

Ethiopian Factsheet

— NOVEMBER 2019 —

Ethiopian
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Overview

From a very humble beginning to a Leading African Aviation Group, Ethiopian Airlines has come along 70 plus years of successful journey. Of course, Ethiopian is aging beautifully. Throughout the past seven decades, the airline has established itself as a adept in all facets of the aviation industry: technology leadership, network expansion and aviation mentoring.

Ethiopian started operation with the first 5 C-47 aircraft, scraps of 2nd World War, back in 1946 during its debut flight to Cairo via Asmara. Ever since, Ethiopian has been growing in leaps and bounds and has kept on introducing new aviation technology and systems, with so many firsts in the history of African aviation as an aircraft technology leader; providing the first jet service in the continent, availing the first African B767, the first African B777-200LR in 2010 and the first African and second only to Japan B787 Dreamliner in 2012. In a continuation of that tradition, Ethiopian was the first in Africa to acquire Airbus A350 XWB , introducing the extra effect to the African continent. Leading the way once again, Ethiopian was the first African Airline to operate the latest Boeing 787-9 in 2017. Below the industry average, Ethiopian currently operates more than 125 of the young and most modern fleet, with less than five years of age, and has 48 fleet on order.

Living its motto of Bringing Africa Together and Beyond, Ethiopian has created a missing link through its vast African network to 62 cities and more than 127 international passenger and cargo destinations, with daily and more flights, with a minimum layover in Addis Ababa. As a veteran African carrier, Ethiopian has positioned vast Intra-Africa network better than any Airline.

Ethiopian is currently implementing a 15-year strategic plan called Vision 2025 that will see it become the leading airline group in Africa with seven strategic business units. Ethiopian joined Star Alliance, the world's largest Airline network, in December 2011. Ethiopian is a multi-award winning airline including: SKYTRAX Best Airline Staff Service in 2013 & 2016, 'Best Airline in Africa' in 2017, 2018 and 2019, and Four Star Airline Certification in 2017. Ethiopian has been registering an average growth of 25% per annum for the past seven years.



Ethiopian Background Information

Founded	-	December 21, 1945
Starting date of operation	-	April 08, 1946
Ownership	-	Government of Ethiopia (100%)
Global Alliance	-	Star Alliance Member since 2011
Head Office	-	Bole International Airport, P.O. Box 1755 Addis Ababa, Ethiopia Fax: (+ 251)11661 1474
Reservations	-	Tel: (+251) 11 665 6666
Website	-	http://www.ethiopianairlines.com
Group Chief Executive Officer	-	Mr. Tewolde GebreMariam










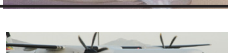


Ethiopian in Figures, 2009- 2019



Parameters	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Aircraft	43	46	48	58	66	76	77	87	108	116
Destination	60	65	68	73	82	84	88	95	113	121
Passenger number	3,146,911	3,731,321	4,644,425	5,224,717	5,918,364	6,353,059	7,595,057	8,761,101	10,631,866	12,140,297
Cargo Tonnage	134,166	160,129	180,808	174,446	186,336	236,772	266,223	338,646	400,339	431,859
Revenue in USD	1,278,451,942	1,509,870,849	1,925,715,226	2,079,202,141	2,399,031,251	2,418,121,516	2,531,461,736	2,658,349,707	3,344,805,417	3,908,880,000
Profit in USD	123,602,407	75,137,351	41,809,292	110,931,687	162,112,536	172,661,302	284,982,557	234,850,163	207,256,806	260,087,000
Infrastructure value in USD					71,141,182	102,316,938	121,597,741	352,777,027	388,513,124	412,585,182
Employees	5,555	6,129	6,557	7,390	8,066	8,977	10,227	11,284	12,944	13,958
Graduate Trainees	674	613	961	1,010	1,126	773	1,144	1,463	980	1,848
ASK	14,831,553	18,395,312	22,393,783	25,728,092	30,169,529	32,398,720	39,910,011	45,163,539	53,067,290	60,090,196



