Management and Operation, has a contractual agreement with the Government of the State of Qatar to manage the operations of the state-of-art the Hamad International Airport (HIA) and the Doha International Airport.

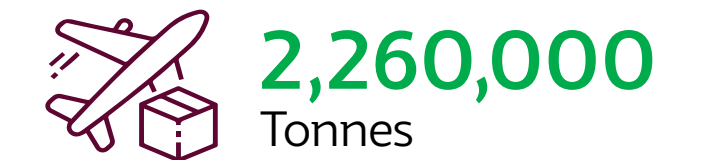
Since the start of its operations in 2014, HIA has continued to grow through its operational efficiency and passenger-first approach.

## 2022-2023 Highlights

• Passengers (approx.):



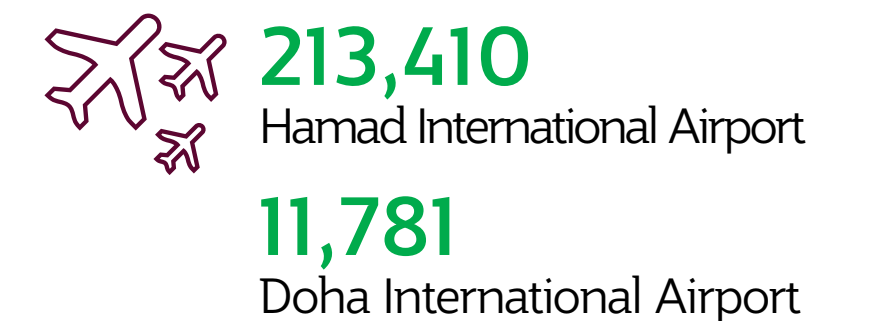
• Cargo (approx.):



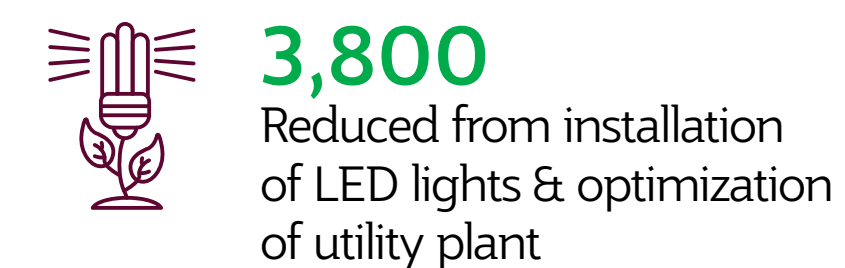
• Destinations served:



• Aircraft movements:



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







### Environmental Sustainability

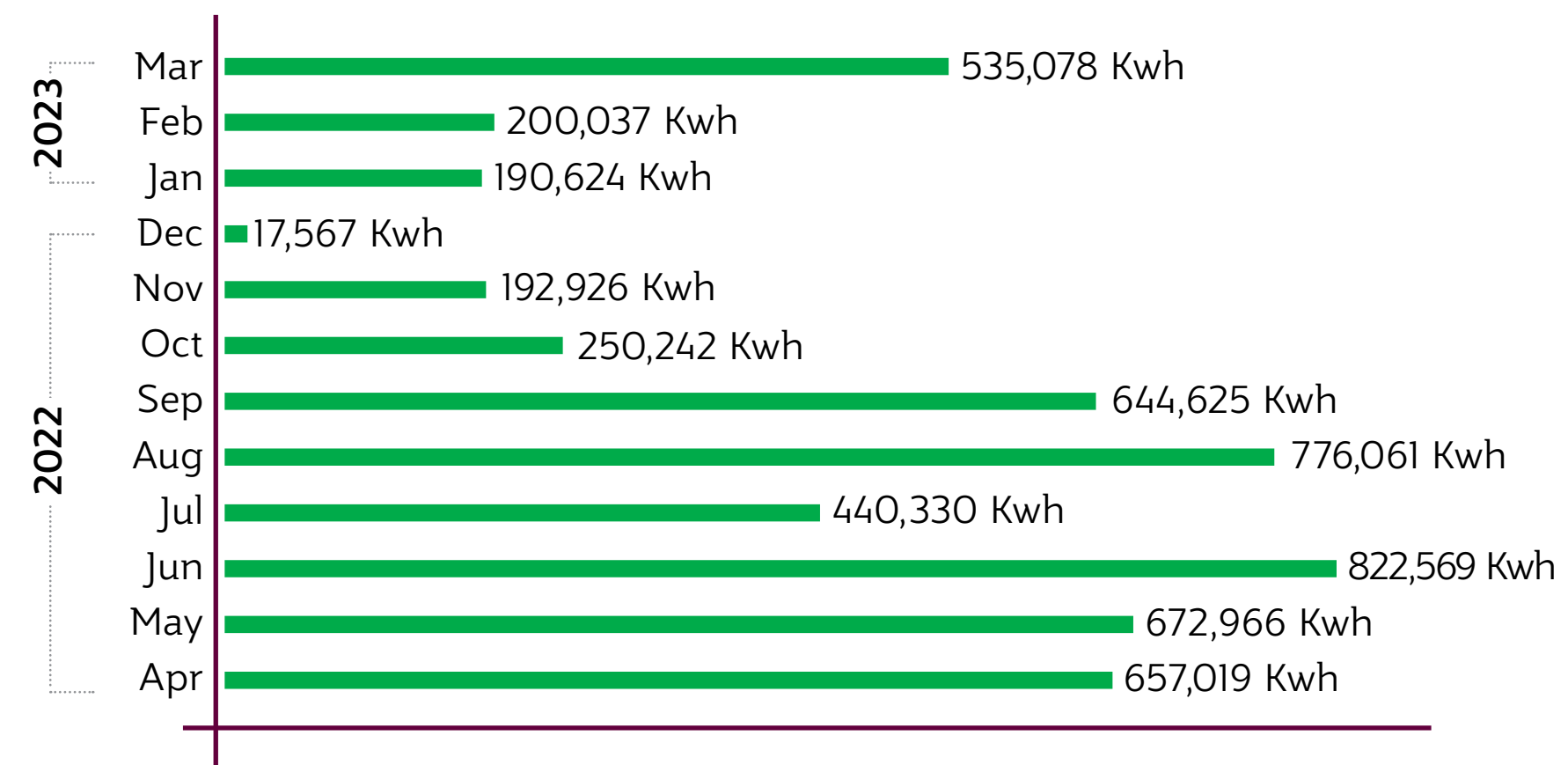
As a leading international airport, HIA balances its business operations with a solid focus and steady leadership towards sustainability and environmental protection by constantly implementing legacy projects and integrating sustainability initiatives at its core business.

