

Ethiopian የኢትዮጵያ  
Cargo & Logistics Services



# Ethiopian Airlines

## Factsheet - June 2017



# ETHIOPIAN FACT SHEET

## Overview

Ethiopian Airlines (Ethiopian) is the leading and most profitable airline in Africa. In 2014 IATA ranked Ethiopian as the largest airline in Africa in revenue and profit. Over the past seven decades, Ethiopian has been a pioneer of African aviation as an aircraft technology leader. It all started with a military surplus C-47, leading the way with the first Jet service in the continent in the early 60's to the first B-767 in the mid 80's, to the first African B-787 Dreamliner in 2012 and the first African Airbus A-350 in 2016.

Ethiopian joined Star Alliance, the world's largest Airline network, in December 2011. Ethiopian is currently implementing a 15-year strategic plan called Vision 2025 that will see it become the leading airline group in Africa with seven strategic business units. Ethiopian is a multi-award winning airline, including SKYTRAX and Passenger Choice Awards in 2015, and has been registering an average growth of 25% per annum for the past ten years.

### Ethiopian Background Information

|                               |   |   |
|-------------------------------|---|---|
| Founded                       | ☛ | December 21, 1945   |
| Starting date of operation    | ☛ | April 08, 1946  |
| Ownership                     | ☛ | Government of Ethiopia (100%)   |
| Head Office                   | ☛ | Bole International Airport, P.O. Box 755<br>Addis Ababa, Ethiopia<br>Fax: (+ 251)11661 1474 |
| Reservations                  | ☛ | Tel: (+251) 11 665 6666   |
| Website                       | ☛ | <a href="http://www.ethiopianairlines.com">http://www.ethiopianairlines.com</a>             |
| Group Chief Executive Officer | ☛ | Mr. Tewolde GebreMariam   |

### Fleet Summary

|                    | Aircraft Inventory:      | 92      | Fleet on order:   | 59 |
|--------------------|--------------------------|---------|-------------------|----|
|                    | Average age of aircraft: | 5 years |                   |    |
| Passenger aircraft | Airbus - A350-900        | 5       | Airbus - A350-900 | 9  |
|                    | Boeing 787-800           | 19      | Boeing 787-9      | 3  |
|                    | Boeing 777-300ER         | 4       | Boeing 787-800    | 2  |
|                    | Boeing 777-200LR         | 6       | Boeing 737 MAX 8s | 30 |
|                    | Boeing 767-300ER         | 6       |                   |    |
|                    | Boeing 737-800W          | 16      |                   |    |
|                    | Boeing 737-700NG         | 9       |                   |    |
|                    | Bombardier Q400          | 19      |                   |    |
| Freighters         | Boeing 777F              | 6       |                   |    |
|                    | Boeing 757-200F          | 2       |                   |    |

# ETHIOPIAN FACT SHEET

## Network Information

### International Destinations

#### In Africa:

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

#### The Americas:

|             |          |           |         |            |
|-------------|----------|-----------|---------|------------|
| Los Angeles | New York | Sao Paulo | Toronto | Washington |
|-------------|----------|-----------|---------|------------|

#### Europe:

|          |           |        |       |       |           |
|----------|-----------|--------|-------|-------|-----------|
| Brussels | Frankfurt | London | Milan | Paris | Stockholm |
| Dublin   | Liege     | Madrid | Oslo  | Rome  | Vienna    |

#### In the Middle East & Asia:

|           |         |              |        |           |       |
|-----------|---------|--------------|--------|-----------|-------|
| Bangalore | Chennia | Guangzhou    | Kuwait | Seoul     | Tokyo |
| Bangkok   | Dammam  | Hong Kong    | Manila | Shanghai  |       |
| Beijing   | Delhi   | Istanbul     | Mumbai | Sharjah   |       |
| Beirut    | Doha    | Jeddah       | Muscat | Singapore |       |
| Chengdu   | Dubai   | Kuala Lumpur | Riyadh | Tel Aviv  |       |

#### Domestic:

|             |            |         |             |          |
|-------------|------------|---------|-------------|----------|
| Addis Ababa | Bahir Dar  | Gode    | Jijiga      | Lalibela |
| Arba Minch  | Dembi Dolo | Gonder  | Jimma       | Mekele   |
| Assosa      | Dire Dawa  | Hawassa | Kebri Dahar | Semera   |
| Axum        | Gambella   | Humera  | Kombolcha   |          |

# ETHIOPIAN FACT SHEET

## Cargo Destinations

|             |           |              |          |             |          |
|-------------|-----------|--------------|----------|-------------|----------|
| Accra       | Bujumbura | Guangzhou    | Kano     | Lusaka      | Riyadh   |
| Ahmedabad   | Chennai   | Harare       | Khartoum | Milan       | Shanghai |
| Bamako      | Dakar     | Hong Kong    | Kigali   | Mumbai      | Sharjah  |
| Bangalore   | Douala    | Istanbul     | Kinshasa | Nairobi     | Zaragoza |
| Beirut      | Dubai     | Jeddah       | Lagos    | N'Djamena   |          |
| Brazzaville | Entebbe   | Johannesburg | Liege    | New Delhi   |          |
| Brussels    | Enugu     | Juba         | Lome     | Ouagadougou |          |

## Code Share Partners

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

## Star Alliance Member Carriers

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

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## Ethiopian with Two Class Services

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

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

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

## Passenger Airport Terminal

**Addis Ababa - Ethiopian Main Hub**

**Lome (Togo) - Ethiopian Second Hub**

**Lilongwe (Malawian) - Ethiopian Third Hub**

## Human Capital

Number of employees as of April 30, 2017 stands at +13,484.

