

# ETHIOPIAN FACTSHEET

November, 2023

EXPLORE **LONDON**  
**GATWICK** WITH ETHIOPIAN  
✈️ 3 X A WEEK



## 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 148 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	<a href="http://www.ethiopianairlines.com">http://www.ethiopianairlines.com</a>

Group Chief Executive Officer Mr. Mesfin Tasew



## ETHIOPIAN IN FIGURES, 2010-2023

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	149
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	
Infrastructure Value in USD	-	71,141,182	102,316,938	121,597,741	352,777,027	388,513,124	412,585,182	775,350,285	605,599,681	989,133,669.48	
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

Long Range Passenger Services		20- Airbus A350-900XWB
		19- Boeing B787-8
		10- Boeing B787-9
		4- Boeing B777-300ER
		6- Boeing B777-200LR
		1- Boeing B767-300ER
Medium Range Passenger Services		19- Boeing B737-800
		13- Boeing B737 MAX
		9- Boeing B737-700NG

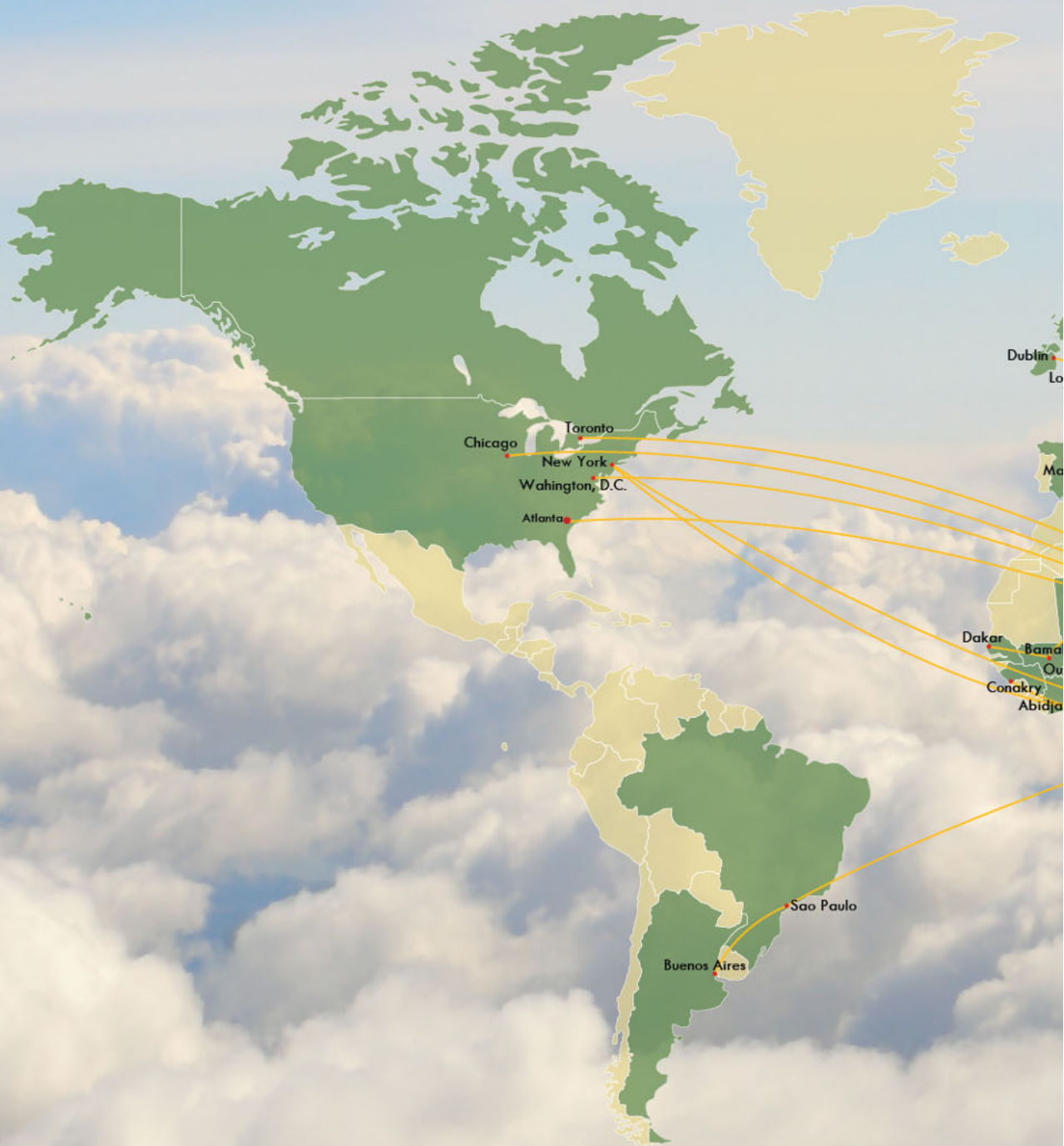


Regional and Domestic Passenger Services		32- Q400 Bombardier
Cargo and Non-Scheduled Services		10- Boeing B777-200LRF
		4- Boeing B737-800F
Long Range Cargo		2- B767-300F
Total Operating fleet		148

