



A STAR ALLIANCE MEMBER 

# SUSTAINABILITY REPORT 2023 | 2024

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# **CHAPTER 1**

# **OVERVIEW**

## 1.1. MESSAGE FROM GROUP CHIEF EXECUTIVE OFFICER



**MESFIN TASEW**

Group Chief Executive Officer  
Ethiopian Airlines

It is with great pleasure that I present Ethiopian Airlines Group's first-ever Sustainability Report for the year 2023/2024. This report reflects our commitment to integrating sustainability across our operations and highlights our continued efforts in advancing safety, environmental stewardship, social development, and economic growth.

Safety and security remain at the forefront of our operations, and we are unwavering in our commitment to achieving zero accidents and ensuring the highest standards of protection for our passengers, employees, and assets. We have consistently invested in cutting-edge technologies and rigorous protocols to ensure that safety remains our top priority. Alongside this, we recognize the urgent need to address climate change, which is why we are taking decisive action to reduce our carbon footprint, optimize fuel usage, and adopt sustainable practices. Our efforts to enhance energy efficiency, reduce emissions, and minimize waste are integral to our sustainability journey, and we are proud to lead the way in Africa's aviation industry.

At the same time, we understand that our sustainability commitment extends far beyond environmental concerns. We continue to focus on promoting social equity, investing in our people, and fostering economic development across Ethiopia and Africa. Ethiopian Airlines Group is not only an aviation leader but also a key contributor to regional economic growth by creating jobs, enhancing trade, and supporting communities. Our commitment to these social and economic goals is essential to our broader sustainability strategy.

Governance remains a pillar of our operations, with a strong focus on transparency, ethical business practices, and efficient management systems. We are dedicated to maintaining robust governance frameworks that drive accountability, trust, and continuous improvement across all levels of the organization.

As we look to the future, Ethiopian Airlines Group will continue to balance our environmental, social, and economic responsibilities. We remain committed to creating a sustainable future for all our stakeholders, ensuring that we grow while safeguarding the planet, empowering people, and contributing to prosperity.

I would like to express my deepest gratitude to our customers for their trust and loyalty, and to all our employees for their exceptional dedication, resilience, and unwavering commitment to excellence. Together, we will continue to soar to greater heights.

## 1.2. ABOUT THE REPORT

This sustainability report is the first of its kind published by Ethiopian Airlines Group may also referred as the Group, Ethiopian, Ethiopian Airlines. The report serves as the primary source of information for all stakeholders, presenting the policies and strategies implemented by the Group to foster a sustainable future. It outlines the Group's commitment to environmental, social, economic, and governance factors, highlighting the impacts of its operations and offering insight into its future sustainability vision.

This report has been prepared in accordance with the GRI Standards for the reporting period spanning from July 1, 2023, to June 30, 2024. Historical trends are included for key metrics such as economic value generated and carbon emissions. Single-year statistics presented in this report reflect 2023/2024 data.

The content of this report includes data on the activities undertaken by Ethiopian Airlines Group within the specified period. Unless otherwise stated, the information presented does not cover the consolidated financial data of our subsidiaries or equity partner airlines.

The main content of this report has been developed based on material assessments aligned with international best practices and guidelines. This encompasses key aspects identified through the assessments, topics required by regulatory bodies and corporate commitments, as well as stakeholder expectations.

**WE WELCOME YOUR FEEDBACK AND COMMENTS ON THIS REPORT.**

**PLEASE DIRECT YOUR INQUIRIES TO**

**[sustainability@ethiopianairlines.com](mailto:sustainability@ethiopianairlines.com)**

**OR**

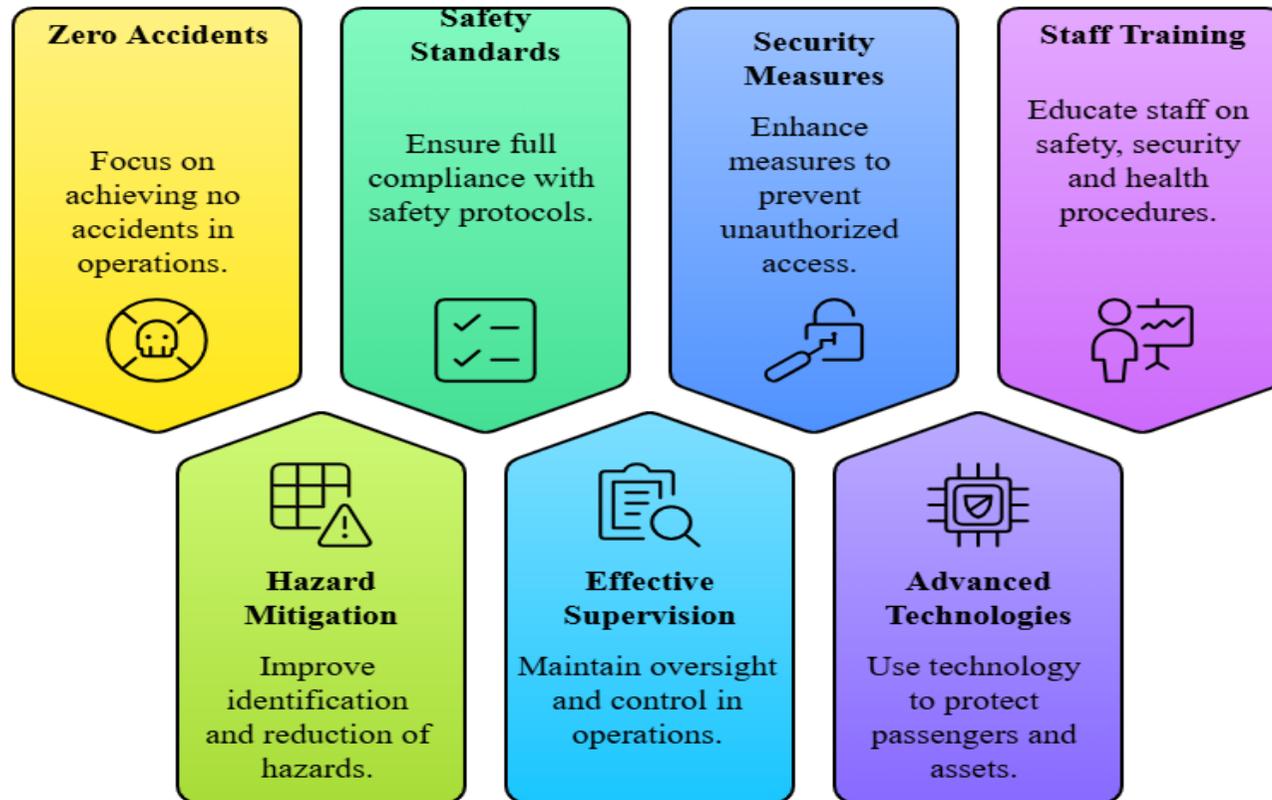
**[PR@ethiopianairlines.com](mailto:PR@ethiopianairlines.com)**

# 1.3. HIGHLIGHT OF ETHIOPIAN AIRLINES GROUP'S SUSTAINABILITY STRATEGY

Ethiopian Airlines Group integrates sustainability into its core operations, balancing environmental, social, and economic priorities to ensure long-term success. The Group's sustainability strategy is guided by a long-term vision to reduce environmental impact, enhance social development and foster economic growth. The Group's Sustainability strategy is part of the larger corporate growth strategy which spans until 2035.

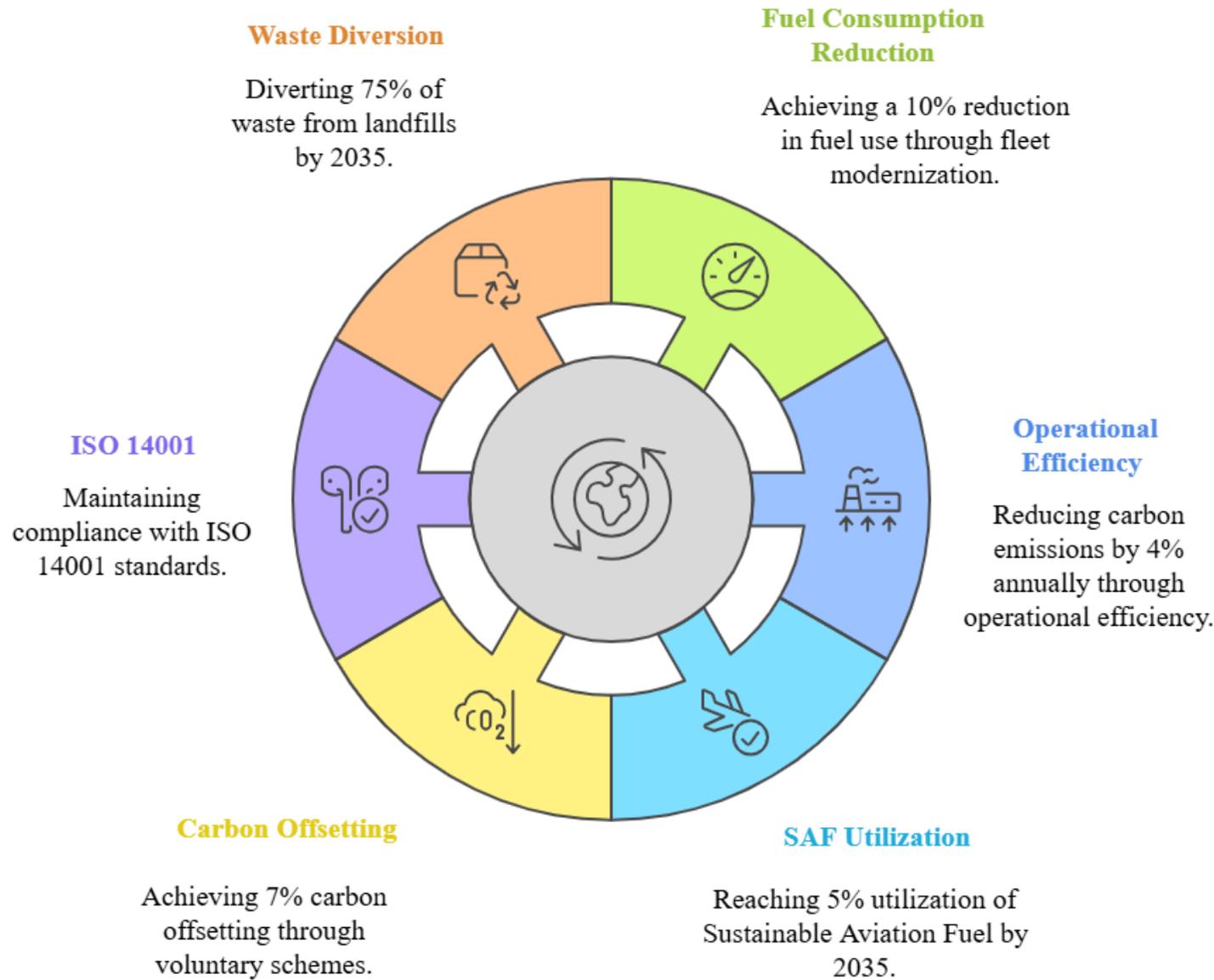
## KEY STRATEGIC GOALS

### Safety and Security Goals



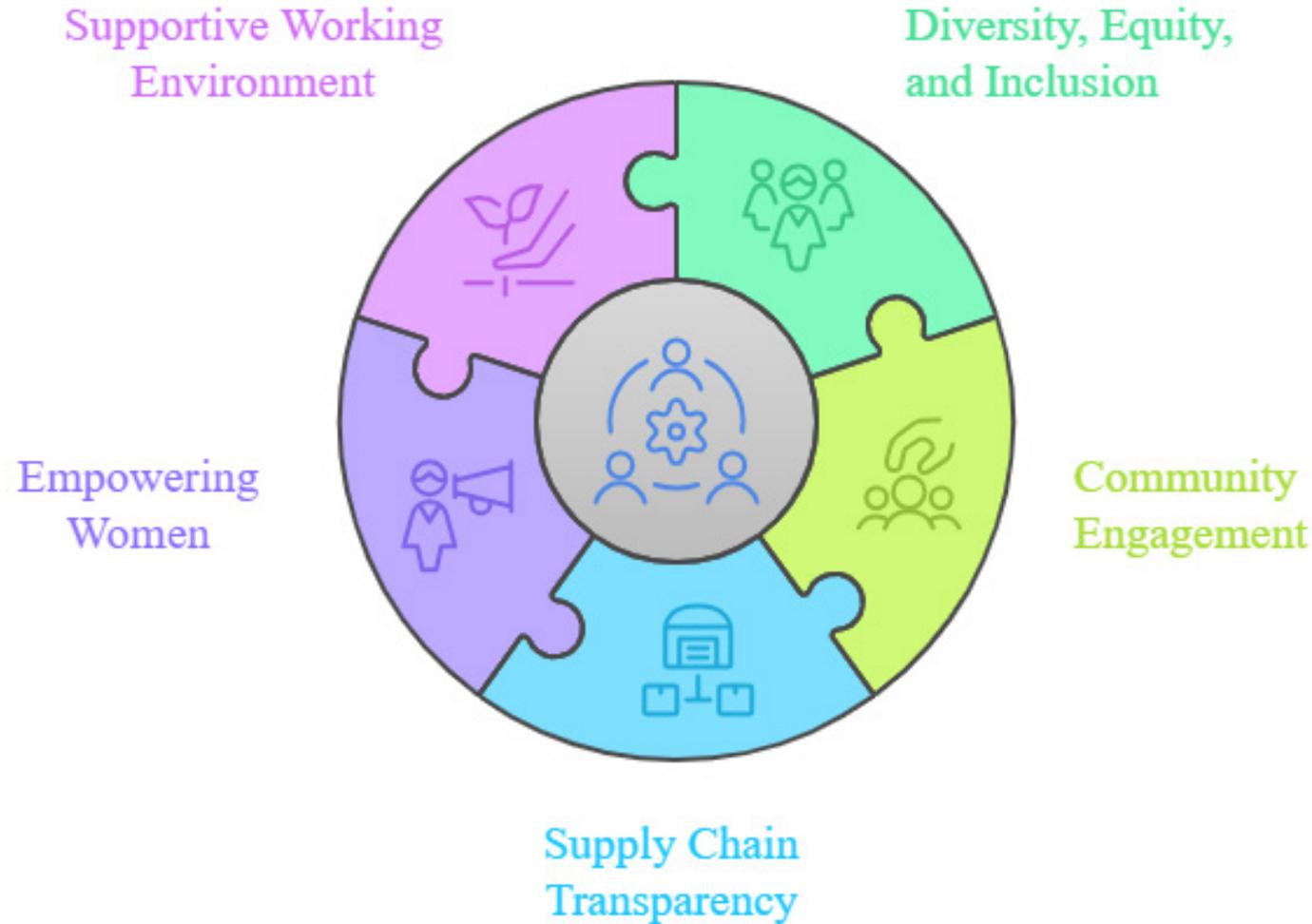
Ethiopian Airlines Group is committed to zero accidents through effective hazard mitigation and strict adherence to safety standards. It enhances security measures using advanced technologies to protect passengers, crew, and assets, while ensuring staff training for health and safety awareness.

## Environmental Sustainability Goals



Ethiopian Airlines Group has a long-standing commitment to environmental sustainability, encompassing initiatives such as resource efficiency, waste management and recycling, conservation activities, and electrification of ground equipment. The Group’s major environmental sustainability goals revolve around advancing technology, improving operational efficiency, optimizing fuel usage, and enhancing management practices. Through the strategic implementation of these goals, the Group aims to drive significant change and strengthen its global presence, extending its influence beyond Africa.

# Social Goals Overview



Ethiopian Airlines Group has incorporated key strategic objectives that support the social pillar of sustainability. The social sustainability initiatives include community programs, supply chain and diversity, equity, and inclusion (DEI) of ideas, people, culture and business as well as transparency.

Progress against these objectives are closely monitored through key metrics to assess impact on the communities where the Group operates.

## Economic Sustainability Goals

### Local Employment

Creating job opportunities in the community



### New Revenue Streams

Generating income from sustainability solutions

### Reduce Costs

Efforts to minimize expenses while maintaining operations

The contribution of Ethiopian Airlines Group to Ethiopia's national GDP, as well as its role in enhancing trade and tourism integration across Africa and the world, has been significant. This pillar of the sustainability strategy enables the Group to strengthen its support for Ethiopia's GDP while boosting Africa's trade and tourism connectivity. It achieves this through business diversification, job creation, efficient spending, and pioneering sustainability efforts. Additionally, the Group will be looking into sustainable solutions in diversifying its business operations.

## Governance Goals



### Transparency

Improve transparency through sustainability communication



### Ethical Conduct

Enhance ethical business conduct avoiding violence and corruption



### Bureaucracy Efficiency

Streamline processes for an efficient bureaucracy



### Governance Systems

Strengthen governance and assurance systems



### Risk Management

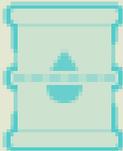
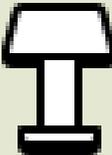
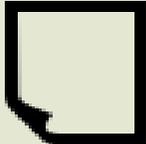
Adaptable risk management systems to address challenges

Ethiopian Airlines Group's governance goals focus on improving transparency through effective sustainability communication, fostering ethical business conduct by preventing violence and corruption, and ensuring efficient bureaucracy for smoother operations. The Group aims to strengthen governance and assurance systems to ensure accountability and trust, while also developing an adjustable risk management system to effectively address emerging challenges and uncertainties.

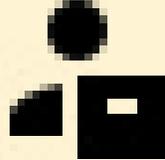
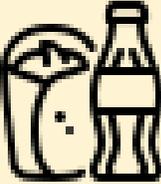
## 1.4. KEY ACHIEVEMENTS

Ethiopian Airlines Group’s key achievement and facts during the 2023/2024 fiscal year are summarized into environmental, social, economic and governance topics.

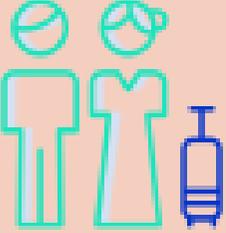
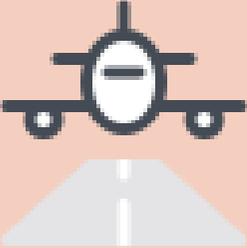
### 1.4.1. ENVIRONMENTAL

	PAX Fuel Consumption per each 100 ASK 3.02 Liters		Fuel Savings 44,685 tonnes		Emission Reduction 141,200 tonnes
	Purchased Renewable Energy Use 65,138,408 kWh		Equipment Electrification 17%		Ground Water Use 642,400 m <sup>3</sup>
	Waste Recycling 1,768 tonnes		Self-check-in Utilization 63%		Paper use 2 pack/person /year

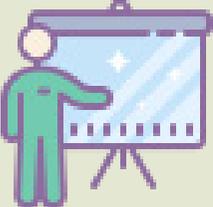
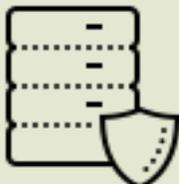
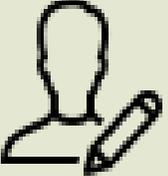
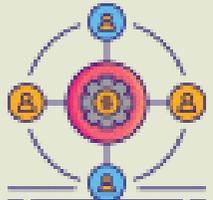
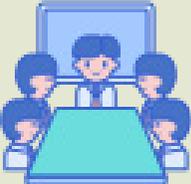
## 1.4.2. SOCIAL

	<p>Total New Hires 2,443 individuals (40% women)</p>		<p>College Graduates 2,753</p>		<p>Local Recruitment Places (locations) 20+</p>
	<p>Philanthropy (USD) 10,011,455</p>		<p>Local Suppliers 19%</p>		<p>Employee Engagement Initiatives 20+</p>
	<p>Gratis Tickets 50+</p>		<p>Humanitarian Shipment 9,567 kg</p>		<p>Foods and Drinks to the Needy 223, 200 kg</p>

### 1.4.3. ECONOMY

	<p>Passengers Carried 16.5 million</p>		<p>Passengers Flights 122,000+</p>		<p>Available Seat Kilometer (ASK) 76.7 billion</p>
	<p>Freight Tonne Kilometre (FTK)-Actual 4.5 billion tonnes</p>		<p>Cargo Flights 15,300+</p>		<p>Freight Tonne Kilometre (FTK)-Capacity 7.8 billion</p>
	<p>PAX Destinations 140+</p>		<p>Freighter Destinations 69+</p>		<p>Aircraft 150+</p>

### 1.4.4. GOVERNANCE

	Codes of Ethics Training 1,568		Number of Non-monitory Sanctions 0		Fines Against Violations (\$) 0\$
	Number Of Data Protection Impact Assessment 3		Operations Evaluated for Risk (%) 75%		Code of Asset Registration 95%
	Number of Equity Partners 7		Number of Board Members 7		Number of Board Meetings 20

### MANAGEMENT SYSTEM CERTIFICATES

- ◆ ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEM
- ◆ IATA OPERATIONAL SAFETY AUDIT (IOSA) CERTIFICATE
- ◆ CERTIFICATE OF HYGIENE & ENVIRONMENTAL COMPETENCE
- ◆ ISO 22000 FOOD SAFETY MANAGEMENT SYSTEM CERTIFICATE
- ◆ ISO 17025 LABORATORY MANAGEMENT SYSTEM CERTIFICATE
- ◆ GSO 2055:2018 HALAL CERTIFICATE

# 1.5. AWARDS AND RECOGNITIONS

- ◆ BEST AIRLINE IN AFRICA FOR SEVEN YEARS IN A ROW,
- ◆ BEST BUSINESS CLASS IN AFRICA FOR SIX YEARS IN A ROW,
- ◆ BEST ECONOMY CLASS IN AFRICA FOR SIX YEARS IN A ROW,
- ◆ BEST ECONOMY CLASS ONBOARD CATERING IN AFRICA.



## BEST CARGO AIRLINE-AFRICA



**BEST OVERALL  
IN AFRICA  
WINNER 2023**

- ◆ BEST CABIN SERVICE
- ◆ BEST ENTERTAINMENT
- ◆ BEST FOOD AND BEVERAGE
- ◆ BEST SEAT COMFORT
- ◆ BEST WI-FI IN AFRICA

## BEST AFRICAN AIRLINE 2023



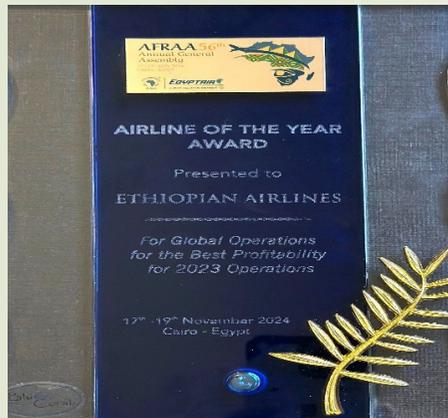
### BEST CARGO AIRLINE



### ETHIOPIAN INSTITUTIONAL ACHIEVEMENT AWARD



### AFRAA 2023 BEST AIRLINE



### US PRESIDENT'S LIFETIME ACHIEVEMENT AWARD FOR EXCEPTIONAL SERVICES



**CHAPTER 2**  
**ABOUT ETHIOPIAN**  
**AIRLINES GROUP**

## 2.1. JOURNEY OF ETHIOPIAN AIRLINES GROUP



### Chapter 1





### Leading in Africa

SKYTRAX 4-star airline  
The Best Airlines in Africa  
Ethiopian Airlines Group established

### Airport Infrastructure

Expansion of Addis Ababa Bole International Airport with 22m PAX capacity



### Blooming

Star alliance member  
Africa's 1<sup>st</sup> B787  
Major new infrastructures  
ASKY Airlines established  
Implementation of Vision 2025

### New Milestone

1<sup>st</sup> African Airline:  
100 aircraft  
Ethiopian Mozambique Airlines

### Excellence

Overall Excellence for Outstanding Crisis Leadership 2020 Award from Global Finance magazine



### New Hights

Best Airline in Africa 2022 for 5<sup>th</sup> consecutive years  
Best Air Cargo Industry Customer Care 2022.  
Voted the 26<sup>th</sup> best 100 Airline

### Transformation

New E-commerce Facility



### Continued Excellence

International Air Cargo Marketer of the Year  
75<sup>th</sup> Anniversary  
Ethiopian MRO becomes the First in Africa and the Middle East in GEnx-1B Engine Testing Capability

### Sustained Success

Best Overall in Africa Award at the 2023 APEX  
Five prestigious accolades at the SKYTRAX 2023  
Delivery of its 20<sup>th</sup> A350 powered by 30% SAF



## 2.2. VISION, MISSION AND CORPORATE VALUES

### OUR VISION

Ethiopian Airlines Group will be one of the top 20 leading aviation group in the world providing safe, secure, and sustainable aviation services by 2035

### OUR MISSION

Deliver world-class customer-oriented air transport services that offer exceptional value for money, foster a dynamic and rewarding workplace, and drive sustainable socio-economic growth in Ethiopia and across our global network.

### OUR VALUES

- ◆ As an airline, safety is our first priority
- ◆ Ethiopian is a high performance and learning organization with continuous improvements, innovation and knowledge-sharing.
- ◆ We accept change for the growth opportunity it brings and always seek for and apply the best ideas regardless of their source
- ◆ We recognize and reward employees for their performance and demonstrate integrity, respect to others, candor and teamwork, act in an open fashion and be result-oriented, creative and innovative.
- ◆ Adopt Zero tolerance to indifference, inefficiency and bureaucracy,
- ◆ Encourage 360° free flow and sharing of information
- ◆ Treat our customers the same way we would like to be treated and always look for ways to make it easier for customers to do business with us
- ◆ We are an equal opportunity employer

## 2.3. OVERVIEW OF ETHIOPIAN AIRLINES GROUP

Ethiopian Airlines Group, the flag carrier of Ethiopia, has been a leading force in African and global aviation since its establishment in 1945. A Star Alliance member since 2011, the airline has continuously expanded, setting industry benchmarks across various sectors. The Group offers a comprehensive range of services, including Passenger Transport, Cargo and Logistics, Maintenance, Repair, and Overhaul (MRO), Aerospace Manufacturing, Aviation Training, Airport and Ground Handling, Hotel Services, Customer Experience, Inflight Catering, and Commercial and Marketing Services. With a strong commitment to innovation and excellence, Ethiopian Airlines continues to drive Africa's aviation growth and enhance global connectivity.

### 2.3.1. OWNERSHIP STRUCTURE

Ethiopian Airlines Group is fully owned by the Government of the Federal Democratic Republic of Ethiopia. The Group maintains full ownership of key business units such as Ethiopian Cargo and Logistics, Ethiopian MRO, In-Flight Catering, Ground Services, Airport Services, Ethiopian International PAX Services, Ethiopian Express and Ethiopian Skylight Hotel.

Beyond its core operations, Ethiopian Airlines has made strategic investments across Africa, holding shares in multiple regional airlines and logistics ventures. As of June 30, 2024, these include a 22.46% stake in ASKY Airlines (Togo), 49% in Malawi Airlines, 51% in DHL-ET Logistics Services, 49% in Zambia Airways, 51% in Ethiopian Sky Technology P.L.C, and 99% in Ethiopian Mozambique Airlines. These partnerships reinforce Ethiopian Airlines' leadership in Africa's aviation sector and strengthen its regional presence.

### 2.3.2. ETHIOPIAN AIRLINES GROUP STRATEGIC FOCUSES

Successfully achieving its 2025 vision, Ethiopian Airlines Group has set another ambitious and sustainable growth strategy to double its fleet and network by 2035, meeting rising air travel demand while supporting Africa's Agenda 2063 for aviation development. Guided by its five-pillar strategy that are Sustainability, Human Resource, Information Technology, Fleet and Infrastructure the Group is committed to enhancing customer experience, strengthening its presence in Africa, and positioning itself among the world's top 20 aviation group by 2035.

### 2.3.2.1. ETHIOPIAN CARGO AND LOGISTICS SERVICES

Ethiopian Cargo & Logistics Services is Africa's largest cargo network operator, serving more than 69 cargo destinations worldwide. With 10 Boeing 777-200F, 2 Boeing 767-300F, 4 Boeing 737-800F freighters.

Backed by experienced professionals and state-of-the-art facilities, Ethiopian Cargo operates a one-million-ton capacity automated warehouse. Recognized as the Best Cargo Airline of the Year in Africa by Air Cargo News for two consecutive years, it plans to expand to 95 destinations with 37 freighters by 2035, aiming to handle over 3 million tons of cargo.



### 2.3.2.2. MAINTENANCE, REPAIR AND OVERHAUL (MRO)

Ethiopian Airlines Group operates the largest MRO (Maintenance, Repair, and Overhaul) facility in Africa, serving airlines across Africa, the Middle East, and beyond. Established in 1957, Ethiopian MRO provides comprehensive aircraft maintenance services, including base maintenance, line maintenance, engine overhauls, component repairs, avionics services, structural and composite repairs, calibration, and aircraft painting. The facility supports a wide range of aircraft, including Airbus (A350), Boeing (737NG, 757, 767, 777, 787), Embraer, Bombardier (DHC-8 series), and Cessna. With six modern maintenance hangars, Africa's only Dowty-approved propeller repair shop, and a Boeing-certified wire harness manufacturing plant. Ethiopian MRO is a key player in aviation maintenance.

Equipped with state-of-the-art engine and component workshops, Ethiopian MRO has expertise in overhauling PW150A and CFM56-7B engines and APUs (GTCP331-200, GTCP131-9B/9A). It is certified by ECAA, FAA, EASA, and over 20 other aviation authorities, ensuring compliance with global safety and quality standards. The ISO/IEC 17025:2017-accredited calibration lab provides precision testing for aircraft tools and equipment. Ethiopian MRO also plays a crucial role in aircraft system engineering, fleet management, passenger-to-cargo conversions, and total care support. As part of its long-term vision, it aims to rank among the top 10 global MRO providers by 2035, contributing to the advancement of Africa's aviation sector while creating over 4,000 job opportunities for young professionals.



### 2.3.2.3. ETHIOPIAN IN-FLIGHT CATERING

Established in 1968, Ethiopian In-Flight Catering offers diverse, high-quality meals crafted by skilled local and international chefs. From traditional Injera and vegan options to Chinese, Halal, Kosher, Indian, and Italian cuisines. It ensures a premium dining experience for every passenger. With a capacity to produce 100,000 meals daily, the facility maintains the highest standards, featuring a state-of-the-art microbiology lab for rigorous quality control.

Passengers have the option to pre-order their meal during booking or before their flight, ensuring their dietary needs are met while also reducing their environmental footprint.



### 2.3.2.4. ETHIOPIAN AVIATION UNIVERSITY (EAU)

Ethiopian Aviation University (EAU) is Africa's largest and most advanced aviation university, with 68 years of experience in producing top-tier aviation professionals. The university attracts students from various countries across Africa, Asia, and around the world, fostering a rich, diverse, and multicultural student mix. Recognized as an ICAO-designated Regional Training Center of Excellence, an EASA-approved Maintenance Training Organization, an IATA Authorized Training Center, and an ECAA-approved Training Organization. EAU offers high-quality education and training in pilot training, aircraft maintenance, cabin crew operations, and ground services. It also provides undergraduate and master's degrees in aviation maintenance, aeronautical engineering, aviation operations management, and leadership, ensuring a comprehensive education for future aviation leaders.

EAU's state-of-the-art training facilities include full-flight simulators for A350, B787, B777, B767/B757, B737 MAX & NG, and Q400 aircraft, alongside specialized maintenance workshops for hands-on learning. The university also offers real-time and emergency scenario training for cabin crew, ensuring graduates are equipped with the skills needed to excel in any situation. With an annual capacity of 4,000 students, EAU's modern campus features advanced classrooms, a well-stocked library, dormitories, an auditorium, and a cafeteria. The university's training programs are tailored to meet international standards, and its accredited diploma, undergraduate, and postgraduate programs are designed to provide students with contemporary knowledge and practical experience. Looking ahead, EAU aims to expand its enrollment to over 10,000 students by 2035, strengthening its position as a leading aviation training hub and a key contributor to developing skilled professionals who will drive the future of the global aviation industry.

