



ETHIOPIAN FACTSHEET

February, 2024





OVER VIEW

Beginning humbly, Ethiopian Airlines (Ethiopian) has come along close to 78 years of successful journey. Of course, Ethiopian is ageing beautifully. Ethiopian is now the leading Aviation Group in Africa. Over the decades, the airline has established itself as the leader in all facets of the aviation business: technology, leadership, network expansion and aviation mentoring.

Ethiopian started its operation with five C-47 aircraft operating its debut flight to Cairo via Asmara on April 8, 1946. Ever since, it has been growing in leaps and bounds and continued to introduce cutting-edge aviation technology and systems. As aviation technology leader, Ethiopian was a pioneer in ushering in new aviation technology into Africa including the first jet airplane as well as the first B767, B777-200LR, B787 Dreamliner, and 787-9 in the continent. Ethiopian also led the way in operating Africa's first Airbus A350 XWB. Currently, the airline has a fleet of more than 152 modern aircraft with an average fleet age of less than seven years; it has also more than 100 ultramodern aircraft on order.

Living its motto of Bringing Africa Together and Beyond, Ethiopian has created Africa-wide and transcontinental air connectivity networks linking its main hub, Addis Ababa to the rest of the world. The airline serves 136 international passenger and cargo destinations, including 63 African cities, with daily and multiple flights with a minimum layover in Addis. As a veteran carrier serving a vast intra-African network, Ethiopian flies to more destinations in the continent than any other airline.

In December 2011, Ethiopian took a giant leap forward in its successful journey by joining Star Alliance, the world's largest airline network. Over the years, the multi-award-winning airline has received countless coveted accolades and recognitions for its excellence including Skytrax's Four-Star Airline Certification, Best Airline in Africa title for several years in a row, and Overall Excellence for Outstanding Crisis Leadership Award to mention but a few. Building on its continuous success, Ethiopian has achieved an average growth rate of 25 percent in the past decade. Having met its 15-year strategic plan, Vision 2025, ahead of time, Ethiopian has charted out a more ambitious strategic roadmap called Vision 2035 to further bolster its continuous growth.

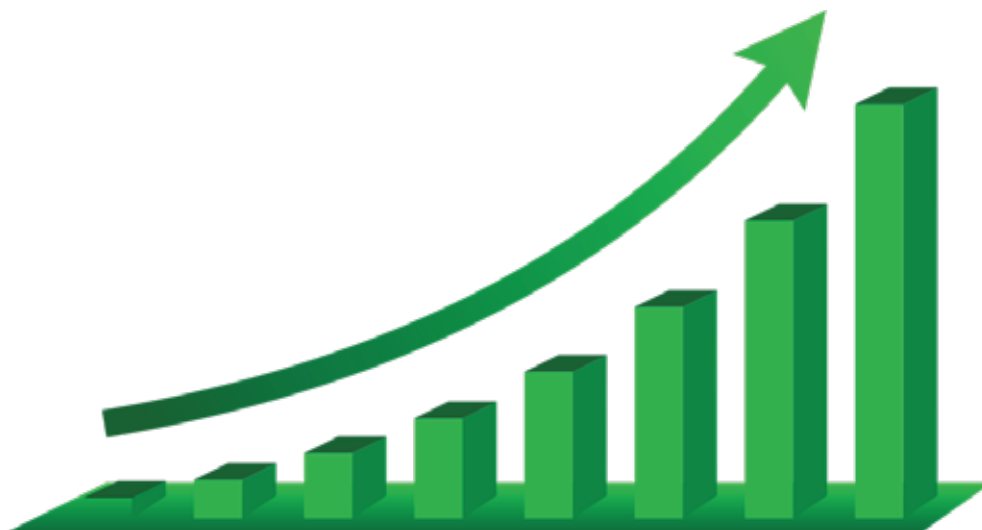
ETHIOPIAN BACKGROUND INFORMATION

| | |
|----------------------------|---|
| Founded | December 21, 1945 |
| Starting date of operation | April 08, 1946 |
| Global Alliance | Star Alliance Member since 2011 |
| Ownership | Government of Ethiopia (100%) |
| Head Office | Bole International Airport, P.O. Box 1755 Addis Ababa, Ethiopia |
| | Fax: (+ 251)11661 1474 |
| Reservations | Tel: (+251) 11 617 9900 |
| Website | http://www.ethiopianairlines.com |