Long Range Passenger Services		4- Airbus A350-1000XWB
Medium Range Passenger Services		37- Boeing B737 MAX 8s
Cargo and Non-Scheduled Services		4 - B777-200LRF
		11 - B787-9
		11- Airbus A350-900XWB
Total Fleet on Order		67



# MORE THAN 130 INTERNATIONAL DESTINATIONS







# MORE THAN 60 DESTINATIONS IN AFRICA





# 22

## DOMESTIC DESTINATIONS



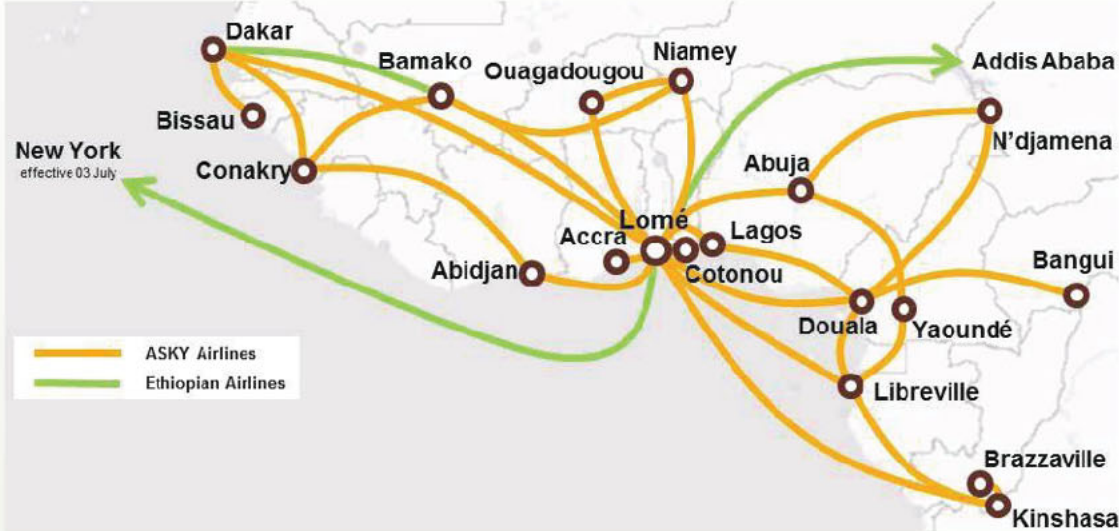
# CARGO ROUTE MAP *Fly*



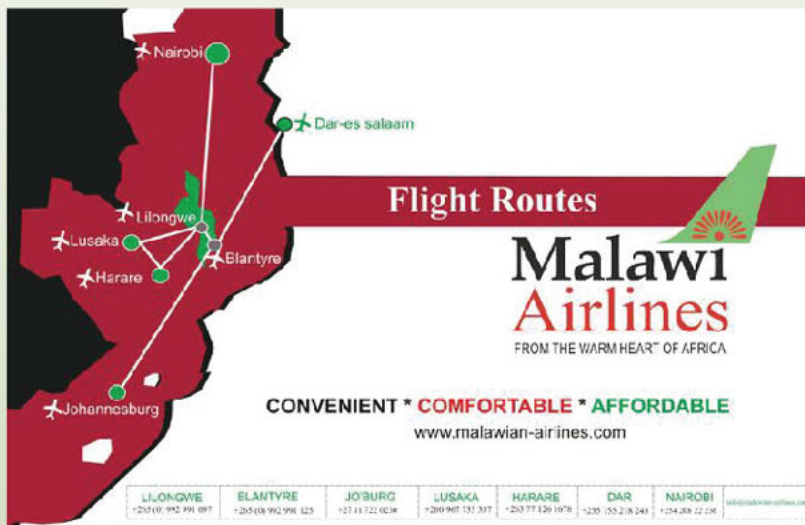


## PARTNER AIRLINES

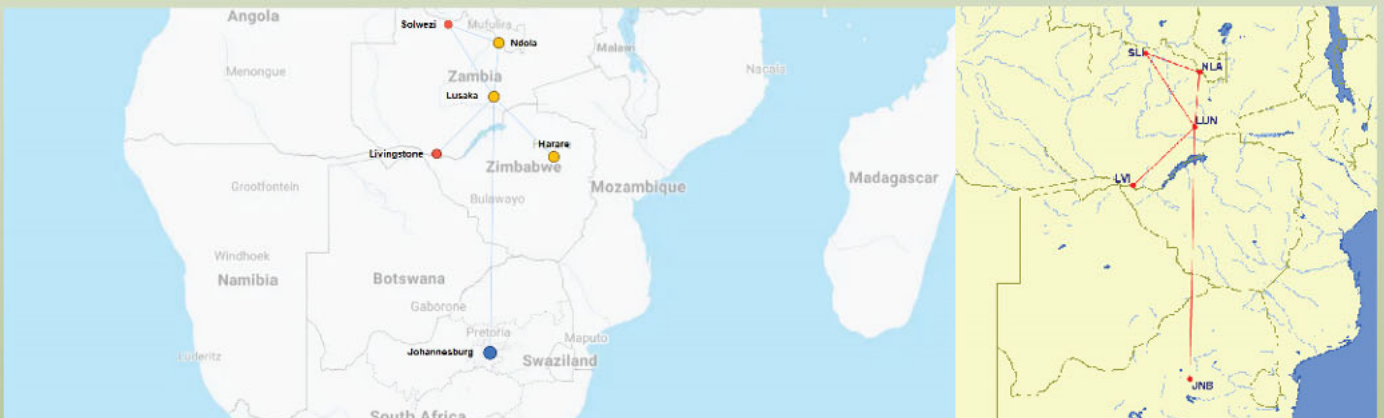
### ASKY Airlines Route Network



### 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 Sixth 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 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 Center 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 operates 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 and Q400.





# Ethiopian የኢትዮጵያ

## Maintenance Repair & Overhaul



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 Africa and the Middle East. The facility is fully equipped with Hangars, Engine and Component Maintenance workshops with all equipment needed to repair/overhaul aircraft, engines and components. Even if you have flown 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 workshop. Established in 1957, Ethiopian MRO provides Line Maintenance services at stations where Ethiopian flies and extends the services to other operators. 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 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 in Africa by Air Cargo News for 3 Years in a Row. Currently with our 9 - Boeing 777-200F, 2 - Boeing 767-300F and 4 - Boeing 737-800F dedicated freighters and 131 passenger aircrafts, we serve 67 cargo dedicated and 130+ 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 90 destinations and operate 37 freighter aircrafts by 2035.