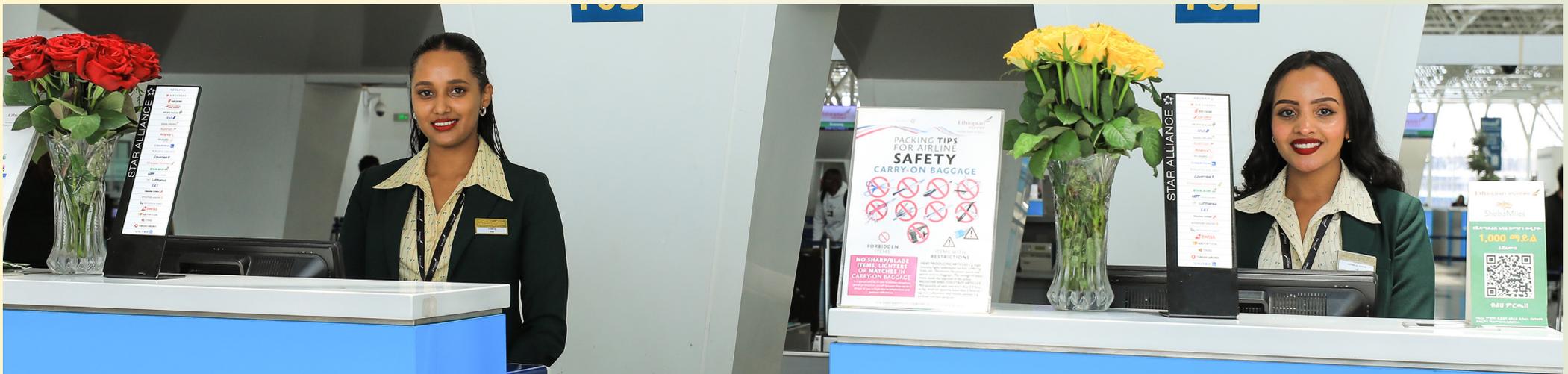


### 2.3.2.5. ETHIOPIAN GROUND SERVICES

Ethiopian Ground Services is the leading ground handling provider at Addis Ababa Bole International Airport (HAAB), managing Ethiopian Airlines flights, cargo operations, non-scheduled services as well as customer airlines services. Equipped with modern ground support equipment and highly trained staff, it ensures seamless operations with a focus on safety, efficiency, and quality service.



With a Vision 2035 goal to become Africa's most efficient ground service provider, it aims to expand to other African airports through joint ventures and acquisitions. Ethiopian Ground Services delivers comprehensive handling solutions, including VIP flight services, while continuously enhancing industry standards and customer satisfaction.



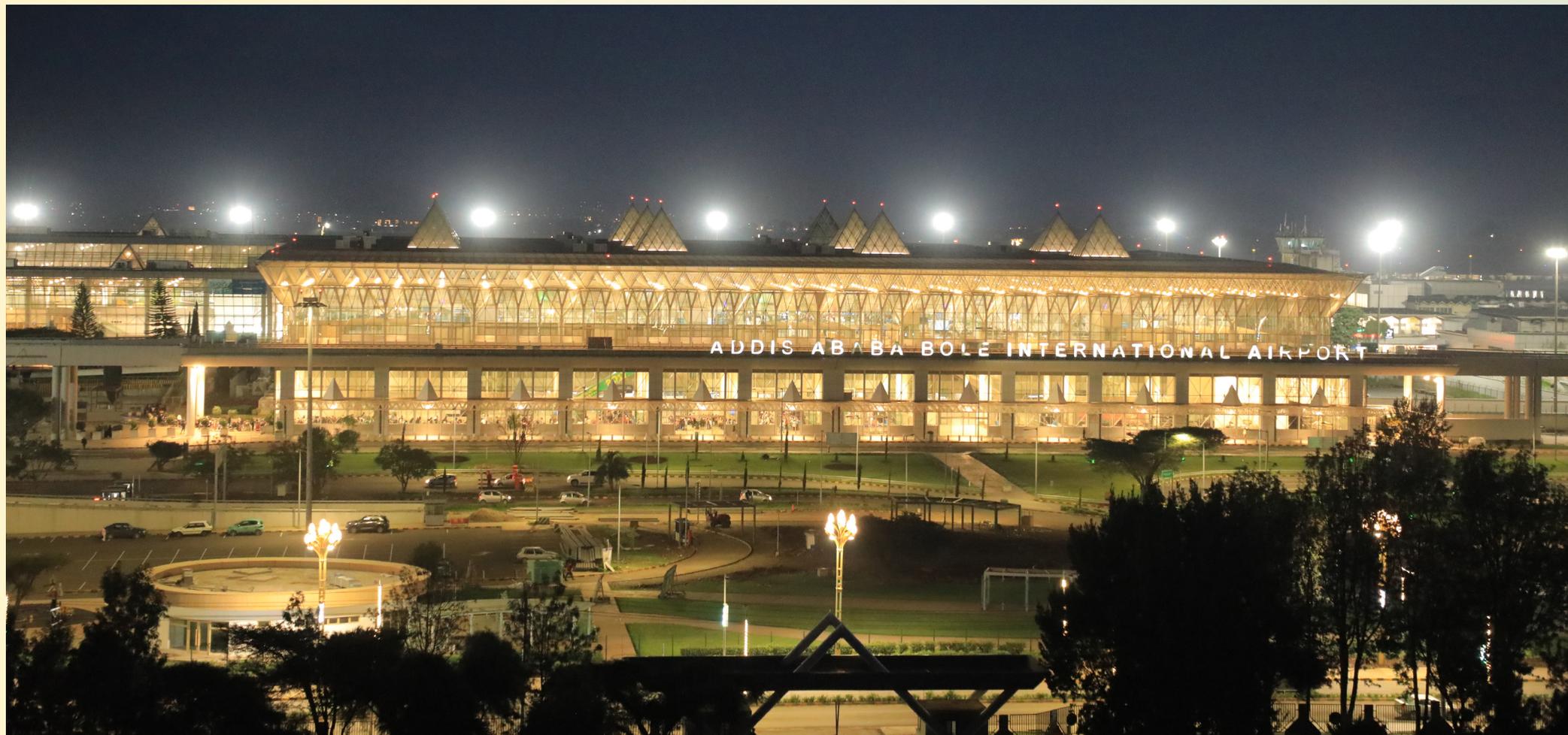
### 2.3.2.6. ETHIOPIAN SKYLIGHT HOTEL

Ethiopian Skylight Hotel, a five-star luxury hotel, is located just five minutes from Addis Ababa Bole International Airport. With 1,024 rooms, including Executive Suites, Presidential Suites, accessible rooms, and apartments, it is one of Africa's largest hotels, catering to both business and leisure travelers.

Located within Addis Ababa Bole International Airport, Ethiopian Skylight In-Terminal Hotel offers a relaxing and fully serviced stay for travelers. Offers 97 rooms, along with conference rooms, a restaurant, a gym, and other amenities, providing a premium stay for transiting passengers. Guests can enjoy a massage, shower facilities, a traditional Ethiopian coffee ceremony, and comfortable sleeping rooms. The hotel also features a TV room, bar, meeting rooms, and a kids' corner, all with a stunning view of the city. Ideal for transit passengers and layovers, it provides the perfect blend of comfort and convenience.



### 2.3.2.7. ETHIOPIAN AIRPORT SERVICES



Ethiopian Airport Services, reestablished as an independent government enterprise in 2003, has been enhancing airport operations by upgrading and building modern facilities. Merged with Ethiopian Airlines Group in 2017 as a Strategic Business Unit, it currently manages four international and 22 domestic airports. Major expansions have been completed at Addis Ababa Bole International Airport and domestic regional airports. By 2035 it aims to serve over 75 million passengers annually while reducing departure and arrival waiting times to 50 and 35 minutes, respectively.

### 2.3.2.8. ETHIOPIAN INTERNATIONAL AND EXPRESS PASSENGER SERVICES

Ethiopian Airlines Group is committed to delivering a world-class customer experience across its operations, with a strong emphasis on its international passenger and express services. The Group ensures seamless travel to and from destinations worldwide, prioritizing customer satisfaction and operational excellence at every touchpoint. To further enhance this experience, Ethiopian Airlines consistently introduces the latest and most comfortable aircraft, satisfying the diverse needs of its passengers. The Group aims to operate one of the youngest and most modern fleets, ensuring superior comfort and luxury for travelers. With over 3,000 weekly flights, Ethiopian Airlines is focused on customer-centric products and services, with the goal of carrying over 65 million passengers by 2035.



**CHAPTER 3**  
**SUSTAINABILITY AT**  
**ETHIOPIAN AIRLINES**  
**GROUP**

### 3.1. SUSTAINABILITY GOVERNANCE

The Group’s Business Sustainability Department ensures the execution of sustainability strategy with the close supervision of Vice President Internal Audit, Quality Management System, Safety Management System, Compliance and Business Sustainability. Relevant business units established sustainability teams and are responsible for ongoing planning and implementation of necessary activities, in collaboration with the corporate team and reports on progress and practices.

The Corporate Sustainability Department reports annual performance and periodic reports to the Vice President for review against strategic and annual targets to enhance sustainability performance.

Annual sustainability performance review is held every year in the presence of the Group Chief Executive Officer and all other senior management members. The result of the management review as determined by senior management is followed up for implementation by the Group Business Sustainability Department in collaboration with relevant units and regularly reviewed in Management Review Meetings.

To further strengthen sustainability efforts, a Sustainability committee is made-up of senior executives to follow up the identification of potential projects and its proper evaluation and further propose decisions to the executives and oversee implementation and monitoring.

Ethiopian Foundation on the other hand coordinates and implements the Groups humanitarian activities in education, health and social welfare. The current structure of sustainability function is depicted in the below figure



## 3.2. MANAGEMENT OF EMERGING RISKS AND OPPORTUNITIES

The airline industry faces significant challenges in the coming decade, particularly in addressing climate change and aviation emissions, which require strong and persistent efforts. The global aviation sector has committed to achieving Net-Zero emissions by 2050, employing strategies such as investing in fuel-efficient aircraft, optimizing flight operations, scaling up Sustainable Aviation Fuel (SAF) adoption, and exploring next-generation propulsion technologies like hydrogen and electric power. For residual emissions, carbon offsetting remains a key complementary measure.

However, this ambitious transition comes with both risks and opportunities. Many solutions are still in early development stage, facing technological, regulatory, and economic uncertainties that may take over a decade to resolve. The complexity of sustainability-related risks necessitates a comprehensive and proactive risk management approach.

Ethiopian Airlines Group has thoroughly assessed and evaluated actual and potential risks and opportunities associated with its sustainability journey. The Group has established robust mechanisms to identify, mitigate, and monitor emerging physical and transitional risks, including those arising from supply chains and external market factors.

The following Risk and Opportunity Portfolio (Table 4.2.1) summarizes the key environmental, social, and economic risks affecting Ethiopian Airlines Group, along with the mitigation strategies implemented or planned to address them.

**TABLE 3.2.1. SUSTAINABILITY RISK AND OPPORTUNITY**

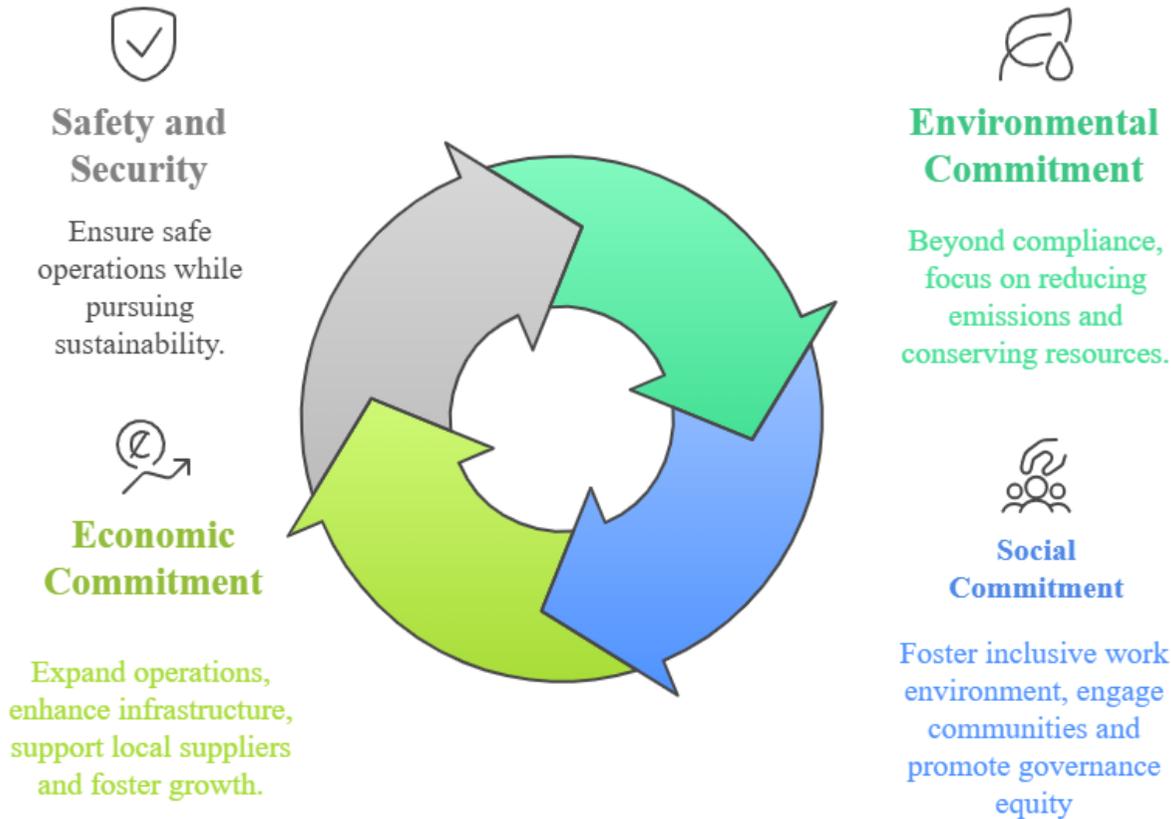
Risk Category	Risk Description	Mitigation Actions
Climate Change & Weather Events	Rising temperatures, extreme weather, and flooding impacting operations and infrastructure.	Strengthening airport infrastructure, implementing real-time weather tracking, and updating emergency response plans.
Resilience to Climate Change	Need to adjust operations to remain resilient to long-term requirements, including evolving regulations, fuel efficiency standards, and growing market demand for sustainability.	Optimizing flight routes, investing in fuel-efficient aircraft, specialized training for staff and integrating sustainable practices into daily operations.

Pollution & Air Quality	Industrial waste, hazardous chemicals, fuel consumption and emission affecting ecosystems and health.	Waste management programs, transitioning to biodegradable packaging, reducing single-use plastics, and fuel-efficient operations and transition to renewable energy.
Energy Efficiency & Resource Use	High energy consumption in buildings and aviation operations.	Leadership in Energy and Environmental Design (LEED) certification, solar energy expansion, energy-efficient lighting, and smart monitoring systems.
Carbon Footprint & Regulatory Risks	Carbon pricing, emissions regulations, and financial impacts.	Investing in carbon markets, SAF procurement, and financial risk assessments.
Community & Social Expectations	Reputation risks due to public sustainability expectations.	Transparent sustainability reporting, employee engagement, and community programs.
Safety, Health & Security Risks	Public health threats, cyber threats, and geopolitical instability.	Strict safety protocols, cybersecurity frameworks, and risk management.
Energy Costs & Supply Chain Risks	Rising fuel costs and resource constraints.	Fuel hedging, SAF integration, and diversified supplier networks.
Global Trends & Sustainability Shifts	Circular economy, waste reduction, alternative packaging, and green finance.	Expanding recycling programs, reducing plastic waste, investing in green financing, and supplier engagement.

### 3.3. ETHIOPIAN AIRLINES GROUP'S SUSTAINABILITY POLICY COMMITMENT

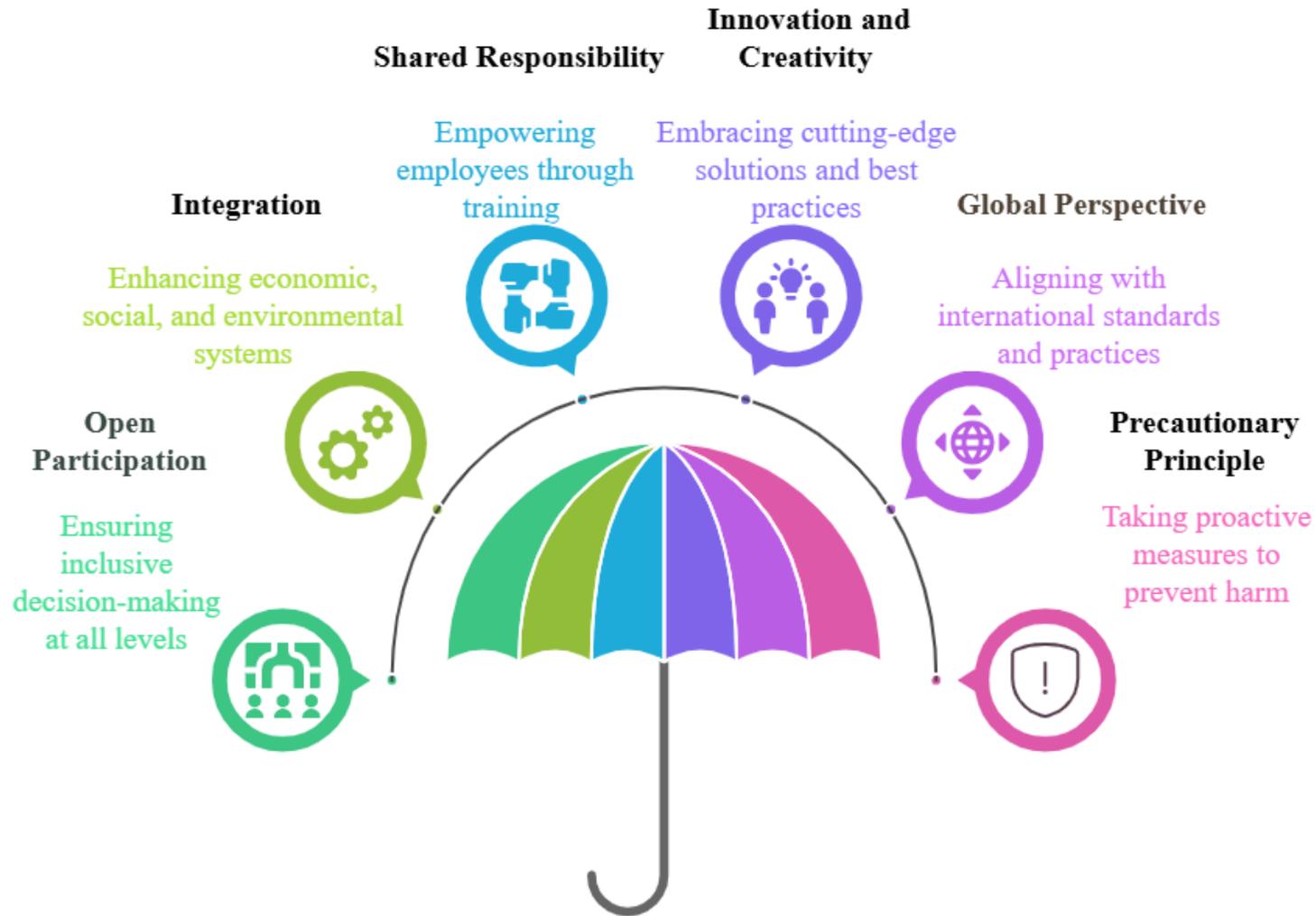
Ethiopian Airlines Group is committed to sustainable business practices ensuring positive economic, social, and environmental impacts. This commitment ensures Ethiopian Airlines Group operates responsibly while driving long-term sustainability and shared value creation.

#### Sustainability Framework



The implementation of sustainability at Ethiopian Airlines Group is guided by core principles that shape its sustainability efforts. These principles serve as the foundation for decision-making, prioritization, and the pursuit of excellence throughout the Group's sustainability journey.

# Sustainability Principles

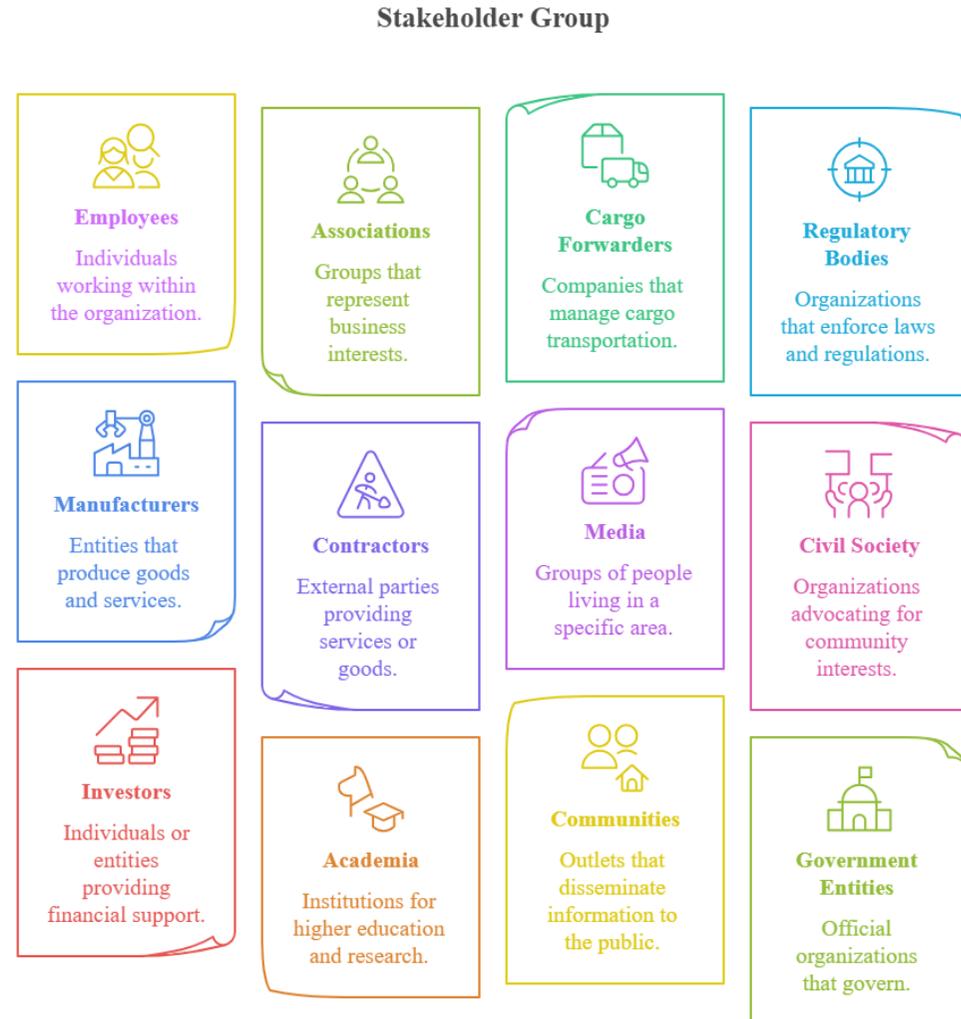


### 3.4. STAKEHOLDER MAP OF ETHIOPIAN AIRLINES GROUP

Ethiopian Airlines Group is deeply connected to Ethiopia’s society and the global aviation industry. Recognizing the diverse needs and expectations of our stakeholders, we engage with them regularly to inform business decisions and manage our sustainability impacts effectively.

We define stakeholders as groups that interact with or are influenced by our operations. Engagement methods include surveys, meetings, forums, and committees. In 2023/24, we maintained active communication with key stakeholders to ensure transparency and address concerns related to sustainability and environmental impact.

Ethiopian Airlines Group is committed to proactive stakeholder engagement to drive sustainability and operational excellence. The Group believes that addressing stakeholder concerns, fostering collaboration, and aligning with international standards enhances its long-term impact on people, the planet, and economic growth. The stakeholder map outlines a non-exhaustive list of key stakeholder groups, followed by a summary of their interests, and the engagement mechanisms used, aligned with the Global Reporting Initiative (GRI) standards.



### Stakeholder Interests in Ethiopian Airlines Group



### MEANS OF COMMUNICATIONS-EXTERNAL:

Annual reports, press releases, interviews, and factsheet, meetings, social media, website, videoconferences, calls, mails, visits etc. Key topics included new routes, press releases, fleet planning, sustainability initiatives, and awards.

### MEANS OF COMMUNICATIONS-INTERNAL:

Communication through reports, interviews, meetings, emails, training, surveys, news, and portal. Key initiatives included HR support, work-life balance policies, education and career growth, fringe benefits, wage improvements, and career progression.

## 3.5. MATERIAL ISSUES AND MATERIALITY MATRIX

Ethiopian Airlines Group is committed to sustainability as a core business strategy, integrating environmental, social, and economic considerations into its operations. The airline aligns its efforts with global sustainability frameworks, national regulations, and industry best practices to ensure responsible and efficient business growth while minimizing environmental impact.

Materiality assessment helps Ethiopian Airlines Group identify and prioritize sustainability issues that are most significant to its business operations and stakeholders. The materiality matrix below categorizes key issues based on their impact on business success and stakeholder concerns.

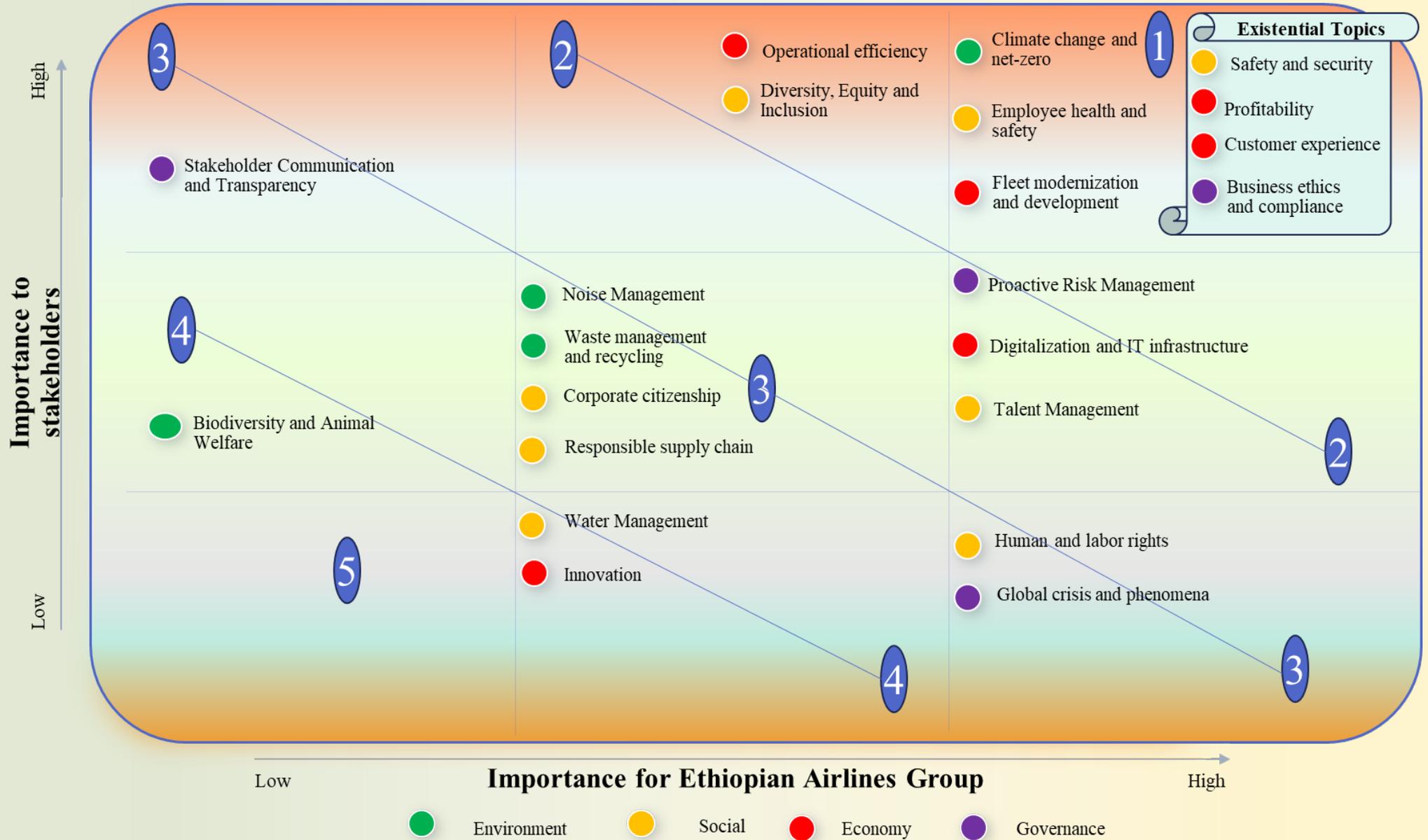
### 3.5.1. PRIORITY SUSTAINABILITY TOPICS

The aviation industry faces diverse social, economic, and environmental challenges, as a result airlines prioritize issues differently based on individual circumstances and strategic objectives. Ethiopian Airlines Group has developed its sustainability strategy by systematically identifying and prioritizing material issues aligned with international standards, stakeholder expectations, and the UN Sustainable Development Goals (SDGs).

A comprehensive materiality assessment was conducted, considering industry trends, regulations, and global frameworks, as well as stakeholder feedback from internal and external parties, such as employees, customers, suppliers, and financial institutions. Workshops and surveys involving 116 employees and 72 external stakeholders were held to rank sustainability topics. As a result, 22 material issues were identified and included in a Materiality Matrix, categorized as 1st Level Material issues (total 7), 2nd level material issues (total 5), 3rd level material issues (total 7) and 4th level material issues (total 3) in order from high impact to low impact.

Among the high-impact (1st level) material issues, four are identified as the Group's core, unchangeable existential topics. These material issues, approved by senior management, will guide Ethiopian Airlines Group's future sustainability initiatives and investments.

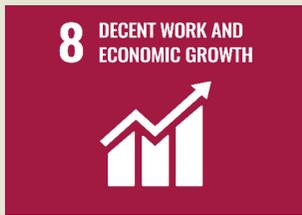
Figure 3.5.1 Materiality Matrix

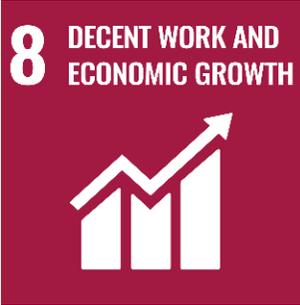


### 3.6. SUSTAINABLE DEVELOPMENT GOALS AND OUR IMPACT

The UN Sustainable Development Goals (SDGs) provide a global framework for a more sustainable future. As a leading airline, Ethiopian Airlines Group integrates sustainability into its operations, aligning business strategies, services, and value chains with these goals. Ethiopian Airlines Group is committed to advancing all SDGs as presented in the table below, prioritizing areas where we can deliver the most significant impact. We strive to improve environmental sustainability, stimulate economic growth, and promote social progress and strong governance systems across Africa and beyond.