Group Chief Executive Officer Mr. Mesfin Tasew





ETHIOPIAN IN FIGURES, 2012-2023

| Parameters | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|---------------|
| Aircraft | 58 | 66 | 76 | 77 | 87 | 108 | 116 | 126 | 130 | 146 | 154 |
| Destination | 73 | 82 | 84 | 88 | 95 | 113 | 121 | 127 | 127 | 133 | 136 |
| Passenger Number | 5,224,717 | 5,918,364 | 6,353,059 | 7,595,057 | 8,761,101 | 10,631,866 | 12,140,297 | 9,660,129 | 5,779,033 | 8,680,301 | 13.88 Million |
| Cargo Tonnage | 174,446 | 186,336 | 236,772 | 266,223 | 338,646 | 400,339 | 431,859 | 525,374 | 757,002 | 767,848 | 713,875 |
| Revenue in USD '000 | 2,079,202 | 2,399,031 | 2,418,121 | 2,531,461 | 2,658,349 | 3,344,805 | 3,908,880 | 3,749,002 | 3,513,567 | 5,051,479 | 6.13 Billion |
| Profit in USD | 110,931,687 | 162,112,536 | 172,661,302 | 284,982,557 | 234,850,163 | 207,256,806 | 260,087,000 | 183,327,000 | 493,500,000 | 942,459,496 | |
| Employees | 7,390 | 8,066 | 8,977 | 10,227 | 11,284 | 12,944 | 13,958 | 14,104 | 14,736 | 17,000 | Over 17,000 |
| Graduate Trainees | 1,010 | 1,126 | 773 | 1,144 | 1,463 | 980 | 1,848 | 960 | 434 | 430 | 807 |
| ASK '000 | 25,728,092 | 30,169,529 | 32,398,720 | 39,910,011 | 45,163,539 | 53,067,290 | 60,090,196 | 49,410,867 | 35,309,115 | 42,861,011 | 64,498,706 |