### Energy and Carbon Reduction Initiatives

HIA has implemented multiple initiatives and environmental controls to further reduce energy within its daily operations, including cooling system optimisation, smart-metering, ambient air quality and noise monitoring, and incorporating LED lighting to control and reduce CO<sub>2</sub> emissions.



HIA has optimised AMH CUP (Cooling System) and which has contributed to energy savings:



Energy saving from LED lighting

2,500,000 kWh

of energy saved in 2022-2023 since the beginning of its LED lighting initiatives in 2018.



ISO 14001 Environmental Management Systems accreditation

HIA was awarded the ISO 14001 Environmental Management Systems accreditation as a result of effective implementation and full conformance to the ISO 14001:2015 requirements prior to the FIFA World Cup Qatar 2022™.





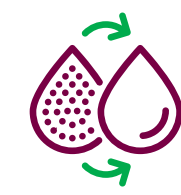
### Renewal of Airports Council International Airport Carbon Accreditation (ACI ACA) Level-3

HIA's efforts to decrease its overall CO<sub>2</sub> was recognised through the renewal of its ACI ACA Level-3 of the Airport Carbon Accreditation.



### Optimised Water Management

Through the airport's dedicated wastewater treatment plant,



**100%** of the wastewater generated from the airport is reused for landscape irrigation, resulting in zero wastewater being discharged to the environment.

### The Global Sustainability Assessment System granted 4-star rating

The Global Sustainability Assessment System (GSAS) from the Gulf Organization for Research and Development (GORD) granted 4-star rating for six of the airport's projects from its recent expansion plan, which include the ORCHARD, Oryx Garden Hotel and lounges at the North Plaza, Al Mourjan Business Lounge - The Garden, the Remote Transfer Baggage Facility, Cargo Bridging Facility, and the Live Animal Facility.