**TABLE 3.6.1. SDGS AND OUR IMPACT**

2023/2024 MATERIAL ISSUES	Management of Material Issues	Related Topic	Related SDG's
<p><b>FLIGHT SAFETY AND SECURITY</b></p>	<p>Ethiopian Airlines Group ensures the highest safety and security standards through a proactive, risk-based approach aligned with global best practices. With strong governance, comprehensive training, and rigorous audits, safety is managed at both corporate and divisional levels. The Director of Safety reports operational safety issues to the Group's CEO, and the Safety Management System (SMS) undergoes regular audits by ECAA, IOSA, EASA, and FAA. On the other hand, the Security of the operation is led by Director Corporate Security in collaboration with relevant national stakeholders.</p>	<p>Safety and Security Management</p>	
<p><b>FINANCIAL PROFITABILITY AND SUSTAINABILITY</b></p>	<p>The Group's commitment to fast and profitable and sustainable growth, driven by strong leadership and experience, has ensured consistent financial profitability while generating significant value for the broader economy.</p>	<p>Fast Profitable and Sustainable Growth</p>	 

<p><b>CUSTOMER EXPERIENCE AND SATISFACTION</b></p>	<p>Through continuous integration of innovative, digital, and emerging technologies, the Group has significantly enhanced service excellence and passenger experience. Ethiopian ensures a seamless, customer-centric travel experience by offering a comprehensive range of services, including air travel, hotel accommodations, and curated tourism packages featuring national parks, and luxury lodges.</p>	<p>Customer Experience and Satisfaction</p>	<p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p> 
<p><b>BUSINESS ETHICS AND COMPLIANCE</b></p>	<p>Ethiopian Airlines maintains high level ethical standards through its Code of Conduct, ensuring compliance, integrity, and transparency. Employees report concerns confidentially, with strict Anti-Bribery and Corruption (ABC) policies in place. Ethics training, awareness programs, and performance evaluations reinforce accountability, supporting a responsible and ethical corporate culture.</p>	<p>Business Ethics and Compliance</p>	<p><b>10 REDUCED INEQUALITIES</b></p>  <p><b>6 PEACE, JUSTICE AND STRONG INSTITUTIONS</b></p> 

<p><b>CLIMATE CHANGE MITIGATION AND NET-ZERO 2050</b></p>	<p>Ethiopian Airlines Group attempts to advance climate change mitigation and net-zero efforts through fuel efficiency, fleet modernization, use of Sustainable Aviation Fuel (SAF), and resource optimization. The airline actively manages climate-related risks and collaborates with relevant organizations to ensure transparency and compliance. The consequences of these initiatives have a profound impact on climate change, air pollution, health and economy.</p>	<p>Climate Change Mitigation and Net-Zero</p>	<p><b>13 CLIMATE ACTION</b></p>  <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>  <p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p> 
<p><b>EMPLOYEE HEALTH AND SAFETY</b></p>	<p>Ethiopian Airlines Group ensures a safe and healthy work environment with medical facilities, wellness programs, and a strong safety culture. Employees have access to preventive healthcare, a modern gym, and regular safety training. The airline goes beyond legal requirements by actively identifying hazards, managing risks, and following global safety standards to protect all employees.</p>	<p>Employee Health and Safety</p>	<p><b>3 GOOD HEALTH AND WELL-BEING</b></p>  <p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p> 

<p><b>FLEET MODERNIZATION AND DEVELOPMENT</b></p>	<p>As its core strategic goal Ethiopian Airlines Group prioritizes continuous fleet modernization and development of supporting infrastructures. Modern fuel-efficient aircraft helps to increase capacity and meet demands, boosting economic growth, and improves air connectivity while supporting trade, tourism, and job creation. Besides, the introduction of new and advanced aircraft cuts fuel by up to 25%, enhancing efficiency and reducing emissions.</p>	<p>Fleet Modernization and Development</p>	<div data-bbox="1861 352 2163 655"> <p><b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>  </div> <div data-bbox="1861 663 2163 967"> <p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p>  </div> <div data-bbox="1861 975 2163 1278"> <p><b>13</b> CLIMATE ACTION</p>  </div>
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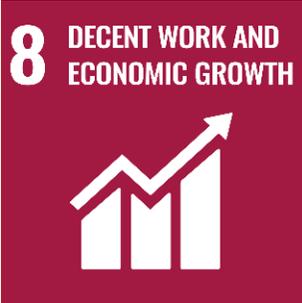
<p><b>OPERATIONAL EFFICIENCY</b></p>	<p>Ethiopian Airlines Group implements several best practices to improve resource consumption. These best practices include continuous descent and landing, single engine taxi and other structural modifications which are fundamental to sustainable business endeavors. The application of advanced fuel management and emissions monitoring supports its emission intensity reduction goal from operational efficiency through to 2035, reinforcing its sustainability leadership.</p>	<p>Operational Efficiency Practices</p>	<div data-bbox="1856 161 2163 469"> <p><b>13 CLIMATE ACTION</b></p>  </div> <div data-bbox="1856 477 2163 785"> <p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p>  </div>
<p><b>DIVERSITY, EQUITY AND INCLUSION</b></p>	<p>Ethiopian Airlines Group promotes diversity, equity, and inclusion by ensuring fair hiring practices, providing trainings, and maintaining a strong non-discrimination policy. The company actively seeks women talents and fosters gender diversity through all-women operated flights and women-led initiatives.</p>	<p>Diversity, Equity, and Inclusion</p>	<div data-bbox="1856 807 2163 1115"> <p><b>5 GENDER EQUALITY</b></p>  </div> <div data-bbox="1856 1123 2163 1431"> <p><b>10 REDUCED INEQUALITIES</b></p>  </div>

<p><b>PROACTIVE RISK AND CRISIS MANAGEMENT</b></p>	<p>Through its robust Enterprise Risk Management (ERM) framework, Ethiopian Airlines Group proactively identifies and mitigates risks to enhance health and well-being, build resilient infrastructure, and strengthen institutional effectiveness. This includes addressing climate-related challenges, fortifying cybersecurity, and ensuring the safety and security of customers, employees, and communities. By enhancing crisis preparedness and risk mitigation strategies, the Group fosters sustainable operations, inclusive growth, and strong governance.</p>	<p>Enterprise Risk Management</p>	<div data-bbox="1848 339 2184 662"> <p><b>3 GOOD HEALTH AND WELL-BEING</b></p>  </div> <div data-bbox="1848 662 2184 981"> <p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p>  </div> <div data-bbox="1848 981 2184 1297"> <p><b>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</b></p>  </div>
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<p><b>DIGITALIZATION AND IT INFRASTRUCTURE</b></p>	<p>Ethiopian Airlines Group drives economic growth, innovation, and operational efficiency by leveraging advanced digitalization and robust IT infrastructure. The Group ensures resilient and secure systems through NIST-standard data security protocols, comprehensive penetration testing frameworks, and continuous employee training. Ongoing investments in cutting-edge IT solutions and a cloud-based data center will further enhance technological resilience, optimize resource management, and support sustainable industrial growth, reinforcing the Group’s long-term commitment to digital transformation and economic sustainability.</p>	<p>Digitalization and IT Infrastructure</p>	<p><b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>  <p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p> 
<p><b>TALENT MANAGEMENT</b></p>	<p>Ethiopian Airlines Group prioritizes talent management and employee retention through comprehensive training, well-being programs, and inclusive recruitment. With 37% female workforce, leadership development, and international hiring, the company fosters career growth. Ethiopian Aviation University offers extensive training, including leadership programs through partnership with foreign universities. Moreover, initiatives such as STEM capacity building and other coalitions to enhance aviation and related knowledge underscore the significance of our actions.</p>	<p>Employee Retention</p>	<p><b>4</b> QUALITY EDUCATION</p>  <p><b>17</b> PARTNERSHIPS FOR THE GOALS</p> 

<p><b>NOISE MANAGEMENT</b></p>	<p>Ethiopian Airlines Group minimizes noise pollution by operating a modern, low-noise fleet, including Airbus A350, Boeing 787, and Boeing 737-Max. The airline meets or exceeds ICAO Chapter 4 noise standards and optimizes flight routes and procedures to further reduce noise impact.</p>	<p>Noise Management</p>	
<p><b>WASTE MANAGEMENT AND RECYCLING</b></p>	<p>Ethiopian Airlines Group implements integrated waste management aimed at minimizing environmental impact. The airline prioritizes waste segregation at the source and execute further sorting. The Group partners with licensed recyclers for proper disposal. On the other hand, sustainable catering practices focus on reducing food waste and using recycled packaging where possible. Additionally, employee training programs raise awareness of sustainable waste practices.</p>	<p>Waste Management and Recycling</p>	  

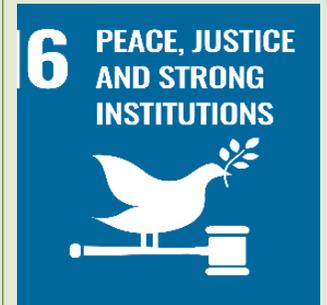
<p><b>CORPORATE CITIZENSHIP</b></p>	<p>Ethiopian Airlines Group drives economic growth through enhanced air connectivity, supports communities with over 10 million USD in social initiatives, engages in sustainability efforts like tree planting and education, and promotes Ethiopian culture through in-flight experiences and tourism development.</p>	<p>Corporate Citizenship</p>	
<p><b>RESPONSIBLE SUPPLY CHAIN</b></p>	<p>Ethiopian Airlines Group ensures a responsible supply chain through a strong procurement policy that prioritizes quality, safety, and sustainability. Suppliers are evaluated based on technical, economic, and quality criteria, with strict anti-bribery measures in place. The airline supports local businesses, sourcing local farmers and suppliers, aligning with its Corporate Social Responsibility initiatives.</p>	<p>Responsible Supply Chain</p>	

<p><b>HUMAN AND LABOR RIGHT</b></p>	<p>Ethiopian Airlines Group upholds fair labor practices, ensuring ethical employment, workplace safety, and equal opportunities. It follows International Labor Organizing (ILO) conventions ratified by Ethiopia and the country it operates and Ethiopian labor laws, prohibiting child and forced labor while promoting merit-based hiring. Employees receive competitive wages, health benefits, and professional development.</p>	<p>Human and Labor Rights</p>	 
<p><b>WATER MANAGEMENT</b></p>	<p>Ethiopian Airlines Group prioritizes sustainable water management by developing its own water wells at regional airports and investing over \$13 million in a dedicated well for Addis Ababa Airport to reduce reliance on municipal water and reduce the social impact as water is the scarce resource around the city. The airline also implements water-saving measures by installing motion-detecting faucets, high-pressure suction and low-flow toilets, to enhance conservation and minimize environmental impact.</p>	<p>Water Management</p>	 

**GLOBAL  
CRISIS AND  
PHENOMENA**

Ethiopian Airlines Group adopts a strategic and resilient approach to addressing economic, health, and climate-related crises, ensuring stability and continuity in the face of challenges. Strengthened by experienced leadership and a strong corporate culture, the Group implements agile and adaptive strategies to mitigate risks and safeguard stakeholders. Key initiatives include operational flexibility, business diversification, geographic expansion, and investment in advanced infrastructure. These measures enhance institutional resilience, promote sustainable urban connectivity, and reinforce governance systems, contributing to long-term stability and inclusive growth.

Global Crises and Ethiopian Airlines Group's Response



<p><b>BIODIVERSITY AND ANIMAL WELFARE</b></p>	<p>Ethiopian Airlines Group minimizes its impact on biodiversity and animal welfare through conservation, habitat restoration, and pollution control. It follows strict animal welfare policies, collaborates with conservation organizations, and ensures responsible wildlife management at airports.</p>	<p>Biodiversity and Animal Welfare</p>	 <p><b>15</b> LIFE ON LAND</p>
<p><b>INNOVATION</b></p>	<p>Ethiopian Airlines Group drives innovation through fleet modernization, aerospace manufacturing, digital transformation and innovative travel services. The airline integrates an innovative African flavored hospitality into its customer experience service, covering air travel, hotels, tourism, and other services. In addition, Ethiopian Airlines Group will remain at the forefront of development in computer technology and other aviation solutions to optimize resource and improve operational efficiency.</p>	<p>Aircraft Technology</p>	 <p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p>  <p><b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>

# **CHAPTER 4**

# **SAFETY AND SECURITY**

## 4.1. SAFETY MANAGEMENT

### 4.1.1. SAFETY MANAGEMENT PRACTICES

Ethiopian Airlines Group upholds the highest standards of safety through a proactive, risk-based approach aligned with its core values, policies, procedures, regulatory requirements, and international best practices. The Group's unwavering commitment is reflected in its robust governance framework, continuous training programs, and rigorous assurance and inspection processes.

The Group continuously invests in innovative technology and research to enhance its processes, service quality, and overall customer satisfaction to ensure the safety and security of its customers and business partners while maintaining seamless operations and exceptional travel experience.

### 4.1.2. INTEGRATED SAFETY MANAGEMENT

Safety management at Ethiopian Airlines Group is implemented throughout all divisions with a dedicated managerial offices and certified group of experts and coordinated at corporate level by Director Corporate Quality, Safety and Compliance, ensuring a holistic and structured approach across all operational areas. This decentralized yet coordinated framework fosters proactive risk mitigation, operational resilience, and accountability throughout the organization. Safety measures extend across flight operations, ground handling, maintenance and engineering, customer services, airport operation, catering, and cargo services, reinforcing a group-wide safety culture.

### 4.1.3. SAFETY MANAGEMENT SYSTEM (SMS)

Ethiopian Airlines Group's Safety Management System (SMS) is built upon four fundamental pillars that ensure a robust and effective approach to aviation safety. The first pillar, Safety Policy and Objectives, focuses on defining strategic safety goals while ensuring compliance with both national and international regulations. Safety Risk Management involves identifying, assessing, and mitigating operational risks through structured safety assessments. To maintain high safety standards, Safety Assurance is implemented through continuous monitoring, safety audits, and performance tracking, ensuring adherence to global benchmarks. Lastly, Safety Promotion enhances awareness and fosters a strong safety culture through training and effective communication, reinforcing the airline's commitment to safety excellence.

### Safety Management Overview

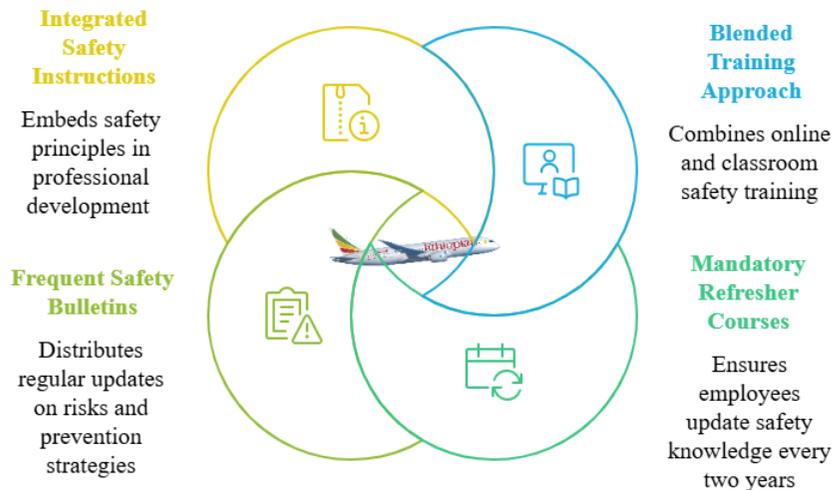


### SAFETY ASSURANCE

Ethiopian Airlines Group has a strong internal audit culture conducted by experts from respective divisions and corporate safety and quality department. The Audit process follows an independent observation and assurance of operational safety and quality. In addition, The Group’s SMS undergoes regular audits by national and international regulatory bodies, including Ethiopian Civil Aviation Authority (ECAA), IATA Operational Safety Audit (IOSA), European Union Aviation Safety Agency (EASA). These audits enhance the Group’s credibility and fosters its commitment to exceeding safety requirements and maintaining a zero-compromise approach to aviation safety.

### 4.1.3.1. TRAINING AND AWARENESS

#### Building a Strong Safety Culture



A strong safety culture is reinforced through comprehensive training programs that emphasize both technical expertise and human factors in safety management. Key components include:

### 4.1.3.2. LEADERSHIP OVERSIGHT

The leadership of Ethiopian Airlines Group upholds safety as the highest and non-negotiable priority in all organizational decision-making. To ensure swift and effective safety-related decisions, the Director of Safety and Quality Assurance reports directly to the Group CEO, establishing a direct functional reporting line. This structure enhances accountability, responsiveness, and proactive risk management, fostering a culture of continuous improvement in safety performance across all operations

Ethiopian Airlines Group was one of the first signatories of the IATA Safety Leadership Charter. The Charter aims to strengthen safety culture through core leadership principles. These include promoting safety awareness, fostering trust-based reporting, integrating safety into business strategies, and continuously improving organizational safety culture. The initiative reinforces the Group's commitment to enhancing safety performance and driving continuous improvement in aviation safety.



## Safety Leadership Charter

### INTENT

The IATA Safety Leadership Charter represents a commitment by industry leaders to the continuous evolution of safety culture within their organizations and by IATA to support this evolution worldwide. It is founded on the principle that a positive safety culture supports open reporting and learning; it facilitates the effective management of safety risks and creates employee engagement based on trust. It acts as an essential enabler for a successful business and a thriving aviation industry.

### DECLARATION

I, the under-signed, endorse the IATA Safety Leadership Charter. By signing the Charter, I pledge my airline's commitment to continuously evolve safety culture by:

- Embedding Charter principles into our organization(s) through measurable, practical actions, and, to the extent possible, sharing with IATA and industry information on progress, including opportunities and challenges, to deliver these actions.
- Inspiring attitudes and behaviors in teams at every level to deliver continuous improvement in safety performance and operational resilience.
- Nurturing an environment of trust where people are willing to share safety-related information within the organization.
- Growing collaboration with industry, government and other stakeholders that may assist the aviation industry in achieving safer operation and strengthening its safety DNA.

### GUIDING PRINCIPLES

1. Lead our obligation to safety through words and actions.
2. Foster safety awareness with employees, the leadership team, and the board.
3. Guide the integration of safety into business strategies, processes, and performance measures.
4. Create the internal capacity to proactively manage safety and collectively achieve organizational safety goals.
5. Create an atmosphere of trust, where employees are encouraged and confident to report safety-related information.
6. Establish a working environment in which clear expectations of acceptable and unacceptable behaviors are communicated and understood.
7. Create an environment where all employees feel responsibility for safety.
8. Regularly assess and improve organizational Safety Culture.

Willie Walsh  
Director General, IATA

Mesfin Tasew  
Group Chief Executive Officer  
Ethiopian Airlines Group



### 4.1.3.3. SAFETY MEETINGS

Ethiopian Airlines Group ensures a structured and proactive approach to safety management through a tiered system of safety meetings at various organizational levels. These meetings facilitate continuous monitoring, risk assessment, and strategic decision-making to uphold the highest safety standards.

SAFETY REVIEW BOARD	SAFETY ACTION GROUP	SAFETY PERFORMANCE REVIEW
<ul style="list-style-type: none"> <li>◆ Led by Group Chief Executive Officer</li> <li>◆ Conducted twice a year</li> </ul>	<ul style="list-style-type: none"> <li>◆ Led by the highest authority within each division (Vice Presidents or Managing Directors)</li> <li>◆ Conducted quarterly</li> </ul>	<ul style="list-style-type: none"> <li>◆ Led by the Corporate Safety and Quality Assurance Director</li> <li>◆ Conducted every month</li> </ul>
<p>Purpose:</p> <ul style="list-style-type: none"> <li>◆ Sets the strategic direction for safety</li> <li>◆ Reviews of high-level performance trends</li> <li>◆ Approves major safety policies</li> </ul>	<p>PURPOSE:</p> <ul style="list-style-type: none"> <li>◆ Addresses division-specific safety challenges</li> <li>◆ Monitors operational risks,</li> <li>◆ Implements corrective and preventive measures</li> </ul>	<p>PURPOSE:</p> <ul style="list-style-type: none"> <li>◆ Tracks safety KPIs</li> <li>◆ Analyzes incident reports and audits,</li> <li>◆ Ensures continuous improvement</li> </ul>

**TABLE 4.1.1. SAFETY PERFORMANCE DURING THE REPORTING PERIOD**

INDICATORS	VALUE
Safety Audits	282
Number of operational employees received SMS training	8,732
Implementation of Safety Recommendations	100%
SAFA Ratio (%)	0.97
Injuries or Fatalities Due to Accidents	0
Number of Sanctions for Non-compliance with Safety Regulations	0
Improvement in Reporting Culture	28%
Safety Awareness Campaigns	413



## 4.2. EMPLOYEE HEALTH AND SAFETY

### 4.2.1. OCCUPATIONAL HEALTH AND SAFETY (OHS) MANAGEMENT

Ethiopian Airlines Group implements a comprehensive Occupational Safety and Health (OSH) program that exceeds legal requirements by integrating active hazard identification and risk assessment, operational control measures and strict workplace safety protocols to prevent workplace incident and enhance safe working practices. The Group provides regular health and safety trainings to boost employee safety and health knowledge and create a conducive workplace environment.



## 4.2.2. COMMITMENT TO EMPLOYEE WELL-BEING

Ethiopian Airlines Group prioritizes the health, safety, and well-being of its employees through exemplary practices and world-class facilities. Integrating preventive care, wellness initiatives, and occupational safety and health measures, the Group fosters a safe and healthy, supportive work environment.

Ethiopian Airlines Group operates medical facility offering pre-treatment, post-treatment, diagnosis, and comprehensive health services. Staffed by onsite healthcare professionals, the facility ensures timely medical support and emergency response. Additionally, proactive health monitoring programs are in place to enhance employee well-being, promoting a healthier and more resilient workforce.

## 4.2.3. COMPREHENSIVE HEALTHCARE FACILITIES

The Medical Centre underwent an extensive renovation, incorporating state-of-the-art facilities to enhance healthcare and wellness services. These upgrades were designed to provide employees with access to advanced medical care and cutting-edge diagnostic tools, aimed at promoting overall well-being. The renovated facilities were officially inaugurated in May 2024, marking a significant milestone demonstrating the Group's commitment to employee health and wellness.





## WELLNESS AND FITNESS PROGRAMS

Ethiopian Airlines Group provides a fully equipped gymnasium to promote physical fitness and stress management. The airline also implements holistic wellness programs that support mental, physical, and emotional well-being. Additionally, regular fitness activities and awareness sessions encourage employees to maintain a healthy and active lifestyle.





#### 4.2.4. COMMITMENT TO A SAFE WORK ENVIRONMENT

Ethiopian Airlines Group maintains a zero-compromise approach to employee health and safety, continuously enhancing its policies and programs to provide a secure, healthy, and productive workplace for all. The Group's staggering effort in achieving industrial peace and enhanced productivity through a collaborative and safe work environment has been recognized by the Tri-Party Labor Board.



Ethiopian Airlines Group celebrates World Labour Day with a special event that brought together employees, the labour union, and management to recognize the dedication and contributions of its workforce. The occasion served as a platform for meaningful discussions on fostering a safe, inclusive, and conducive work environment for all employees.

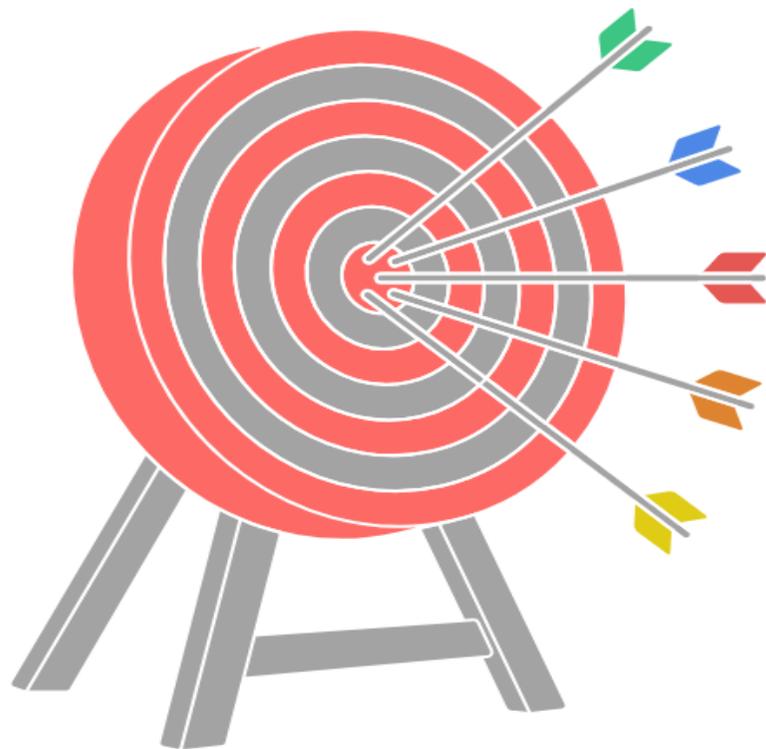
During the event, the Group Chief Executive Officer (GCEO) and the President of the Labor Union addressed the gathering, reaffirming Ethiopian Airlines Group's commitment to upholding labour rights, enhancing workplace safety, and improving employee well-being.

This celebration not only honoured the efforts of employees but also reinforced Ethiopian Airlines Group's dedication to creating a work environment that prioritizes employee welfare, productivity, and continuous improvement.

## 4.3. SECURITY MANAGEMENT PRACTICES

Ethiopian Airlines Group prioritizes robust security measures to protect passengers, employees, assets, and operations. Committed to international aviation security standards, including ICAO and IATA regulations. The airline ensures compliance with global best practices. At all Ethiopian airports, strict security protocols are enforced, including double inspections at airport entrances and boarding gates using advanced screening and surveillance systems.

### Security Focus



#### Security

Core value protecting all stakeholders



#### Employee Responsibilities

Clearly defined roles and accountabilities



#### Training and Information

Necessary training and information provision



#### Compliance

Adherence to standards and regulations



#### Continuous Improvement

Ongoing review and enhancement of security

Ethiopian Airlines Group prioritizes security as a core value to protect passengers, cargo, employees, assets, and the public from unlawful interference both on the ground and in flight. The airline emphasizes that security depends on active employee participation, commitment, and accountability. Employees undergo regular security training, and the airline collaborates with national and international security agencies to uphold high security standards. Additionally, comprehensive risk assessments and crisis management plans are in place to address potential threats, ensuring secure and efficient operations.

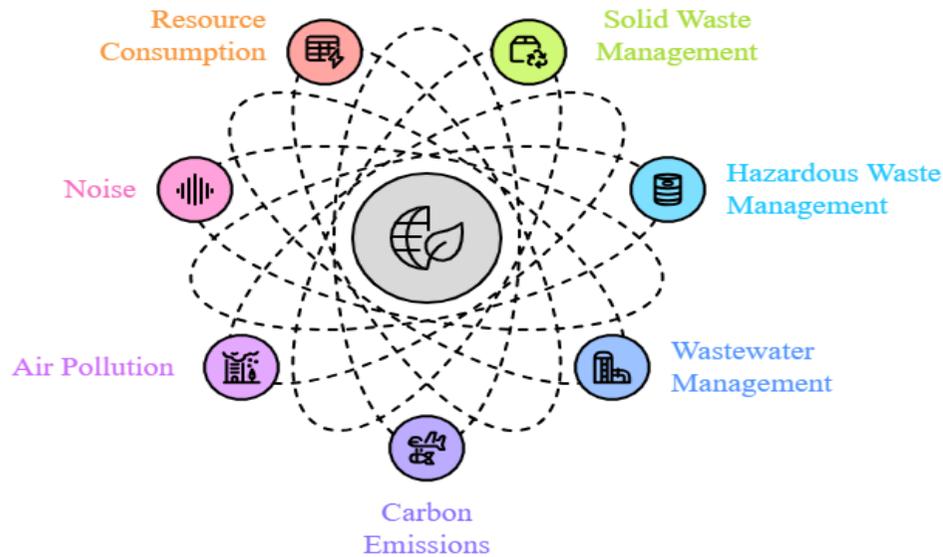
**CHAPTER 5**  
**ENVIRONMENTAL**  
**SUSTAINABILITY**

## 5.1. ENVIRONMENTAL MANAGEMENT SYSTEM

Ethiopian Airlines Group is committed to environmental protection as reflected in its Environmental Policy Commitment, actively addressing climate change, resource efficiency, risk management, and sustainable development challenges. Through strategic initiatives and continuous improvements, the airline integrates sustainability principles into its operations, ensuring long-term environmental responsibility and resilience.

In 2016, Ethiopian Airlines Group achieved ISO 14001 certification, recognizing its commitment to environmental management across key operations, including Maintenance, Repair & Overhaul (MRO), Inflight Catering, Cargo & Logistics, Office Activities, Procurement & Supply Chain, Aviation University, Equipment & Facility Maintenance, and Flight Simulation. Guided by the Plan-Do-Check-Act (PDCA) cycle. The airline continues to enhance its sustainability efforts through ongoing improvements, ensuring the long-term benefits of its environmental management system.

### Environmental Aspects



Ethiopian Airlines Group has a comprehensive program for identifying, evaluating, planning, and managing environmental aspects, with a strong focus on significant environmental impacts. Guided by the Environmental Management System (EMS) manual, all operations within the EMS scope adhere to a structured process of identification, evaluation, planning and mitigation of environmental aspects/impacts. This program ensures that key environmental challenges are systematically addressed through a well-defined environmental plan, promoting responsible operations. The important environmental aspects include solid waste, hazardous waste, carbon emission, air pollution, noise and resource consumption.

## 5.2. WASTE MANAGEMENT AND RECYCLING

### 5.2.1. SOLID WASTE MANAGEMENT

Ethiopian Airlines Group is committed to minimizing waste across its flights and ground operations through a robust solid waste management program. This program actively involves multiple stakeholders in the recycling, collecting, and reuse of waste in an environmentally and socially responsible manner. The Group prioritizes waste segregation at the source, ensuring that recyclable materials are directed to licensed recycling companies adhering to good practices.

The Group has a structured waste management policy and procedure within its Environmental Management System (EMS) manual. The waste management approach follows a standard hierarchy which prioritizes waste reduction at the source, and management through reuse, recycling and recovery, with landfill as the last resort. This system is reinforced by processes for waste segregation, collection, sorting, and final transportation, ensuring smooth implementation. Clearly defined responsibilities and binding procedures help maintain accountability and effectiveness in waste management across all operations.



16% of the dry waste is recycled through collaboration with different parties

Ethiopian Airlines Group has implemented a five-bin waste collection system to ensure proper waste segregation at the source. Each bin follows standard colour codes for easy identification:

- Red – Hazardous empty chemical containers
- Green – General organic waste
- Blue – Recyclable waste
- Grey – Paper and cartons
- Yellow – Medical and infectious waste

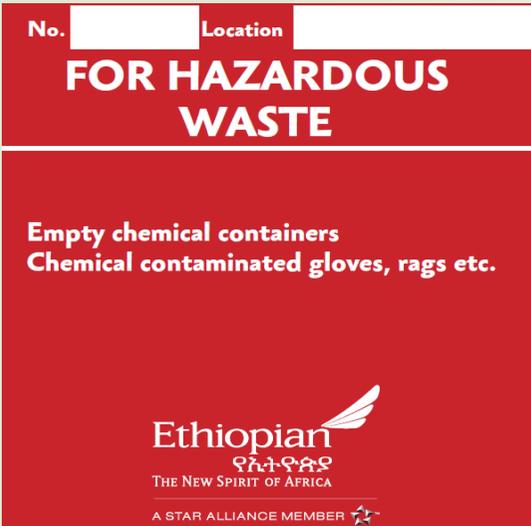
### 5.2.2. HAZARDOUS WASTE MANAGEMENT

Ethiopian Airlines Group adheres to national and international environmental regulations to ensure sound waste management across its operations. The Group follows a structured approach to waste handling, disposal, and reduction, aligning with Ethiopia's environmental proclamations and international best practices. The airline ensures the proper handling and disposal of hazardous waste, including chemicals, oils, and other toxic substances, in compliance with Ethiopia's Hazardous Waste Management and Disposal Control Proclamation (1090/2018) and international standards such as Basel Convention guidelines.



211,347 kg waste oil and hydraulics were reused

The hazardous waste management process involves the proper collection, segregation and temporary storage. Then oil and fuel materials that can easily be reused for other approved purposes with appropriate license from Environmental Protection Authority. Otherwise, chemicals and hazardous substances are subject for treatment and disposal through accredited international waste treatment and disposal in an accredited facility.



Empty chemical containers, rags and gloves contaminated with chemicals are properly collected and disposed as hazardous substances

Ethiopian Airlines Group strictly complies with Industrial Chemicals Registration & Administration Proclamation (1075/2018), Hazardous Waste Management and Disposal Proclamations (1090/2018) and E-Waste Management Regulation (425/2018) to prevent environmental and health risks:

Chemical Waste Handling: Expired or deteriorated chemicals are documented and disposed of responsibly.

Electronic Waste Management: The Group partners with licensed firms for proper recycling and disposal of electronic waste, ensuring that outdated or damaged equipment does not contribute to environmental pollution Wastewater Testing and Compliance

100% compliance

### 5.2.3. WASTEWATER TESTING AND COMPLIANCE

Ethiopian Airlines Group ensures compliance with Ethiopia’s Prevention of Industrial Pollution Regulation (159/2008) by maintaining a waste treatment facility that meets national environmental standards.

On-site effluent treatment is conducted using industrial waste treatment systems, including advanced filtration technology for purifying aerosols from paint hangars. Regular monitoring keeps pollutant levels within limits, while annual third-party testing verifies compliance with regulations.

With a 100% compliance record, Ethiopian Airlines Group remains committed to environmental sustainability and pollution prevention.