FLEET SUMMARY

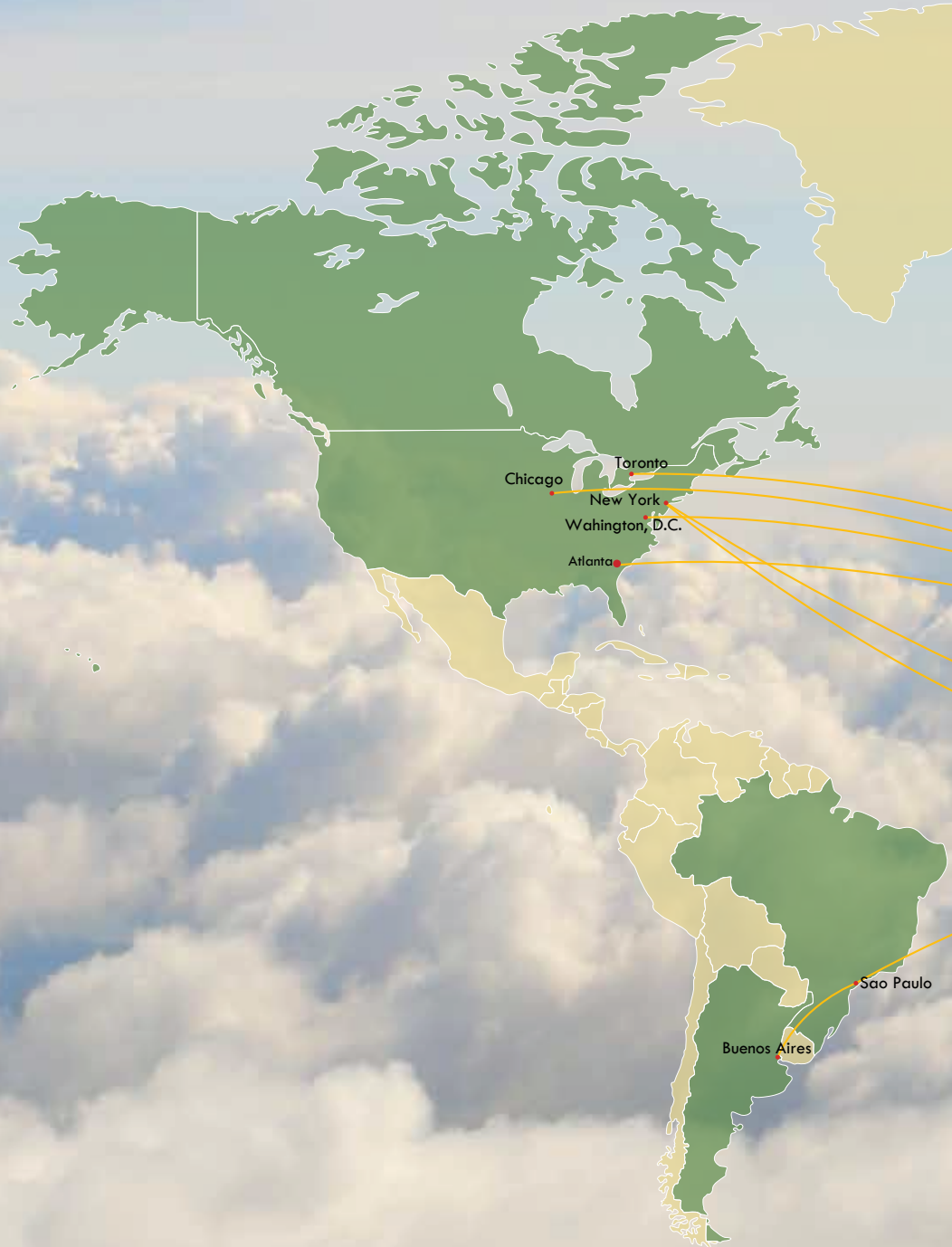
| <p>P</p> <p>Long Range Passenger Services</p> |  | 20- Airbus A350-900XWB |
|---|--|------------------------|
| |  | 19- Boeing B787-8 |
| |  | 10- Boeing B787-9 |
| |  | 4- Boeing B777-300ER |
| |  | 6- Boeing B777-200LR |
| <p>Medium Range Passenger Services</p> |  | 20- Boeing B737-800 |
| |  | 20- Boeing B737 MAX |
| |  | 6- Boeing B737-700NG |

| | | |
|--|--|------------------------|
| Regional and Domestic Passenger Services |  | 32- Q400 Bombardier |
| Cargo and Non-Scheduled Services |  | 10- Boeing B777-200LRF |
| |  | 4- Boeing B737-800F |
| Long Range Cargo |  | 3- B767-300F |
| Total Operating fleet | | 154 |

| | | |
|----------------------------------|---|------------------------|
| Long Range Passenger Services |  | 4- Airbus A350-1000XWB |
| Medium Range Passenger Services |  | 34- Boeing B737 MAX 8s |
| Cargo and Non-Scheduled Services |  | 4 - B777-200LRF |
| Long Range Passenger Services |  | 11 - B787-9 |
| Long Range Passenger Services |  | 8- B777-9x |
| Long Range Passenger Services |  | 11- Airbus A350-900XWB |
| Total Fleet on Order | | 72 |