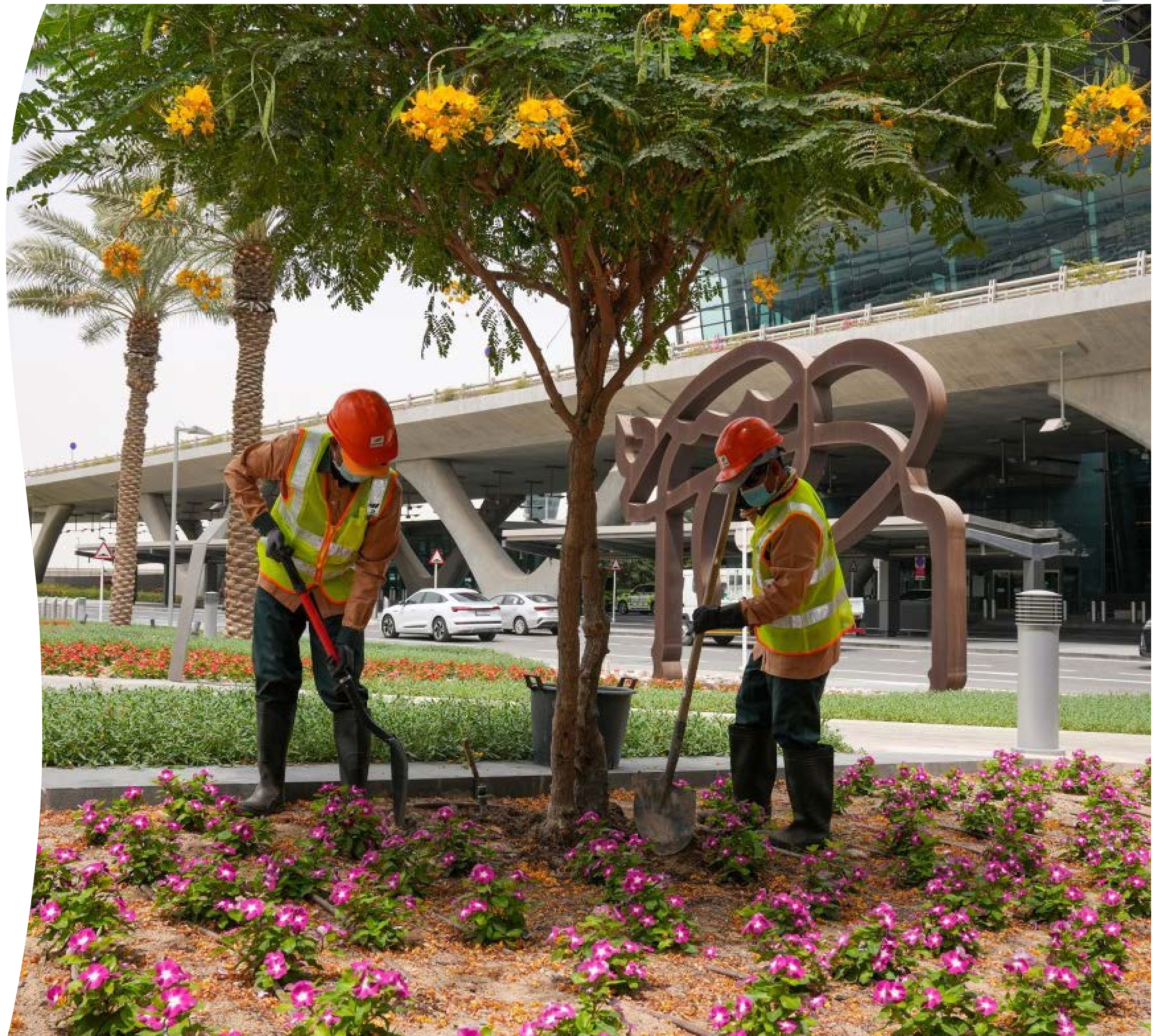
### Waste Management

As part of its zero to landfill a number of projects have been initiated to further enhance its waste management systems since Feb 2023, resulting in



**17,000+** tonnes of waste being diverted from landfill for further segregation, recycling and energy recovery in the reporting period.

Through an enhanced waste management system introduced by the airport, nearly 53% of the waste generated through the airport operations was reused, recycled or converted into energy in the fiscal year 2022-2023.







# Qatar Aviation Services



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

QAS handles every passenger, bag and consignment of cargo passing through the airport.

## 2022-2023 Highlights

- Flight movements:



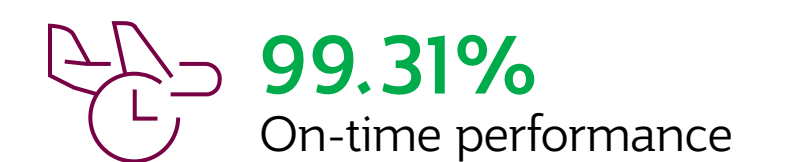
- Passengers handled:



- Special assistance provided to



- On-time performance



- Baggage handled:



QAS continuously strives to improve environmental performance through regular review within the governance framework. We ensure compliance with relevant regulatory requirements and communicate and encourage environmental protection among suppliers and other stakeholders.





QAS has partnered with IATA to become the first ground handler globally to join the new expansion of the IEnvA for Ground Service Providers (GSPs), which offers a framework for achieving environmental sustainability across all ground operations.



QAS has been certified under the IATA Safety Audit for Ground Operations (ISAGO) since 2014



and has once again successfully achieved the renewal of the ISAGO certification (Headquarter and Station) in 2022.

ISAGO has been built upon a backbone of audit standards applicable to all ground handling organisations worldwide, and presents a uniform set of standards relevant for the specific activities of any ground handler.

QAS is an ISO 9001 certified Ground Handling company since 2006



and has maintained the certification continuously till date.

The certification demonstrates the ability of QAS to consistently provide quality products and services that meet customer and regulatory requirements.

It further helps to organise processes, improve efficiency, while assessing and taking necessary actions

associated with organisation-wide risks and opportunities.

In line with ISO 9001 guidelines, QAS maintains healthy relationships within its supply chain, promotes innovation with a focus on long-term goals, and implements responsible consumption by reducing waste.