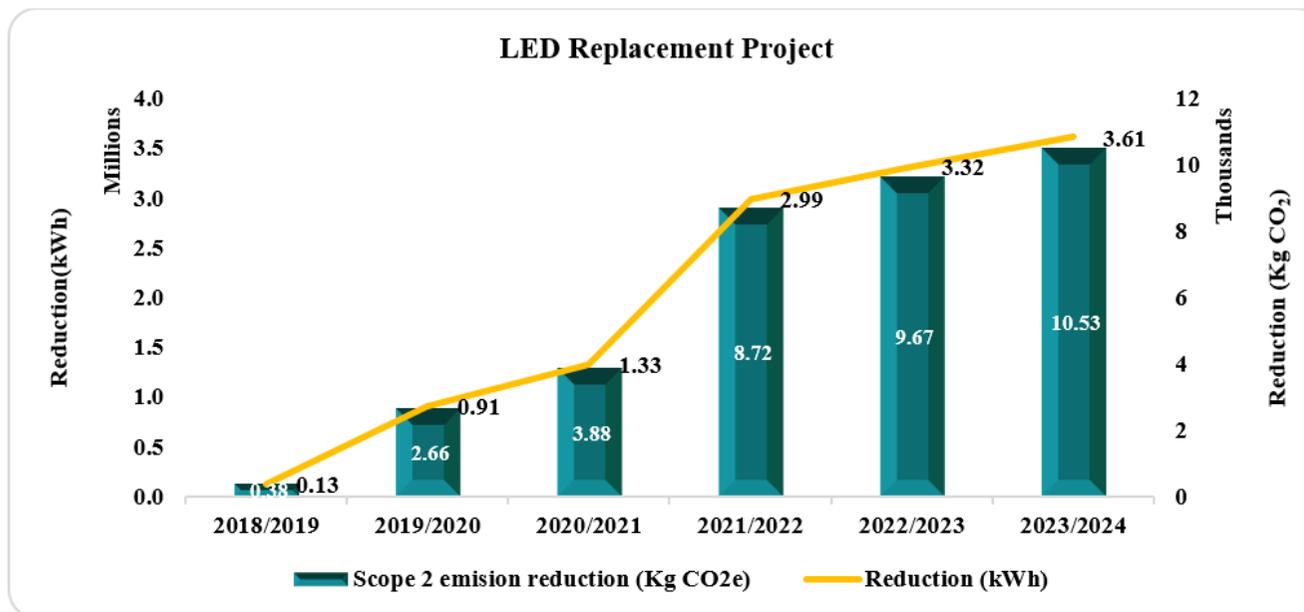
## 5.3. ENERGY MANAGEMENT

Ethiopian is committed to efficient use of energy through strategic implementation of initiatives and best practices. The Group has implemented energy efficiency measures such as replacing conventional lighting with LED systems, electrification projects to reduce fossil fuel dependency and emission, and best practice operational efficiency initiatives to optimize flight fuel consumption and lower emissions. Extensive employee awareness programs reinforce these efforts. Moreover, a structured energy management system, including smart metering, automation, and idle power management, enhances efficiency.

### 5.3.1. ELECTRIC POWER

Ethiopian Airlines Group has been implementing electric energy efficiency through the replacement of outdated equipment, lighting fixtures and modernizing facilities. In collaboration with the Ethiopian Petroleum and Energy Authority, the Group has undertaken detailed audits and subsequently implemented measures to optimize energy consumption, leading to significant improvements. These efforts have substantial implications for energy reduction. Other comprehensive studies are still ongoing to explore further opportunities for energy efficiency and integration of solar energy sources where possible.

Figure 5.3.1 Emission Reduction from LED Replacement

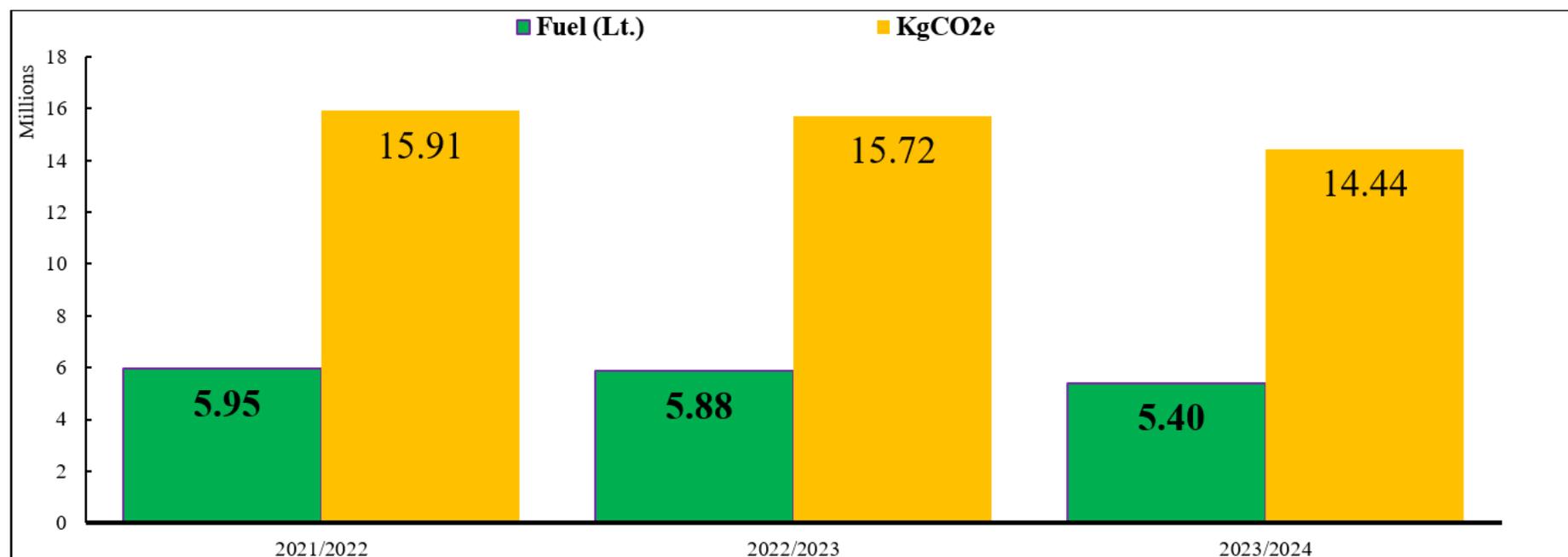


The Group has a strong sense of using energy efficiently and this has been continuously supported with tailored training and engagement.

### 5.3.2. GROUND OPERATIONS FUEL CONSUMPTION AND EMISSION

Although electric equipment was not new to Ethiopian Airlines Group, the company conducted detailed studies on the economic, social, and environmental benefits of expanding electrification for ground support and transport vehicles at Addis Ababa Bole International Airport. The study highlighted significant social and environmental advantages, leading Ethiopian Airlines Group to adopt a strategic approach to purchasing electrical ground support and transport vehicles and replacing diesel-powered equipment. The Group introduced or 6 electric vehicles in 2021/2022, 27 in 2022/2023, and 62 in 2023/2024. This transition has resulted in considerable fuel savings and a reduction in emissions in absolute terms from ground operations in Addis Ababa Bole International Airport.

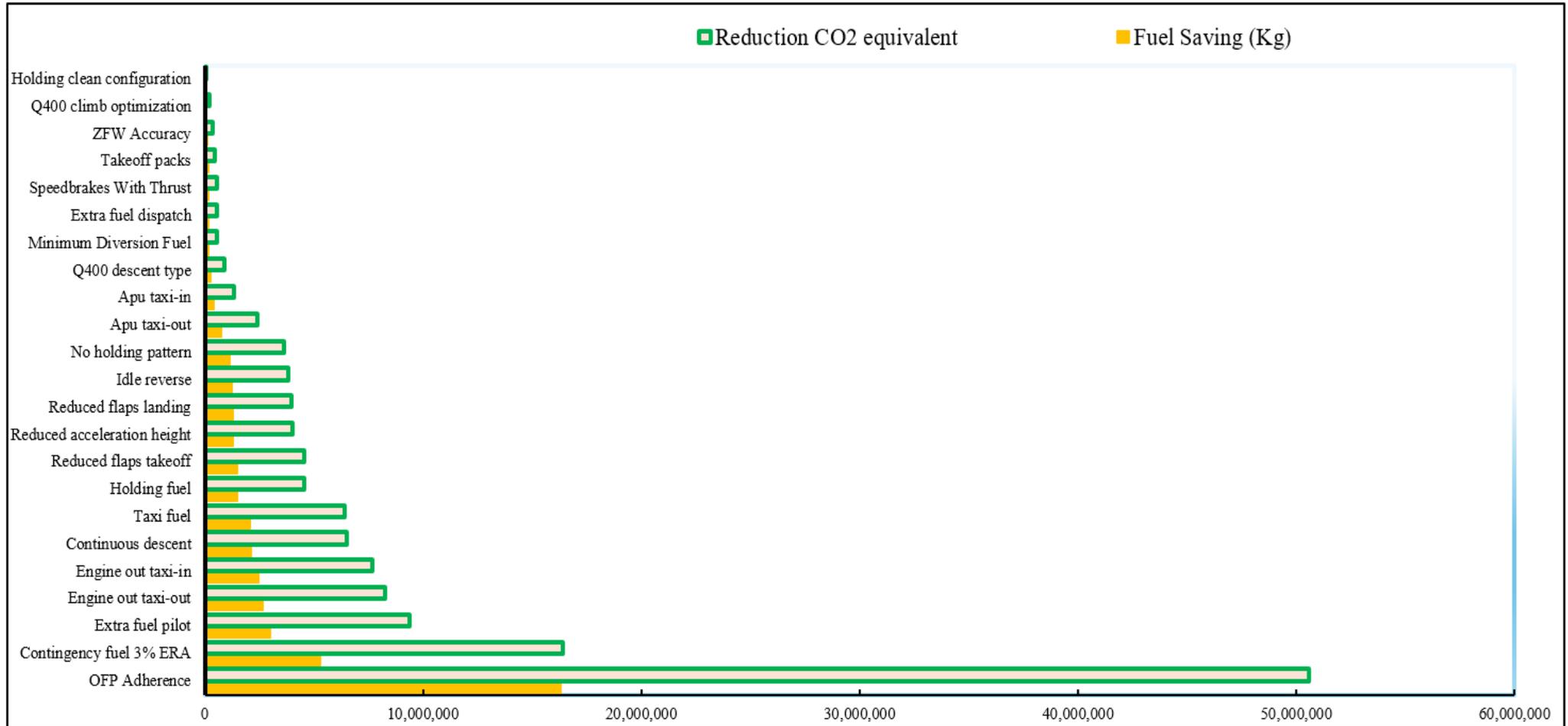
Figure 5.3.2 Ground Operations Fuel Consumption and Emission



### 5.3.3. FLIGHT OPERATIONS FUEL EFFICIENCY PRACTICES

Ethiopian Airlines Group is committed to optimizing operational efficiency as a key driver of sustainability. Leveraging advanced technologies, fuel-efficient aircraft, and data-driven decision-making, the airline ensures that operations remain environmentally responsible while maintaining high service standards. The implementation of 23 different best practice initiatives in 2023/2024 resulted in significant fuel savings and associated emission reductions. A total of 44,194,332 kg of fuel was saved, leading to an estimated 137,244,645.08 Kg of CO<sub>2</sub> equivalent emissions avoided.

Figure 5.3.3 Flight Operations Fuel Saving and Emission Reduction



## Operational Efficiency

### Emission Reduction

Reducing over 137 million Kg CO<sub>2</sub>e.

### Annual Fuel Reduction

Achieving about 1% reduction in fuel consumption annually.

### Fuel Savings

Saving over 44 million kg of fuel.



### Fleet Efficiency

45% of the fleet operating with high fuel efficiency.

### SFCO<sub>2</sub> System

Monitoring system for tracking fuel and emissions.

Fuel savings from the implementation of best practices are calculated by comparing actual fuel consumption with the expected fuel usage if those practices were not applied. First, flights with the potential to adopt specific efficiency measures are identified. Then, a baseline fuel consumption is established using historical data and operational trends to estimate how much fuel would have been used under normal conditions. After implementing best practices, the actual fuel consumption is measured. The total fuel savings are determined by subtracting the actual fuel usage from the baseline, reflecting the impact of the efficiency improvements.

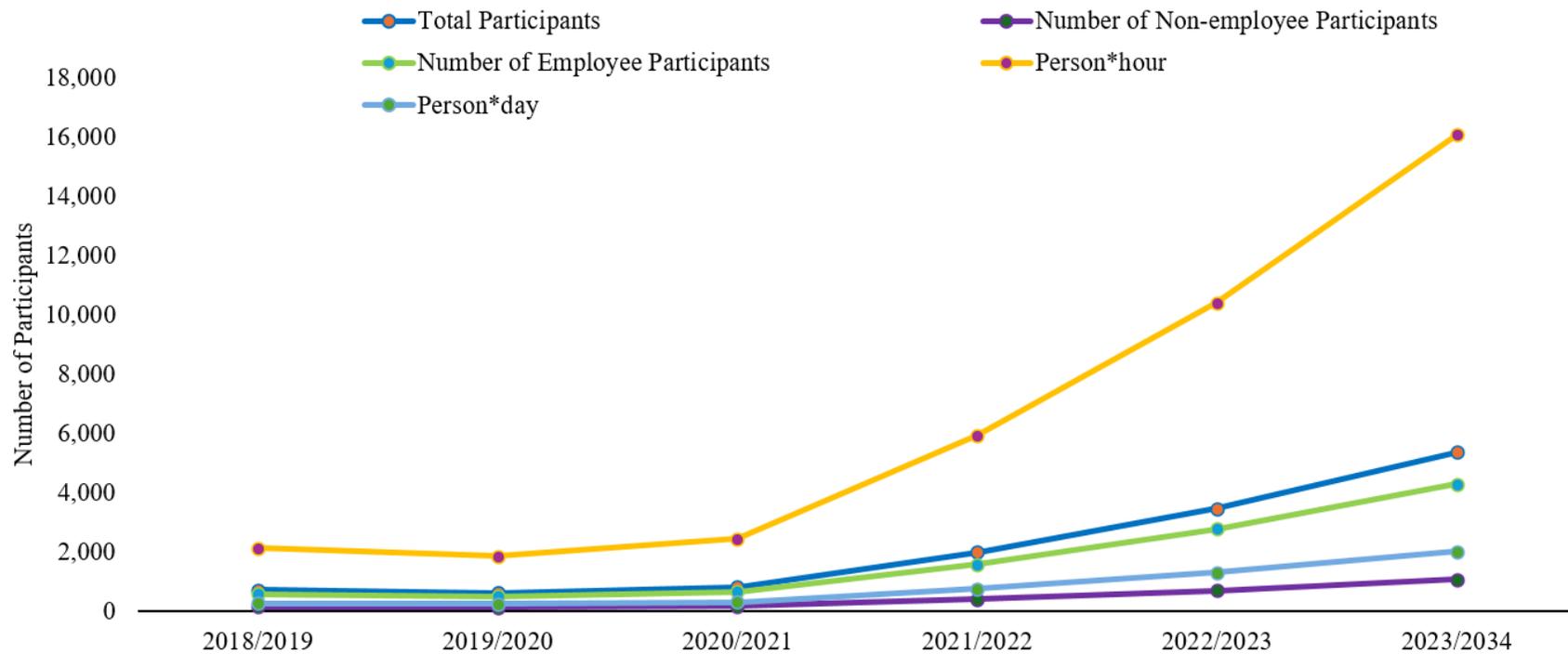
## 5.4. ENVIRONMENTAL AND SUSTAINABILITY TRAINING

Ethiopian Airlines Group has significantly expanded its sustainability training, increasing sessions from 33 (2018/19) to 185 (2023/24) and participants from 704 to 5,356. Employee participation grew from 563 to 4,284, while agency workers rose from 141 to 1,072. Data source (evidence)

The Group follows a structured training program, covering waste management, energy efficiency, resource optimization, and general EMS awareness. Training is tailored for all staff categories, ensuring broad sustainability integration.

In June 2023, Ethiopian Aviation University launched a 2.5-hour online environment and sustainability course, certifying 1,300+ employees. This robust training program reinforces the airline’s commitment to environmental awareness, compliance, and sustainability.

Figure 5.4.1 Environment and Sustainability Training Participants



## 5.5. CLIMATE CHANGE MITIGATION AND NET-ZERO

Ethiopian Airlines Group is committed to identifying, assessing, and managing climate-related risks. Through collaboration with international organizations and regulatory bodies. The Group aligns with global sustainability frameworks, ensuring transparency and accountability in its net-zero ambitions.

Ethiopian Airlines Group integrates climate action into its core sustainability strategy, adhering to the triple bottom line principles: environmental stewardship, social responsibility, and economic growth. Addressing climate change is both a regulatory requirement and a strategic priority for long-term resilience and industry leadership. The Group has set a target of reducing emission intensity by 23% by 2035 through operational efficiency improvements, increased adoption of sustainable aviation fuel (SAF), investment in next-generation aircraft, and innovative carbon offset and renewable energy initiatives.

From an economic standpoint, Ethiopian Airlines Group ensures that its climate initiatives support financial resilience, profitability, and long-term stability. Fuel-efficient operations and fleet modernization contribute to cost savings while reducing environmental impact. As global carbon regulations tighten, the airline's proactive climate strategies mitigate financial risks associated with carbon pricing and compliance requirements, safeguarding its competitive position.

In terms of social responsibility, Ethiopian Airlines Group promotes sustainability across its workforce and the broader community. The airline engages employees in climate awareness initiatives and collaborates with key stakeholders to advance environmentally responsible operations. By participating in global sustainability frameworks such as CORSIA and IATA's Net-Zero Roadmap, Ethiopian Airlines Group reinforces its commitment to global decarbonization efforts.

Recognizing both the challenges and opportunities of climate action, Ethiopian Airlines Group remains committed to a forward-thinking and adaptive approach. Through strategic investments, technological innovation, and employee engagement, the Group strengthens its sustainability efforts, ensuring that climate action remains a fundamental pillar of its corporate strategy.

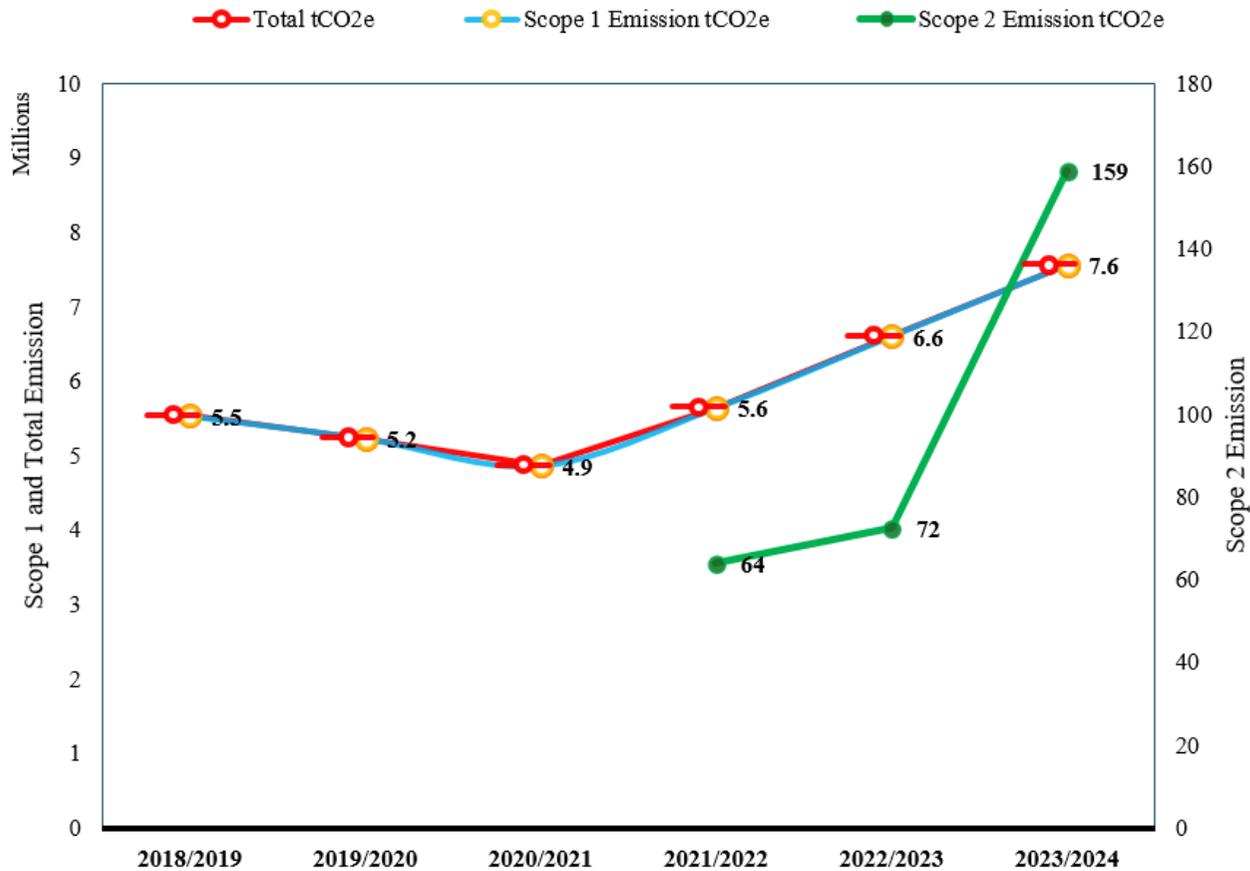
## Sustainable Climate Mitigation



### 5.5.1. GREENHOUSE GAS (GHG) EMISSIONS

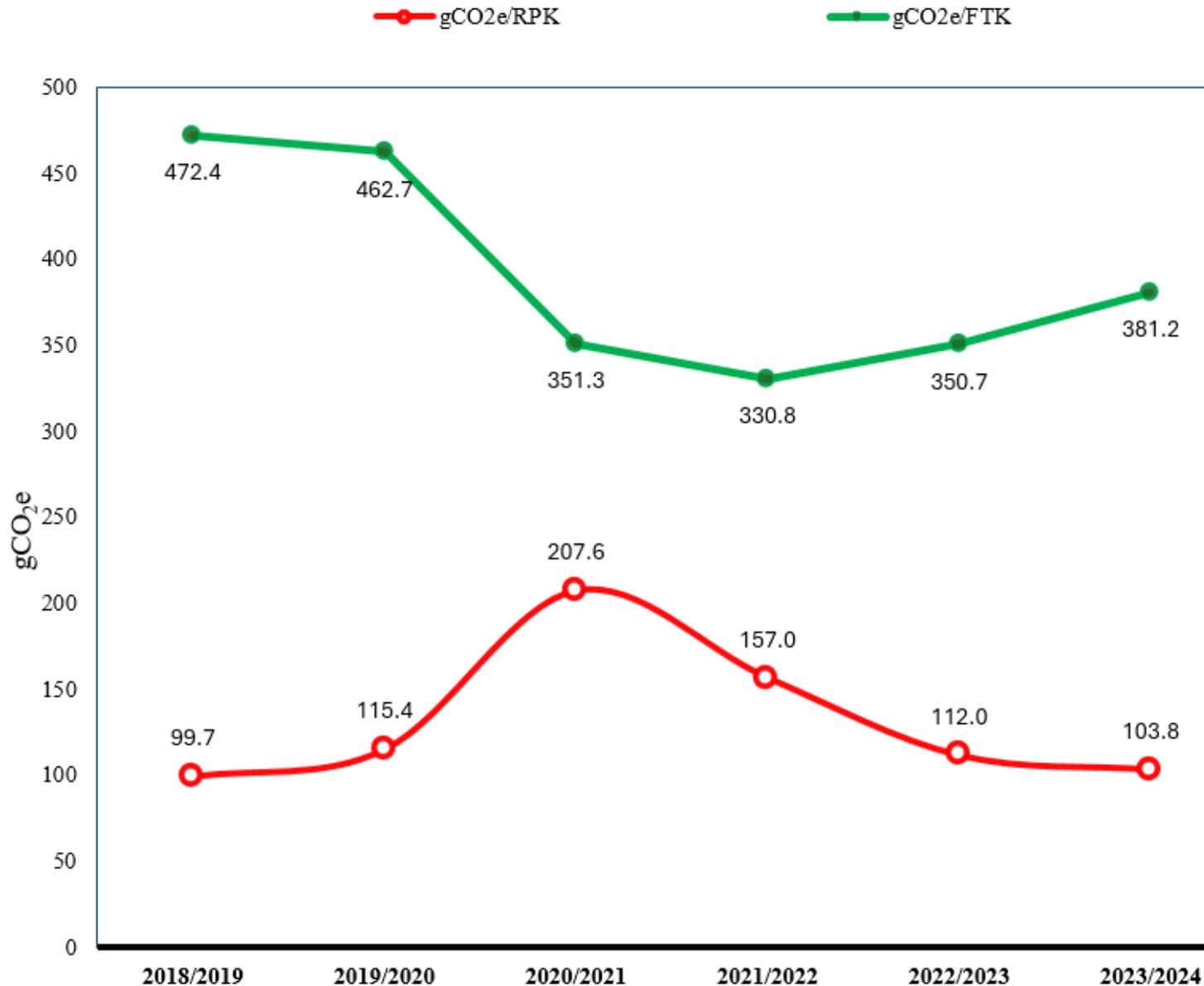
Ethiopian Airlines Group is committed to transparent and accurate greenhouse gas (GHG) emissions accounting, following the GHG Protocol to track and report its carbon footprint. The Group monitors Scope 1 and Scope 2 emissions, which have shown a continued reduction in carbon intensity, driven by strong fuel efficiency and fleet modernization measures.

Figure 5.51 Scope 1 and Scope 2 Emissions



Ethiopian Airlines Group has been actively tracking and reporting its greenhouse gas (GHG) emissions in alignment with the GHG Protocol. From 2018/2019 to 2020/2021, total emissions showed a declining trend, primarily due to reduced flight activity, likely influenced by the COVID-19 pandemic. However, as operations rebounded, absolute emission has increased, rising from 5.6 million tCO<sub>2</sub>e in 2021/2022 to 7.6 million tCO<sub>2</sub>e in 2023/2024. As shown in the left axis of the graph, Scope 2 emissions remain minimal. However, it has grown due to increased electricity consumption as we electrify our GSE. Despite the rise in absolute emissions, Group continues to enhance fuel efficiency and operational strategies, leading to a steady decline in carbon intensity.

Figure 5.5.2 Carbon Emission Intensity



The carbon intensity of passenger flights, measured in gCO<sub>2</sub>e per RPK, increased significantly during the COVID-19 period, rising from 99.7 in 2018/2019 to a peak of 207.6 in 2020/2021. This was primarily due to reduced passenger numbers, which led to higher per-passenger emissions. However, as air travel demand rebounded, the intensity declined steadily to 103.8 in 2023/2024. A key factor in this reduction was the recovery of operation and introduction of fuel-efficient passenger aircraft, which contributed to improved fuel economy and lower emissions per seat.

On the other hand, the carbon intensity of cargo operations, measured in gCO<sub>2</sub>e per FTK, decreased significantly from 472.4 in 2018/2019 to 381.2 in 2023/2024, as our cargo operations remained strong from our pre-Covid baseline, although the Covid period showed much lower intensity due to large scale cargo uplift.

## 5.5.2. DECARBONIZATION AND NET-ZERO FUTURE

### 5.5.2.1. OUR COMMITMENT TO DECARBONIZATION

Ethiopian Airlines Group is fully committed to the global aviation industry's decarbonization efforts, aligning with IATA's goal of achieving net-zero carbon emissions by 2050. As a member of IATA, we acknowledge the urgency of reducing aviation emissions and will take all necessary measures to contribute to this global target. However, we recognize that decarbonization is a collective effort involving multiple stakeholders, including aircraft manufacturers, regulators, airports, fuel producers, and policymakers.

While we are determined to advance sustainability, we also acknowledge the significant cost of mitigation measures and the potential impact on end users. Therefore, our approach is rooted in pragmatism ensuring that every step we take toward net-zero is realistic, implementable, and aligned with our operational and financial capacities. The timing and intensity of our decarbonization efforts, including the adoption of Sustainable Aviation Fuel (SAF), fleet modernization, and other mitigation strategies, will depend on various factors such as technological advancements, economic feasibility, policy support, and regional infrastructure.

Additionally, the unique challenges faced by African aviation, including limited government subsidies, financial support, and regional collaboration, must be addressed to enable a just and effective transition. Ethiopian Airlines Group remains committed to advocating for these structural improvements while implementing all feasible sustainability actions to ensure a balanced, forward-looking climate strategy.

## 5.5.3. SUSTAINABLE AVIATION FUEL

### 5.5.3.1. SAF COMMITMENT



Ethiopian Airlines Group recognizes SAF as a key solution for reducing aviation emissions, with the potential to lower the carbon footprint of conventional jet fuel by up to 80%. As part of its commitment to sustainable aviation, the Group has set a target of achieving 5% SAF utilization by 2035.

On the 28th of April 2023, Ethiopian Airlines successfully operated a 30% SAF-powered Airbus A350 delivery flight from Toulouse to Addis Ababa, demonstrating its readiness for SAF integration. Additionally, the Group became the first in Africa to sign SAF offtake agreement, ensuring a sustainable fuel supply for future operations. While SAF adoption remains limited due to cost and availability, Ethiopian Airlines Group is committed to expanding its use as global blending mandates, such as those in Norway, Sweden, and France, continue to shape the market.

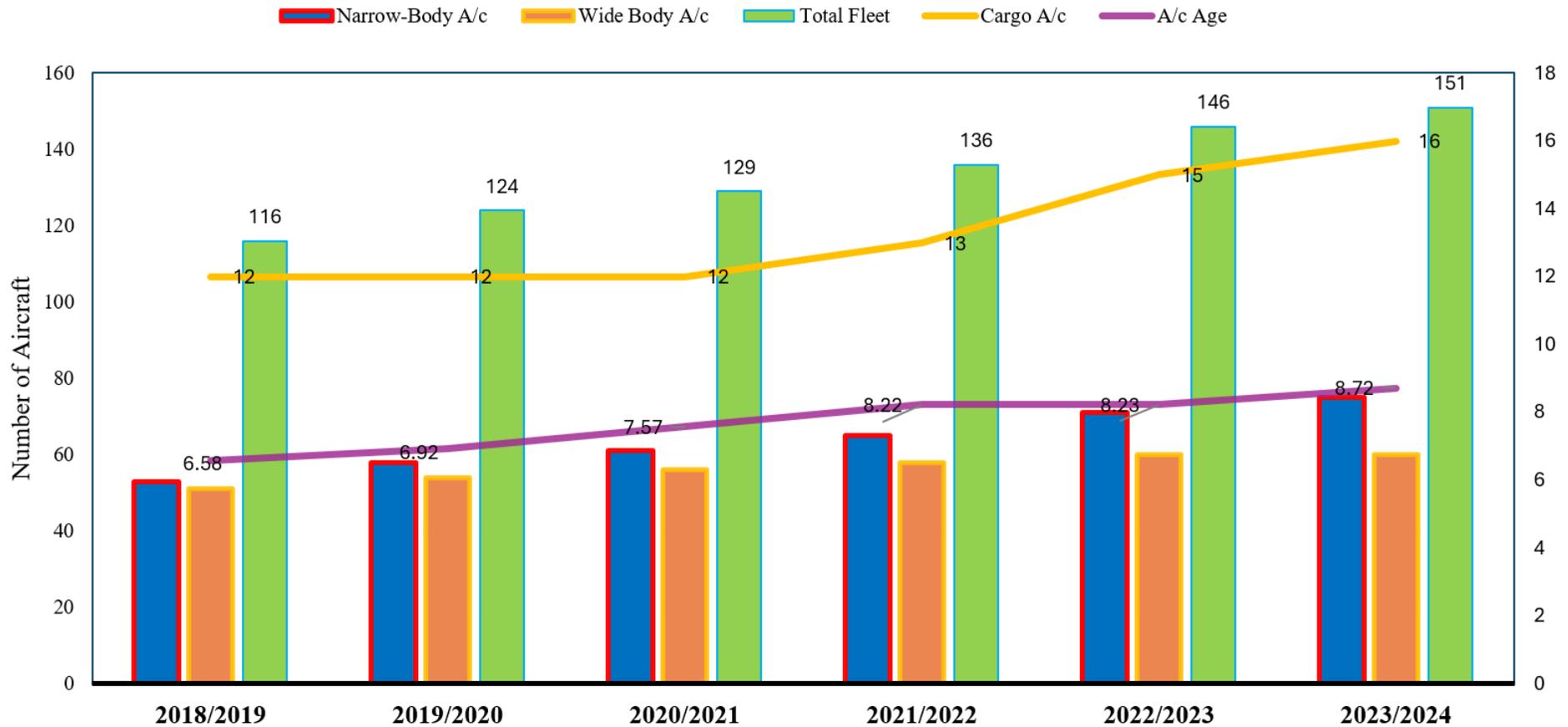
### 5.5.3.1. SUSTAINABLE AVIATION FUEL JOURNEY



### 5.5.4. AIRCRAFT TECHNOLOGY AND FUEL EFFICIENCY

As a key element of its decarbonization efforts, Ethiopian Airlines Group is pioneering the introduction of next-generation aircraft, such as the A350, B787, B737 Max, and B777. These advanced aircraft are designed to be more fuel-efficient and produce fewer carbon emissions, playing a crucial role in the airline’s commitment to sustainability. Renowned for leading the way in aircraft technology across Africa, Ethiopian Airlines continues to set the standard by incorporating the latest, most environmentally friendly aircraft to drive its sustainability and decarbonization goals.

