

# ETHIOPIAN FACTSHEET

December, 2023



## OVER VIEW

Beginning humbly, Ethiopian Airlines (Ethiopian) has come along close to 78 years of successful journey. Of course, Ethiopian is ageing beautifully. Ethiopian is now the leading Aviation Group in Africa. Over the decades, the airline has established itself as the leader in all facets of the aviation business: technology, leadership, network expansion and aviation mentoring.

Ethiopian started its operation with five C-47 aircraft operating its debut flight to Cairo via Asmara on April 8, 1946. Ever since, it has been growing in leaps and bounds and continued to introduce cutting-edge aviation technology and systems. As aviation technology leader, Ethiopian was a pioneer in ushering in new aviation technology into Africa including the first jet airplane as well as the first B767, B777-200LR, B787 Dreamliner, and 787-9 in the continent. Ethiopian also led the way in operating Africa's first Airbus A350 XWB. Currently, the airline has a fleet of more than 150 modern aircraft with an average fleet age of less than seven years; it has also more than 100 ultramodern aircraft on order.

Living its motto of Bringing Africa Together and Beyond, Ethiopian has created Africa-wide and transcontinental air connectivity networks linking its main hub, Addis Ababa to the rest of the world. The airline serves 136 international passenger and cargo destinations, including 63 African cities, with daily and multiple flights with a minimum layover in Addis. As a veteran carrier serving a vast intra-African network, Ethiopian flies to more destinations in the continent than any other airline.

In December 2011, Ethiopian took a giant leap forward in its successful journey by joining Star Alliance, the world's largest airline network. Over the years, the multi-award-winning airline has received countless coveted accolades and recognitions for its excellence including Skytrax's Four-Star Airline Certification, Best Airline in Africa title for several years in a row, and Overall Excellence for Outstanding Crisis Leadership Award to mention but a few. Building on its continuous success, Ethiopian has achieved an average growth rate of 25 percent in the past decade. Having met its 15-year strategic plan, Vision 2025, ahead of time, Ethiopian has charted out a more ambitious strategic roadmap called Vision 2035 to further bolster its continuous growth.

### ETHIOPIAN BACKGROUND INFORMATION

Founded	December 21, 1945
Starting date of operation	April 08, 1946
Global Alliance	Star Alliance Member since 2011
Ownership	Government of Ethiopia (100%)
Head Office	Bole International Airport, P.O. Box 1755 Addis Ababa, Ethiopia
	Fax: (+ 251)11661 1474
Reservations	Tel: (+251) 11 617 9900
Website	<a href="http://www.ethiopianairlines.com">http://www.ethiopianairlines.com</a>

Group Chief Executive Officer Mr. Mesfin Tasew





## ETHIOPIAN IN FIGURES, 2010-2023



Parameters	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Aircraft	58	66	76	77	87	108	116	126	130	146	150
Destination	73	82	84	88	95	113	121	127	127	133	136
Passenger Number	5,224,717	5,918,364	6,353,059	7,595,057	8,761,101	10,631,866	12,140,297	9,660,129	5,779,033	8,680,301	13.88 Million
Cargo Tonnage	174,446	186,336	236,772	266,223	338,646	400,339	431,859	525,374	757,002	767,848	713,875
Revenue in USD '000	2,079,202	2,399,031	2,418,121	2,531,461	2,658,349	3,344,805	3,908,880	3,749,002	3,513,567	5,051,479	6.13 Billion
Profit in USD	110,931,687	162,112,536	172,661,302	284,982,557	234,850,163	207,256,806	260,087,000	183,327,000	493,500,000	942,459,496	
Employees	7,390	8,066	8,977	10,227	11,284	12,944	13,958	14,104	14,736	17,000	Over 17,000
Graduate Trainees	1,010	1,126	773	1,144	1,463	980	1,848	960	434	430	807
ASK '000	25,728,092	30,169,529	32,398,720	39,910,011	45,163,539	53,067,290	60,090,196	49,410,867	35,309,115	42,861,011	64,498,706