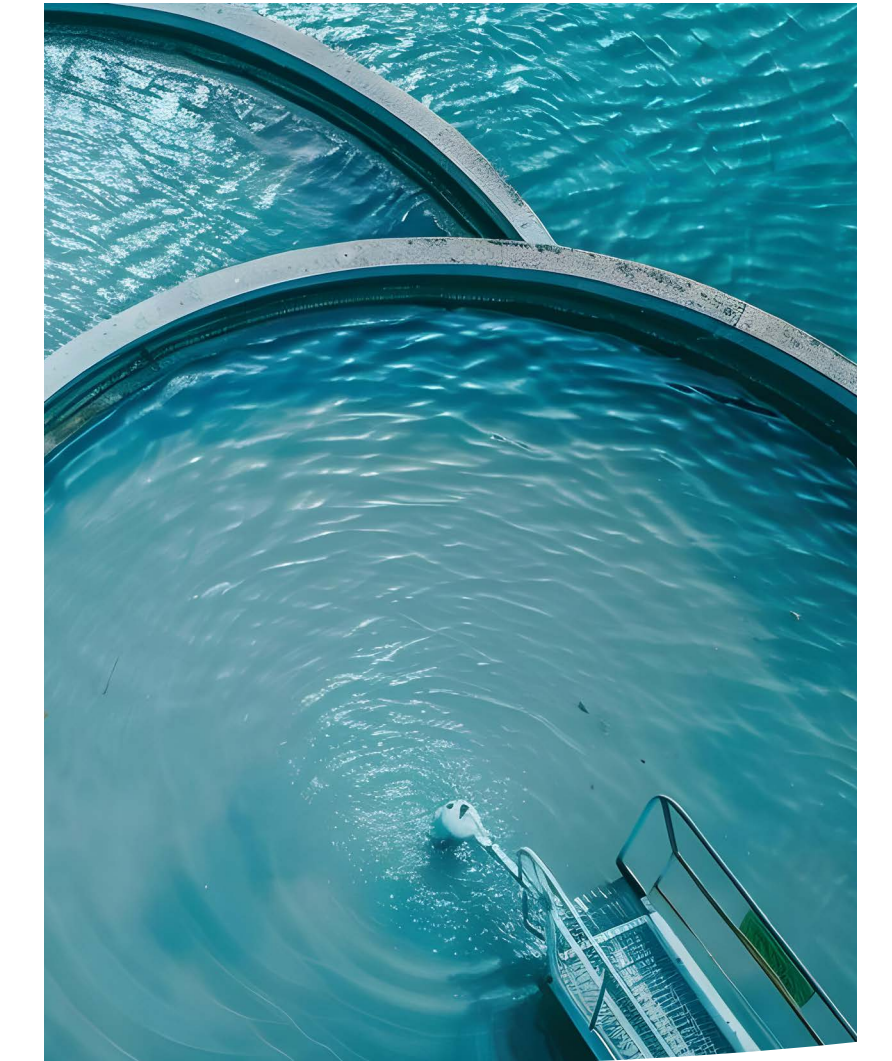


### IT Equipment disposal with Environmental Certified Supplier

QAS, along with other subsidiaries within the Qatar Airways Group, has guidelines for proper and eco-friendly handling and disposal of electronic waste.

- During 2022-2023, the total amount of e-waste generated as outdated or damaged electronic equipment for QAS was about

 **5,000 kg**  
e-waste generated



### Wastewater Management

Water used to sterilise potable water trucks was being drained into the drainage, which was not connected to a recycling facility.

- As part of the enhancement project, the water is now discharged into a drainage system that is connected to a recycling facility.

 **2,808 tonnes**  
water recycled annually





### Installation of power receptacles for reefer trucks

Installation of power receptacles in Freighter Aircraft Bay and CCC (Climate Control Centre) has been completed, allowing reefer truck operators to switch engines from fuel to electric.

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

This initiative is to cater to the need of storing transit shipment that may need to remain onboard the reefer truck for short durations and for shipments, such as Pharma and temperature-sensitive goods that would require pre-cooling of the truck to a temperature between 04-08 degrees centig.



### Procurement of battery-operated equipment

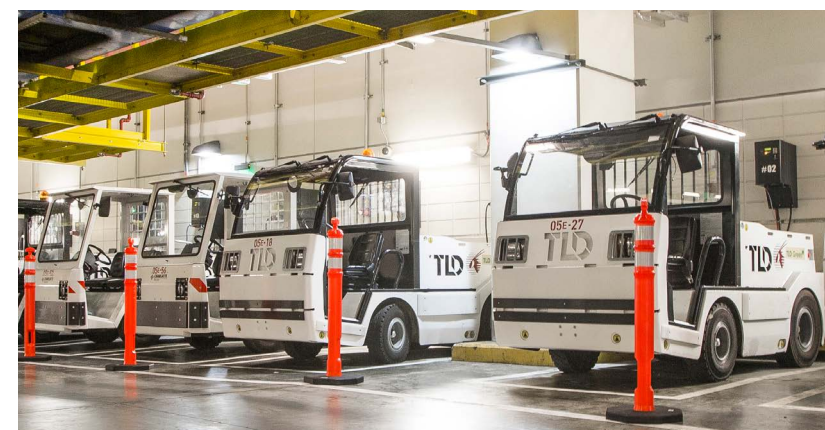
QAS invested in battery-operated Electric Baggage Tractors (EBTs) for towing heavy baggage and cargo loads to and from the ramp side.

- Currently, there are a total of

 **282 battery** operated equipment in the fleet

Battery-operated ground-support equipment do not generate engine exhaust, have lower noise levels as well as eliminate the need for fuel filters or oil change.

The growing trend for powering such equipment is certainly heading towards the adoption of environmentally friendly solutions, as evident by the increase in battery-operated alternatives.