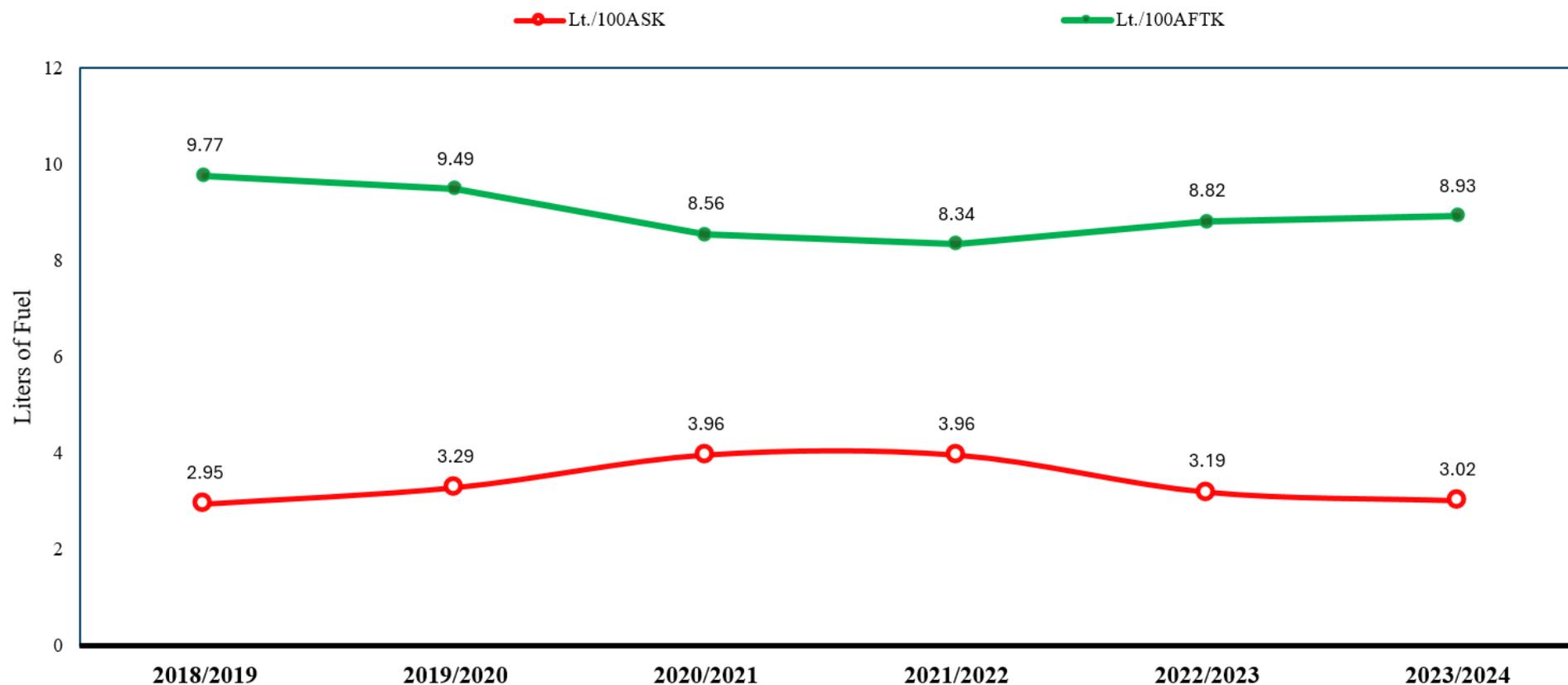
Figure 5.5.3 Aircraft by Category and Age



### 5.5.4.1. FUEL EFFICIENCY OF PASSENGER AND CARGO AIRCRAFTS

Ethiopian Airlines Group has shown strong fuel efficiency performance. From 2018/2019 to 2023/2024, fuel intensity for 100 Available Seat Kilometers (ASK) increased during COVID-19 (reaching 3.96 liter in 2020/2021) but improved after recovery to 3.02 liter in 2023/2024, approaching pre-COVID levels. This demonstrates the airline's strong recovery and efficiency. For freight, fuel intensity per 100 Available Freight Ton Kilometers (AFTK) decreased from 9.77 liter in 2018/2019 to 8.93 liter in 2023/2024, reflecting significant improvement despite some fluctuations.

Figure 5.5.4 Fuel Efficiency



## 5.6. WATER MANAGEMENT

Ethiopian Airlines Group is committed to efficient water resource utilization by implementing strategic initiatives to minimize water consumption, reduce dependence on municipal supplies, and enhance operational efficiency. The Group actively invests in water infrastructure projects to ensure a reliable water supply for its operations and enhance efficiency.



642,400 m<sup>3</sup> water from underground sources reducing dependency

### INVESTMENT IN WATER WELLS

To reduce reliance on municipal water systems and alleviate pressure on local communities, Ethiopian Airlines Group has developed its own water wells at various regional airports, and Ethiopian Skylight Hotel. Additionally, the airline has invested over \$13 million in constructing a dedicated water well for Addis Ababa Bole International Airport, which is now in its final commissioning stage.

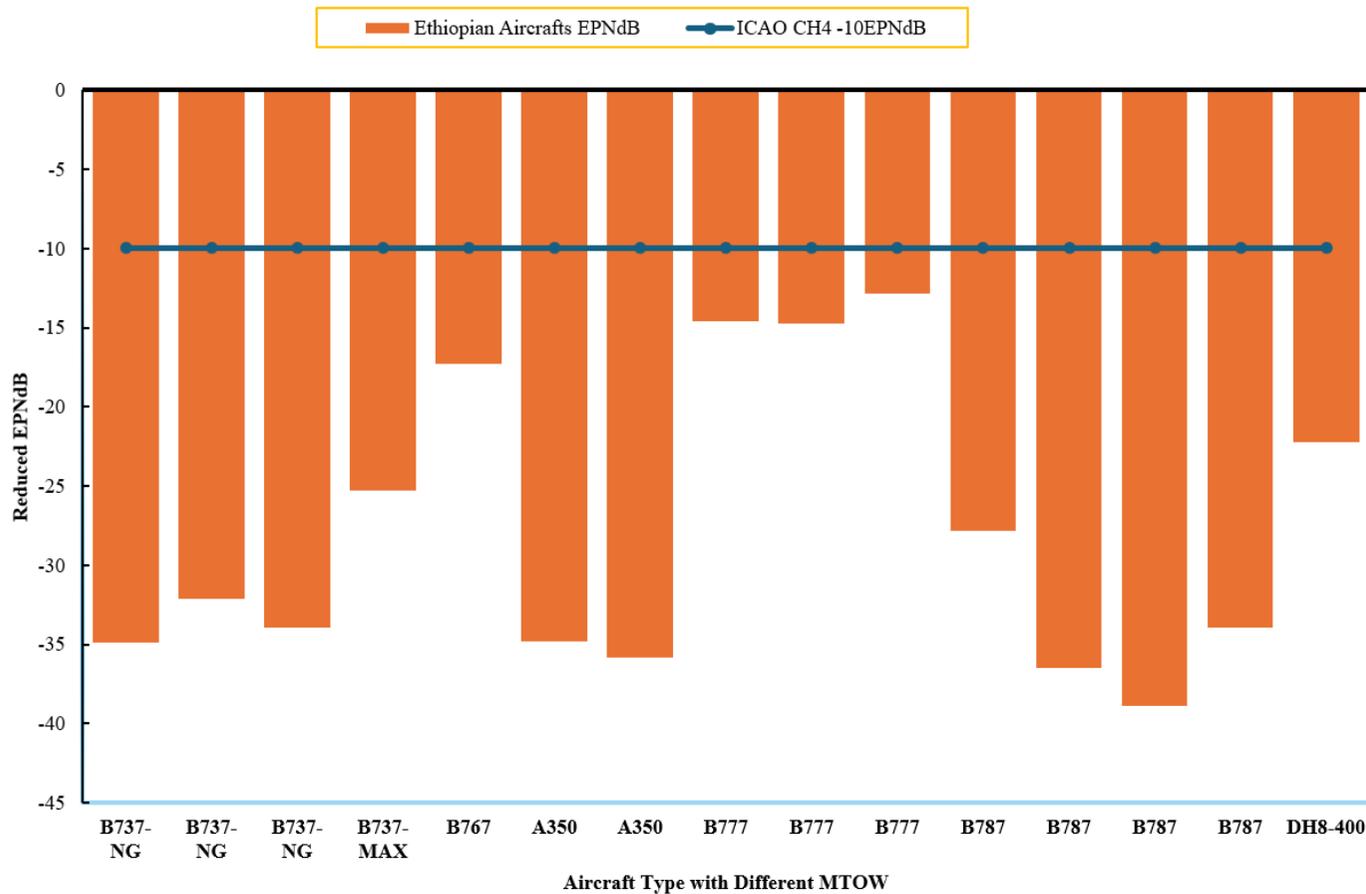
### EFFICIENCY MEASURES

- ◆ Installation of water-efficient fixtures such as low-flow faucets and high-pressure toilet sinks to minimize water wastage.
- ◆ Motion-detecting faucets to reduce unnecessary water consumption.
- ◆ Regular monitoring and maintenance of water systems to detect and address leaks promptly.

## 5.7. NOISE MANAGEMENT

Ethiopian Airlines Group is dedicated to reducing the environmental impact of its flight operations, with a strong focus on minimizing noise pollution. The Group implements noise reduction strategies through technology adoption where the latest generation aircraft have relatively less noise than older generation.

Through significant investments in the latest, quietest aircraft, Ethiopian Airlines Group has achieved a fleet-wide noise reduction of 10dB below regulatory limits. Additionally, the Group’s entire fleet holds ICAO Chapter 4 Noise Certification, reinforcing its commitment to sustainable and responsible aviation operations.



According to ICAO SARPs Annex 16, Volume 1, aircraft noise certification is based on the cumulative Effective Perceived Noise Level (EPNdB) measured at three certification points: Lateral, Approach, and Flyover. Chapter 3 establishes baseline noise limits for each point, while compliance requires that the sum of the differences between the aircraft’s measured noise levels and the Chapter 3 limits (i.e., the cumulative margin) must be greater than or equal to 0 dB. Chapter 4 builds upon this by introducing stricter cumulative noise limits, requiring a total cumulative margin of at least 10 dB below the Chapter 3 limits. This progressive standard promotes the adoption of quieter aircraft and supports global efforts to reduce aviation noise impact. Even though all aircrafts are certified in ICAO chapter 4 standards, the analysis of Ethiopian Airlines Groups fleet according to chapter 4 requirements gives greater understanding of the compliance. Hence, the cumulative decibels reduced from the baseline or ICAO Annex 16 volume 1 chapter three standard is presented in the below figure demonstrating our aggressive source reduction.

Figure 5.7.1 Aircraft Noise Reduction

## 5.8. BIODIVERSITY AND ANIMAL WELFARE

### 5.8.1. BIODIVERSITY AND WILDLIFE PROTECTION

Ethiopian Airlines Group recognizes the importance of biodiversity conservation and is committed to minimizing the impact of its operations on ecosystems and wildlife. The airline follows a best practice to assess and mitigate risks, ensuring responsible and sustainable business practices.

### 5.8.2. BIODIVERSITY IMPACT ASSESSMENT AND MITIGATION

Ethiopian Airlines Group integrates biodiversity conservation into its operations through comprehensive Environmental and Social Impact Assessments (ESIA). All major development projects undergo a thorough ESIA before design and implementation, ensuring that environmental risks are identified and mitigated. Approved projects follow strict mitigation measures, which are overseen by external consultants to ensure compliance with sustainability standards.

In collaboration with the Ethiopian Wildlife Conservation Agency and the African Wildlife Association, the airline actively works to prevent wildlife hazards near airports and reduce risks to biodiversity. These partnerships help implement measures that ensure both operational safety and wildlife protection, minimizing potential conflicts between aviation activities and local ecosystems.

To manage wildlife interactions, the Group employs both active and passive control measures, such as acoustic and visual deterrents, to disperse animals like birds and hyenas from operational areas. Additionally, where necessary, wildlife relocation programs are implemented, safely capturing and transferring animals to protected parks. These efforts help minimize operational disruptions while ensuring the safety of wildlife and promoting effective biodiversity conservation.

Through these initiatives, Ethiopian Airlines Group remains committed to biodiversity conservation, ensuring its operations align with global sustainability standards while enhancing aviation safety and environmental responsibility.

### 5.8.3. COMBATTING ILLEGAL WILDLIFE TRADE: ETHIOPIAN AIRLINES GROUP'S COMMITMENT

Ethiopian Airlines Group is committed to combatting illegal wildlife trade as part of its broader sustainability and ethical business practices. The Airline implements actions to stop or reduce illegal wildlife activities through:

- ◆ **Zero-Tolerance Policy:** Ethiopian Airlines Group has adopted an Illegal Wildlife Trade Policy as part of its Code of Conduct, reinforcing a zero-tolerance approach to trafficked wildlife.

- ◆ **Employee Training:** The airline provides classroom training and e-learning modules (ROUTES e-modules) for cabin crew, ground handlers, cargo processors, and regional airport staff to help them detect and respond to wildlife trafficking attempts.
- ◆ **Stakeholder Collaboration:** Ethiopian Airlines Group actively works with Ethiopian Airports, Customs Authority, National Intelligence, and Federal Police to enhance detection and enforcement efforts.
- ◆ **Passenger Awareness Campaigns:** Information on illegal wildlife trade and its consequences is shared via inflight entertainment systems, inflight magazines, and awareness programs.
- ◆ **Reporting Mechanisms:** A dedicated hotline has been established, enabling the public to report suspicious wildlife trafficking activities.
- ◆ **Data and Information Sharing:** Ethiopian Airlines Group is harmonizing a system with key stakeholders to seamlessly share intelligence on illegal wildlife trade, ensuring rapid response and enforcement.

Through these proactive measures, Ethiopian Airlines Group strengthens its commitment to global conservation efforts, helping protect endangered species and preserve biodiversity ( Our Commitment to Against Illegal Wildlife Trading )



# **CHAPTER 6**

# **SOCIAL SUSTAINABILITY**

## 6.1. HUMAN RESOURCES

### 6.1.1. COMMITMENT TO HUMAN CAPITAL DEVELOPMENT

Ethiopian Airlines Group recognizes that a highly skilled and motivated workforce is the foundation of its success. As Africa's leading aviation group, the company is committed to fostering a dynamic, inclusive, and sustainable work environment that empowers employees and enhances productivity. Through strategic talent acquisition, continuous training and development, competitive compensation, and strong employee engagement initiatives, Ethiopian Airlines Group ensures a thriving workforce that drives operational excellence.

Emphasizing fair labor practices, diversity, and well-being, the Group upholds international labor standards while fostering a culture of innovation and growth. Investments in leadership development, digital transformation, and employee well-being programs further strengthen its commitment to a future-ready workforce. With a focus on long-term sustainability, Ethiopian Airlines Group continuously enhances its human resource strategies to support both employee aspirations and business success.

Embracing diversity and fostering inclusivity Ethiopian Airlines Group creates a dynamic and collaborative environment where unique perspectives drive innovation, excellence, and shared success.

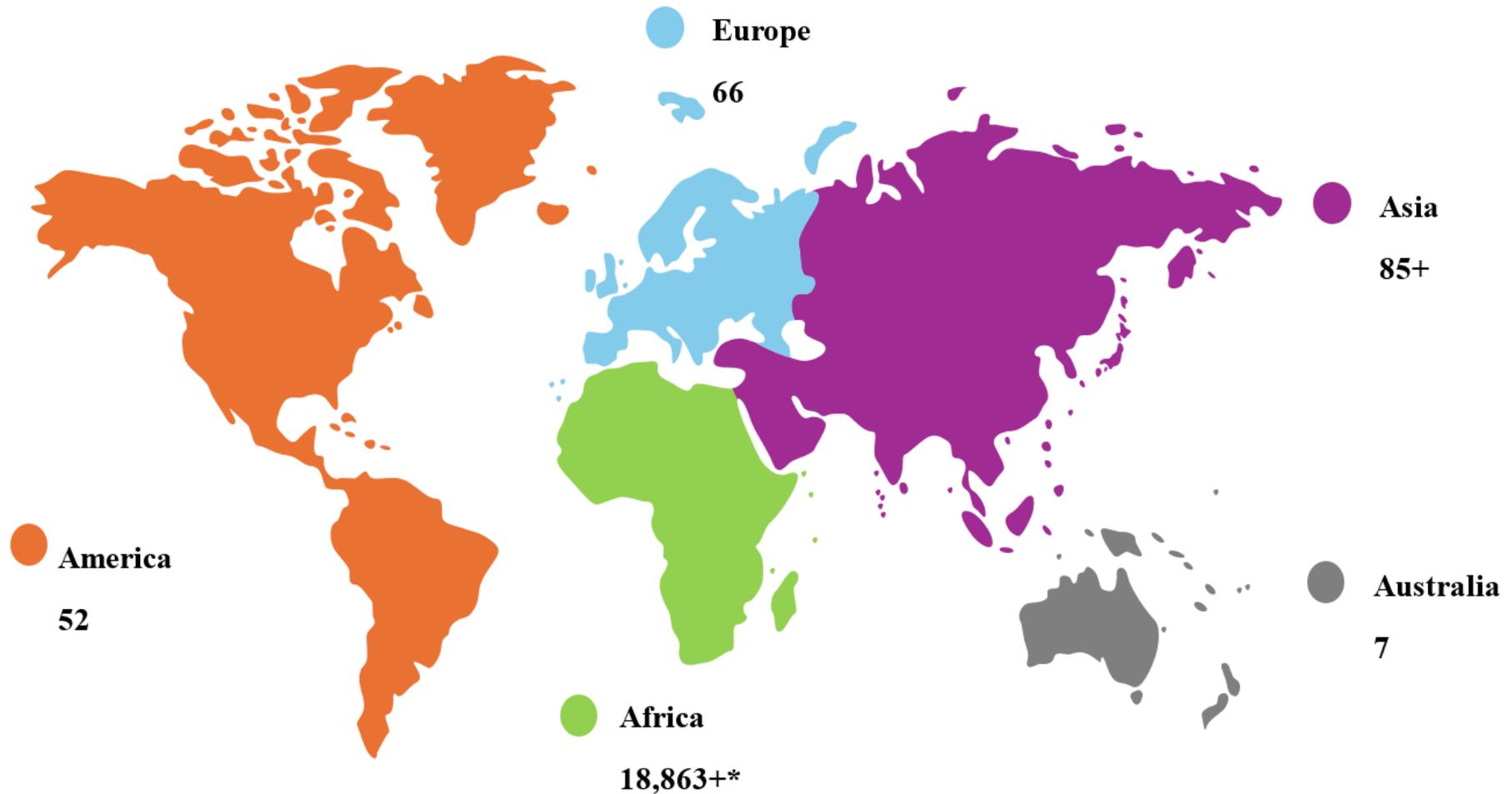


24,758

Total employees in 2023/2024

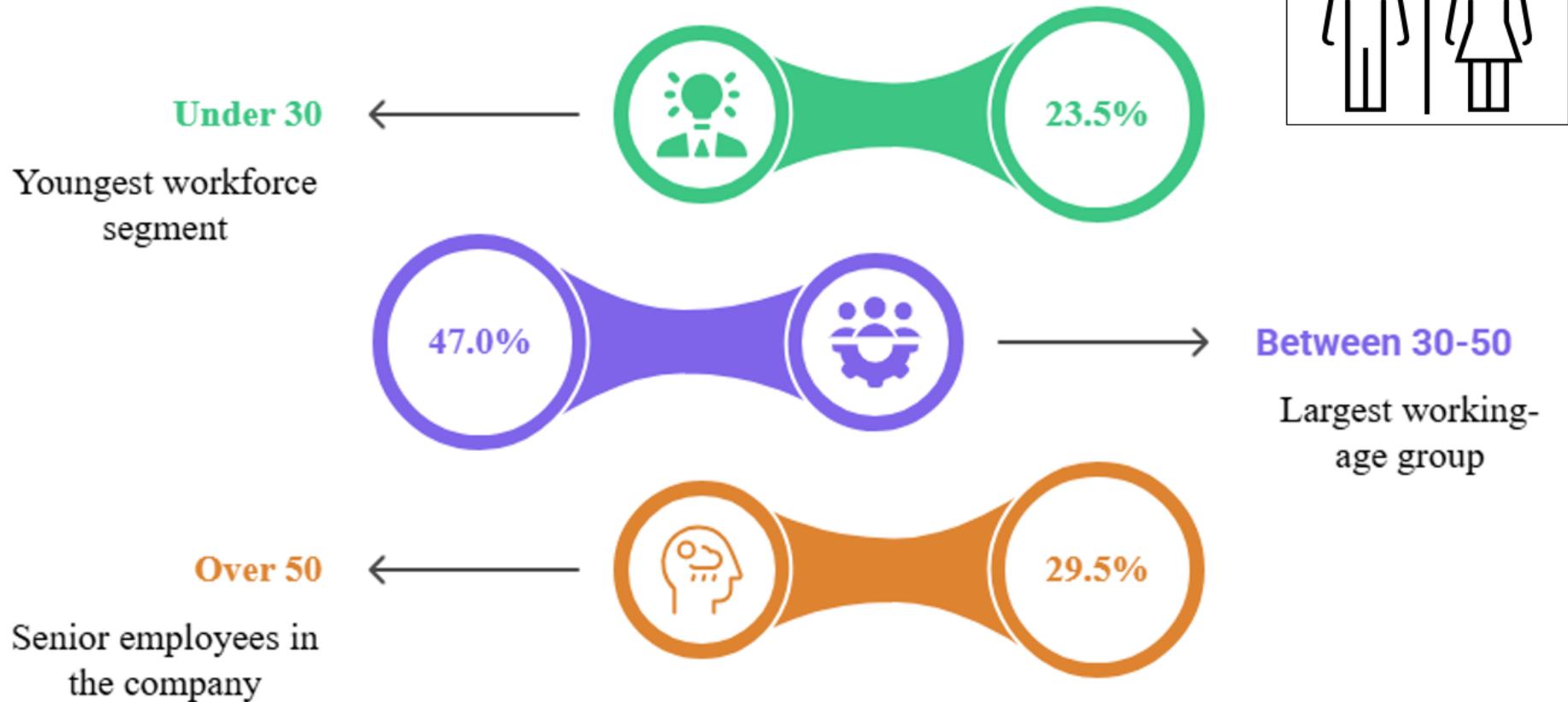
## 6.1.2. EMPLOYEE DEMOGRAPHICS

Ethiopian Airlines Group employs a total of 24,758 individuals, including 18,196 permanent, 5,632 temporary, 766 contract, and 164 part-time employees. The demographic map below illustrates the geographic distribution of permanent, contract, and part-time employees, all of whom have a formal contractual agreement with the company.



\*116+ employees from African countries other than Ethiopia

## Employee Age Demographics



### 6.1.3. EMPLOYEE RETENTION

Ethiopian Airlines Group is committed to retaining a highly skilled workforce and strengthening employee loyalty through regular assessments of needs and expectations. Maintaining strong employee experience and engagement helps minimize turnover and retain top talent.

Structured human resources policies and procedures enhance employee relations and ensure a supportive work environment. On the other hand, career development initiatives, employee experience programs, and continuous performance evaluations align roles with organizational growth. Strategic efforts focus on minimizing turn-over through competitive compensation, career advancement opportunities, and a strong workplace culture.

An improved job classification system has been introduced, restructuring job descriptions and salary scales to enhance employee motivation and satisfaction. This initiative, developed in alignment with employee feedback and industry's best practices, ensures fair compensation and career progression.

#### 6.1.3.1. EMPLOYEE WELL-BEING

Ethiopian Airlines Group implements a range of initiatives to attract, develop, and retain top talent for long-term success. This includes offering competitive compensation, facilitating access to finance and housing, and implementing a well-researched salary adjustment scheme to help employees cope with inflation and other economic challenges.

1200+ employees were beneficiaries of the first phase housing project

5000+ employees will be beneficiaries of the second phase housing project



## 6.1.4. EMPLOYEES ENGAGEMENT

Ethiopian Airlines Group fosters a strong sense of engagement among its employees through a variety of employee-centered programs designed to celebrate achievements, promote teamwork, and encourage open communication with leadership.

One of the most anticipated events is the Annual Employees' Day Festival, where employees from diverse cultural backgrounds come together to celebrate in a lively and inclusive atmosphere. A key highlight of this festival is the feast featuring a variety of traditional dishes and special drinks, carefully curated to reflect the diverse cultural preferences and dietary needs of the workforce. This event provides a platform for employees to connect, unwind, and appreciate the rich cultural diversity within the organization.

In addition to the festival, Ethiopian Airlines Group hosts Annual Divisional Employee Get-Togethers, bringing team members within different divisions together for social interactions, team-building activities, and discussions aimed at enhancing workplace relationships and collaboration. The company also recognizes outstanding contributions through an Employee Awards Program, which acknowledges and celebrates the hard work and dedication of employees, fostering a culture of appreciation and motivation.

Furthermore, Ethiopian Airlines Group ensures direct communication between employees and leadership through regular meetings and 'Meet the GCEO' events, where employees can engage in open discussions with the Group Chief Executive Officer. These sessions allow employees to voice their ideas, concerns, and feedback while gaining insights into the company's strategic direction.

Through these diverse engagement initiatives, Ethiopian Airlines Group reinforces its commitment to creating an inclusive, motivating, and high-performing work environment, where employees feel valued, connected, and inspired to contribute to the company's continued success.







Ethiopian Airlines Group has awarded a special honeymoon package to three lucky employee couples, reinforcing its commitment to celebrating staff milestones. In a ceremony at Ethiopian Skylight Hotel, the newlyweds, alongside executives and relatives, marked the occasion before departing for a three-day romantic getaway in Zanzibar, courtesy of Ethiopian Holidays.

The honeymoon package, supported by Ethiopian Skylight Hotel and Buleberry Travel, includes luxury accommodations, meals, entertainment, and airport transfers. This initiative is one of many ways Ethiopian Airlines fosters a supportive and rewarding work environment, strengthening unity and pride within the organization.

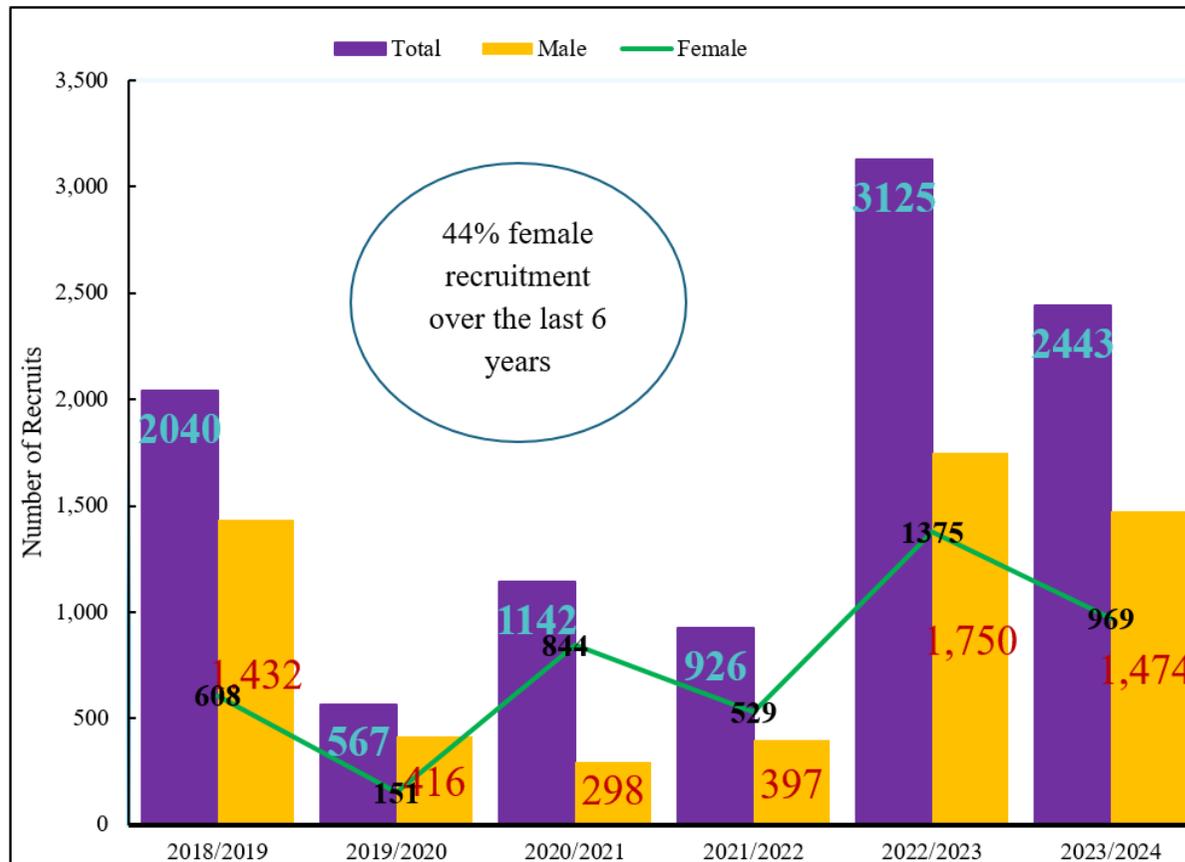


## 6.1.5. DIVERSITY, EQUITY, AND INCLUSION

### 6.1.5.1. COMMITMENT TO AN INCLUSIVE WORKFORCE

Ethiopian Airlines Group fosters a diverse, equitable, and inclusive workplace by ensuring fair hiring practices and providing equal opportunities to all employees. The company actively seeks talent from different regions, collaborating with local labor bureaus and educational institutions to create a workforce that reflects the diverse communities it serves.

Figure 6.1.1 Recruitment Trend



Ethiopian Airlines Group is committed to being an equal-opportunity employer, ensuring that recruitment and career growth are based on merit, free from discrimination based on race, gender, disability, age, religion, or other social backgrounds. To uphold fairness and transparency, we enforce strict anti-nepotism policies that prevent favoritism by restricting the hiring of immediate family members. Additionally, our recruitment process includes accessibility measures such as pre-employment exams and health assessments, fostering a fair and inclusive hiring approach for both local and international candidates. Through these initiatives, we continue to build a diverse and equitable workplace that reflects our core values of integrity and excellence.

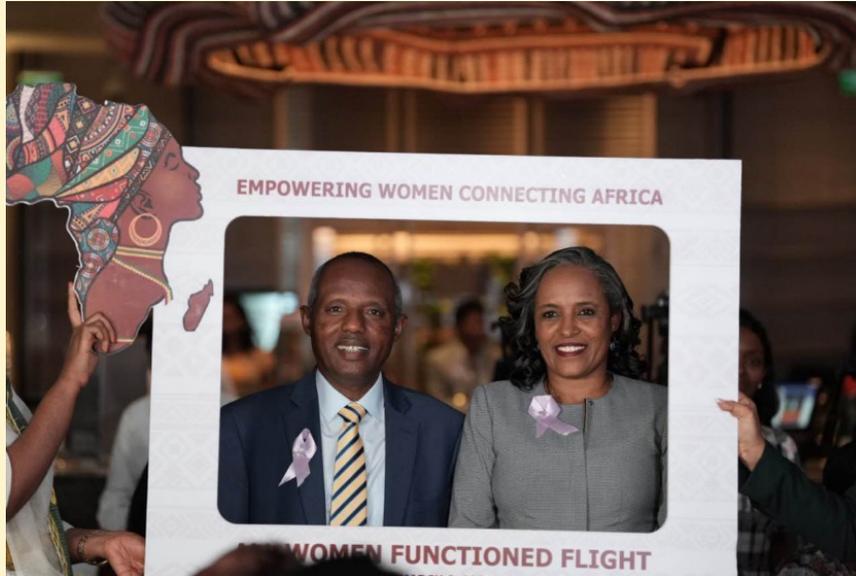
## 6.1.6. WOMEN EMPOWERMENT

Since 2015 Ethiopian Airlines Group celebrates International Women's Day annually, recognizing the vital role of women in economic development, peaceful society, and the aviation industry. As part of its long-standing tradition, the occasion is marked with an all-women-operated flight, showcasing the professionalism and capability of women in aviation. During the reporting year, the Group operated an all-women-functioned flight from Addis Ababa to London-Heathrow, further reinforcing its commitment to gender equality. The celebration of the event held at Ethiopian Skylight Hotel, was attended by high-ranking officials, ambassadors, and distinguished guests under the theme "Empowering Women: Connecting Africa." Group CEO Mr. Mesfin Tasew reaffirmed the airline's commitment to gender equality, acknowledging the professionalism and dedication of women across all operational areas. This annual tradition reflects the Group's ongoing dedication to empowering women and advancing gender equality in aviation and beyond.