## FLEET SUMMARY

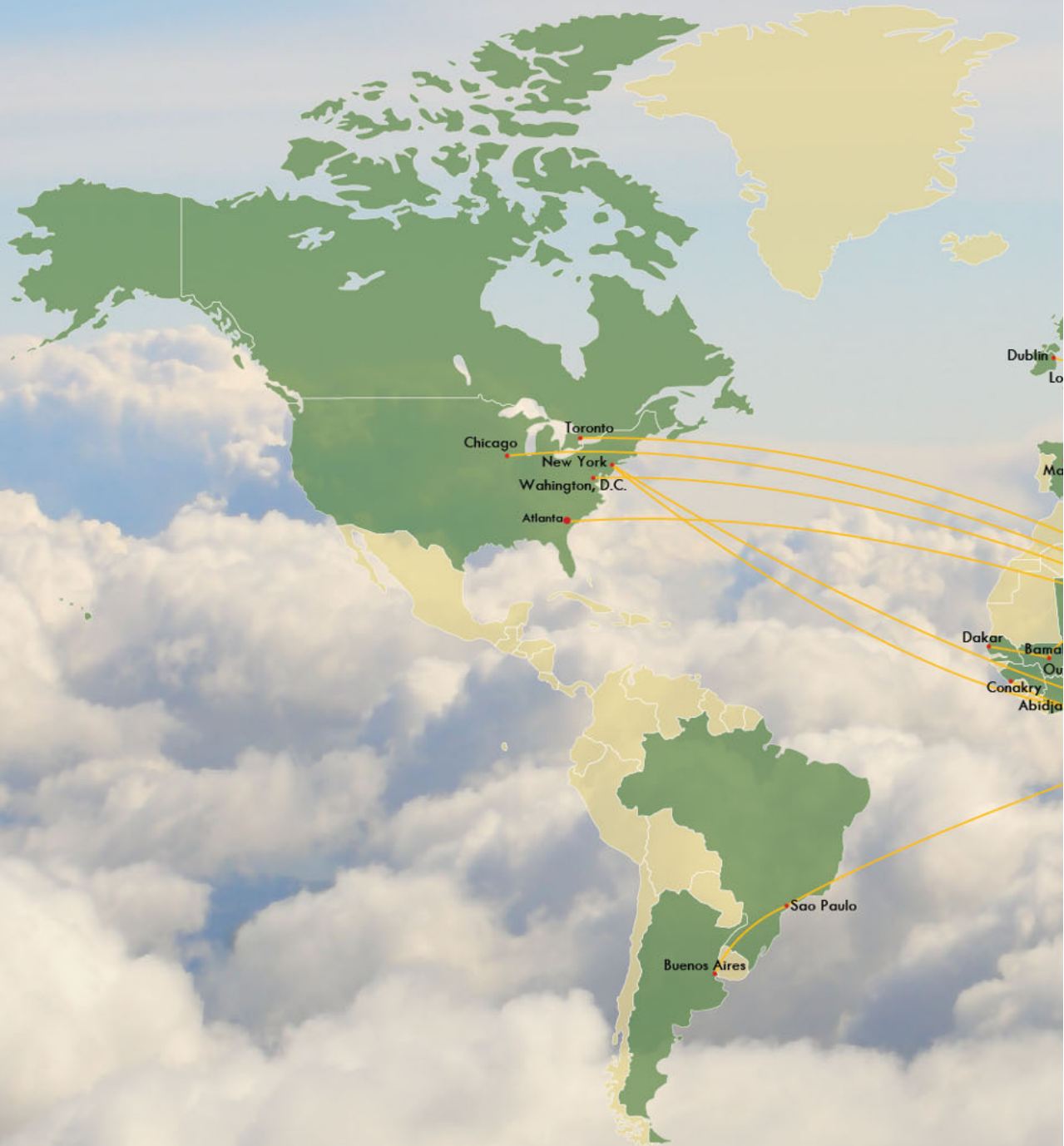
Long Range Passenger Services		20- Airbus A350-900XWB
		19- Boeing B787-8
		10- Boeing B787-9
		4- Boeing B777-300ER
		6- Boeing B777-200LR
Medium Range Passenger Services		20- Boeing B737-800
		14- Boeing B737 MAX
		9- Boeing B737-700NG

