



Fact Sheet

September 2020

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The Qatar Airways Cargo Story

Qatar Airways is the national airline of the State of Qatar and one of the biggest success stories in the aviation industry. Operations began in 1994 when the airline was a small regional carrier serving a handful of routes. The airline was re-launched in 1997 under the mandate of the then Emir, His Highness The Father Emir Sheikh Hamad bin Khalifa Al Thani, who outlined a vision to turn Qatar Airways into a leading international airline with the highest standards of service and excellence.

Qatar Airways has since become one of the fastest growing carriers in the world with unprecedented expansion averaging double digit growth year on year.

The airline has developed under the dynamic leadership of Group Chief Executive, His Excellency Mr. Akbar Al Baker, who has been instrumental in turning Qatar Airways into an award-winning carrier

and the best in the world since his appointment in 1997. Under Mr. Al Baker's stewardship, Qatar Airways has matured into a leading force in regional and global aviation, earning countless admirers around the world for its excellent standards of service.

Qatar Airways Cargo is one of the leading air cargo carriers and serves over 60 freighter destinations worldwide via its state-of-the-art hub in Doha. Utilising a dedicated freighter fleet of Boeing 747-8, Boeing 777 and Airbus A330 freighters, together with Qatar Airways' passenger fleet, it delivers freight to over 160 key business and leisure destinations globally on more than 250 aircraft.

Qatar Airways Cargo has made substantial investment in its hub with experienced staff and premium facilities to ensure all cargo deliveries are processed efficiently and seamlessly. Superior facilities and skilled

personnel ensure expert handling over a wide variety of product categories. Qatar Airways Cargo's portfolio of distinctive products currently includes QR Fresh, QR Pharma, QR Live, QR Charter, QR Express and QR Mail offering efficiency and compliance in the handling of temperature-sensitive pharmaceuticals and perishable cargo, transportation of live animals as well as time-critical shipments.

At the forefront of global cargo innovations is the cargo facility at Hamad International Airport. One of the most sophisticated cargo terminals in the industry, it is a platform for the expanding global freight business, enabling Qatar Airways Cargo to provide unified and efficient services to customers and cargo carriers around the world. The cargo handling facility sets new standards of service and quality throughout the world.

Awards

2020

- **International Cargo Airline of the Year** at Air Cargo India

2019

- **Air Cargo Excellence Platinum Award** (over 1 million tonne category)
- **Global Air Cargo Airline of the Year** at the Air Cargo Africa 2019

2018

- **Best Air Cargo Carrier (Middle East)** by Asian Freight Logistics & Supply Chain Awards
- **International Cargo Airline of the Year** at Air Cargo India

2017

- **Overall Carrier of the Year** in the Industry Choice category of Payload Asia Awards 2017
- **Global Cargo Airline of the Year** at Air Cargo Africa 2017

2016

- **Overall Carrier of the Year** in the Customer Choice category of Payload Asia Awards 2016
- **All-Cargo Carrier award** at the Cargo Airline of the Year 2016
- **International Cargo Airline of the Year** at Air Cargo India

2015

- **Global Cargo Airline of the Year** at Air Cargo Africa

2014

- Named "**Rising Star Carrier of the Year**" at the 2014 Payload Asia awards in the Industry Choice Category

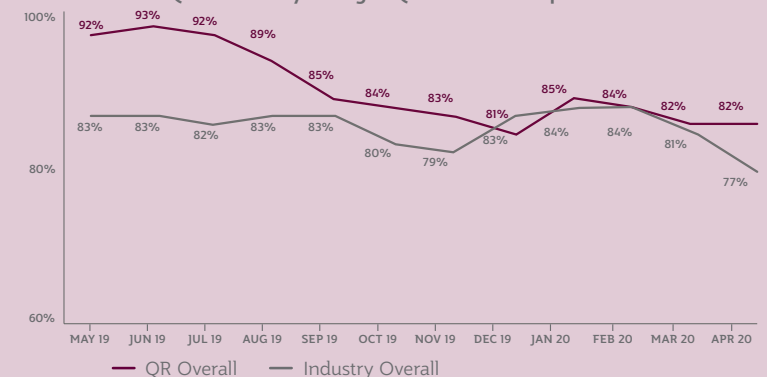
Highlights 2019-20

- New freighter destinations to Singapore, Bogota, Campinas, Osaka and Santiago de Chile.
- Became the number 1 global cargo carrier
- 8 belly-hold cargo destinations launched
- One of the first carriers to participate in IATA's EPIC (Enhanced Partner Identification and Connectivity) Project
- Purchase agreement for five Boeing 777 freighters was signed
- QR Ecommerce product launched that includes QR Mail, QR Express and other time-sensitive cargo.

Cargo iQ

Cargo iQ is an IATA interest group with the aim of developing and overseeing standards on quality and efficiency improvement in the worldwide air cargo industry. Qatar Airways, a proud member of Cargo iQ since 2009, strives not only to become the leading airline in the industry but also exceed in delivering quality of service for all our customers.