Although Ethiopian Airlines follows a merit-based recruitment approach, the company is committed to identifying and nurturing women talents in aviation. Initiatives such as the all-women flight operations, where female professionals handle all aspects of a flight from cockpit to ground services, highlight the airline's dedication to gender diversity. Additionally, the airline promotes women-led initiatives to encourage more female participation in leadership and technical roles, strengthening diversity across all levels of the organization.

## ALL-WOMEN OPERATED FLIGHT



Celebrating a decade of annual all-women-operated flights



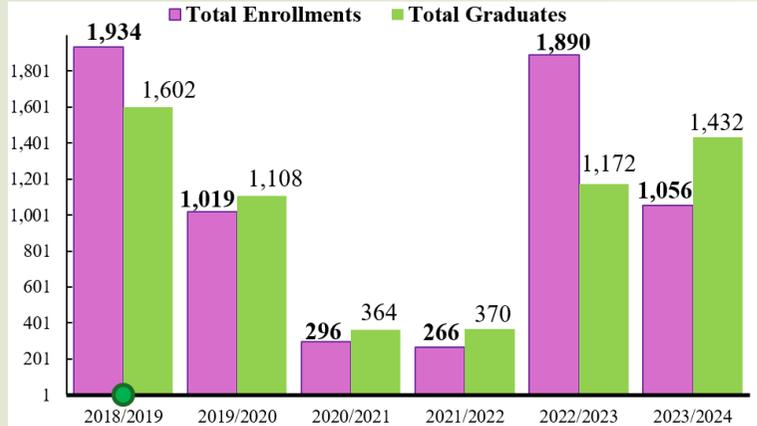
Ethiopian Airlines celebrates International Women's Day by operating an all-female crewed flight, from ground to air, highlighting the significant contributions of women to the nation and the world.

### 6.1.7. LEARNING AND GROWTH

Ethiopian Aviation University (EAU), Africa's largest and most advanced aviation training center, is committed to expanding access to quality education in alignment with SDG 4. Recognized as an ICAO Regional Training Center of Excellence, EAU offers Aviation Maintenance, Aviation Pilot, Aviation Cabin Crew, Aviation Marketing and Commercial training, diploma certificates and degree courses.

In addition, EAU graduate programs such as BSc in Aeronautical Engineering, BSc in Aviation Maintenance Engineering, BSc in Aviation Management & Operations, BA in Tourism & Hospitality Management, MSc in Data Science, and MBA in Aviation Management, ensuring a diverse and inclusive academic portfolio. Additionally, its Leadership & Career Development Center strengthens professional growth through management and leadership training.

With state-of-the-art simulators, virtual maintenance trainers, and hands-on workshops, EAU integrates cutting-edge technology and practical training, preparing students for global aviation careers. Fostering equal access to education and workforce development, Ethiopian Aviation University continues to empower future professionals and drive sustainable growth in Africa’s aviation industry.

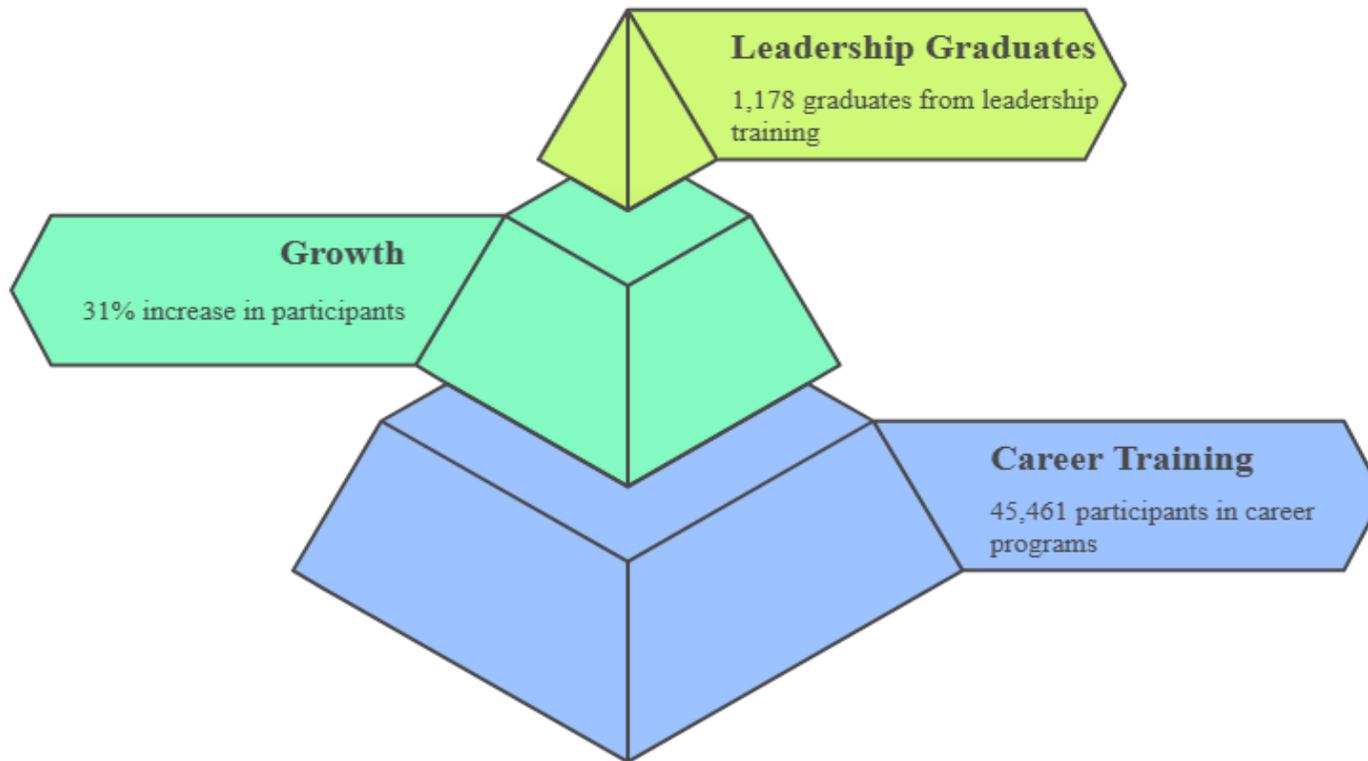


Ethiopian Aviation University offers an exciting opportunity for thousands of young individuals each year by providing comprehensive education and training in various aviation professions. Through full sponsorship programs, the university equips students with the skills and expertise needed for professional work, empowering them to build successful careers in the aviation industry. This initiative not only enhances employment opportunities but also contributes to the growth and sustainability of the aviation sector by developing a highly skilled workforce.

### 6.1.7.1. CAREER GROWTH

Human capital is a key driver of customer experience and delight in the aviation industry. As a company committed to being the employer of choice for top professionals, Ethiopian Airlines Group implements innovative practices to foster employee motivation, creativity, and engagement. We strive to enhance the employee experience, strengthen loyalty, and sustain a highly skilled workforce by supporting both individual and professional development.

#### Career Growth



Ethiopian Airlines Group is dedicated to fostering professional and career growth through diverse, high-quality training programs tailored to its dynamic workforce. The Group Human Resource Management in collaboration with Ethiopian Aviation University (EAU) offers extensive learning opportunities, including skill-based trainings (upskilling and reskilling), leadership development and an Executive MBA program for senior management. Our partnership with Airbus Beyond further enhances advanced training initiatives, keeping our employees at the cutting edge of industry advancements. This holistic approach reflects our unwavering commitment to continuous learning, excellence, and innovation.

Note:

The total number of career training participants are over the total employees indicating that an employee could have taken more than one training within the year

### 6.1.7.1. STEM PROJECT



In July 2023, Ethiopian Airlines Group in collaboration with Boeing, and Think Young launched a STEM school initiative.

The program will provide students and teachers with more than 300 hours of classes and hands-on experience in science, technology, engineering and mathematics (STEM) subjects. The first batch of the STEM program has successfully graduated, with 24 attendees completing the program of which 51% were girls.

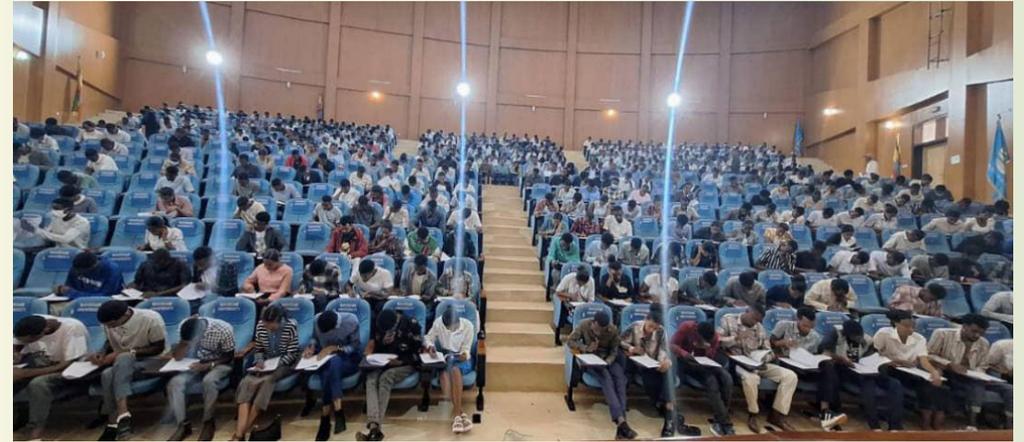
Ethiopian Airlines Group has established a landmark partnership with key national institutions, including the Ministry of Labor and Skills, Ethiopian Air Force, Ethiopian Civil Aviation Authority, and Airo Club, to advance the training and development of aviation professionals. This collaboration aims to strengthen the aviation workforce by equipping individuals with specialized skills and industry-leading expertise, ensuring the sustainable growth of Africa's aviation sector



### 6.1.7.2. NURTURING WOMEN AVIATORS



World Pilot's Day Celebrated with women kids



Merit based screening

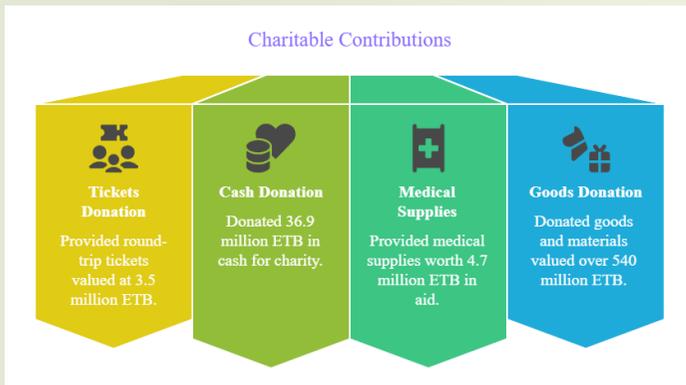


Equipping and Rewarding

## 6.2. CORPORATE CITIZENSHIP

### 6.2.1. PHILANTHROPY

Ethiopian Airlines Group is deeply committed to community engagement through initiatives focused on health, education, and community development. In 2023/2024, we made significant contributions across healthcare, education, and community development. In healthcare, we donated medical supplies and provided free travel for patients in need of overseas treatment. Our commitment to education included support for school feeding programs, exercise book donations, and special needs education. Additionally, we contributed to community development through humanitarian aid, meal donations, clothing distribution, tree planting, and housing support. Through these initiatives, we reinforced our dedication to social responsibility and community well-being.



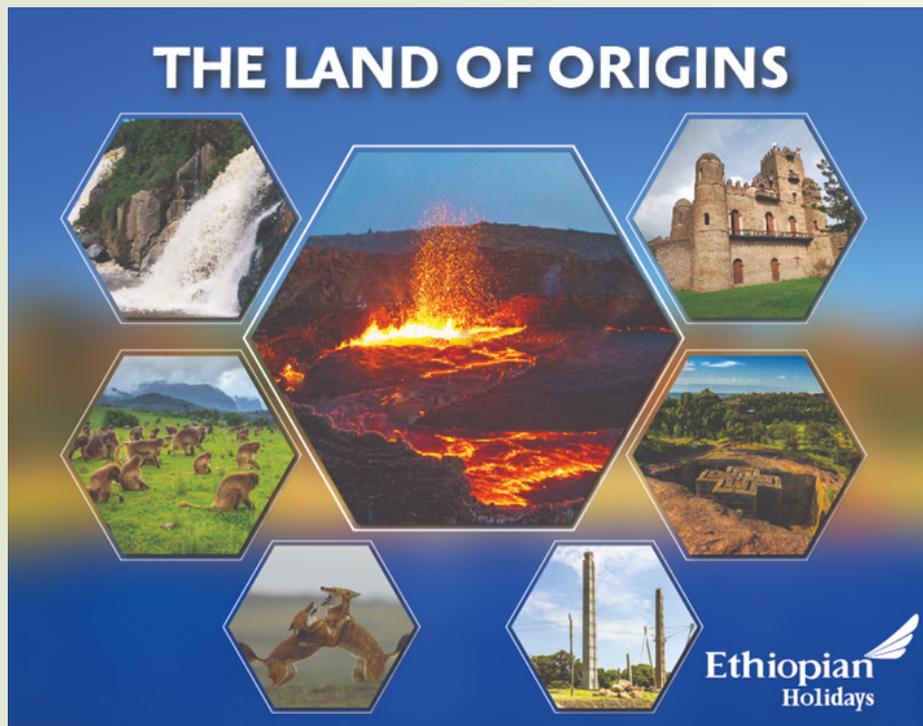
## 6.2.2. SUPPORTING THE NEEDY

Ethiopian Airlines Group provides ongoing support to those in need and celebrates annual festivals with them, fostering a spirit of community and compassion.



### 6.3. PROMOTION OF LOCAL CULTURE AND HERITAGE

Ethiopian Airlines Group is committed to preserving and promoting local culture and heritage across Africa and the world. Through its tourism and hospitality division, Ethiopian Holidays, the Group undertakes various initiatives to celebrate cultural diversity and support heritage conservation. These include publishing cultural, and heritage features in its in-flight magazine, *Selamta*, incorporating cultural content into in-flight entertainment, showcasing traditional crew attire, and highlighting local festivals and ceremonies.



Offering over 173 exclusive tour packages across 21+ countries, delivering unforgettable travel experiences

The Group remains steadfast in boosting Ethiopia's underutilized tourism sector by supporting sustainable tourism, conservation, and the preservation of historical sites and biodiversity.



Ethiopian Holidays showcases diverse cultures and heritage through various events and publications, celebrating and promoting rich traditions worldwide.



Ethiopian Airlines Group's corporate citizenship initiatives reinforce its role as a catalyst for economic growth, social impact, and cultural promotion while maintaining a strong commitment to sustainability and community engagement.



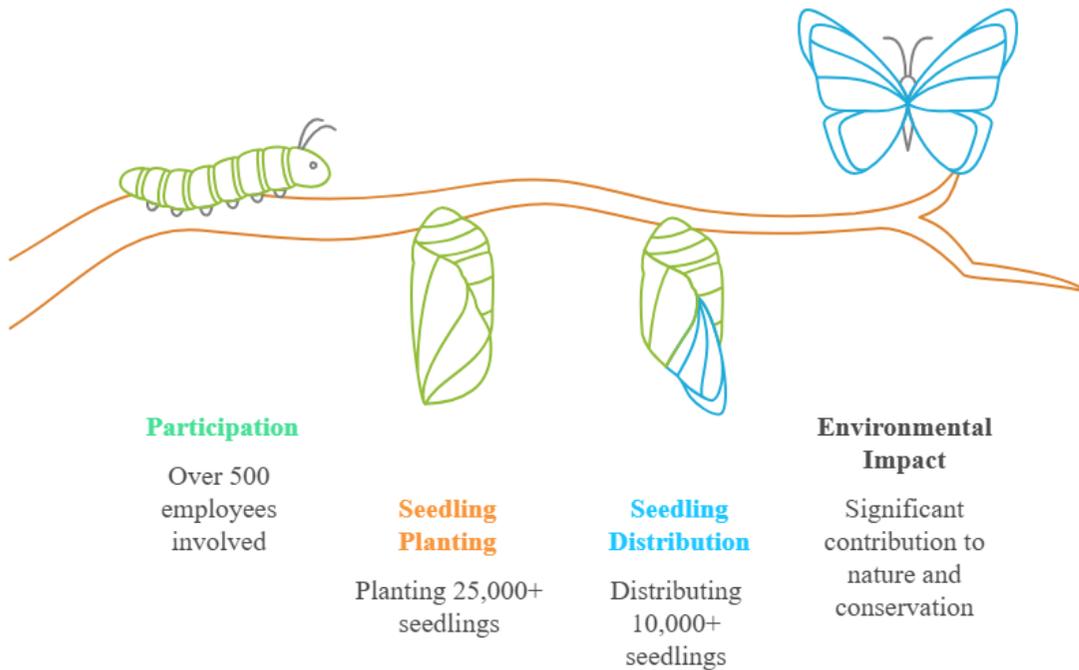
Ethiopian Airlines Group promotes national pride across Africa and the world through its distinctive aircraft labelling, celebrating cultural heritage and unity.



## 6.4. ENVIRONMENTAL CONSERVATION

Ethiopian Airlines Group actively participates in annual tree-planting campaigns in collaboration with private firms and government institutions, planting thousands of trees while promoting the importance of environmental conservation.

### Annual Tree Plantation



## 6.5. RESPONSIBLE SUPPLY CHAIN

### 6.5.1. ETHICAL AND STRATEGIC PROCUREMENT

Ethiopian Airlines Group upholds a robust procurement policy that ensures quality, safety, and sustainability in its supply chain. The procurement team is strategically structured to efficiently support operations while maintaining ethical standards. The procurement policy incorporates anti-bribery measures and adheres to strict ethical standards.

### 6.5.2. SUPPLIER EVALUATION CRITERIA

Suppliers are evaluated based on three key criteria consisting of technical qualifications, economic affordability and quality. Within the technical criteria user departments based on their knowledge and experience incorporate different issues like performance, efficiency, certification, and others. In the economic feasibility the economic life of the material and the pricing including salvage values are assessed to determine its acceptability. The Group incorporates a sustainable procurement approach where we can optimize the process, material input, environmental and social impact all throughout the process.

### 6.5.3. COMMITMENT TO LOCAL BUSINESS DEVELOPMENT

Supporting local businesses is a fundamental aspect of Ethiopian Airlines Group's procurement strategy, directly linking to its Corporate Responsibility initiatives. The Group fosters partnerships with local farmers for catering supplies, such as sourcing fruits and vegetables and promoting organize farming practices. In addition, we work with different suppliers of grains and consumables which they have attested a significant development since working with Ethiopian Airlines Group.

### 6.5.4. PREFERRED CLIENT

Ethiopian Airlines Group is recognized as a prestigious and trusted business partner, making it a highly coveted-after client for suppliers. Collaborating with the airline not only enhances suppliers' credibility but also opens doors to securing contracts with other major companies, expanding their market presence. As part of its commitment to a sustainable supply chain, the Group prioritizes partnerships with responsible suppliers who align with its environmental, social, and ethical standards.

In line with its commitment to sustainable economic growth, Ethiopian Airlines Group has introduced a special cargo rate to support inter-African trade. This initiative, launched in August 2023, complements the African Continental Free Trade Area (AfCFTA) by facilitating cost-effective logistics solutions for businesses, including small and medium enterprises. The Group's unwavering commitment to fostering regional trade and integrating sustainability into its supply chain is reflected in its effort to strengthen Africa's economic resilience while promoting environmentally and socially responsible business practices.

## 6.6. HUMAN AND LABOR RIGHTS

### 6.6.1. COMMITMENT TO FAIR EMPLOYMENT PRACTICES

Ethiopian Airlines Group upholds strict labor rights policies, ensuring fair treatment, ethical labor practices, and compliance with national and international labor laws. As an equal opportunity employer, the airline promotes a non-discriminatory workplace, where hiring, promotion, and employment decisions are based on merit, skills, and qualifications, without bias based on race, gender, religion, disability, or other factors. Ethiopian Airlines follows ILO conventions and Ethiopia's National Labor Law Proclamation 1156/2019, guaranteeing minimum wage, regulated working hours, and safe working conditions. A collective agreement also governs employer-employee relations, reinforcing labor protections.

### 6.6.2. WORKPLACE ETHICS AND FAIR COMPENSATION

The Group follows ethical employment standards, offering competitive wages, employee benefits, and a safe working environment. Employees receive health insurance, pension benefits, and professional development opportunities, reinforcing the Group's responsible and fair employer tradition. Hiring policies prohibit nepotism and favoritism ensuring a transparent recruitment process accessible to both national and international applicants.

### 6.6.3. ELIMINATING FORCED AND CHILD LABOUR

Ethiopian Airlines Group is firmly committed to eradicating forced labor and child labor in all its operations and throughout its supply chain. The Group strictly adheres to international labor standards, including those set by the International Labor Organization (ILO), as well as Ethiopian labor laws, to ensure fair and ethical employment practices.

To reinforce this commitment, Ethiopian Airlines Group mandates that all suppliers, contractors, and business partners comply with ethical labor practices, explicitly prohibiting any form of forced or child labor. Supplier agreements include strict clauses requiring adherence to human rights and fair labor standards, with regular assessments and audits conducted to ensure compliance.

Additionally, the Group provides awareness training for employees and stakeholders on labor rights, ethical employment practices, and risk identification to prevent exploitation within its operations. Any violations are met with swift corrective actions, including the termination of contracts with non-compliant suppliers.

Through these proactive measures, Ethiopian Airlines Group upholds its dedication to human rights, fair labor practices, and a responsible supply chain, ensuring a safe and dignified working environment for all.

100% of permanent employees have signed a formal work agreement, ensuring transparency, fair labor conditions, and compliance with ethical employment standards



Ethiopian Airlines Group maintains a 0% employment rate for individuals under 18, ensuring strict adherence to child labor laws and ethical employment standards.

#### 6.6.4. COMMITMENT TO COMBATING HUMAN TRAFFICKING

Ethiopian Airlines Group upholds a zero-tolerance policy on human trafficking across its operations and supply chain. The Group is committed to acting ethically and with integrity in all business dealings by implementing stringent systems and controls to prevent, detect, and report any instances of human trafficking. Comprehensive training programs are provided to employees and relevant stakeholders to help them recognize and combat trafficking practices. Ethiopian Airlines also encourages openness and actively supports individuals who raise concerns in good faith. Collaboration with law enforcement agencies, anti-trafficking organizations, and local communities is an integral part of its approach, including hosting awareness events to safeguard vulnerable groups. Additionally, the Group continuously assesses risks within its business and supply chain, reinforcing policies and regulatory compliance to mitigate exposure. Through these efforts, Ethiopian Airlines Group remains steadfast in its commitment to eliminating human trafficking and ensuring ethical business practices.

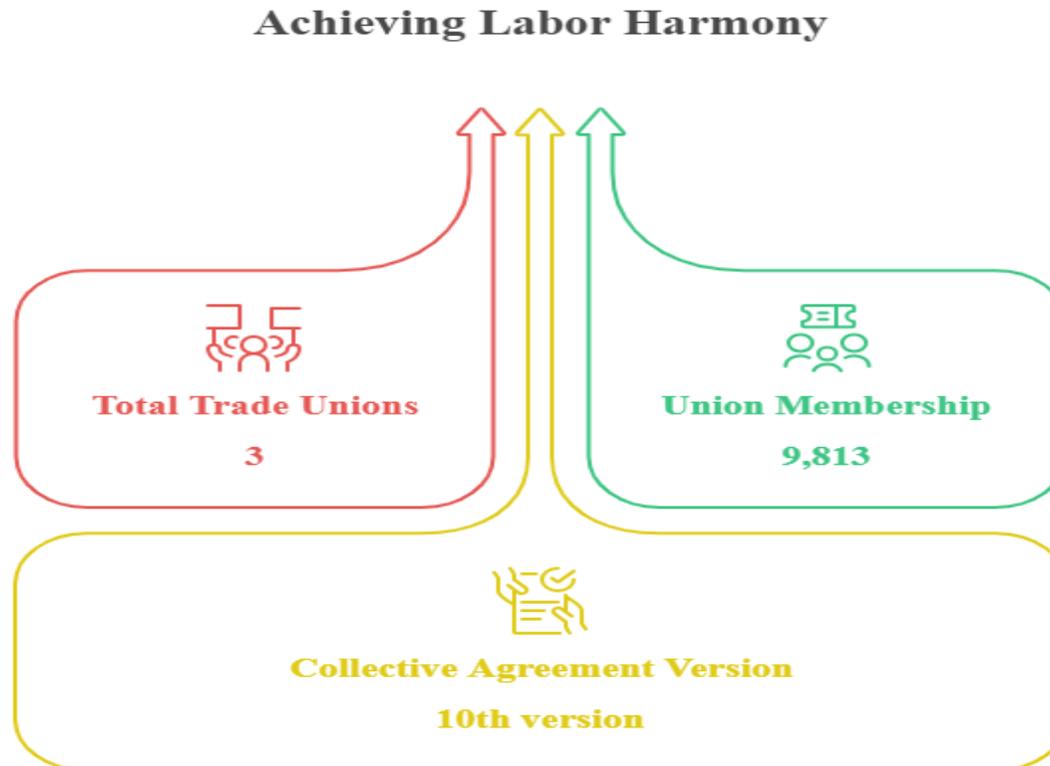
# We are not for sale

People's rights and dignity are  
not commodities to be traded

## 6.6.5. UNION RIGHTS AND COLLECTIVE BARGAINING

Ethiopian Airlines Group upholds employees' right to union representation and collective bargaining, ensuring fair wages, benefits, and working conditions. Open dialogue between management and labor representatives fosters transparency, mutual respect, and employee well-being.

Commitment to ethical labor practices ensures compliance with Ethiopian labor laws and international standards, reinforcing adherence to collective agreements. Employees have access to structured grievance mechanisms, creating a fair and inclusive work environment. Prioritizing worker rights and engagement strengthens a safe, equitable, and empowering workplace, enhancing both employee satisfaction and organizational success.



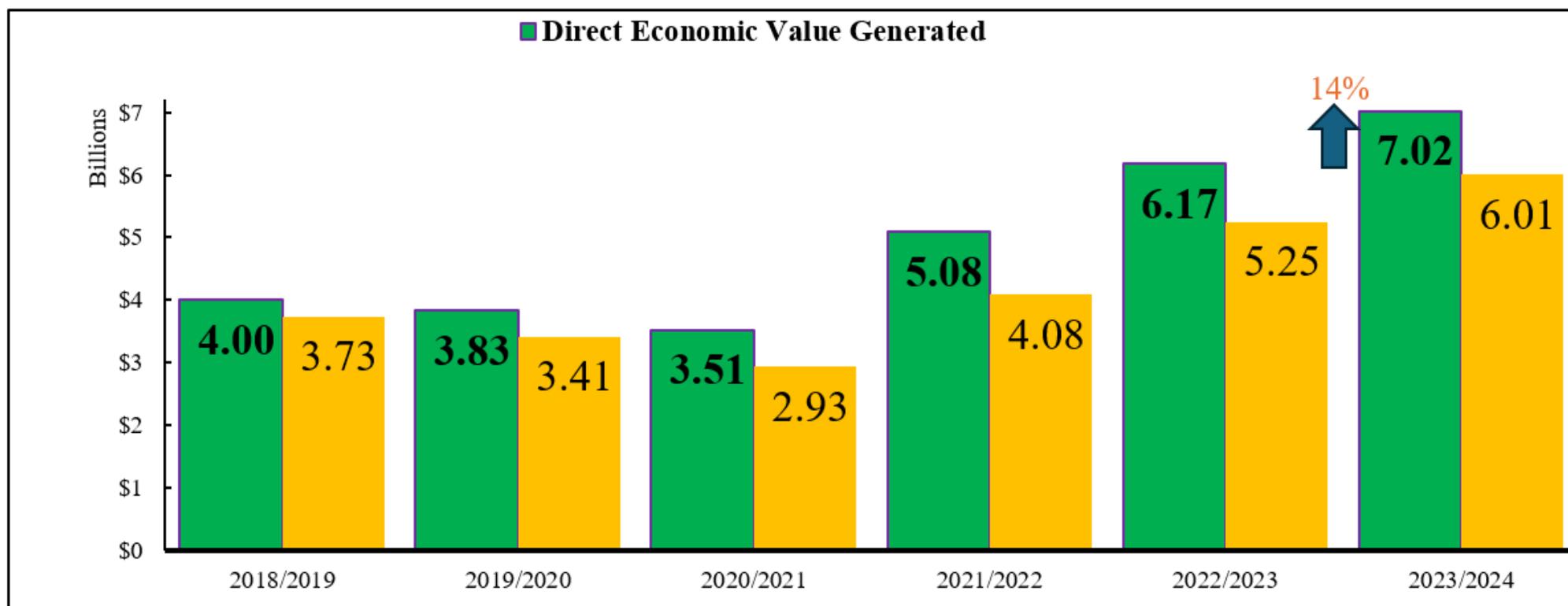
**CHAPTER 7**  
**ECONOMIC**  
**SUSTAINABILITY**

## 7.1. FAST PROFITABLE AND SUSTAINABLE GROWTH

### 7.1.1. ECONOMIC VALUE GENERATED AND DISTRIBUTED

Ethiopian Airlines Group, as Africa’s largest and fastest-growing airline, plays a significant role in driving economic growth and sustainability in Africa and the world. The Group’s operations generate substantial economic value, which is distributed among various stakeholders, including employees, governments, suppliers, and local communities. In the reporting period, the direct economic value generated by Ethiopian Airlines Group includes revenue from passenger services, cargo operations, aircraft maintenance, airport services, hotel and tourism services and auxiliary services. The economic value distributed encompasses operational expenses, employee wages and benefits, payments to governments (taxes and fees), reinvestments in infrastructure, and contributions to community development programs.