Regional and Domestic Passenger Services		32- Q400 Bombardier
Cargo and Non-Scheduled Services		10- Boeing B777-200LRF
		4- Boeing B737-800F
Long Range Cargo		3- B767-300F
Total Operating fleet		150

Long Range Passenger Services		4- Airbus A350-1000XWB
Medium Range Passenger Services		36- Boeing B737 MAX 8s
Cargo and Non-Scheduled Services		4 - B777-200LRF
		11 - B787-9
		11- Airbus A350-900XWB
Total Fleet on Order		66



# MORE THAN 130 INTERNATIONAL DESTINATIONS





# MORE THAN 60 DESTINATIONS IN AFRICA





# 22

## DOMESTIC DESTINATIONS

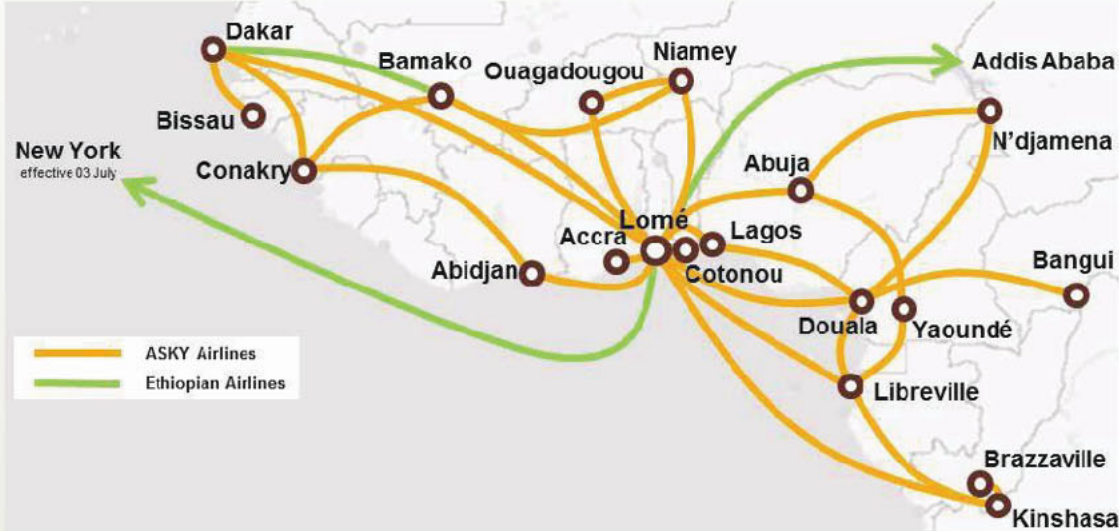


# CARGO ROUTE MAP *Fly*



## PARTNER AIRLINES

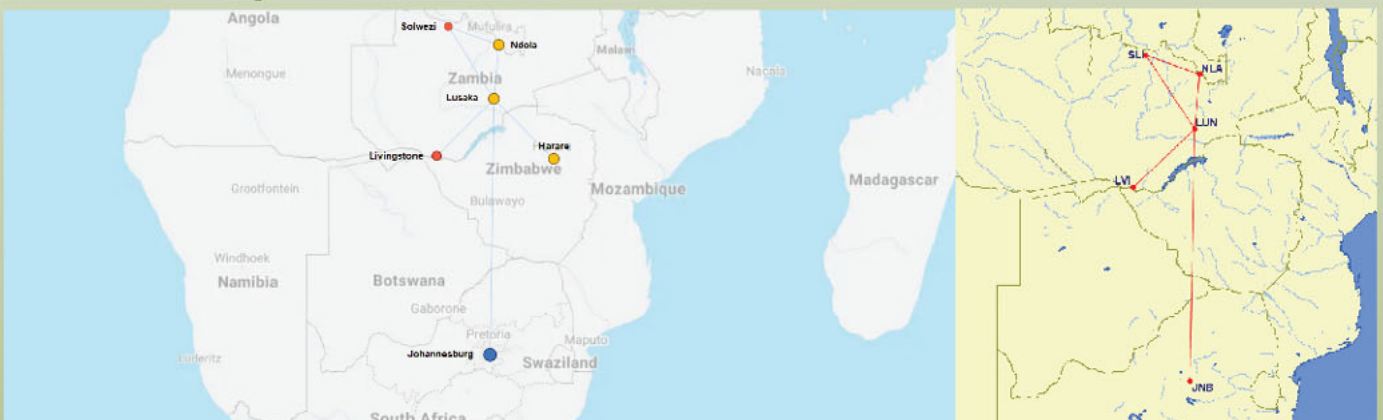
### ASKY Airlines Route Network



### Malawian Airlines Route Network



### Zambia Airways Route Network



## Code Share Partners

Aegean Airlines	All Nippon Airways	ELAL Israel Airlines	Rwanda Air	Turkish Airlines
Air Canada	Asiana Airlines	Kuwait Airways	TAP Portugal Airlines	United Airlines
Air China	ASKY Airlines	LAM/Mozambique airlines	Shenzhen Airlines	Azul Brazilian Airlines
Air Europe	Austrian Airlines	Lufthansa Airlines	Singapore airlines	Air Indian
Avianca Brazil	Malaysian Airlines	Air Namibia	Egypt Airlines	Oman Airlines
Accessorial Inc	Gulf Air	Saudi airlines	Italian Transport	Pakistan International airlines
Botswana Airlines LTD	Ukraine International Airlines	LAM-Mozambique Airlines	Eritrean Airlines	South America Airways
Sri Lankan Airlines	GOL Linhas Airlines	Scandinavian Airlines	Thai International Ltd	

## Star Alliance Member Carriers

Aegean Airlines	Austrian	Eva Airways	Swiss
Air Canada	Avianca	Lot Polish Airlines	TAP Portugal
Air China	Brussels Airlines	Lufthansa	Thai Airways
Air India	Copa Airlines	Scandinavian Airlines	Turkish Airlines
Air New Zealand	Croatia Airlines	Shenzhen Airlines	United Airlines
All Nippon Airways	Egypt Air	Singapore Airlines	Malaysia Airlines
Asiana Airlines	Ethiopian Airlines	South African Airways	