Fleet Summary

Operating Fleet		
Long Range Passenger Services		14- Airbus A350-900XWB
		19- Boeing B787-8
		6- Boeing B787-9
		4- Boeing B777-300ER
		6- Boeing B777-200LR
		6- Boeing B767-300ER
Medium Range Passenger Services		18- Boeing B737-800
		4 - Boeing B737 MAX (Grounded)
		10- Boeing B737-700NG
Regional and Domestic Passenger Services		26- Q400 Bombardier
Cargo and Non-Scheduled Services		10- Boeing B777-200LRF (cargo)
		2 - Boeing B737-800F (cargo)
Total Operating Fleet		125

Fleet on Order		
Long Range Passenger Services		10- Airbus A350-900XWB
		4- Boeing B787-9
Medium Range Passenger Services		27- Boeing B737 MAX 8s
Regional and Domestic Passenger Services		7- Q400 Bombardier
Total Fleet on Order		48

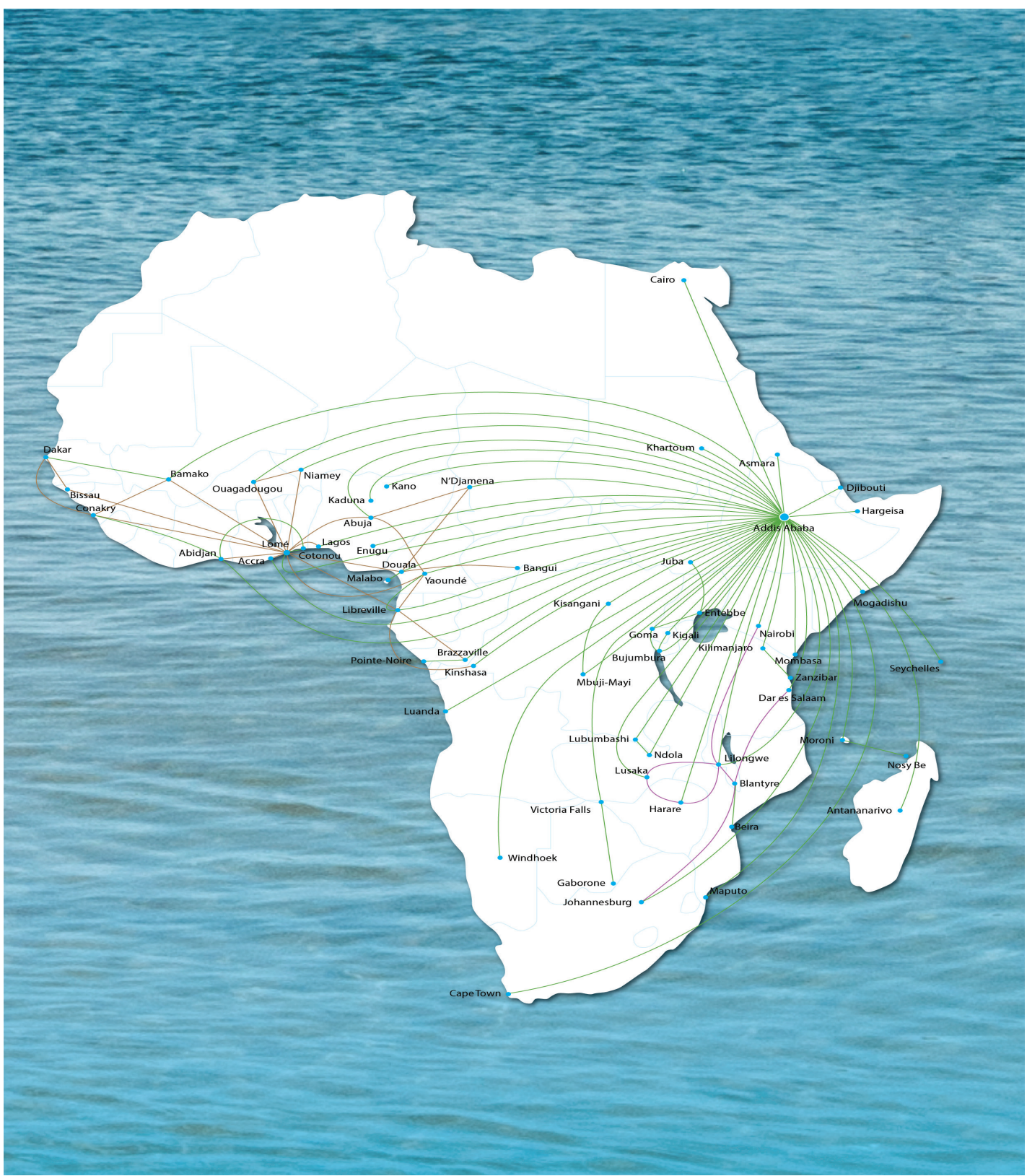


More than 127 International Destinations in Five Continents