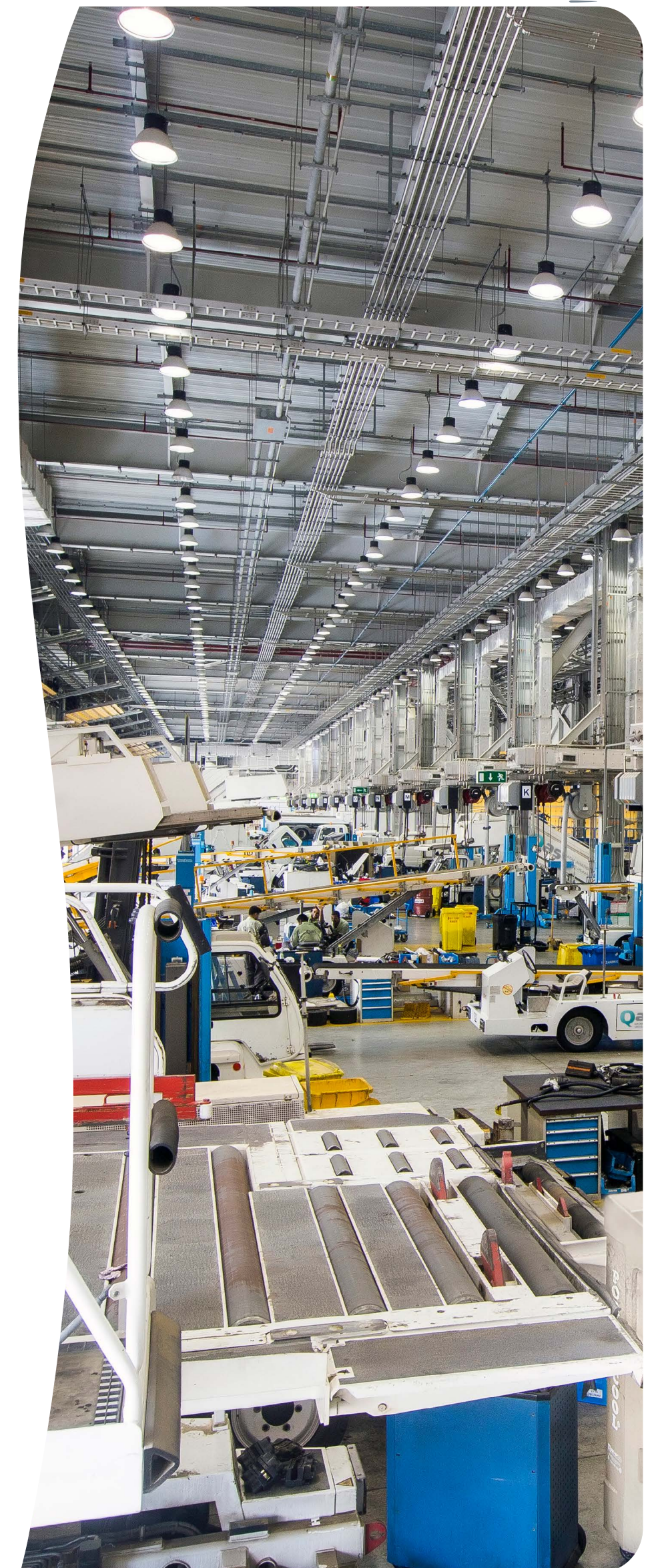
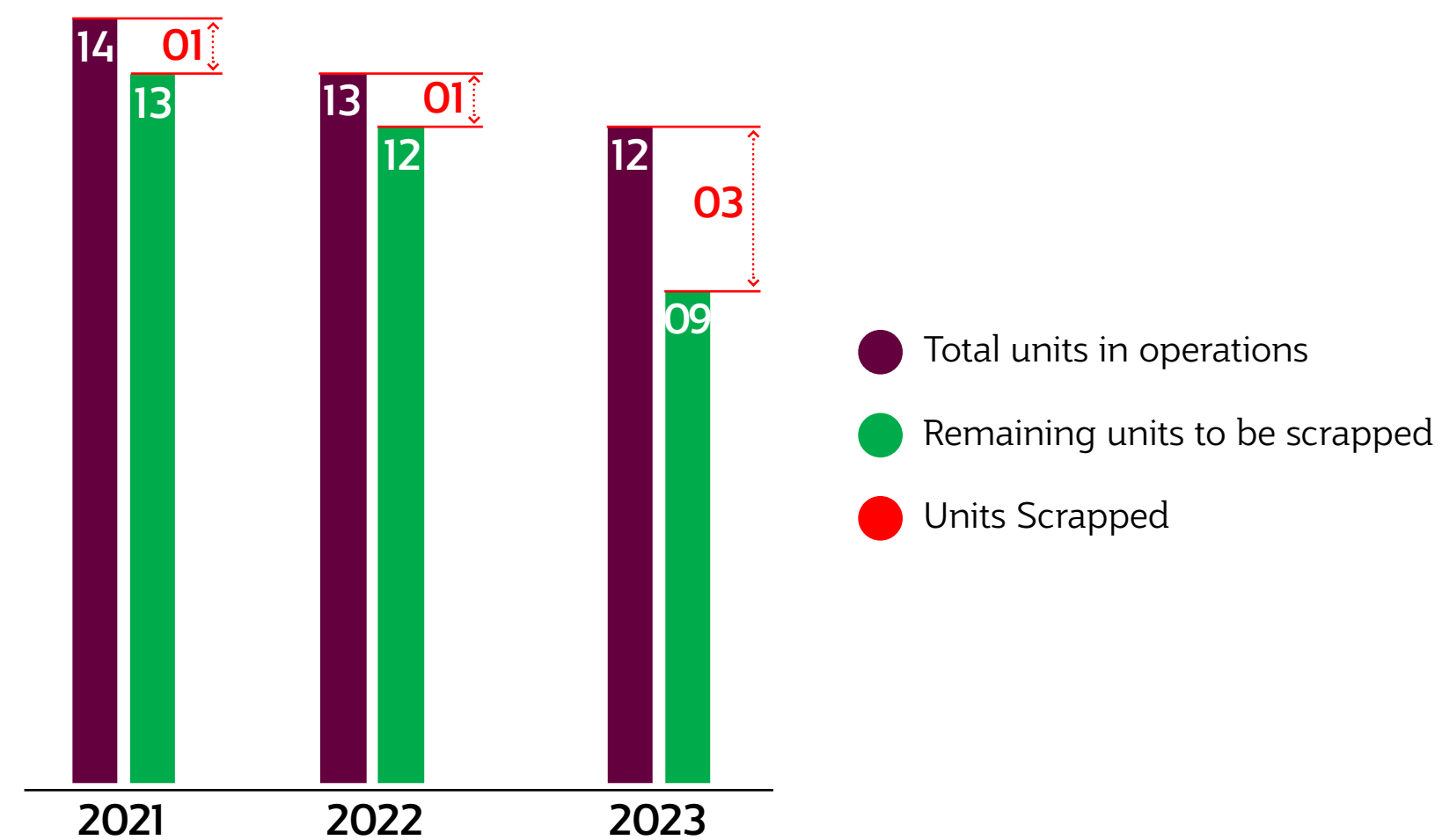