## ETHIOPIAN, FOUR STAR GLOBAL AIRLINE WITH TWO SERVICE CLASSES



### Cloud Nine:

Combining First and Business Class services, Cloud Nine (2-2-2 and 1-2-1 configuration) has the space, comfort and style with numerous Inflight Entertainment choices that makes flying with Ethiopian an even greater pleasure.



### Economy Class:

Graced with an African flavored Ethiopian hospitality, our Economy class is equipped with the best entertainment options, ensuring a memorable flight. From Blockbuster Hollywood films to TV shows and destination guides you'll have all the entertainment you need right at your screen.



## Frequent Flyer Program

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Ethiopian's frequent flyers program ShebaMiles, avails passengers award tickets, upgrades to business class, access to all Star Alliance member airline executive lounges, additional free baggage allowance and many other privileges for accumulated mileages and based on tier levels. Join the program for free and start earning miles for your flights with Ethiopian Airlines, Star Alliance member airlines, partner airlines and for a variety of products and services offered by our program partners.

## Ethiopian Hubs

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Addis Ababa (Ethiopia) - Ethiopian Main Hub  
Ethiopian Second Hub with Lome (Togo)  
Ethiopian Third Hub with Lilongwe (Malawi)  
Ethiopian Sixth Hub with Lusaka (Zambia)

## Human Capital

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Number of employees: More than 17,000

# Ethiopian የኢትዮጵያ Aviation Academy

PIONEER OF AVIATION EXCELLENCE

## Ethiopian Aviation University (EAU)

Ethiopian Aviation University (EAU) Ethiopian Aviation Academy (EAA) is the largest and most modern aviation academy in Africa recognized as ICAO Regional Training Center of Excellence. To train aviation professionals from classrooms to full flight simulator training, EAA offers leading industry standard training for pilots, aircraft technicians, cabin attendants and ground services staff both for initial and recurrent students. The Leadership & Career Development Centre is also training thousands in Management and Leadership Skills.