MORE THAN 134 INTERNATIONAL DESTINATIONS



22

DOMESTIC DESTINATIONS





Best Airline in Africa
for 6 Years in a Row



A STAR ALLIANCE MEMBER

CARGO ROUTE MAP



PARTNER AIRLINES

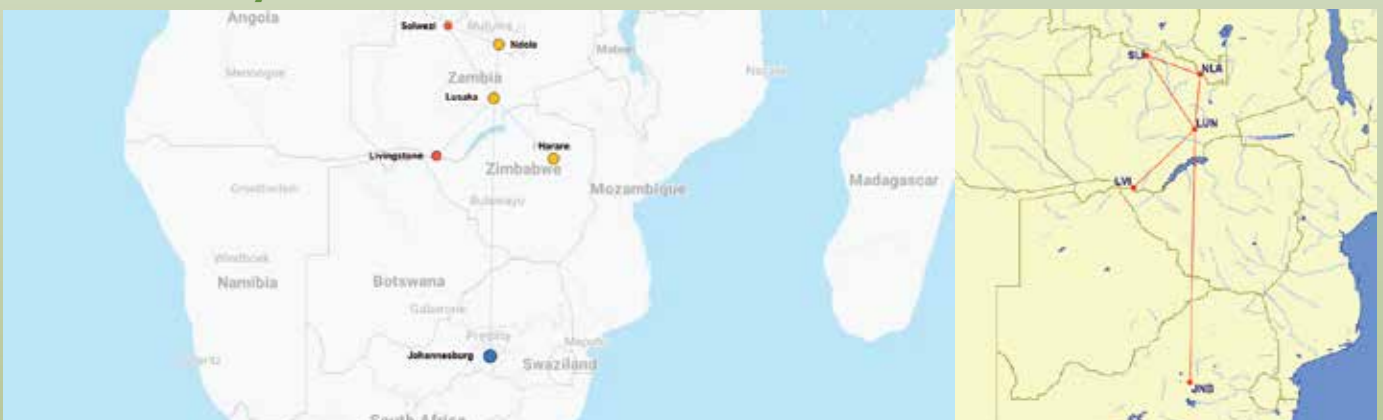
ASKY Airlines Route Network



Malawian Airlines Route Network



Zambia Airways Route Network



Code Share Partners

| | | | | |
|-----------------------|--------------------------------|-------------------------|------------------------|---------------------------------|
| Aegean Airlines | All Nippon Airways | ELAL Israel Airlines | Rwanda Air | Turkish Airlines |
| Air Canada | Asiana Airlines | Kuwait Airways | TAP Portugal Airlines | United Airlines |
| Air China | ASKY Airlines | LAM/Mozambique airlines | Shenzhen Airlines | Azul Brazilian Airlines |
| Air Europe | Austrian Airlines | Lufthansa Airlines | Singapore airlines | Air Indian |
| Avianca Brazil | Malaysian Airlines | Air Namibia | Egypt Airlines | Oman Airlines |
| Accessorial Inc | Gulf Air | Saudi airlines | Italian Transport | Pakistan International airlines |
| Botswana Airlines LTD | Ukraine International Airlines | LAM-Mozambique Airlines | Eritrean Airlines | South America Airways |
| Sri Lankan Airlines | GOL Linhas Airlines | Scandinavian Airlines | Thai International Ltd | |

Star Alliance Member Carriers

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

ETHIOPIAN, FOUR STAR GLOBAL AIRLINE WITH TWO SERVICE CLASSES



Cloud Nine:

Combining First and Business Class services, Cloud Nine (2-2-2 and 1-2-1 configuration) has the space, comfort and style with numerous Inflight Entertainment choices that makes flying with Ethiopian an even greater pleasure.



Economy Class:

Graced with an African flavored Ethiopian hospitality, our Economy class is equipped with the best entertainment options, ensuring a memorable flight. From Blockbuster Hollywood films to TV shows and destination guides you'll have all the entertainment you need right at your screen.



Frequent Flyer Program

Ethiopian's frequent flyers program ShebaMiles, avails passengers award tickets, upgrades to business class, access to all Star Alliance member airline executive lounges, additional free baggage allowance and many other privileges for accumulated mileages and based on tier levels. Join the program for free and start earning miles for your flights with Ethiopian Airlines, Star Alliance member airlines, partner airlines and for a variety of products and services offered by our program partners.

Ethiopian Hubs

Addis Ababa (Ethiopia) - Ethiopian Main Hub
Ethiopian Second Hub with Lome (Togo)
Ethiopian Third Hub with Lilongwe (Malawi)
Ethiopian Fourth Hub with Lusaka (Zambia)

Human Capital

Number of employees: More than 17,000

Ethiopian የኢትዮጵያ Aviation Academy

PIONEER OF AVIATION EXCELLENCE

Ethiopian Aviation University (EAU)

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

Our cabin crew training simulates real-time scenarios with training aircraft designed for emergency drills and service trainings. Our pilot training school uses light aircraft for its basic training with dedicated simulators. Full flight simulators of all fleets Ethiopian operate are available for flight training. Virtual Maintenance Trainers (VMTs) and various workshops feature our aircraft maintenance training. Beyond these, our academy develops standard training packages including e-learning and virtual classroom trainings. Trainee services include a trainee's cafeteria, dormitories, an administration complex and a plush new auditorium. The academy plans to take in 4,000 students a year in its training programs.