### Phasing out of Air Cooling Units (ACUs) with R22 gases

Studies have shown that R22 refrigerant, commonly known as Freon, aids in the depletion of the ozone in our atmosphere. Although other refrigerants, like chlorofluorocarbons (CFCs), are also considered harmful to our planet, R22 is often the most detrimental to the environment.

QAS has committed to gradually phase-out ACUs containing the highly polluting R22 gas by 2025.

- **ACU (with R22 Gases) Replacement Plan**







# HIA Lounges & Al Maha Services



Qatar Airways Group's HIA Lounges and Al Maha Services continued to move forward with the Group's commitment to a sustainable aviation industry during the FIFA World Cup Qatar 2022™.

## 2022-2023 Highlights

- Introduced dairy alternatives and reduced the use of dairy products by



- Reduced the use of single-use plastic lids in buffet



- Introduced a range of vegetarian and vegan menu options including four vegetarian options and one vegan option to each cycle of the lounge menu.

- Used cooking oil collection and recycling



- Removed hammour fish that are not sourced sustainably



- Removed single-use plastic products in the airport lounges



Moreover, newspapers and menu cards were replaced by digital menu to further promote waste reduction.





# Qatar Aircraft Catering Company



Qatar Aircraft Catering Company (QACC), the wholly-owned catering subsidiary of Qatar Airways Group, achieved new environmental milestones during the reporting period of 2022-2023.

## 2022-2023 Highlights

- Total solid waste recycling of more than **2.524 million kgs** solid waste
- Initiated a blanket reduction programme **1.2 million litres** fuel saved while lowering the airline's CO<sub>2</sub> footprint
- Reduced the overall equipment weight loaded onto the aircraft, **256,900 kgs** of reduction in fuel consumption
- Record recycling achieved by a segregation process at source level, **10% increase** sorting of airline waste

## Goal of net zero waste to landfill by 2030



This environmental milestone is set to be achieved through the facility's strategic partnership with both local and international third-party recycling partners with an objective to achieve the ambitious goal of net zero waste to landfill by 2030.





QACC's unwavering commitment to overall sustainability is on top of the organisational agenda, and remains as one of the priorities engraved in its DNA.

### Reduction paper prints

QACC has embarked on a journey of digitisation and to date, reduced



In addition to the success in the environment and sustainability domains, QACC continues to achieve social responsibility milestone, notably:

### Charity Donations of products worldwide, which would have otherwise resulted in landfill

- Unconsumed and safe



- Unconsumed bottled water



- Uniforms and duvets



- Mattresses



- Economy Class blankets







# Qatar Duty Free Company



Qatar Duty Free (QDF) offers a wide-selection of lifestyle boutiques, luxury duty-free stores, as well as a range of multi-brand concept shops.

In addition to its unique and diverse brand portfolio, QDF boasts a diverse range of cuisines to suit every palette and budget with its numerous dine-in restaurants, cafes and grab-and-go outlets.

## 2022-2023 Highlights

- Nationalities are working at QDF



**75**  
Nationalities

- Improved male to female ratio



**62.4%** Male  
**37.6%** Female

- Reusable bags and saves



**10,000**  
Plastic bags every month

- Food Safety Certification



Food Safety Management Systems ensures the provision of safe food, feed and packaging

QDF has been named the 'World's Leading Airport Duty Free Operator 2022' and 'the Middle East's Leading Airport Duty Free Operator 2022' in the World Travel Awards 2022.