Our cabin crew training simulates real-time scenarios with training aircraft designed for emergency drills and service trainings. Our pilot training school uses light aircraft for its basic training with dedicated simulators. Full flight simulators of all fleets Ethiopian operate are available for flight training. Virtual Maintenance Trainers (VMTs) and various workshops feature our aircraft maintenance training. Beyond these, our academy develops standard training packages including e-learning and virtual classroom trainings. Trainee services include a trainee's cafeteria, dormitories, an administration complex and a plush new auditorium. The academy plans to take in 4,000 students a year in its training programs.

In line with the rapid growth of Ethiopian Airlines Group, Ethiopian Aviation Academy has been upgraded to Ethiopian Aviation University, which will enable it to provide a broader range of educational programs and increase the level of expertise in the Aviation Industry. The University has been accredited by the Ethiopian Higher Education Relevance and Quality Agency (HERQA), to offer undergraduate and graduate degree programs in various aviation and hospitality fields.



## Full Flight Simulator

These are the most technologically advanced aircraft as a sign of the company's commitment to leading Africa's aviation industry. We have simulators for all the aircraft we fly; A350, B787, B777, B767/B757, B737 MAX & NG and Q400.



# Ethiopian የኢትዮጵያ

## Maintenance Repair & Overhaul



### Ethiopian Maintenance Repair and Overhaul (MRO)

The scale of the MRO operation at Ethiopian is mesmerizing. It is the largest MRO service in Africa and serves majorly Africa and the Middle East. The facility is fully equipped with state-of-the-art paint and maintenance Hangars, Engine and Component Maintenance workshops with all tools and equipment required to maintain aircraft, engines, and components. Even if you have flown numerous times, you might not have fully appreciated the size of the largest civil jet engines until you are up close with these huge engines as you walk through the engine maintenance workshop. Established in 1957, Ethiopian MRO provides base maintenance service at its base in Addis Ababa and Line Maintenance services at stations where Ethiopian flies and extends the services to other operators. The facility is certified by the ETCAA, FAA, EASA and more than 20 countries CAA. Ethiopian MRO offers world-class services to its customers and helps make Ethiopian one of the most dependable and safest airlines in the world.



# Ethiopian የኢትዮጵያ

## Cargo & Logistics Services



### Ethiopian Cargo & Logistics Services

Ethiopian Cargo and Logistics services is the largest cargo network operator in Africa and has won multiple global awards including Best Cargo Airline of the year by Air Cargo News for 2 years in a Row. Currently with our 10 - Boeing 777-200F, 2- Boeing 767-300F and 4 -Boeing 737-800F dedicated freighters and 130+ passenger aircrafts, we serve 68 cargo and 135 passenger destinations in Africa, the Middle East, Asia, Europe and the Americas with an average daily uplift of over 2000 tons of which over 611 tons is transported in a belly hold capacity. With its well experienced and dedicated human capital, it has achieved the highest aircraft daily utilization over 17 hours on its B777F's. With a modern warehouse of one million tons annual storage capacity, fully automated with state-of-the-art technologies, Ethiopian Cargo is providing its service globally. Through a revision of its vision 2025, Ethiopian Cargo and Logistics Services is planning to grow its cargo network to 95 destinations and operate 37 freighter aircrafts by 2035.