# Ethiopian የኢትዮጵያ Catering

## Ethiopian Catering

Ethiopian In-Flight catering facility has a capacity to produce 100,000 meals a day. The facilities are modern and fully equipped to deal with high demand. Good food is important to our discerning customers. Ethiopian In-Flight Catering is dedicated to delivering high-quality service and part of that is delivering high quality dining and beverage options. The new menus give customers the choice of local Injera, a vegan option, and a variety of world cuisines including Chinese, Halal, Kosher and Indian to Italian.





# Ethiopian የኢትዮጵያ SKYLIGHT HOTEL



Ethiopian SkyLight Hotel is Ethiopian Airlines Group's ultra-luxurious Five-Star hotel. Phase one of the hotel was inaugurated on January 27, 2019 with a total of 373 stunning rooms with relaxing and superb designs that are suitable for both corporate and leisure travelers. It has an added feature for Presidential Suits, Executive Suits, Apartments, Persons with limited mobility. With the completion of phase two of the hotel on January 2023, the total room capacity grew to 1024, making it the largest hotel in the continent co-located in one area.

It has also launched 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

Inaugurated on 27 Jan 2019, Addis Ababa Bole International Airport has the capacity to handle 22 million passengers per annum.





# RECENT INDUSTRY AWARDS

**Ethiopian የኢትዮጵያ**  
Cargo & Logistics Services

- BEST CARGO AIRLINE - AFRICA
- CARGO AIRLINE OF THE YEAR



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'



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



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 የኢትዮጵያ**  
Cargo & Logistics Services

**BEST CARGO AIRLINE - AFRICA**  
**CARGO AIRLINE OF THE YEAR**

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

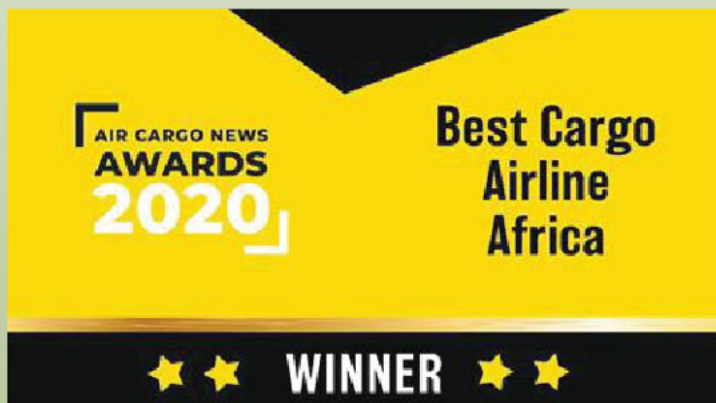
- Cargo Airline of The Year two years in a row
- Best Cargo Arline – Africa five years in a row