QDF also won the 2022 'Best Customer Experience Airport Retailer' at the 2022 Global Brands Magazine Awards.





### Food and Beverage (F&B)

All the food served by QDF at the Hamad International Airport is cooked on-site. QDF focuses on working with local suppliers for the provision of fresh products.

- Most of the restaurants offer washable cutlery for eat-in customers.
- All take away food is presented in recyclable/sustainable containers and cutlery.



In addition, the FSSC 22000 certification scheme for the auditing and certification of Food Safety Management Systems ensures the provision of safe food, feed, and packaging.



**The FSSC 22000 has been delivering impact on global food safety for 15 years,**

providing a certification model to ensure food safety standards and processes recognised by the Global Food Safety Initiative.







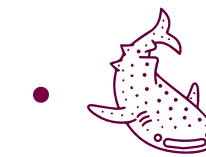
# Discover Qatar



For over 18 years, Discover Qatar (DQ) has been promoting the unique heritage and culture of the State of Qatar.

In 2022-2023, DQ delivered a multitude of logistical arrangements and tourist experiences before and during the hugely successful FIFA World Cup Qatar 2022™ to a wide array of visitors and customers including FIFA delegates, tour operators, commercial partners, sponsors, and football fans.

## 2022-2023 Highlights



**Promoting environmental education on the ecosystem and habitats of whale shark, DQ launched its Whale Shark tours in May 2022,** introducing over 500 guests from all over the world to a unique experience, led by an expert lecturer.

### FIFA WORLD CUP Qatar 2022

**DQ successfully delivered more than 45,000 services during the FIFA World Cup Qatar 2022™,** which resulted in Qatar's promotion as a leading tourism destination, thus contributing to the country's sustainable tourism industry.



**Relaunched transit, cruise, P2P & stopover tours after the COVID-19 related restrictions had been lifted.** While visiting and stopping over, more than 6,000 international visitors explored ecological wonders in Qatar's desert and Inland Sea.



**DQ also launched the Kite School at Fuwairit Kite Beach in September 2022,** which is built on sound ecological principles. It is fast becoming an iconic kitesurfing destination in the world for its natural and man-made assets.






# Oryx International School



Oryx International School is an independent school for the children of employees of Qatar Airways Group. Oryx International School achieved Council of British International Schools (COBIS) Compliance in January 2022.

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

### 2022-2023 Highlights

- Oryx International School is home to **1,700+** Students
- Students in Oryx International School **1,704** Sep 2022 **1719** Mar 2023
-  Oryx International School launched the Eco-Warrior initiative as a part of its sustainable school programme to reduce water use, manage waste, especially single-use plastic and energy conservation.

Through the initiative, action plans were created for waste reduction, with the school successfully reducing paper waste in co-ordination with Al Suwaidi Paper Factory to recycle paper and cardboard.

In addition, Oryx International School has initiated Earth Week in lieu of world-wide Earth Day. Initiatives include 'Refill2Save' encourage water wastage reduction and increased awareness of water resources conservation.

In order to further increase sustainability awareness, Oryx International School established the Pen-Pal initiative to connect students with like-minded, environmentally aware counterparts in China and Ecuador. Through this programme, students are proactively involved in the promotion of national and global sustainability.





# Dhiafatina



Dhiafatina Hotels is Qatar Airways Group’s wholly-owned subsidiary that offers service excellence to travellers and tourists through a portfolio of domestic and international four- and five-star hotels and resorts.



Conveniently located within Hamad International Airport’s passenger terminal, Oryx Airport Hotel/Oryx Garden Hotel offers transiting passengers a welcoming oasis of five-star hospitality and relaxation, allowing passenger to unwind and recharge before their next flight.

• **Eco-friendly environment**

Instead of using single-use plastic bottles, the guest rooms are furnished with eco bottles, which are completely recyclable. The caps are bio-based from cane sugar.

Moreover, guests are offered dental kits that includes a bamboo toothbrush, starch shaving kit and shaving soap, and wooden comb packed in a natural craft paper sachet.

• **Waste management**

Waste management at Oryx Airport Hotel/Oryx Garden Hotel is handled and supervised by the Hamad International Airport management (MATAR) to ensure sustainable business activities and promote sustainability, while offering a comfortable stay to passengers from all over the world.







# Qatar Distribution Company



Qatar Distribution Company (QDC) is the only licensed retail distributor of wines, spirits, and specialty foods in the State of Qatar.

QDC promotes sustainable and eco-friendly practices across both retail stores and its newly opened distribution centre to help minimise our overall environmental impact. Waste and water management were identified as two main areas for improvement within the environmental management plan during the previous reporting period.

- **Energy Management**

Existing fluorescent lights were replaced with LED lights in the warehouse and administrative office areas to save electricity. These efforts have resulted in overall reduced electricity consumption.



**67**  
LED lights installed

- **Water Management**

17 low faucet aerator fixtures were installed in water taps and jet sprays as part of waste saving plan at the Abu Hamour location to reduce water usage.



