

Ethiopian Airlines

Factsheet - March 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 Addis Ababa, Ethiopia Fax: (+ 251)11661 1474
Reservations	☛	Tel: (+251) 11 665 6666
Website	☛	http://www.ethiopianairlines.com
Group Chief Executive Officer	☛	Mr. Tewolde GebreMariam

Fleet Summary

	Aircraft Inventory: Average age of aircraft:	85 5 years	Fleet on order:	48
Passenger aircraft	Airbus - A350-900 Boeing 787-800 Boeing 777-300ER Boeing 777-200LR Boeing 767-300ER Boeing 737-800W Boeing 737-700NG Bombardier Q400	3 16 4 6 6 16 8 18	Airbus - A350-900 Boeing 787-9 Boeing 787-800 Boeing 737 MAX 8s	11 4 3 30
Freighters	Boeing 777F Boeing 757-200F	6 2		

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Network Information

International Destinations

In Africa:

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

The Americas:

Los Angeles	New York	Sao Paulo	Toronto	Washington
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Europe:

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

In the Middle East & Asia:

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

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	

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Cargo Destinations

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

Code Share Partners

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

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

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 1st–Dec 31st 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

Human Capital

Number of employees as of January, 2017 stands at +12,600.

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've flown a lot you might have not fully appreciated the size of the largest jet engines until you're 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 36 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 90 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.



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 3rd 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 5th Payload Asia Awards 2016 held in Hong Kong on 29th September 2016.

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

Best Airline Staff in Africa Award for the second time from SKYTRAX World Airline Award on July 12, 2016 at Farnborough Airshow event held in Hampshire, England.

African Airline of the Year Award for 2016 during the 25th Anniversary African Aviation Air Finance Africa Conference & Exhibition and African Aviation Summit held on May 11, 2016.

Recognized as **ICAO Regional Training Center of Excellence** on May 11, 2016 at the ICAO's Global Aviation Training and TRAINAIR PLUS symposium held at Conrad hotel in Seoul, Korea.

Best Cargo Airline of the Year from Africa at the "2016 Cargo Airline of the Year" Air Cargo News awards held at the Lancaster London Hotel, London on 23 April 2016.

"Best Airline in Africa", for a 2nd yr in a row, & **"Best Airline in Africa"** by Premier Traveler on Dec.10, 2015.

Manager Corporate Communications

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