In line with the rapid growth of Ethiopian Airlines Group, Ethiopian Aviation Academy has been upgraded to Ethiopian Aviation University, which will enable it to provide a broader range of educational programs and increase the level of expertise in the Aviation Industry. The University has been accredited by the Ethiopian Higher Education Relevance and Quality Agency (HERQA), to offer undergraduate and graduate degree programs in various aviation and hospitality fields.



Full Flight Simulator

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



Ethiopian የኢትዮጵያ

Maintenance Repair & Overhaul



Ethiopian Maintenance Repair and Overhaul (MRO)

The scale of the MRO operation at Ethiopian is mesmerizing. It is the largest MRO service in Africa and serves majorly Africa and the Middle East. The facility is fully equipped with state-of-the-art paint and maintenance Hangars, Engine and Component Maintenance workshops with all tools and equipment required to maintain aircraft, engines, and components. Even if you have flown numerous times, you might not have fully appreciated the size of the largest civil jet engines until you are up close with these huge engines as you walk through the engine maintenance workshop. Established in 1957, Ethiopian MRO provides base maintenance service at its base in Addis Ababa and Line Maintenance services at stations where Ethiopian flies and extends the services to other operators. The facility is certified by the ETCAA, FAA, EASA and more than 20 countries CAA. 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 የኢትዮጵያ

Cargo & Logistics Services



Ethiopian Cargo & Logistics Services

Ethiopian Cargo and Logistics services is the largest cargo network operator in Africa and has won multiple global awards including Best Cargo Airline of the year by Air Cargo News for 2 years in a Row. Currently with our 10 - Boeing 777-200F, 2- Boeing 767-300F and 4 -Boeing 737-800F dedicated freighters and 130+ passenger aircrafts, we serve 68 cargo and 135 passenger destinations in Africa, the Middle East, Asia, Europe and the Americas with an average daily uplift of over 2000 tons of which over 611 tons is transported in a belly hold capacity. With its well experienced and dedicated human capital, it has achieved the highest aircraft daily utilization over 17 hours on its B777F's. With a modern warehouse of one million tons annual storage capacity, fully automated with state-of-the-art technologies, Ethiopian Cargo is providing its service globally. Through a revision of its vision 2025, Ethiopian Cargo and Logistics Services is planning to grow its cargo network to 95 destinations and operate 37 freighter aircrafts by 2035.

Ethiopian የኢትዮጵያ Catering

Ethiopian Catering

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Ethiopian የኢትዮጵያ SKYLIGHT HOTEL



Ethiopian Skylight Hotel is Ethiopian Airlines Group's ultra-luxurious Five-Star hotel. The hotel stands majestically just five-minute walk away from Addis Ababa Bole International Airport. With a total room capacity of 1024 rooms ranging from standard to premium and an added feature for Executive Suites, Presidential Suites, Persons with limited mobility and Apartments, Ethiopian Skylight Hotel is one of the largest hotels in the African continent.

The stunning rooms were designed with relaxing and superb designs that are suitable for both corporate and leisure travelers. Apart from the facility located outside the airport, Ethiopian also has an ultra-luxurious hotel within the Addis Ababa Bole International Airport Departure Terminal 2 (Ethiopian Skylight In-Terminal Hotel) which is suitable for all air travelers transiting through Addis Ababa Bole International Airport with a capacity of 97 rooms: having conference rooms, restaurant, gym and other facilities.





Ethiopian Airport Expansion

Addis Ababa Bole International Airport has the capacity to handle 22 million passengers per annum.



RECENT INDUSTRY AWARDS



Ethiopian Airlines has been Crowned with two prestigious Awards at Air Cargo News Awards 2022, 'Cargo Airline of The Year' and 'Best Cargo Airline - Africa'



Ethiopian Airlines has been honored with four awards at the SKYTRAX 2022 World Airline Awards including 'Best Airline in Africa' for five years in a row



The Best Airline in Africa title at the prestigious SKYTRAX 2023 World Airline Awards during the Paris Air Show held in France, Paris on June 20, 2023..