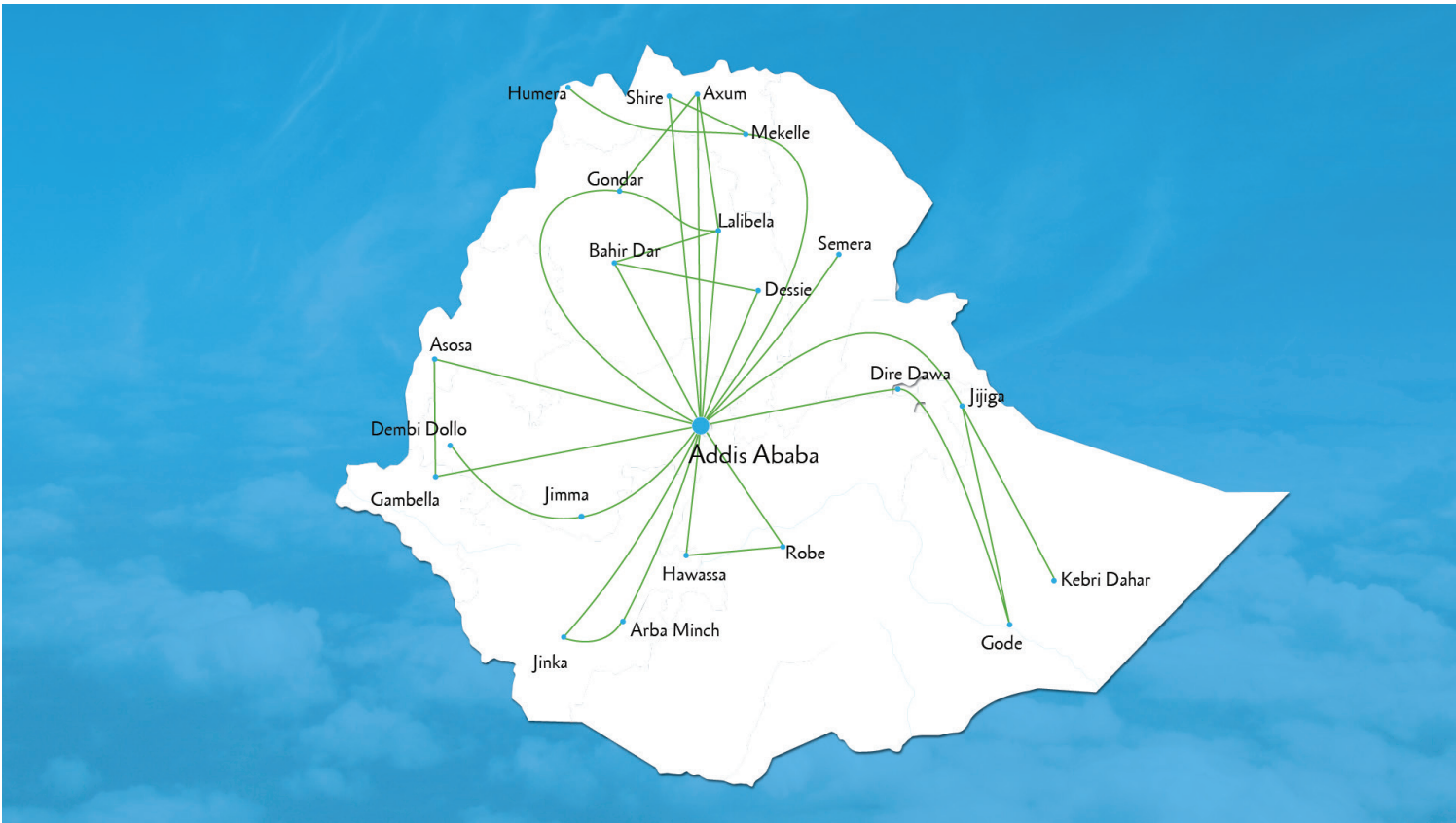


More than 62 Destinations in Africa





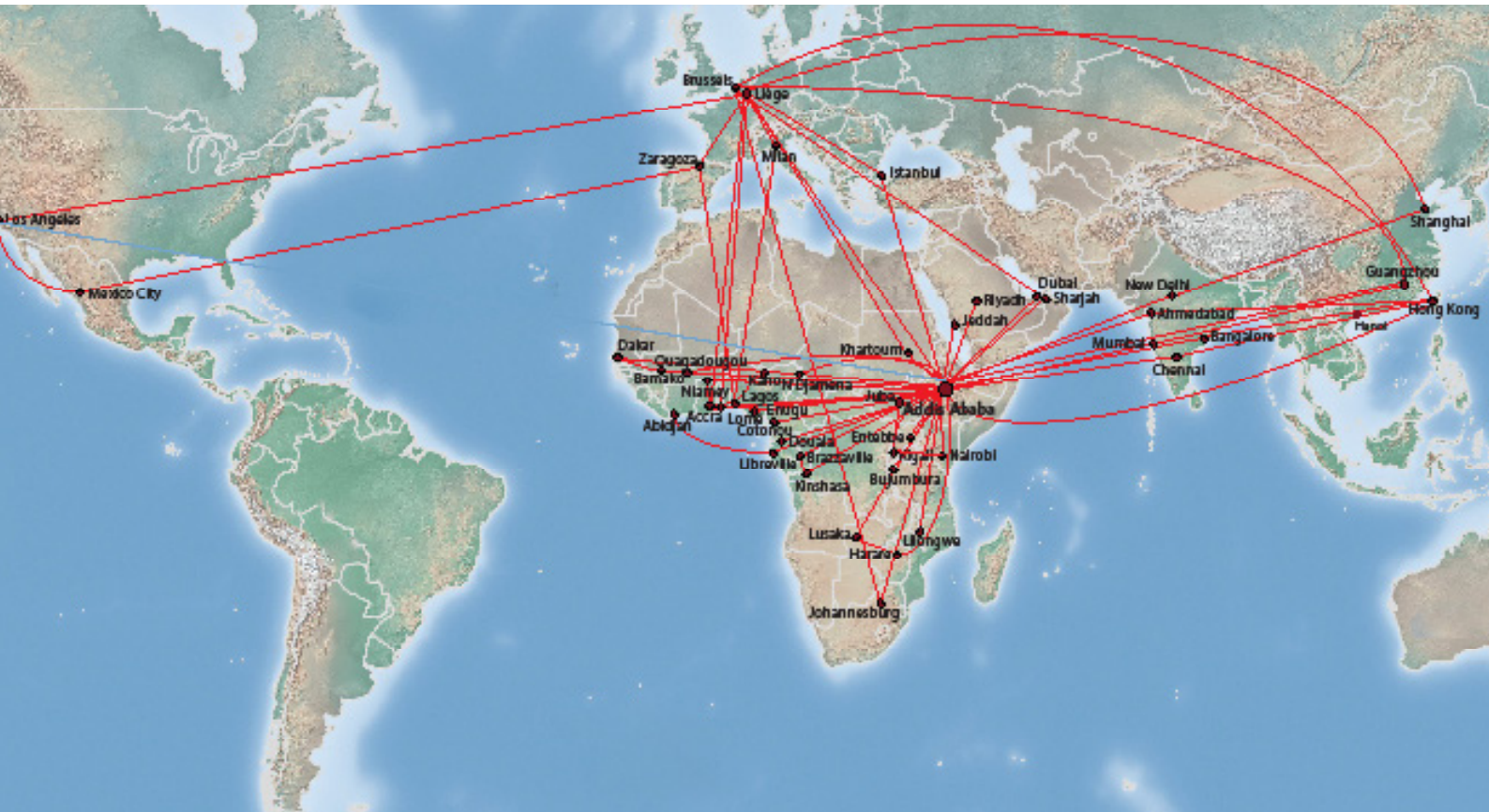
More than 22 Domestic Destinations





Ethiopian Cargo Network

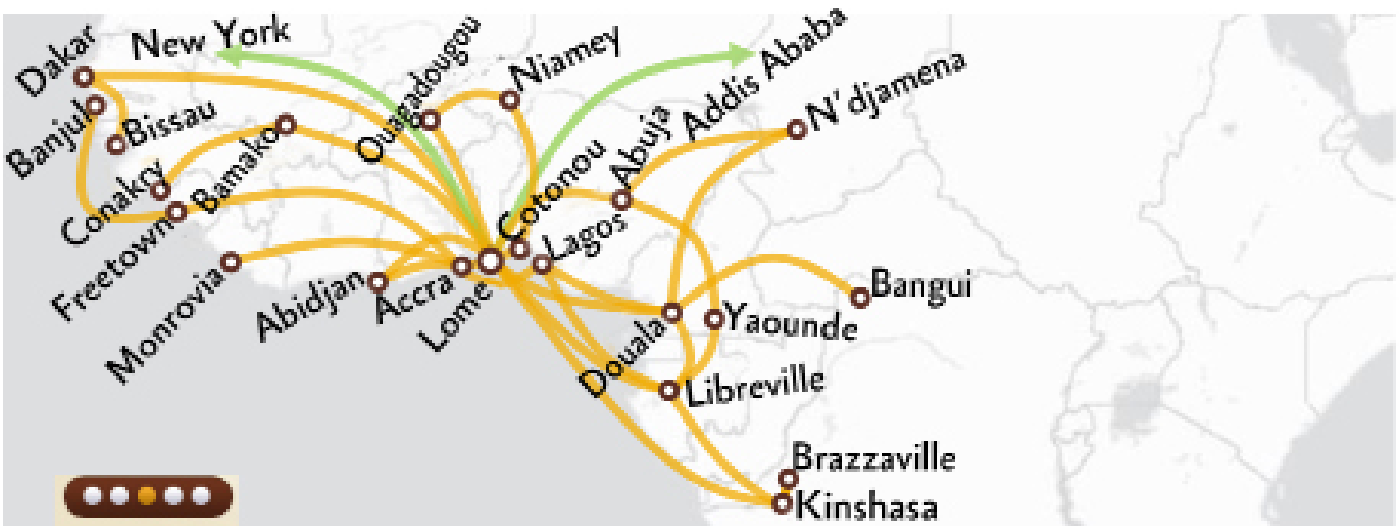
The Largest Cargo Network Operator in Africa
58 Cargo Destinations