# Ethiopian የኢትዮጵያ Catering

## Ethiopian Catering

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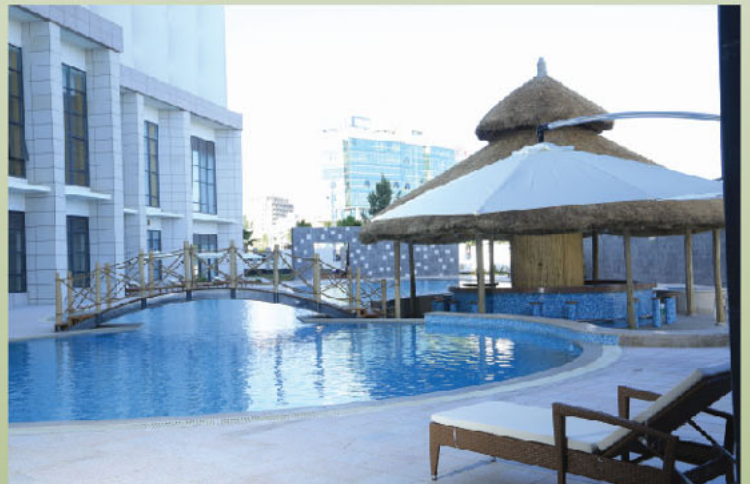


# Ethiopian የኢትዮጵያ SKYLIGHT HOTEL



Ethiopian Skylight Hotel is Ethiopian Airlines Group's ultra-luxurious Five-Star hotel. The hotel stands majestically just five-minute walk away from Addis Ababa Bole International Airport. With a total room capacity of 1024 rooms ranging from standard to premium and an added feature for Executive Suites, Presidential Suites, Persons with limited mobility and Apartments, Ethiopian Skylight Hotel is one of the largest hotels in the African continent.

The stunning rooms were designed with relaxing and superb designs that are suitable for both corporate and leisure travelers. Apart from the facility located outside the airport, Ethiopian also has an ultra-luxurious hotel within the Addis Ababa Bole International Airport Departure Terminal 2 (Ethiopian Skylight In-Terminal Hotel) which is suitable for all air travelers transiting through Addis Ababa Bole International Airport with a capacity of 97 rooms: having conference rooms, restaurant, gym and other facilities.





## Ethiopian Airport Expansion

Inaugurated on 27 Jan 2019, Addis Ababa Bole International Airport has the capacity to handle 22 million passengers per annum.



# RECENT INDUSTRY AWARDS

**Ethiopian የኢትዮጵያ**  
Cargo & Logistics Services

- BEST CARGO AIRLINE - AFRICA
- CARGO AIRLINE OF THE YEAR



Ethiopian Airlines has been Crowned with two prestigious Awards at Air Cargo News Awards 2022, 'Cargo Airline of The Year' and 'Best Cargo Airline - Africa'



The Best Airline in Africa title at the prestigious SKYTRAX 2023 World Airline Awards during the Paris Air Show held in France, Paris on June 20, 2023..



Ethiopian Airlines has been honored with four awards at the SKYTRAX 2022 World Airline Awards including 'Best Airline in Africa' for five years in a row



Ethiopian Airlines has been crowned as the winner of 'Best Overall in Africa' award at the 2023 APEX Passenger Choice Awards



Ethiopian Airlines has Won Best African Airline Award at Business Traveller Awards 2023. Ethiopian crowned this title for four years in a row, since 2020.

## AWARDS

### Recent Industry Awards



**Ethiopian የኢትዮጵያ**  
Cargo & Logistics Services

**BEST CARGO AIRLINE - AFRICA**  
**CARGO AIRLINE OF THE YEAR**

*Ethiopian Airlines has been Crowned with two Prestigious Awards at Air Cargo News Awards 2023,*

- *Cargo Airline of The Year two years in a row*
- *Best Cargo Arline – Africa five years in a row*

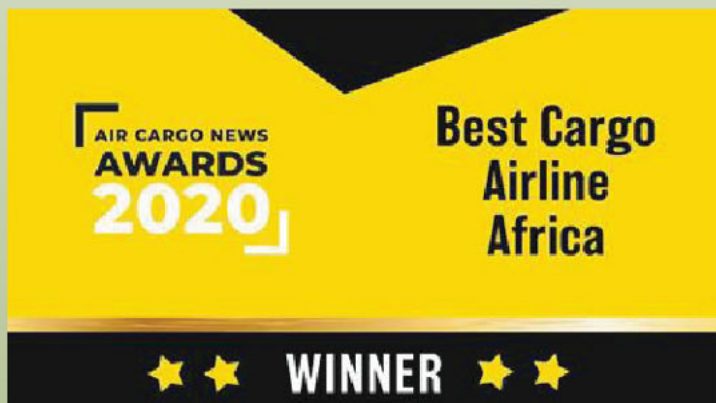


Ethiopian Airlines Wins 'Best African Airline' Award at the 2021 Business Traveller Awards