Ethiopian Airlines has been crowned as the winner of 'Best Overall in Africa' award at the 2023 APEX Passenger Choice Awards



Ethiopian Airlines has Won Best African Airline Award at Business Traveller Awards 2023. Ethiopian crowned this title for four years in a row, since 2020.

AWARDS

Recent Industry Awards



Ethiopian Airlines has been Crowned with two Prestigious Awards at Air Cargo News Awards 2023,

- Cargo Airline of The Year two years in a row
- Best Cargo Arline – Africa five years in a row



Ethiopian Airlines Wins 'Best African Airline' Award at the 2021 Business Traveller Awards



IATA's Certificate of Excellence in Logistics (CEIV Pharma) 2021

Ethiopian Receives IATA's Certificate of Excellence in Logistics (CEIV Pharma)



'Best Cargo Airline – Africa' Award at the Air Cargo News Awards 2020



Air cargo Industry customer care Award 2021 and 2022

ETHIOPIAN SKYTECNO AND WIRE HARNESS MANUFACTURING

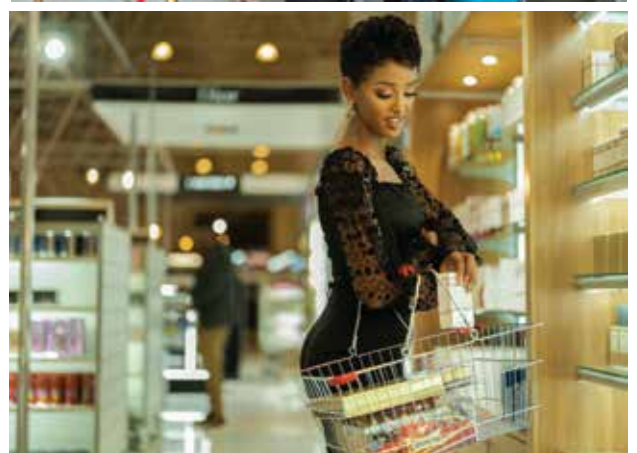
Ethiopian Sky Technologies is manufacturing and delivering the aerospace products in accordance with the terms of the Agreement and the stringent requirements of the Aerospace Industry. In addition to building the aerospace manufacturing capability of Ethiopian Airlines, the partnership also enhances Ethiopia's manufacturing infrastructure and international trade connections.



ETHIOPIAN GROUND SERVICES

Ethiopian Ground Service is the leading provider of ground handling services in HAAB. We currently handle all Ethiopian flights, over 6 scheduled flights, other airline Cargo flights, and several non-scheduled airline operations. With a vision to expand to African airports through joint venture partnerships and acquisitions by 2025, Ethiopian Ground Services covers all aspects of ground services necessary to handle the arrival and departure processes of airlines in Addis Ababa and domestic airports. We have modern ground support equipment and highly trained and committed staff. Our customer airlines handling and business development section strategy is to emphasize the quality of its professionals on Ground Handling services through adequate training and market development with all our network.

Ethiopian Ground Service is the most organized Ground Handling business unit in terms of human and equipment resources, striving to attain seamless operational excellence at the HUB. Ethiopian Ground Services is a reliable and efficient provider of comprehensive ground handling services. The services include all ground handling services including VIP flight handling, and we are committed to delivering quality service that meets our customers' needs and expectations. We strive to always provide a satisfying experience to all our clients. Per Vision 2025, Ethiopian Ground Services aims to be the most efficient service provider in Africa with the highest standard of safety and quality service. Currently, Ethiopian Ground Services supports and satisfies the hub operation in Addis Ababa and plans to expand its services to African airports to meet the fast-growing demand for ground handling services. Our objective is to provide high-quality ground-handling Services that meet and exceed international standards ensuring efficiency and excellence in service delivery. As a Ground Handling company, we are tasked mainly to support the Ground Operations of Airlines that have made Ethiopia as one of their destinations.





A STAR ALLIANCE MEMBER 

Contact us on

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