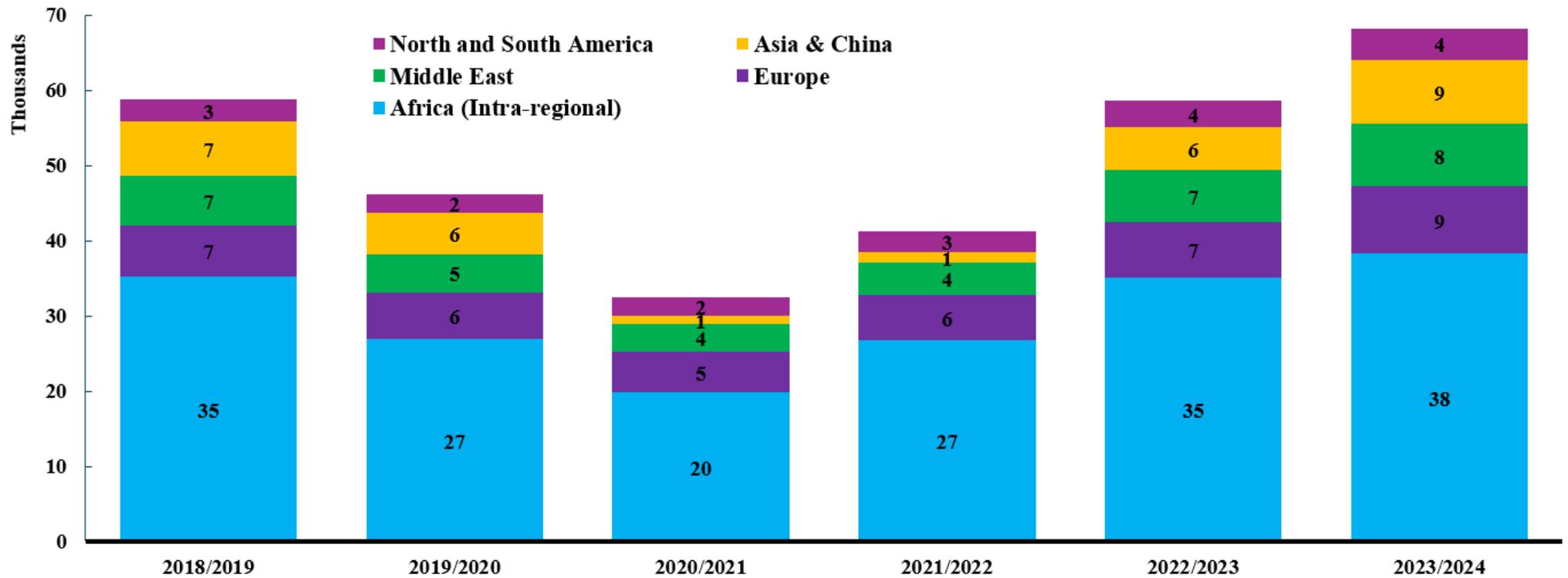
Figure 7.1.1 Economic Value Generated and Distributed



## 7.1.2. PASSENGER FLIGHT NETWORK

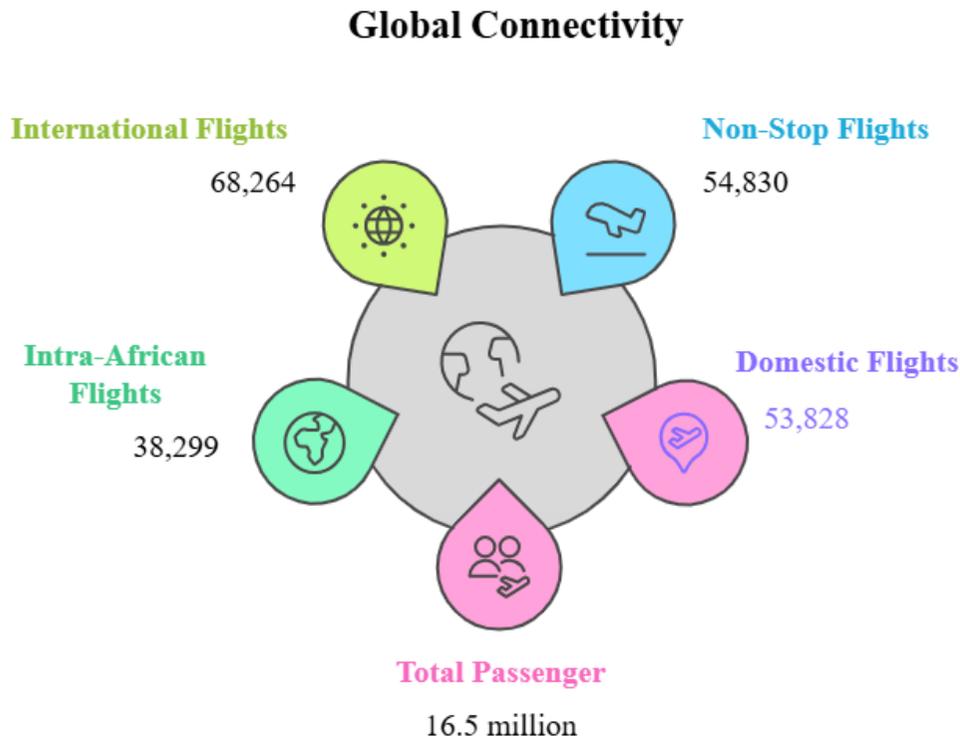
Ethiopian Airlines Group operates an extensive passenger flight network, connecting over 140 destinations worldwide across Africa, Asia, Europe, the Americas, and the Middle East. As Africa’s largest and most successful airline, Ethiopian continues to enhance global connectivity, offering seamless travel experiences across continents. During the fiscal year 2023/2024, the airline achieved significant growth in its operations. The total flight hours reached 577,746, reflecting a 19% increase from the previous year, while the total flights operated rose to 122,092, demonstrating the airline’s expanding reach. Among these, 29,965 flights were dedicated to intercontinental connections, strengthening Ethiopian Airlines’ role as a key global connector. Additionally, flight frequency increased by 22%, ensuring improved accessibility and service efficiency. This expansion enabled Ethiopian Airlines to carry a total of 16,502,720 passengers, reinforcing its position as a leading global airline. These milestones reflect Ethiopian Airlines’ continued commitment to operational excellence, route expansion, and service efficiency, further driving its contribution to global aviation and economic growth.

Figure 7.1.2 Flight Frequency



### 7.1.3. GLOBAL CONNECTIVITY

As the backbone of Africa’s aviation, Ethiopian Airlines Group accelerates travel, trade, tourism, and cultural exchange fueling local, regional and global economic growth. With an extensive flight network spanning more countries than any other African airline, we connect people, businesses, and opportunities while continuously investing in our fleet, technology, and human capital. In an evolving global landscape, we remain agile, innovative, and committed to driving Africa’s aviation to new heights.

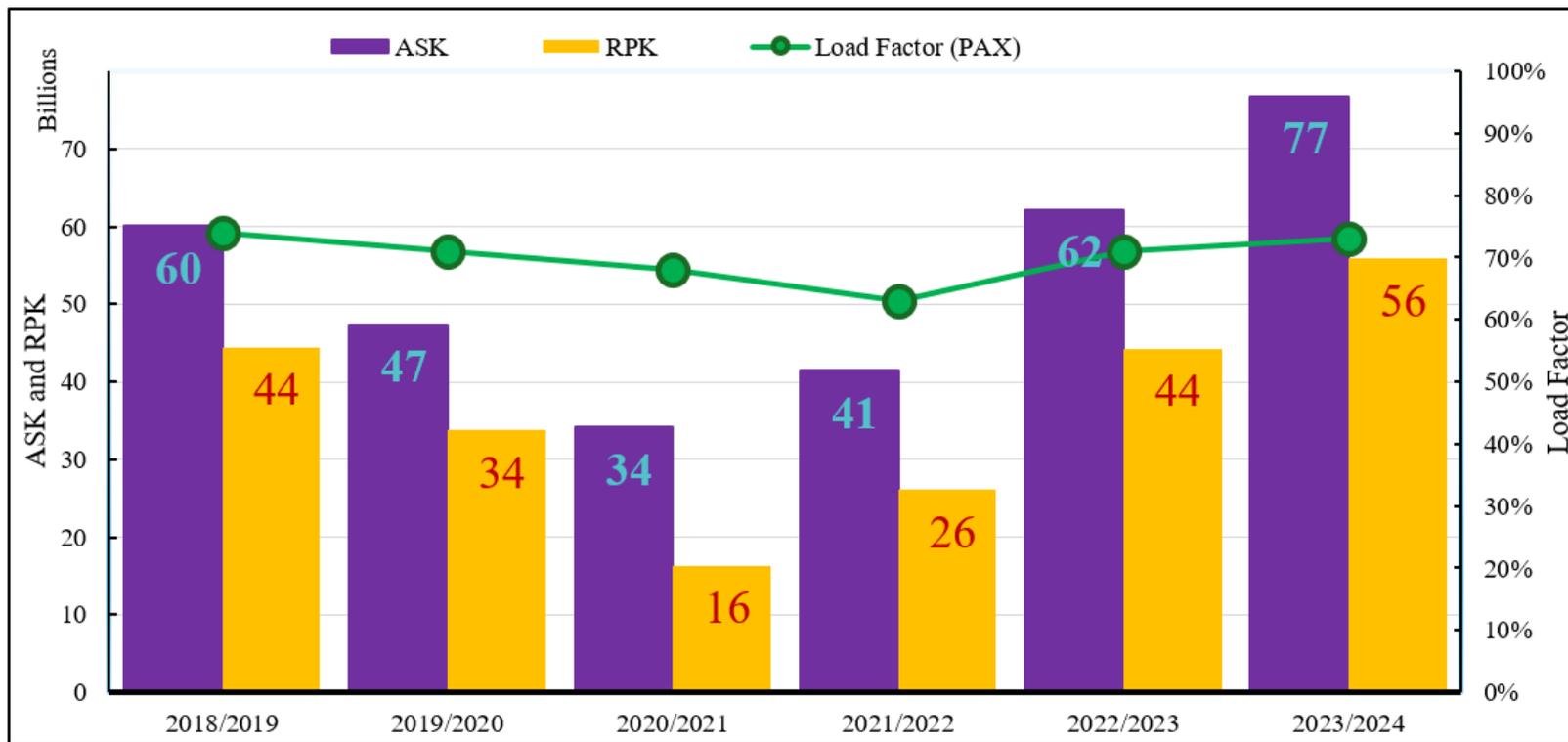


### 7.1.4. PASSENGER AND CARGO PERFORMANCE

Ethiopian Airlines Group’s aggressive network expansion and fleet modernization have significantly boosted its Available Seat Kilometers (ASK) and Revenue Passenger Kilometers (RPK), reinforcing its position as Africa’s leading airline. Over the years, strategic investments in route expansion, increased flight frequencies, and modern aircraft acquisitions have led to record-breaking performance despite global challenges.

In 2023/2024, ASK surged to 76.8 billion, marking a 22.5% increase from 62.1 billion in 2022/2023, surpassing pre-pandemic levels. Similarly, RPK rose sharply to 55.8 billion, reflecting a 26% growth from 44.2 billion the previous year, driven by strong passenger demand. Although the pandemic caused a significant dip in 2020/2021 (ASK: 34.1 billion, RPK: 16.3 billion), Ethiopian Airlines rebounded rapidly, demonstrating remarkable resilience.

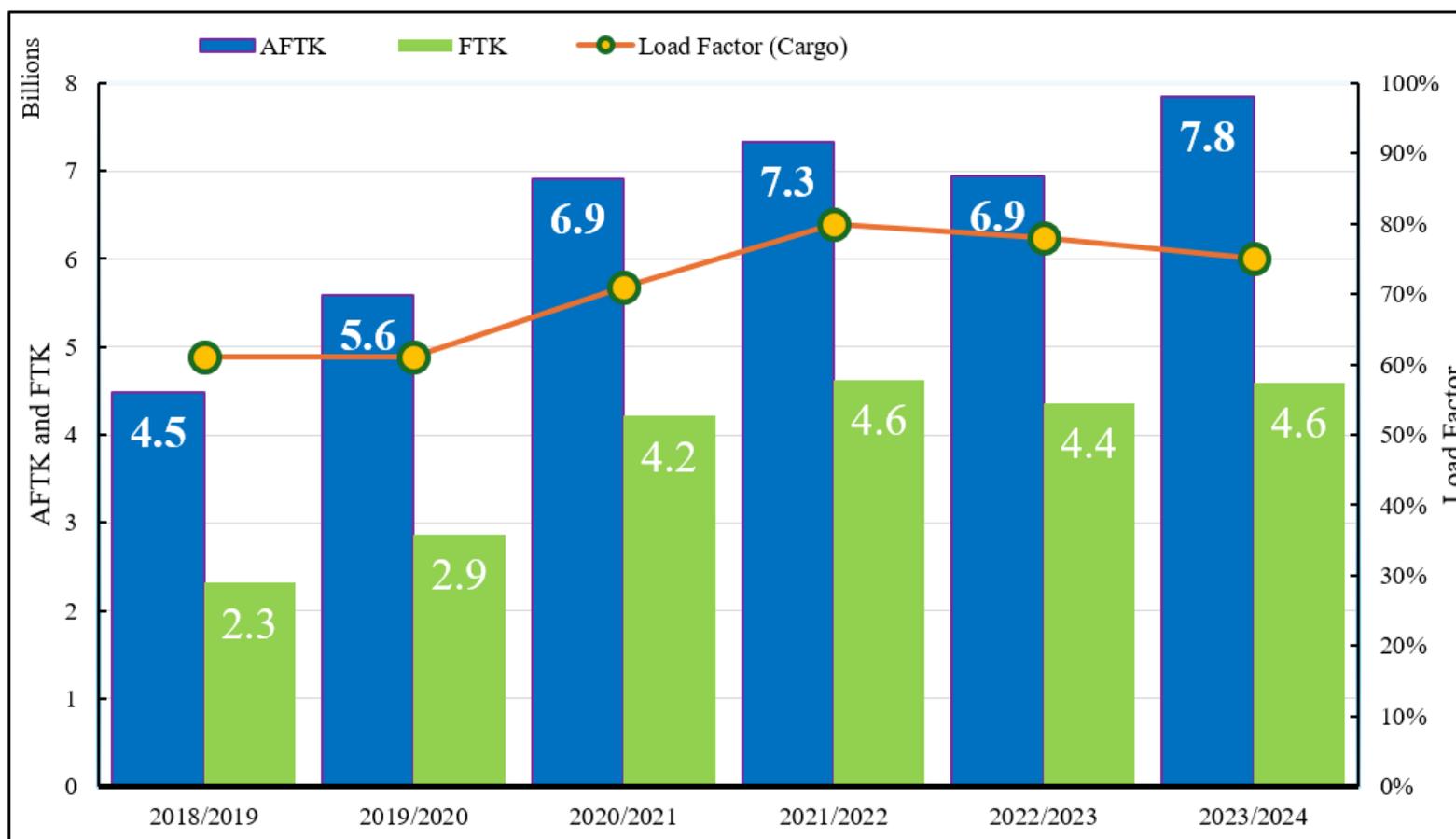
Figure 7.1.3 Economic Performance of Passenger Services



Ethiopian Airlines continues to dominate the global air cargo industry, leveraging its modern freighter fleet and extensive network. In 2023/2024, Available Freight Tonne Kilometers (AFTK) reached 7.8 billion, reflecting sustained cargo demand. The Frighter Tone Kilometer Actual was 4.6 billion. It is important to note that FTK figures exclude company materials transported, while the load factor includes them.

During the COVID-19 pandemic, Ethiopian Airlines experienced record-high cargo performance, driven by the urgent demand for medical supplies and e-commerce shipments. While cargo operations have slightly declined from their peak, the freighter load factor remains strong at 75% in 2023/2024, significantly outperforming pre-pandemic levels. This sustained performance highlights the airline’s adaptability and continued dominance in air freight services.

Figure 7.1.4 Economic Performance of Cargo



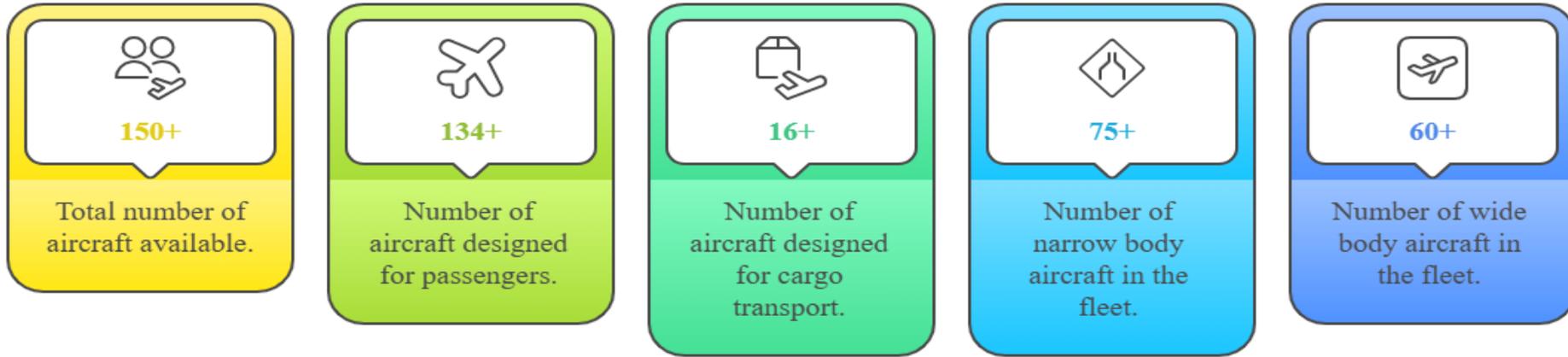
### 7.1.5. CARGO AND PASSENGER NETWORK CONNECTIVITY



758,087-TON CARGO, INCLUDE THE PAX NETWORK TOO

## 7.2. FLEET MODERNIZATION AND DEVELOPMENT

### Aircraft Types



### Aircraft Order



Ethiopian Airlines continues its fleet modernization and development strategy by investing cutting-edge aircraft, including Airbus A350, Boeing 787, and Boeing 737-Max. These advancements support the airlines growth strategy in air connectivity, passenger services and operational efficiency. Moreover, the increased number of aircraft stimulates direct and indirect job opportunity and expanding reach to underserved regions especially in Africa boosting trade and economic integration.

## 7.3. INFRASTRUCTURE AND OPERATIONAL EXPANSION

### 7.3.1. CARGO E-COMMERCIAL AND WAREHOUSE FACILITY

Ethiopian Airlines Cargo and Logistics Services is revolutionizing e-commerce logistics with a modern hub that integrates mail, courier, e-commerce, and parcel services. This enables customers to receive goods without the need to travel, offering a more sustainable and efficient global trade solution by reducing carbon emissions while enhancing speed, transparency, and reliability.



With advanced sorting, fulfillment, and transportation, we are committed to delivering seamless, customer-focused solutions that meet the growing demands of online shoppers and businesses worldwide.

### 7.3.2. INFRASTRUCTURE AND AIRPORT DEVELOPMENT

Ethiopian Airlines Group has inaugurated its 50-megawatt dedicated electric power substation to strengthen its customer service and operational efficiency. This facility will support a dedicated and uninterrupted power supply to all operations at Addis Ababa Airport including international and domestic terminal, all other operations and services at ADD.



Ethiopian Airlines Group continues to revolutionize Ethiopia's aviation landscape with strategic airport infrastructure investments. The inauguration of Jinka Airport Terminal, a €8 million project, enhances accessibility in South Ethiopia, promoting tourism and trade while offering state-of-the-art passenger facilities.

Further reinforcing its commitment to modernization, the Group expanded the domestic terminal at Addis Ababa Bole International Airport with a \$50 million upgrade, doubling capacity and streamlining operations. This expansion optimizes efficiency for over 200 daily flights, strengthening regional connectivity and facilitating economic growth.



### 7.3.3. NETWORK EXPANSION

Ethiopian Airlines Group plays a crucial role in fostering economic development through its extensive route network. The Group has inaugurated or resumed five international passenger routes, one cargo route, and three domestic destinations, reinforcing its commitment to connecting Africa with the world.

The newly launched or resumed international destinations include London Gatwick (UK), Madrid (Spain), Bangui (Central African Republic), Freetown (Sierra Leone), and Maun (Botswana), along with Casablanca (Morocco) for cargo services.

Domestically, Ethiopian Airlines Group has expanded access to Dembi Dollo, Axum, and Nekemte, strengthening local and regional connectivity and economic integration. This expansion reflects the Group's ongoing efforts to enhance global and local travel, supporting trade, tourism, and business growth.



## 7.4. DIGITALIZATION AND IT INFRASTRUCTURE

### 7.4.1. DIGITAL TRANSFORMATION STRATEGY

Ethiopian Airlines Group is committed to enhancing operational efficiency and customer experience through advanced digitalization and IT infrastructure initiatives. The airline continuously invests in cutting-edge technologies to optimize processes, improve service delivery, and enhance sustainability.

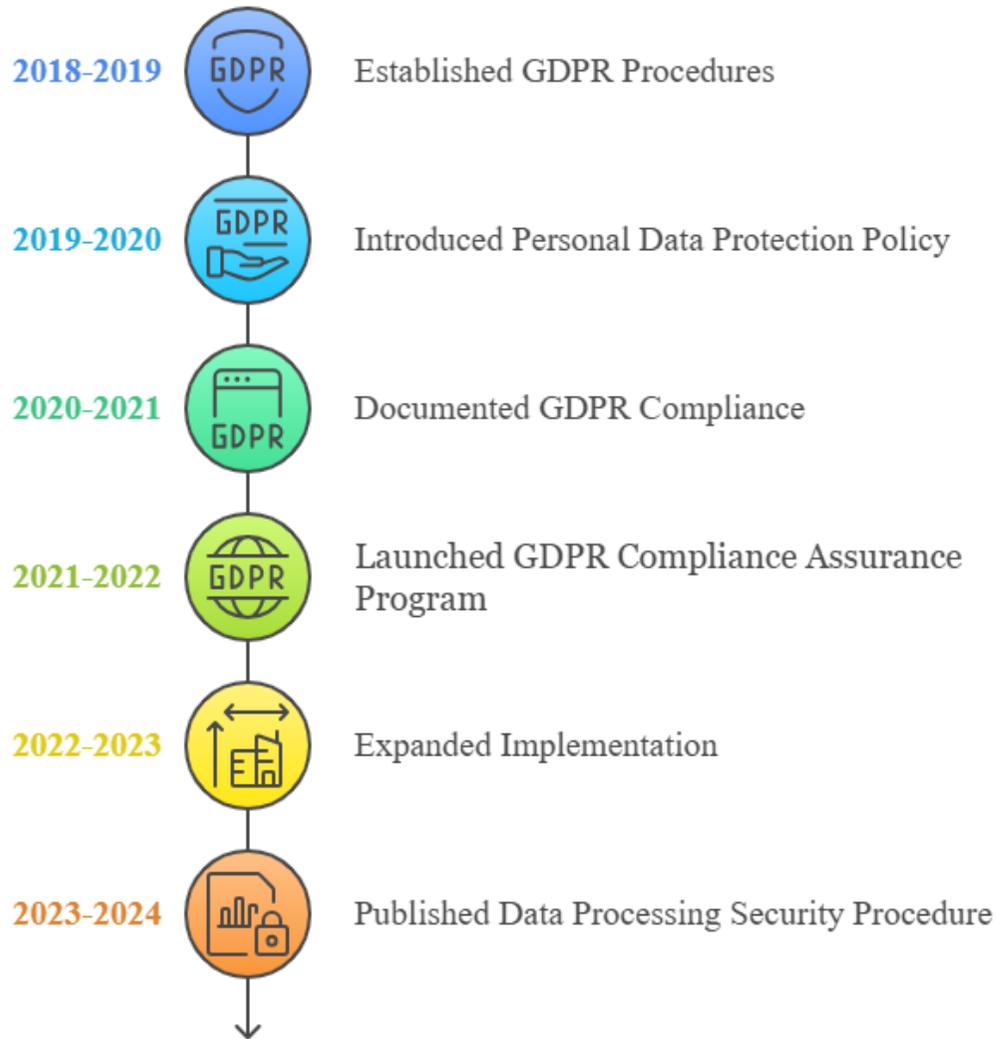
### 7.4.2. KEY DIGITAL INITIATIVES

We are implementing key digital initiatives to enhance efficiency, security, and sustainability across our operations. One of the major initiatives is the transition towards a fully paperless operation, aimed at reducing environmental impact while improving workflow efficiency.

To ensure seamless operations, cloud-based systems are being adopted, improving accessibility, scalability, and system performance. Additionally, big data and analytics are playing a crucial role in optimizing fleet management, improving operational decision-making, and gaining deeper customer insights.



## Ethiopian Airlines Group's GDPR Journey

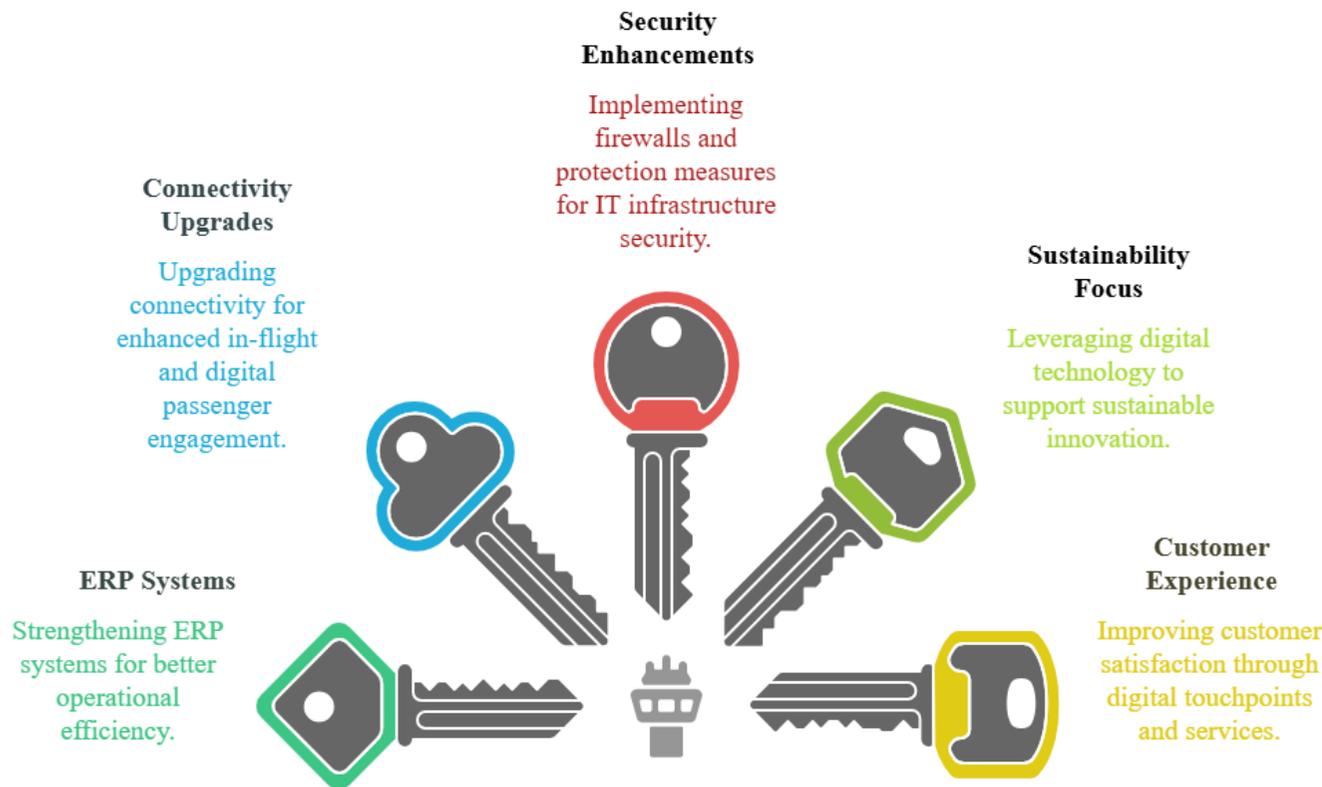


Cybersecurity remains a top priority for the Group. Ethiopian Airlines Group follows NIST cybersecurity standards, conducting regular penetration testing and enforcing strict data protection policies. Employees undergo mandatory e-learning programs to enhance data security awareness. Looking ahead, the Group is preparing to introduce a data classification framework, further strengthening information security and governance across its digital ecosystem.

### 7.4.3. IT INFRASTRUCTURE ENHANCEMENT

Ethiopian Airlines Group is enhancing its IT infrastructure to drive efficiency, improve customer experience, and support sustainable innovation. A key initiative is the implementation of advanced reservation and ticketing systems, ensuring seamless and user-friendly booking experiences for passengers. These state-of-the-art digital platforms enhance accessibility and streamline ticketing operations.

#### Transforming IT Infrastructure



To further optimize internal processes, the Group is strengthening its ERP systems, integrating digital platforms for better resource management and operational efficiency. This ensures smoother workflows and more effective coordination across various departments.

Additionally, connectivity and communication are being upgraded, including enhanced in-flight connectivity and digital touchpoints to improve passenger engagement and overall travel experience. Ethiopian Airlines Group remains dedicated to leveraging digital technology as a cornerstone of its operational strategy, ensuring efficiency, security, and customer satisfaction while fostering sustainability and continuous innovation.

## 7.5. CUSTOMER EXPERIENCE AND SATISFACTION

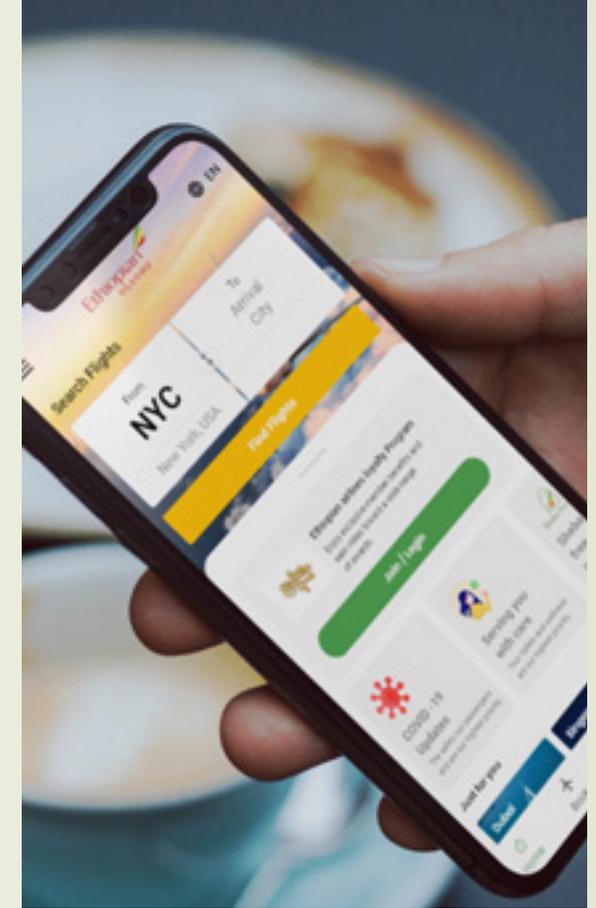
### 7.5.1. COMMITMENT TO CUSTOMER CARE AND EXPERIENCE

Ethiopian Airlines Group is dedicated to delivering an exceptional customer experience to live up to its strategy of African Flavored Ethiopian Hospitality. Through continuous integration of innovative, digital, and emerging technologies, the Group has significantly enhanced service excellence and passenger satisfaction. The Group ensures a seamless, customer-centric travel experience by offering a comprehensive range of services, including air travel, hotel accommodations, and curated tourism packages featuring national parks, historical sites, and luxury lodges.

- ◆ Affordable Travel: Ensures the lowest available fare across booking platforms.
- ◆ Flight Updates: Provides timely notifications on delays, cancellations, and diversions within 30 minutes of awareness.
- ◆ Baggage Handling: Aims for on-time delivery; offers compensation for eligible lost and damaged baggage's.
- ◆ Refund Policy: Processes eligible refunds promptly
- ◆ Passenger Support: Special assistance for passengers with disabilities and unaccompanied minors.
- ◆ Tarmac Delay Assistance: Provides food, water, restrooms, and medical aid during extended delays.
- ◆ Overbooking Management: Seeks volunteers first and offers compensation for denied boarding based on delay time.
- ◆ Transparent Policies: Clear communication on itineraries, cancellations, frequent flyer programs, and aircraft details.
- ◆ Customer Complaints: Responds within 30 days and resolves within 60 days.
- ◆ Support for Disruptions: Arranges alternative travel or provides accommodation, transport, and communication for missed connections.

## 7.5.2. CUSTOMER EXPERIENCE IMPROVEMENT PROJECTS

Ethiopian Airlines Group is continuously investing in organizational arrangement, staff training, onboard services, and operational efficiency to meet evolving passenger expectations and exceptional experience. We enhanced real-time customer support through digital platforms, social media, and self-service options to improve responsiveness and accessibility.



### INTRODUCES M-PESA WALLET AS TRAVEL PAYMENT OPTION.

Seamless Travel at Your Fingertips – Ethiopian Airlines Mobile App



## THE GROUP HAS INTRODUCED MODERN AIRPORT KIOSKS TO FACILITATE SELF-SERVICES

Africa's largest and most prestigious airline, makes travel easier with its user-friendly mobile app. Passengers can book flights, manage bookings, check-in, and receive real-time flight updates all in one place. The app also offers hotel and car rental services, as well as access to the ShebaMiles loyalty program. With multiple payment options and instant notifications, the Ethiopian Airlines Mobile App ensures a hassle-free and convenient travel experience.

The Group's airport kiosks are designed to enhance customer convenience by providing a seamless and efficient check-in experience. By reducing wait times and simplifying the check-in process, these self-service kiosks offer passengers greater flexibility and ease, allowing them to manage their travel plans with confidence. This initiative reflects our commitment to elevating customer service, prioritizing passenger comfort, and embracing technology to enhance the travel experience. As we continue to innovate, we remain dedicated to making every journey with Ethiopian Airlines smooth, efficient, and enjoyable.

Introduces M-PESA Wallet as Travel Payment Option.

## Seamless Travel at Your Fingertips – Ethiopian Airlines Mobile App

### 7.5.3. SERVING BY EXAMPLE



At Ethiopian Airlines, we believe that true leadership is demonstrated through service. As we mark the celebration of our first Cairo flight, our leaders take the initiative to serve our passengers, reaffirming our deep commitment to customer satisfaction. This symbolic act reflects our core value of leading by example, ensuring that every journey embodies excellence, care, and the spirit of African flavored Ethiopian hospitality.