Qatar Airways Cargo iQ overall NFD* performance



*NFD or Notification for Delivery is the most important KPI in Cargo iQ that measures the carrier's ability to deliver the shipment as per the original booking.

Freighter Fleet



27
Freighters

21
Boeing 777
Freighters

4
Airbus A330
Freighters

2
Boeing 747-8
Freighters

Passenger Fleet

Key belly-hold aircraft



57
Boeing 777s

30
Boeing 787
Dreamliners

10
Airbus A380s

50
Airbus A350s

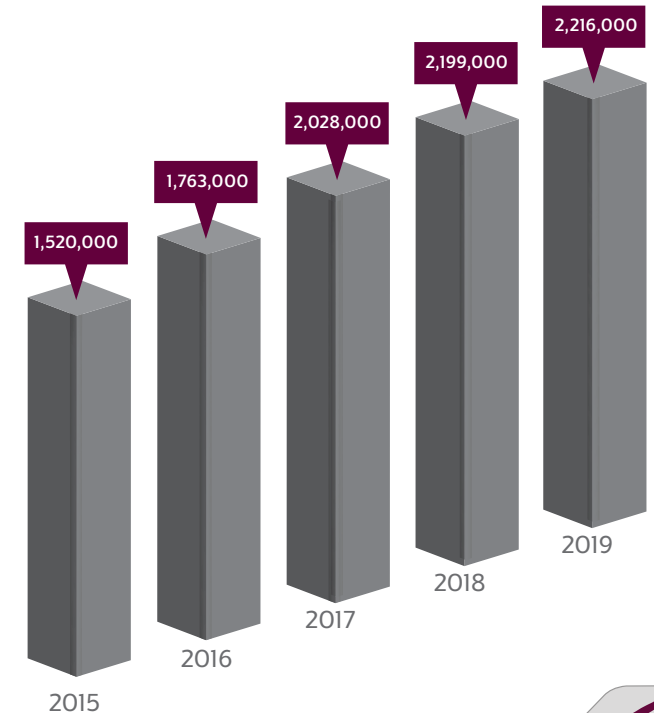
18
Airbus A330s



HIA Cargo Terminal Features

- Cargo capacity: 1.4 million tonnes per year
- Aircraft parking facilities: up to 11 code F Freighters
- ULD capacity: 1005 main deck units
- Cargo Complex area: 292,000m²
- Cargo Terminal building: 55,000m²
- Airside Climate Control Centre: 2470m²
- 220 temperature-controlled positions for units requiring refrigeration
- Cargo Agent building: 5,000m²

Doha - tonnes per year



Specific services



QR Fresh

QR Fresh is a dedicated, temperature controlled, service for perishable products including fruits, flowers, vegetables, meat and fish that ensures products are transported in optimum conditions.



QR Pharma

An airfreight service for pharmaceutical and healthcare products, offering both active and passive solutions designed to regulate the temperature of the goods at all stages of the journey.



QR Express

QR Express offers booking through a simplified system with a high boarding priority and rapid handling, guaranteeing the speedy delivery of express cargo.



QR Live

Known as a specialist in live animals transportation, we are committed to providing special care, in compliance with IATA's Live Animal Regulations (LAR) and Transportation of Wildlife and Animal Welfare (TAWA) Group Policy when transporting horses, household pets, livestock and exotic animals.



QR Charter

By utilising our expanding fleet of Boeing 747-8, Boeing 777 and Airbus A330 freighters, we offer our global customers an increasing portfolio of on-demand charter services according to customer needs.



QR Mail

QR Mail offers tailored airmail solutions for all postal operators globally as well as local, regional and international postal consolidators globally.



Guillaume Halleux

Chief Officer Cargo
Qatar Airways

A reputed personality with significant experience in the air cargo industry, Mr. Guillaume Halleux is the Chief Officer Cargo of Qatar Airways Cargo.

Born in France, Mr. Halleux started his career with Air France in 1997, holding various positions in the Logistics and Business Development department. He later joined SkyTeam Cargo USJV (a joint venture between Air France Cargo, Delta Cargo and Korean Air Cargo) in 2006 as Sales Director for North-eastern United States, before being promoted to Regional Director for Hong Kong and South China at Air France KLM.

In 2012, Mr. Halleux worked with Bolloré Logistics as General Manager, Sales and Business Development for Vietnam, and later for Singapore. His tenure with Bolloré Logistics has made him thoroughly conversant with the freight-forwarding industry and adept in both commercial and operational know-how appertaining to international air freight business.

Bringing with him over 20 years of experience and vast knowledge in the air cargo business, Mr. Halleux joined Qatar Airways Cargo as Vice President Asia Pacific in June 2016. Based in Singapore, he was responsible for driving cargo sales and operations in more than 15 countries in the region before joining the senior leadership team at Qatar Airways Cargo's Doha head office in October 2017. He aspires to lead his highly engaged teams at Qatar Airways Cargo to build a global brand that focuses on delivering the best air cargo products and services in the industry.

Mr. Guillaume Halleux studied Economics in France and holds a Master in Business Administration from ICN Business School in Nancy, France.