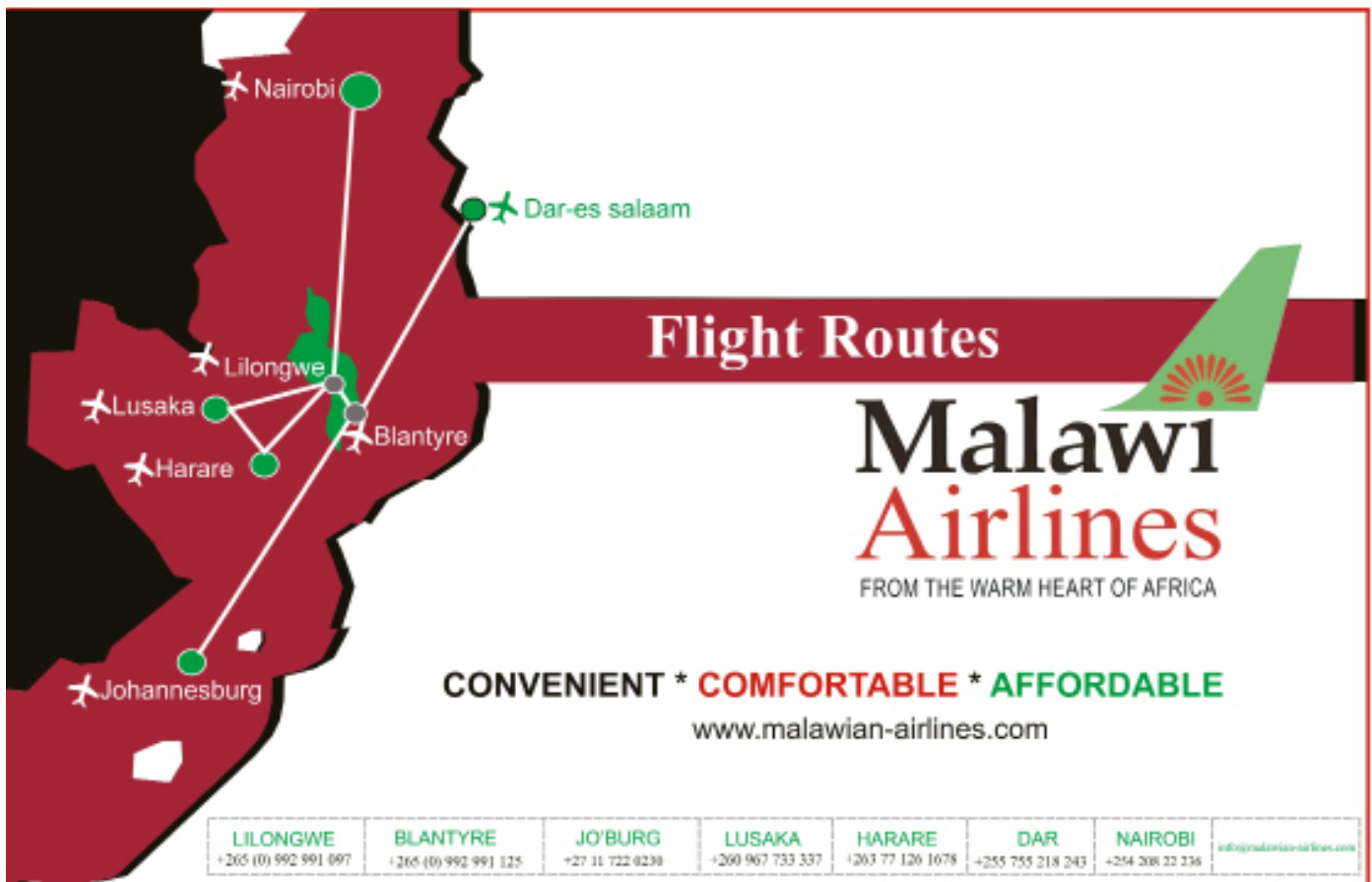


Partner Airlines

ASKY Airlines Route Network

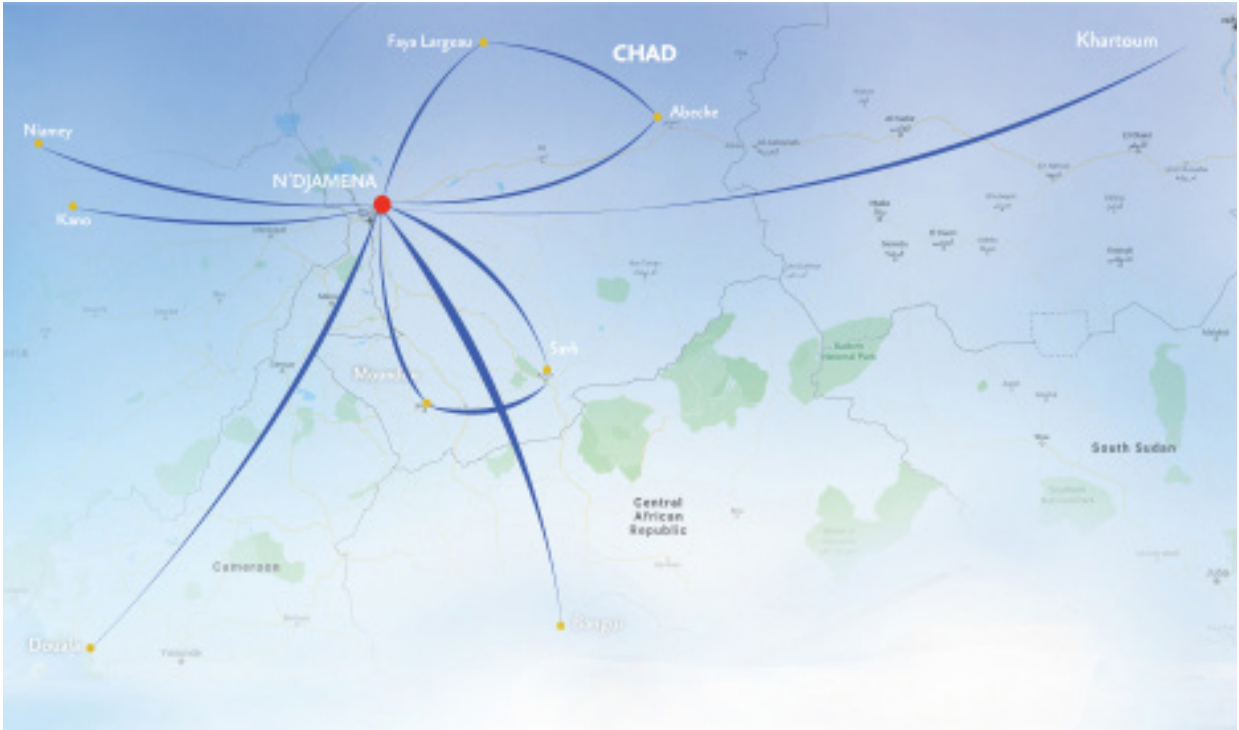


Malawian Airlines Route Network





TChadia Airlines Route Network



Ethiopian - Mozambique Airlines Route Network





Code Share Partners

Aegean Airlines	All Nippon Airways	ELAL Israel Airlines	Rwanda Air	Turkish Airlines
Air Canada	Asiana Airlines	Kuwait Airways	Scandinavian Airlines	United Airlines
Air China	ASKY Airline	LAM/Mozambique Airline	Shenzhen Airlines	Azul Brazilian Airlines
Air Europa	Austrian Airlines	Lufthansa	Singapore Airlines	
Air India	Avianca Brazil	Malaysian Airlines	South African Airways	
Air Namibia	Egypt Air	Oman Air	TAP Portugal Airline	

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	
Asiana Airlines	Ethiopian Airlines	South African Airways	



Ethiopian, Four Star Airline with Two Class Services



Cloud Nine: Combined services of First and Business Classes. Cloud Nine has the space, comfort and style that make flying with Ethiopian a pleasure and many choices of Inflight Entertainment.



Economy Class: Passengers are offered different category of audio channels with access to a video library of 16 Blockbuster Hollywood films, 26 Hollywood classics including 10 Hollywood kid's classics, 49 international films & 82 TV shows including destination guides.

Frequent Flyer Program