**17**  
low faucet aerator fixtures

- **Other key initiatives and miles stones**

**QDC HUB:** our new state-of-the-art warehouse obtained the Global Sustainability Assessment System certification, which affirms that QDC HUB is designed and built in a sustainable manner, through a three-pronged approach focussing on environmental protection, resource conservation, and enhanced human well-being.





# Qatar Executive



Qatar Executive (QE) , the VIP charter jet division of Qatar Airways Group, has played an integral role in the Group's strategic global growth strategy since its launch in 2009.

• **Outstanding fuel efficiency fleet**



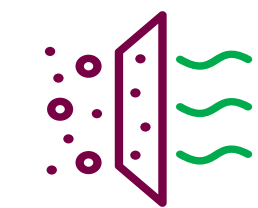
By December 2022, Qatar Executive grew its fleet by 25% Year-on-Year, with the addition of three new Gulfstream G650ERs. Out of the 19 aircraft in its fleet, QE now has 15 G650ERs.

○ The Gulfstream G650ER features a state-of-the-art BR725 Rolls-Royce engine, which can fly at record-breaking speed and range with outstanding fuel efficiency. The aircraft contributes to sustainable business aviation in being capable of operating on



**100% SAF**  
operation capability

• **Eco-friendly Air Ionisation System**



Qatar Executive also introduced a new Air Ionisation System on the G650ER aircraft. The active system, is proficient in eliminating potentially harmful pathogens and allergens, including bacteria, viruses, and mould spores.





# 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 2022 (April 2022-March 2023) 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.

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 (tCO2eq)	Scope 2 (tCO2)	Scope 3 (tCO2)
<b>Airlines</b>			
Qatar Airways	21,270,356	47,993	96,015
Qatar Executive (QE)	120,451	0	0
<b>Other branches</b>			
Qatar Distribution Company (QDC)	18	1,153	0
Qatar Aviation Services (QAS)	33,849	14,359	35
Qatar Duty-Free Company (QDFC)	280	3,198	78
Qatar Aircraft Catering Company (QACC)	8,399	17,628	26
Oryx School	-	28	-
Discover Qatar	167	0	0
<b>Hotel Management</b>			
Dhiafatina for Hotels	4,970	9,866	0
<b>Airport Management</b>			
Hamad International Airport (HIA)	4,136	202,540	124
<b>Total emissions</b>	<b>21,442,628</b>	<b>296,765</b>	<b>96,278</b>

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

All other information in the QATAR AIRWAYS GROUP's Carbon Footprint report is not subject to our assurance engagement and we do not report and do not opine on this information.

The Aeropolitical and Corporate Affairs Department of the QATAR AIRWAYS GROUP is responsible for the preparation and presentation of the QATAR AIRWAYS GROUP's Carbon Footprint report, including the reported annual environmental data and information presented therein.

We are responsible for providing an Assurance Statement on the reported annual environmental data presented in the table above. NORMEC VERIFAVIA disclaims any liability or responsibility to a third party for decisions, whether investment or otherwise, based on this Assurance Statement.

## Criteria

The criteria used by the QATAR AIRWAYS GROUP to report the carbon inventory data is the Greenhouse Gas Protocol – “A Corporate Accounting and Reporting Standard” (Revised Edition). For Hamad International Airport Qatar, the carbon inventory data is also based on the requirements of the Airport Carbon Accreditation programme (Airport Carbon Accreditation Guidance Document Issue 14, 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), non-conformities; or
- the verification team/verifier has not received all the information and explanations that it requires to conduct its examination; or
- improvements can be made to the group's performance in monitoring and reporting carbon inventory data.

We conducted our examination having regard to the verification criteria documents listed above. This involved a virtual site visit on the 17<sup>th</sup> of September 2024, to interview the staff responsible to gain reasonable (scope 1) and limited (scope 2 and 3) assurances that the amounts and disclosures relating to the data have been properly prepared in accordance with the requirements of the Greenhouse Gas Protocol in terms of relevance, completeness, consistency, transparency, and accuracy.

This also involved assessing where necessary estimates and judgements made by the QATAR AIRWAYS GROUP in preparing the data and considering the overall adequacy of the presentation of the data in the Carbon Footprint report.

## Independence statement

We confirm that 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.

## Opinion

NORMEC VERIFAVIA conducted the verification of the carbon inventory data reported by the QATAR AIRWAYS GROUP in its Carbon Footprint report and presented above. Based on the verification work undertaken and a virtual-site visit (dated 17.09.2024) interviews and walkthrough of the data, and assessment of technical assumptions and judgments to gain reasonable assurance for Scope 1 and limited assurance for Scope 2 & 3, that the data is fairly stated and contains no material misstatements or material non-conformities.

Paris, 21 October 2024



**Patricia PINILLA**  
Independent Technical Reviewer  
NORMEC VERIFAVIA



**Amina SHANGEREYEVA**  
Lead Auditor  
NORMEC VERIFAVIA

*Amit*

**Amit MEHTA**  
Auditor  
NORMEC VERIFAVIA





The Qatar Airways Group Sustainability Report covers the period 01 April 2022 to 31 March 2023. 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.