

Ethiopian Airlines

Factsheet - February, 2018



A STAR ALLIANCE MEMBER 



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 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 97 of the young and most modern fleet, with less than five years of age, and has 59 fleet on order.

Living its motto of Bringing Africa Together and Beyond, Ethiopian has created a missing link through its vast African network to 55 cities and more than 100 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 African Airline' in 2017, 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%)
Head Office	☛	Bole International Airport, P.O. Box 1785 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

Fleet Summary

	Aircraft Inventory:	97	Fleet on order:	59
	Average age of aircraft:	5 years		
Passenger aircraft	Airbus - A350-900	6	Airbus - A350-900	18
	Boeing 787-9	2	Boeing 787-9	2
	Boeing 787-8	19	Boeing 777-200LR(Cargo)	4
	Boeing 777-300ER	4	Q400 Bombardier	3
	Boeing 777-200LR	6	Boeing 737-200F	2
	Boeing 767-300ER	6	Boeing 737 MAX 8s	30
	Boeing 737-800W	16		
	Boeing 737-700NG	9		
	Bombardier Q400	21		
Freighters	Boeing 777F	6		
	Boeing 757-200F	2		



More than 100 Global Network in Five Continents

In Africa:

International Destinations

Abidjan	Cape Town	Entebbe	Khartoum	Lusaka	Seychelles
Abuja	Comoros	Enugu	Kigali	Malabo	Victoria Falls
Accra	Conakry	Gaborone	Kilimanjaro	Maputo	Windhoek
Addis Ababa	Contonou	Goma	Kinshasa	Mombasa	Yaounde
Antananarivo	Dakar	Harare	Lagos	Nairobi	Zanzibar
Bamako	Dar-es-Salaam	Hargeisa	Libreville	Ndola	
Blantyre	Dire Dawa	Johannesburg	Lilongwe	Niamey	
Brazzaville	Djibouti	Juba	Lome	N'Djamena	
Bujumbura	Douala	Kaduna	Luanda	Ouagadougou	
Cairo	Durban	Kano	Lubumbashi	Pointe-Noire	

The Americas:

Los Angeles	New York	Sao Paulo	Toronto	Washington
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Europe:

Brussels	Dublin	Frankfurt	Istanbul	Liege	London
Madrid	Milan	Oslo	Paris	Rome	Stockholm
Vienna	Zaragoza				

Asia:

Ahmedabad	Bangalore	Bangkok	Beijing	Chengdu	Chennai
Delhi	Guangzhou	Hanoi	Hong Kong	Kuala Lumpur	Manila
Mumbai	Seoul	Shanghai	Singapore	Narita-Tokyo	

Middle East

Bahrain	Beirut	Dammam	Dubai	Dubai/ Al maktoum	Doha
Jeddah	Kuwait	Madinah	Muscat	Riyadh	Sharjah
Tel Aviv					

Domestic Destinations

Addis Ababa	Axum	Gambella	Jijiga	Lalibela
Arba Minch	Bahirdar	Gode	Jimma	Mekele
Assosa	DembiDolo	Gonder	Kebri Dahar	Semera
Awassa	Dire Dawa	Humera	Kombolcha	Shere



Cargo Destinations

Accra	Chennai	Harare	Kigali	Mexico	Riyadh
Addis Ababa	Dakar	Hong Kong	Kinshasa	Milan	Shanghai
Ahmedabad	Douala	Istanbul	Lagos	Mumbai	Sharjah
Bamako	Dubai	Jeddah	Liege	New Delhi	Zaragoza
Bangalore	Entebbe	Johannesburg	Lilongwe	Nairobi	
Brazzaville	Enugu	Juba	Lome	Niamey	
Brussels	Guangzhou	Kano	Los Angeles	N'Djamena	
Bujumbura	Hanoi	Khartoum	Lusaka	Ouagadougou	

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 Airlines	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

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



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.

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 Second Hub

Lilongwe (Malawian) - Ethiopian Third Hub

Human Capital

Number of employees as of October 31, 2017 stands at 13,942

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 for 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 and Repair 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 6 - Boeing 777-200LR and 2 - Boeing 757-260 freighters, we serve 44 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 36,000. 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.

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Awards

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



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 Airline Staff Service in Africa on 18 June 2013 in Paris.



Airline of the Year Award for the Fifth Year in a Row from AFRAA -November 24, 2016.



AFRAA Airline of the Year Award for 6th Year in a Row. November 13, 2017

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

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