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

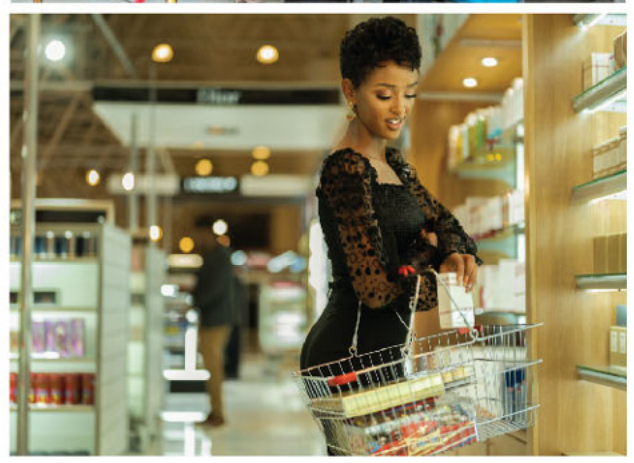
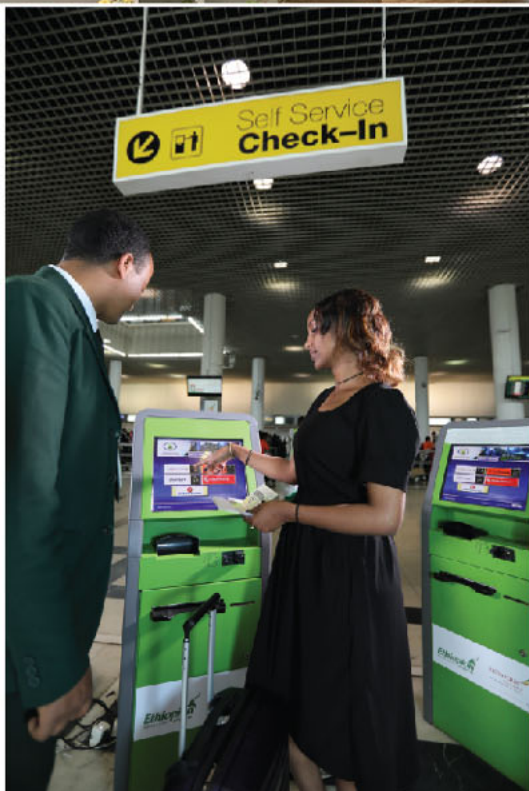
Ethiopian Sky Technologies is manufacturing and delivering the aerospace products in accordance with the terms of the Agreement and the stringent requirements of the Aerospace Industry. In addition to building the aerospace manufacturing capability of Ethiopian Airlines, the partnership also enhances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





## ETHIOPIAN GROUND SERVICES

Ethiopian ground service is the leading ground handling in HAAB . Currently we are handling all Ethiopian flights, more than 6 scheduled and several non-scheduled airlines operations Through a revision of its vision 2035, Ethiopian Ground service will expand to Africa airports through joint venture partnership and acquisitions. ETG customer airlines handling and business development section strategy is to emphasize the quality of its professionals on GH services through adequate training & market development on GH with all its network. Ethiopian Ground service the most organized GRH business unit both in terms of human & equipment resource in order to attain a seamless operational excellence at the HUB. Ethiopian ground service provide full ground handling service including VIP flight handling, passenger handling service , baggage handling service, ramp service ,appearance service , meet and assist service , etc .





**Ethiopian**  
የኢትዮጵያ  
THE NEW SPIRIT OF AFRICA

A STAR ALLIANCE MEMBER 

**Contact us on**

Manager Corporate Communications  
P.O. Box 1755, Addis Ababa, Ethiopia.

Tel: (+251-11) 517  
8407/8656/8907/8165/8529/8913

Fax: (+251-11) 661 1474

E-mail: CorporateCommunication@

[ethiopianairlines.com](http://ethiopianairlines.com)

**Follow us on**

[www.ethiopianairlines.com](http://www.ethiopianairlines.com)

[www.facebook.com/ethiopianairlines.com](https://www.facebook.com/ethiopianairlines.com)

[www.twitter.com/flyethiopian](https://www.twitter.com/flyethiopian)

[www.youtube.com/flyethiopian](https://www.youtube.com/flyethiopian)

<http://instagram.com/fly.ethiopian>

<http://plus.google.com/+ethiopianairlinescom>