ShebaMiles awards Ethiopian frequent flyers with award tickets, upgrades to business class, access to all Star Alliance member airline executive lounges, additional free baggage allowance and many other privileges for their accumulated mileages. A new Platinum tier level has been introduced as of January 2017 in addition to the Gold, Silver and Blue tier. The Platinum tier level offers extra benefits to frequent flyers that accrue 75,000 status miles or 60 qualifying segments within one calendar year, Jan 1st–Dec 31st within the validity period of two years, in addition to the remaining months in the qualification year.

Ethiopian Hubs

- Addis Ababa - Ethiopian Main Hub
- Lome (Togo) - Ethiopian Secon Hub
- Lilongwe (Malawian) - Ethiopian Third Hub
- Maputo with EMA Fourth Hub
- Ndjamena with Tchadia- Fifth Hub

Human Capital Number of employees as of November stands at 16,002

Ethiopian Aviation Academy (EAA)



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

Our cabin crew training simulates real-time scenarios with training aircrafts designed for emergency drills and service training. Our pilot training school uses light aircraft for its basic training and simulators. Full flight simulators of all fleets Ethiopian operates are available for pilot 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 training. Trainee services include a trainees' cafeteria, dormitories, an administration complex and a plush new auditorium. The academy plans to take in 4,000 students a year in its basic training programs.