IATA's Certificate of Excellence in Logistics (CEIV Pharma) 2021

Ethiopian Receives IATA's Certificate of Excellence in Logistics (CEIV Pharma)



'Best Cargo Airline – Africa' Award at the Air Cargo News Awards 2020



Air cargo Industry customer care Award 2021 and 2022

# ETHIOPIAN SKYTECNO AND WIRE HARNESS MANUFACTURING

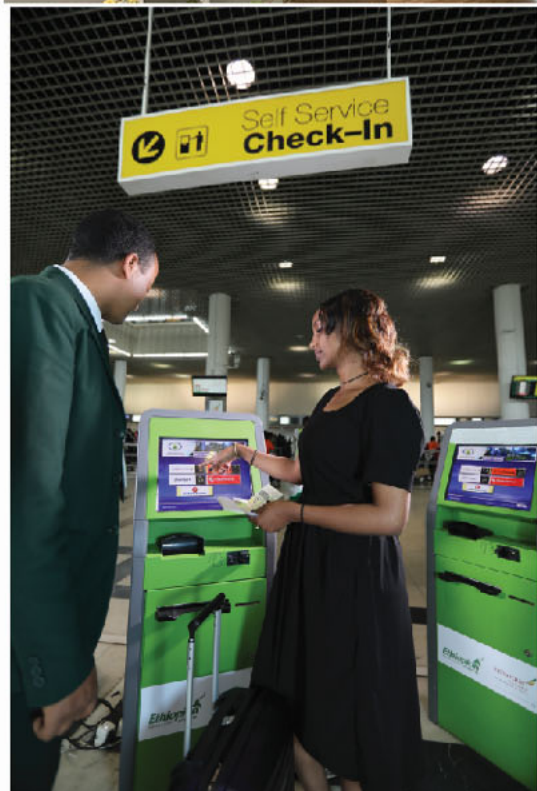
Ethiopian Sky Technologies is manufacturing and delivering the aerospace products in accordance with the terms of the Agreement and the stringent requirements of the Aerospace Industry. In addition to building the aerospace manufacturing capability of Ethiopian Airlines, the partnership also enhances Ethiopia's manufacturing infrastructure and international trade connections.



## ETHIOPIAN GROUND SERVICES

Ethiopian Ground Service is the leading provider of ground handling services in HAAB. We currently handle all Ethiopian flights, over 6 scheduled flights, other airline Cargo flights, and several non-scheduled airline operations. With a vision to expand to African airports through joint venture partnerships and acquisitions by 2025, Ethiopian Ground Services covers all aspects of ground services necessary to handle the arrival and departure processes of airlines in Addis Ababa and domestic airports. We have modern ground support equipment and highly trained and committed staff. Our customer airlines handling and business development section strategy is to emphasize the quality of its professionals on Ground Handling services through adequate training and market development with all our network.

Ethiopian Ground Service is the most organized Ground Handling business unit in terms of human and equipment resources, striving to attain seamless operational excellence at the HUB. Ethiopian Ground Services is a reliable and efficient provider of comprehensive ground handling services. The services include all ground handling services including VIP flight handling, and we are committed to delivering quality service that meets our customers' needs and expectations. We strive to always provide a satisfying experience to all our clients. Per Vision 2035, Ethiopian Ground Services aims to be the most efficient service provider in Africa with the highest standard of safety and quality service. Currently, Ethiopian Ground Services supports and satisfies the hub operation in Addis Ababa and plans to expand its services to African airports to meet the fast-growing demand for ground handling services. Our objective is to provide high-quality ground-handling Services that meet and exceed international standards ensuring efficiency and excellence in service delivery. As a Ground Handling company, we are tasked mainly to support the Ground Operations of Airlines that have made Ethiopia as one of their destinations.







**Ethiopian**  
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THE NEW SPIRIT OF AFRICA

A STAR ALLIANCE MEMBER 

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