Figure 7.5.1 Customer Satisfaction

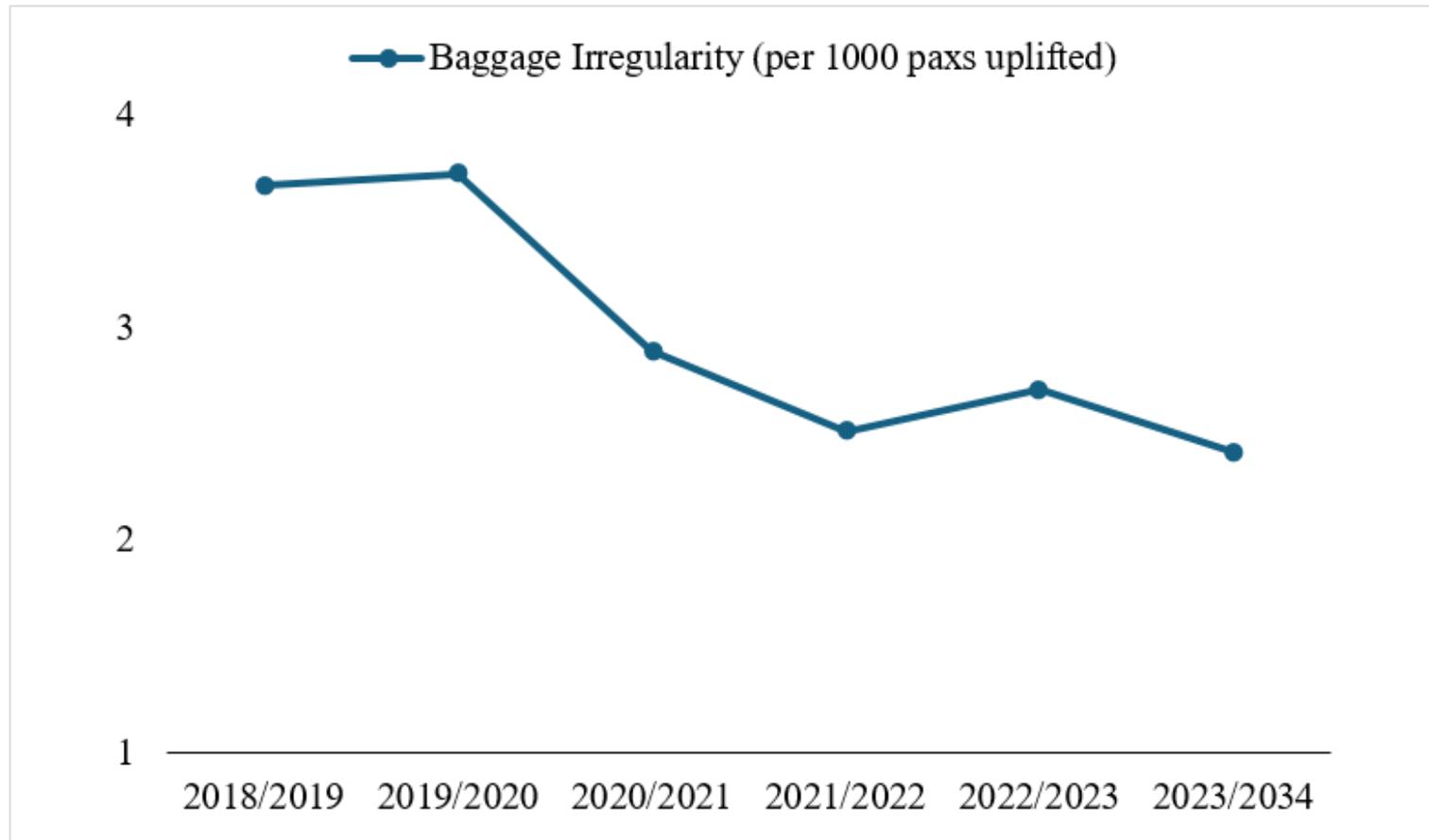


## 7.5.4. CHECKING AND BAGGAGE HANDLING

Ethiopian Airlines Group has introduced an advanced self-check-in and automated baggage drop system at Addis Ababa Bole International Airport, streamlining the travel experience by reducing wait times and enhancing efficiency. This innovative technology enables passengers to check in and drop off their baggage quickly and independently, minimizing queues and congestion.

Figure 7.52 Baggage Irregularity





Ethiopian Airlines Group has made significant improvements in baggage handling, leading to a notable reduction in baggage irregularities. Through advanced tracking systems, streamlined processes, and enhanced coordination, the airline has strengthened baggage management efficiency, ensuring that passengers receive their luggage on time and with greater reliability. While the industry average irregularity rate was 7.6 per 1,000 passengers in 2022, improving to 6.9 per 1,000 passengers in 2023<sup>1</sup>, Ethiopian Airlines maintained a remarkably low rate of 2.7 in 2022 and further reduced it to 2.4 in 2023.

1: SITA Baggage IT Insight 2024

## 7.5.5. INFLIGHT EXPERIENCE

Ethiopian Airlines Group has implemented electronic In-Flight Entertainment (IFE) promotional materials and an e-magazine, replacing traditional printed materials to minimize paper waste and enhance sustainability. This transition not only provides passengers with a seamless digital experience but also significantly reduces resource consumption and carbon footprint associated with printing and logistics.

Additionally, the Group has introduced a pre-flight meal ordering system, allowing passengers to select their meals during booking. This initiative helps optimize catering operations, reduce food waste, and lower emissions associated with unnecessary meal preparation and disposal.



## 7.5.6. CELEBRATING SUCCESS TOGETHER

At Ethiopian Airlines Group, our success is built on strong and enduring relationships with our customers and partners. We engage with our passengers by delivering exceptional service, prioritizing their needs, and continuously enhancing their travel experience through tailored services and surprises. Our partnerships, whether with global aviation leaders, local businesses, or community organizations, are founded on mutual trust, collaboration, and shared growth. We honor these relationships by upholding the highest standards of service, fostering long-term cooperation, and ensuring that our values of excellence, integrity, and inclusivity guide every interaction. Through these efforts, we not only connect destinations but also build lasting connections that drive progress for all.



### 7.5.7. CUSTOMER AS FAMILY

As a trusted partner of the Ethiopian Muslim community, Ethiopian Airlines Group provides dedicated and specialized services during the annual Hajj pilgrimage, ensuring a seamless, comfortable, and reliable travel experience for pilgrims. Beyond Hajj, we take pride in supporting Ethiopia's rich religious and cultural heritage by offering tailored services for major celebrations, including Epiphany (Timket) in Gondar, Genna (Christmas) in Lalibela, and other significant festivals. Our commitment to facilitating these journeys reflects our deep respect for our customers' diverse spiritual and cultural traditions, ensuring they can travel with ease, comfort, and peace of mind.





**CHAPTER 8**  
**CORPORATE**  
**GOVERNANCE**

## 8.1. BUSINESS ETHICS AND COMPLIANCE

### 8.1.1. COMMITMENT TO ETHICAL STANDARDS

Ethiopian Airlines Group is committed to upholding the highest standards of ethical business practices and regulatory compliance. Our core values are embedded in the Codes of Conduct and Corporate HRM Manual, which are binding for all employees and stakeholders. These documents serve as the foundation for ethical decision-making, ensuring integrity, accountability, and transparency in all our operations.

Ethical business conduct is the foundation that guides employees and management in their decisions and actions.

Ethics is our core value—we hire for attitude and train for skill.

### 8.1.2. ETHICS GOVERNANCE AND OVERSIGHT

Ethiopian Airlines Group upholds ethical business conduct, compliance, and transparency through a robust governance framework. Its Ethics Liaison Unit ensures adherence to ethical guidelines by monitoring compliance, investigating violations, and promoting integrity through training and awareness programs. Employees and stakeholders can report concerns via confidential and voluntary mechanisms, with protection against retaliation. A structured screening and investigation process ensures fairness and accountability. Additionally, ethics and compliance training are integrated into employee development to reinforce anti-corruption and ethical principles. Through proactive governance and continuous education, Ethiopian Airlines maintains responsible business practices aligned with its sustainability goals.

### 8.1.3. ANTI-BRIBERY AND CORRUPTION POLICY

Ethiopian Airlines Group enforces a zero-tolerance policy against bribery and corruption, ensuring compliance with national and international anti-bribery laws. The policy applies to all employees, business partners, and subsidiaries, setting clear guidelines for ethical business conduct.

#### Key Principles:

- ◆ **Prohibition of Bribery & Corruption:** Employees and third parties are strictly forbidden from offering, soliciting, or accepting bribes in any form, including gifts, entertainment, or facilitation payments.
- ◆ **Compliance & Accountability:** The policy aligns with global anti-corruption laws, requiring adherence to Ethiopian legal frameworks, such as the Federal Ethics and Anti-Corruption Commission (FEACC).
- ◆ **Whistleblower Protection:** Employees are encouraged to report violations through designated channels, ensuring confidentiality and protection.
- ◆ **Third-Party Due Diligence:** Business partners must comply with Ethiopian Airlines' anti-bribery standards, with strict screening and monitoring procedures.
- ◆ **Financial Transparency:** All transactions must be accurately recorded, with internal controls in place to prevent fraudulent activities.
- ◆ **Government Relations & Political Contributions:** Special attention is given to interactions with government officials, and company funds cannot be used for political contributions.
- ◆ **Training & Enforcement:** Regular training is provided to employees, with enforcement mechanisms to detect and prevent corruption risks.

#### Ethics Metrics

##### Code of Asset Registration



##### Investigation of Unethical Cases



##### Increase in Reporting



### 8.1.4. REPORTING MECHANISMS AND INVESTIGATION PROCEDURES

Employees and stakeholders can report suspected ethical breaches through multiple confidential and voluntary reporting mechanisms, ensuring anonymity and protection from retaliation. A thorough screening and investigation process is in place to assess and address each report with fairness and diligence.

### 8.1.5. ETHICS AND COMPLIANCE TRAINING

Raising awareness and educating employees is a key pillar of our ethics and compliance strategy. Ethiopian Airlines Group integrates ethical principles into employee development through ethics and anti-corruption training, awareness bulletins and online social media communications.

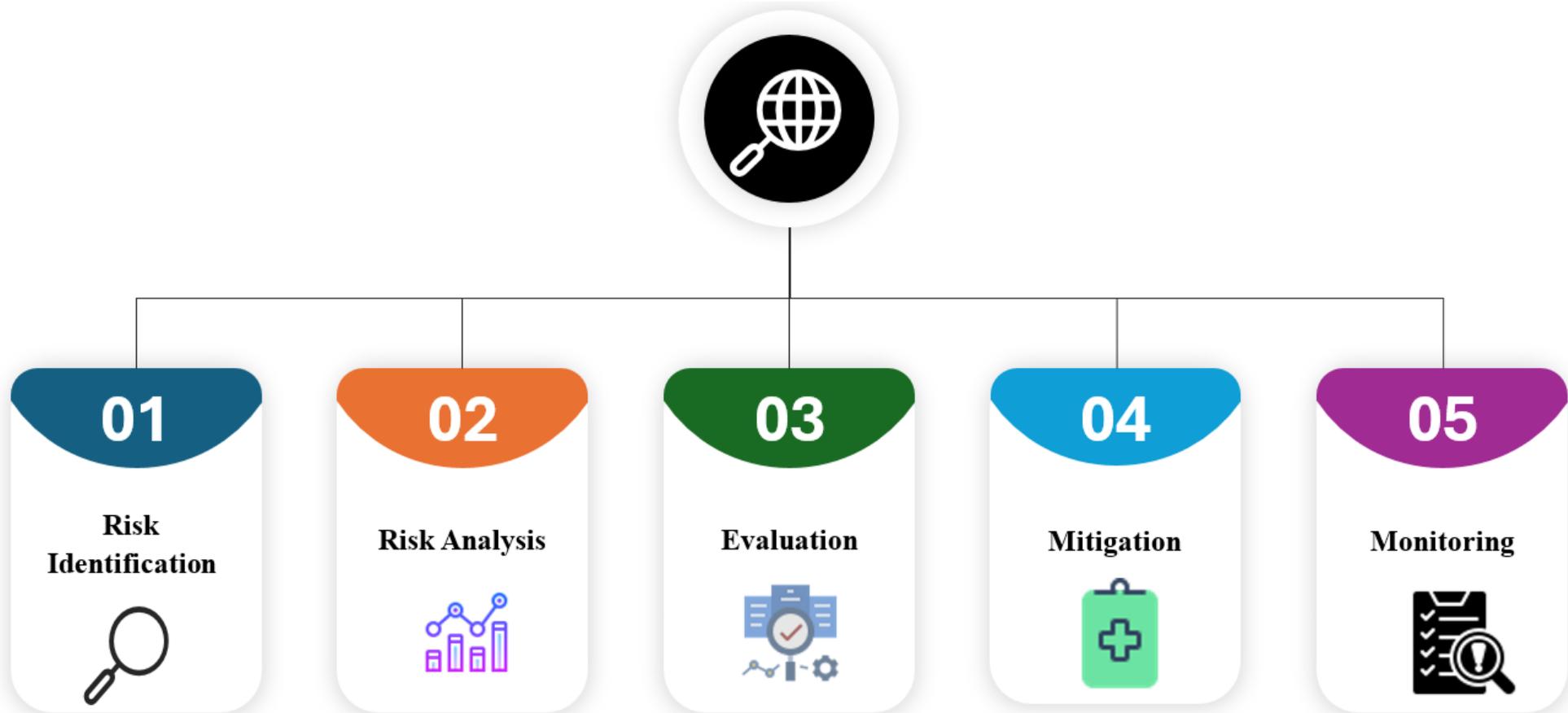
Ethiopian Airlines Group prioritizes ethical business conduct, compliance, and transparency, fostering a corporate culture that values integrity. Through proactive governance, robust policies, and continuous education, we ensure responsible business practices that align with our sustainability objectives.



## 8.2. ENTERPRISE RISK MANAGEMENT

### 8.2.1. COMPREHENSIVE RISK MANAGEMENT APPROACH

Ethiopian Airlines Group has implemented a robust Enterprise Risk Management (ERM) framework to proactively identify, assess, and mitigate potential risks. This framework integrates Environmental and Social Risk Management (ESRM) to ensure a balanced and sustainable business approach. Established in 2019, the Group Risk and Fraud Department is responsible for providing a structured risk assessment and mitigation strategy. The Group employs both top-down and bottom-up approaches, engaging boards, committees, and designated focal points across all divisions to ensure a comprehensive and effective risk management process. The Risk Management Process follows risk identification, risk analysis, evaluation, mitigation or treatment and monitoring.



## 8.2.2. RISK MANAGEMENT POLICY COMMITMENT

Ethiopian Airlines Group is committed to embedding risk management into its operations and organizational culture. Our approach integrates enterprise risk management into strategic planning, activity planning, performance management, and resource allocation to ensure informed decision-making.

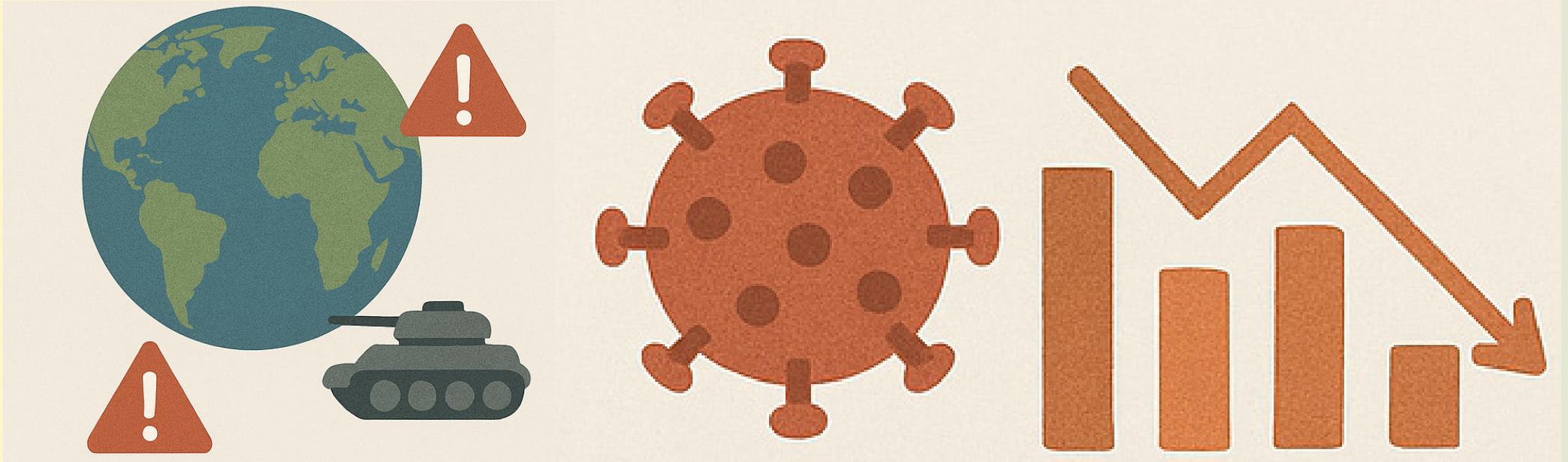
We proactively identify and manage potential risks while leveraging opportunities in alignment with industry best practices. Regular reassessment of risk profiles and the effectiveness of mitigation strategies ensures resilience and adaptability. Additionally, we anticipate and respond to evolving social, environmental, and regulatory requirements, reinforcing our commitment to sustainable and responsible business operations.

## 8.2.3. RISK MANAGEMENT

With the rapid advancement of emerging technologies and artificial intelligence, the risk landscape in the aviation industry is becoming increasingly complex. However, Ethiopian Airlines Group is well-positioned to navigate these challenges by leveraging its extensive experience in risk detection, technological integration, and adaptability to evolving innovations. The Group continuously enhances its risk management strategies by utilizing cutting-edge tools and predictive analytics to proactively identify and mitigate potential threats. Additionally, Ethiopian Airlines Group invests in comprehensive awareness and training programs, ensuring employees are well-equipped with the necessary skills to prevent, identify, and respond to risks effectively. Through these initiatives, the Group remains committed to maintaining operational resilience, safety, and industry leadership in an ever-evolving digital landscape.

## 8.3. GLOBAL CRISES AND ETHIOPIAN AIRLINES GROUP'S RESPONSE

Ethiopian Airlines Group operates in a dynamic global environment affected by various crises and challenges, including economic downturns, pandemics, geopolitical conflicts, climate change, and supply chain disruptions. The airline has implemented resilient strategies to navigate these challenges and maintain operational efficiency.



### 8.3.1. ECONOMIC AND GEOPOLITICAL CHALLENGES

Global economic recessions, currency fluctuations, and geopolitical tensions pose significant challenges to aviation demand. Ethiopian Airlines Group proactively mitigates these risks through diversified revenue streams, including cargo services, tourism services, aerospace manufacturing, education, maintenance, and hotel operations. Additionally, the Group employs strategic route expansion and fleet optimization to remain adaptable to market fluctuations, ensuring resilience and sustained growth.

### 8.3.2. PANDEMIC AND HEALTH CRISES

The COVID-19 pandemic severely impacted air travel, but Ethiopian Airlines Group swiftly adapted by shifting its focus to cargo operations, particularly in transporting medical supplies and vaccines. This strategic pivot exemplifies the airline's leadership and ability to manage change effectively. In response to the crisis, the airline also enhanced health protocols to ensure the safety of both passengers and employees. Looking ahead, Ethiopian Airlines continues to invest in crisis preparedness, reinforcing its resilience against future health emergencies.

### 8.3.3. CLIMATE CHANGE AND ENVIRONMENTAL PRESSURES

The aviation industry is facing growing scrutiny over its carbon footprint, and Ethiopian Airlines Group remains committed to sustainability by implementing proactive measures. Additionally, Ethiopian Airlines adheres to ICAO and IATA environmental standards, ensuring alignment with global decarbonization goals and contributing to the industry's efforts to reduce emissions.

### 8.3.4. SUPPLY CHAIN AND RESOURCE CHALLENGES

Global supply chain disruptions pose challenges to aircraft parts availability, fuel costs, and operational logistics. Ethiopian Airlines Group mitigates these risks through supplier diversification and strategic inventory management to ensure smooth operations. The airline further supports local economies by sourcing catering supplies from Ethiopian farmers, enhancing both resilience and sustainability.

### 8.3.5. DIGITAL TRANSFORMATION AND CYBERSECURITY

With the increasing threat of cyber risks, Ethiopian Airlines prioritizes robust IT infrastructure and data security. The airline adheres to NIST cybersecurity standards, conducts regular penetration tests, and provides employee training to mitigate cybersecurity threats. As part of its digital transformation, Ethiopian Airlines is advancing toward paperless operations, leveraging data analytics, and implementing automation to improve efficiency and customer experience. The Group is continuously adapting to global challenges through innovation, sustainability, and strategic resilience, remaining a leading and competitive airline in the global aviation industry.

# **CHAPTER 9**

## **ANNEX'S**

## 9.1. ANNEX ONE: NOTE ON EMISSION CALCULATIONS

This note provides an overview of the emission calculation methodology and emission factors used in our Sustainability Report. These factors are based on the IPCC Sixth Assessment Report (AR6) and industry-standard values, ensuring transparency and accuracy in reporting the carbon footprint of our operations.

The emission factors used for calculating CO<sub>2</sub> emissions from fuel consumption are sourced from authoritative reports and databases, primarily the IPCC AR6 here. These emission factors are crucial for calculating the direct carbon emissions produced during the combustion of various fuels.

The emission factors used for this report include CO<sub>2</sub>, CH<sub>2</sub>, N<sub>2</sub>O, and CO<sub>2</sub> equivalent (CO<sub>2</sub>e) emissions for different fuel types. These are broken down into two categories: per kilogram of fuel and per liter of fuel.

Fuel Type	CO <sub>2</sub> (kg/kg)	CH <sub>2</sub> (kg/kg)	N <sub>2</sub> O (kg/kg)
Jet A-1 (kg)	3.08	0.0000216	0.0000863
Diesel (kg)	2.676327062	0.0003612	0.000021672
Gasoline (kg)	2.27155	0.00033	0.00002
Other Petroleum (Benzine)	2.27154547	0.0003216	0.000019296

Fuel Type	CO <sub>2</sub> (kg/L)	CH <sub>2</sub> (kg/L)	N <sub>2</sub> O (kg/L)
Jet A-1 (L)	2.48	0.00001735	0.0000694

### CALCULATION METHODOLOGY:

- ◆ Fuel Consumption Data: The total quantity of fuel consumed during the reporting period is collected, typically in liters or kilograms of fuel (Diesel, Gasoline, Jet A-1, etc.).
- ◆ Emission Factor Application: The appropriate emission factor (in kg per liter or kg per kilogram) is then multiplied by the fuel consumption data for each fuel type to estimate the CO<sub>2</sub> emissions.

Formula 1: CO<sub>2</sub> emissions (kg)=Fuel Consumption (liters or kg)× Emission Factor (kg CO<sub>2</sub> per unit of fuel)

- ◆ CO<sub>2</sub> Equivalent (CO<sub>2</sub>e): The CO<sub>2</sub> equivalent (CO<sub>2</sub>e) accounts for the global warming potential (GWP) of CH<sub>2</sub> (methane) and N<sub>2</sub>O (nitrous oxide) emissions. The GWP values for methane and nitrous oxide are 25 and 298, respectively.

Formula 2: CO<sub>2</sub>e (kg)=CO<sub>2</sub> (kg)+(CH<sub>2</sub> (kg)×25)+(N<sub>2</sub>O (kg)×298)

Total Emissions Calculation: The total CO<sub>2</sub>e emissions from all fuel types are then summed to provide the overall carbon footprint from fuel combustion.

## 9.2. ANNEX TWO: DATA AND FIGURES

### 9.2.1. CARBON EMISSIONS

Category	Data Point	Value					
		July 1, 2018 - June 30, 2019	July 1, 2019 - June 30, 2020	July 1, 2020 - June 30, 2021	July 1, 2021 - June 30, 2022	July 1, 2022 - June 30, 2023	July 1, 2023 - June 30, 2024
<b>GHG Emissions</b>	Total GHG emissions (in tCO <sub>2</sub> equivalent)	5,536,525.43	5,235,061.44	4,868,995.01	5,644,268.56	6,605,395.84	7,561,834.72
<b>GHG Emissions by Scope</b>							
Scope 1	Direct emissions from owned or controlled sources (tonnes of CO <sub>2</sub> e)	5,536,525.43	5,235,061.44	4,868,995.01	5,644,204.64	6,605,323.42	7,561,675.71
Scope 2	Indirect emissions from purchased electricity (tCO <sub>2</sub> equivalent)	NA	NA	NA	63.91	72.42	159.00
Scope 3	Indirect emissions from supply chain, travel, etc. (tCO <sub>2</sub> equivalent)	NA	NA	NA	NA	NA	NA
<b>Flight Emission</b>							
<b>Total fuel consumption</b>	Total fuel consumption of flights in Lt.	2,208,428,883.40	2,088,333,082.38	1,942,311,399.24	2,249,885,496.83	2,594,088,115.34	3,016,877,026.62
<b>Emission</b>	tCO <sub>2</sub> e emissions from flights	5,522,155.11	5,221,856.72	4,856,730.91	5,625,816.97	6,486,492.30	7,543,671.89
<b>GHG Emissions Reduction Initiatives</b>	Number of emission reduction initiatives	21	22	22	22	23	23
<b>Fuel Reduction</b>	Amount of fuel reduction from fuel efficiency best practices implementation on flight in Kg	NA	23,895,969.00	26,419,214.00	28,248,758.49	32,221,306.00	44,194,332.00
<b>GHG emission reduction</b>	Amount of GHG emission reductions tCO <sub>2</sub> e from best practices	NA	74,208.47	82,044.36	87,725.97	100,062.64	137,244,645.08
<b>Passenger Flight Fuel intensity</b>	Fuel consumed Lt. per 100 ASK (Passenger Flights)	2.9	3.29	3.96	3.96	3.19	3.02
<b>Cargo Flight Fuel intensity</b>	Fuel consumed Lt. per 100 AFTK (Cargo Flights)	9.8	9.49	8.56	8.34	8.82	8.93
<b>Passenger Flight GHG intensity</b>	gCO <sub>2</sub> equivalent emissions per revenue passenger kilometer for passenger flights	98.84	114.51	205.86	155.69	111.10	102.90
<b>Cargo Flight GHG intensity</b>	gCO <sub>2</sub> equivalent emissions per freighter ton-kilometer (FTK)	472.36	462.75	351.28	330.85	350.73	381.21
<b>Ground Operation</b>							
<b>Fuel Consumption</b>	Fuel consumption for ground operations(Lt)	6,125,070.0	5,630,799.0	5,231,236.4	5,945,481.0	5,881,085.8	5,400,029.5
<b>Emission</b>	tCO <sub>2</sub> e emissions from ground operations	14,370.3	13,204.7	12,264.1	13,929.9	13,747.2	12,631.4
<b>Carbon Intensity of Ground Operations</b>	gCO <sub>2</sub> e per total flight (departure+arrival) operations□	2,125.8	2,116.1	2,100.3	1,926.3	1,564.4	1,241.2
<b>Mandatory Offsetting requirements</b>		2018	2019	2020	2021	2022	2023
<b>EU-ETS</b>	Tonnes CO <sub>2</sub> emissions under the EU-ETS	40,802.00	53,610.00	33,240.00	42044	44837	46585
<b>UK-ETS</b>	Tonnes CO <sub>2</sub> emissions under the UK-ETS	NA	NA	NA	2906	2787	7297
<b>CH-ETS</b>	Tonnes CO <sub>2</sub> emissions under the CH-ETS	NA	NA	1,361.00	1,911.00	1,910.00	9,231.00
<b>CORSIA</b>	Tonnes CO <sub>2</sub> emissions under the CORSIA	NA	NA	NA	0	0	0

## 9.2.2. FLIGHT AND OPERATIONS

Category	Data Point	Value					
		July 1, 2018 - June 30, 2019	July 1, 2019 - June 30, 2020	July 1, 2020 - June 30, 2021	July 1, 2021 - June 30, 2022	July 1, 2022 - June 30, 2023	July 1, 2023 - June 30, 2024
<b>Passenger</b>							
<b>Passenger Flights</b>	Total number of Passenger Flights (N)	87,714	70,463	52,273	69,948	100,051	122,092
<b>Domestic</b>	Total number of domestic flights (N)	28,876	24,323	19,835	28,756	41,457	53,828
<b>International</b>	Total number of international flights (N)	58,838	46,140	32,438	41,192	58,594	68,264
<b>Available seat (000)</b>	Available Seat Kilometer	60,033,294	47,375,732	34,109,244	41,409,330	62,092,133	76,756,630
<b>Revenue Passenger Km (000)</b>	Revenue Passenger Kilometer	44,430,557	33,745,094	16,271,279	26,099,916	44,246,757	55,830,364
<b>Revenue Passenger Uplift</b>	Number of Revenue Passenger (person)	12,155,020	9,565,493	5,274,554	8,152,462	13,262,444	16,502,720
<b>Load factor</b>	Passenger Load Factor (%)	74%	71%	48%	63%	71%	73%
<b>Flight Destinations (International + Domestic)</b>	Number of Flight Destinations	127.00	131.00	119.00	119.00	133.00	140.00
<b>Landings</b>	Number of Successful Landings	128,367	102,350	74,016	98,306	132,889	156,257
<b>Baggage Carried</b>	Excess Baggage Carried (tonne)	77,612	68,556	45,406	87,706	171,280	147,089
<b>Baggage Irregularity (per 1000 paxs uplifted)</b>	Baggage Irregularity Rate (‰)	3.7	3.7	2.9	2.5	2.7	2.4
<b>Freight</b>							
<b>Flights</b>	Total number of cargo flights	6,845	10,104	11,342	11,822	13188.00	15385.00
<b>Cargo &amp; Mail (freighter, preighter and Belly)</b>	Cargo & Mail Carried (tonne)	432,417,404	525,374,374	761,450,583	771,288,662	716,650,528	758,087,943
<b>Tonne Kilometer Capacity '000</b>	Freight Ton Kilometer (AFTK)	4,481,211	5,589,929	6,914,700	7,330,176	6,937,471	7,845,334
<b>Tonne Kilometer '000 (freighter, preighter and Belly)</b>	Freight Ton Kilometer (FTK)-Actual	2,316,900	2,865,614	4,211,991	4,621,554	4,363,065	4,593,805
<b>Flight Destinations</b>	Number of Cargo Flight Destinations	46.00	56.00	59.00	61.00	65.00	69.00
<b>Load factor (Freighter only with COMMAT &amp; Chargeable weight)</b>	Freighter Load Factor (%)	61%	61%	71%	80%	78%	75%

## 9.3. ANNEX THREE: CERTIFICATIONS

### IOSA REGISTRATION



### ISO 14001: ENVIRONMENTAL MANAGEMENT SYSTEM



## ISO 22000: FOOD SAFETY MANAGEMENT SYSTEM



# CERTIFICATE OF REGISTRATION

This is to certify that the Food Safety Management System of:

## ETHIOPIAN AIRLINES GROUP - INFLIGHT CATERING

Site: BOLE INTERNATIONAL AIRPORT, P.O.BOX 1755 ADDIS ABABA, Ethiopia

has been assessed and registered by Intertek as conforming to the requirements of:

### ISO 22000:2018

The Food Safety Management System is applicable to:

Preparation of in-flight meals.  
Food Chain (Sub) Category (ISO 22003:2013): E

**Certificate Number:**  
0139773

**Initial Certification Date:**  
17 January 2023

**Date of Certification Decision:**  
17 January 2023

**Issuing Date:**  
17 January 2023

**Valid Until:**  
16 January 2026




**intertek**

*Calin Moldovean*

**Calin Moldovean**  
President, Business Assurance

Intertek Certification Limited, 10A Victory Park, Victory Road, Derby DE24 8ZF, United Kingdom

Intertek Certification Limited is a UKAS accredited body under schedule of accreditation no. 014.



In the issuance of this certificate, Intertek assumes no liability to any party other than to the Client, and then only in accordance with the agreed upon Certification Agreement. This certificate's validity is subject to the organization maintaining their system in accordance with Intertek's requirements for systems certification. Validity may be confirmed via email at [certificates.validation@intertek.com](mailto:certificates.validation@intertek.com) or by scanning the code to the right with a smartphone. The certificate remains the property of Intertek, to whom it must be returned upon request.



## ISO 17025 LABORATORY MANAGEMENT SYSTEM




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ETHIOPIAN ACCREDITATION SERVICE

### ETHIOPIAN ACCREDITATION SERVICE ACCREDITATION CERTIFICATE

**Ethiopian Airline Inflight Catering Laboratory**

Facility Accreditation No: **T0038**

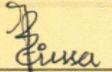
Is accredited by the Ethiopian Accreditation Service (EAS) to perform tests in accordance with the attached *Scope of Accreditation* in the field of

#### Microbiological Testing

The facility is accredited in accordance with the requirements of **ISO/IEC 17025:2017**, General requirements for the competence of testing and calibration laboratories. The accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality management system. While this certificate remains valid, the Accredited Facility named above is authorized to use a combined **ILAC-EAS** accreditation mark/symbol to issue test reports and/or certificates.

**Effective Date: 30 August 2023**

**Certificate of Expiry: 28 February 2028**



**Mr. Bohsa Bayissa**  
Director General  
Ethiopia Accreditation Service



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# HALAL CERTIFICATE





Ethiopian   
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A STAR ALLIANCE MEMBER 