## Ethiopian Aviation Academy (EAA)

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

Our cabin crew training simulates real-time scenarios with training aircrafts designed for emergency drills and service training. Our pilot training school has light aircraft, motionless and moving simulators on both training and jet aircraft. Virtual Maintenance Trainers (VMTs) and various workshops feature our aircraft maintenance training. Beyond these, our academy is venturing into e-learning and virtual classroom training. Trainee services include a trainees' cafeteria, dormitories, an administration complex and a plush new auditorium. The academy plans to take in 4,000 students a year.

## Full Flight Simulator

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

## Ethiopian Maintenance and Repair Overhaul (MRO)

The scale of the MRO operation at Ethiopian is breathtaking. It is the largest MRO service in Africa and serves this continent and the Middle East. The facility is fully equipped with Hangars, Engine and Component Maintenance workshops and all the harnesses and equipment needed to dismantle, repair and overhaul aircraft, engines and components. Even if you have flown a lot you might have not fully appreciated the size of the largest jet engines until you are up close and personal with them as you walk through the workshop. The MRO service was established in 1957 and it currently employs over 2,000 technical personnel. Ethiopian MRO provides Line Maintenance services at all stations where Ethiopian flies and extends the services to other operators at some of the stations. The facility is fully certified by the ETCAA, FAA and EASA. Ethiopian MRO offers world-class services to its customers and helps make Ethiopian one of the most dependable and safest airlines in the world.

## Ethiopian Cargo

Ethiopian Cargo is the largest network cargo operator in Africa. With our dedicated 6 - Boeing 777-200LR and 2 - Boeing 757-260 freighters, we serve 39 cargo destinations in Africa, the Gulf, the Middle East, Asia and Europe with an average daily uplift of 650 tons on top of the belly hold capacity to over 95 destinations in our network with daily average uplift of 150 tons. Ethiopia is perfectly situated in the center of the emerging economies and Ethiopian Cargo, as the largest cargo operator, is also contributing its part to the economic growth through its main hub, Addis Ababa Bole international Airport. In line with the Vision 2025, Ethiopian Cargo is building a state of the art cargo terminal with an annual capacity of 1.2 million tons and planning to serve 47 destinations using 18 freighter aircrafts.

## Ethiopian Catering

The new catering facilities expansion built with an investment of US\$ 15 million which has a capacity to produce 100,000 meals a day, up from the current 36,000 is inaugurated on October 29, 2016. The facilities are modern and fully equipped to deal with such a high demand. Good food is important to our discerning customers. Ethiopian Catering is dedicated to delivering high quality service and part of that is delivering high quality food. The new menus give customers the choice of local injera, a vegan option, and a variety of world cuisines, from Chinese and Indian to Italian.

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## Awards

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



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

The **2016 Airline Reliability Performance Award**, for the 6<sup>th</sup> year in a row from Bombardier Aerospace.

'**African Airline of the Year**' Award for 2017, for the second year in a row, during the 26<sup>th</sup> Annual Air Finance Africa Conference & Exhibition held in Johannesburg, South Africa.

**Outstanding Food Service by a Carrier in Africa Awards** on PAX International Readership Awards 2017 held in Hamburg on April 5, 2017.

**Cargo Airline Award** for Network Development at the 10th anniversary of the Brussels Airport Aviation Awards held on March 9, 2017.

**African Cargo Airline of the Year Award** during the 2017 Air Cargo Africa Conference held in Johannesburg from 21st to 23rd February 2017.

**Africa Best Employer Brand and Business Leadership Excellence Awards** at the 3<sup>rd</sup> Edition of Africa Best Employer Brand Awards ceremony held in Mauritius on December 06, 2016.

Star Alliance CEO Awards for 2016, as a member of Star Alliance project team at Tom Bradley International Terminal (LA), during the annual Chief Executive Board Meeting held in Los Angeles.

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

**Rising Star Carrier of the Year Award**, for the second year in a row, at the 5<sup>th</sup> Payload Asia Awards 2016 held in Hong Kong on 29<sup>th</sup> September 2016.

**Reward Employer of Choice & Local Attractiveness Employer of Choice Awards-** by the Global Career Company, on September 8<sup>th</sup> 2016 in Nairobi.

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