Full Flight Simulator



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



Ethiopian Maintenance Repair and Overhaul (MRO)



The scale of the MRO operation at Ethiopian is breathtaking. It is the largest MRO service in Africa and serves Africa and the Middle East. The facility is fully equipped with Hangars, Engine and Component Maintenance workshops with all equipment needed to repair/ overhaul aircraft, engines and components. Even if you have flown a lot you might have not fully appreciated the size of the largest civil jet engines until you are up close with these huge engines as you walk through the workshop. The MRO service was established in 1957 and it currently employs over 2,800 employees. Ethiopian MRO provides Line Maintenance services at stations where Ethiopian flies and extends the services to other operators at some of the stations. The facility is fully certified by the ETCAA, FAA and EASA. 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 Cargo



Ethiopian Cargo and Logistics services is the largest cargo network operator in Africa. Currently With our dedicated 10 - Boeing 777-200LRF and 2 - Boeing 737-800F freighters, we serve 58 cargo destinations in Africa, the Gulf, the Middle East, Asia, Europe and North Americas with an average daily uplift of over 650 tons on top of the belly hold capacity with a daily uplift of over 200 tons. With this, it has achieved the highest aircraft daily utilization of over 17 hours on its B777FS. Ethiopia is perfectly situated in the center of the emerging economies contributing its part to the growth trade and tourism partnership between countries as well as between

continents. Ethiopian has inaugurated a state-of-the-art cargo terminal II, which upgrades the cargo handling capacity close to a million tons per annum together with the existing cargo terminal I. When the 600,000 tons capacity phase II of the cargo expansion completes, Ethiopian Cargo and Logistics services will have an over all annual capacity of over 1.5 million tons. BY Revising its vision 2025, Ethiopian Cargo and Logistics services is now planning to serve 57 freighter dedicated destinations using 18 jet cargo aircraft.

Ethiopian Catering



The new catering facilities expansion built with an investment of US\$ 15 million. Inaugurated on October 29, 2016, Ethiopian In-Flight catering facility has a capacity to produce 100,000 meals a day, up from the current 56,000. The facilities are modern and fully equipped to deal with such a high demand. Good food is important to our discerning customers. Ethiopian In-Flight Catering is dedicated to delivering high quality service and part of that is delivering high quality food. The new menus give customers the choice of local Injera, a vegan option, and a variety of world cuisines, from Chinese and Indian to Italian.



Ethiopian SkyLight Hotel

Ethiopian SkyLight Hotel is an ultra-luxurious Five-Star hotel Ethiopian Airlines Group with 373 rooms, 4 restaurants, including big Chinese Restaurant, 2 bars, 1 swimming pools, gift shops, pastries, big banquet hall to accommodate 2000 guest at one time, 5 small size meeting rooms, gym, health centre, ticket office, etc. The Hotel is an edifice presented to the fast-growing African capital offering hospitality in par with the international standard.



Ethiopian Airport Expansion

Expected to handle 22 million passengers by 2025 Inaugurated on 27 Jan 2019



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Awards

Ethiopian proved to be a Multi Award Winner receiving recognition from reputable organizations.



SKYTRAX World Airline Award for The Best Airline in Africa for the 3rd Consecutive Year on June 18, 2019 at the Paris Air Show.



SKYTRAX World Airline Award for The Best Airline in Africa for the 2nd Consecutive Year on July 19, 2018.



SKYTRAX 4 Star Airline at a special ceremony held in London on November 8, 2017.



SKYTRAX World Airline Award for The Best Airline in Africa on June 20, 2017 at the Paris Air Show.



SKYTRAX World Airline Award for The Best Airline staff in Africa for the 2nd time on July 12, 2016.



SKYTRAX World Airline Award for Best Staff Service in Africa on 18 June 2013 in Paris.

Follow the link to get list of Award: <https://www.ethiopianairlines.com/corporate/company/about-us/awards>

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