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## News Recap

### Leading by Example!



The past week was one which saw a big leap ahead for the cargo transport service of Ethiopian. On January 24, 2018, the Airline launched a direct freighter flight from Bahir Dar to Liege, one of the largest Ethiopian flower importer destinations. This is ET's first cargo service departing from outside of Addis Ababa, but loading the vegetables and flowers on the aircraft was not bed of roses.

Though the B-777 freighter, deployed for the maiden flight was ready as scheduled, the scissor lift (loader) was being transported from Addis Ababa on a low bed truck and couldn't make it to Bahir-dar Airport on time. ET's team at Bahirdar Airport was faced with two options: waiting until the scissor lift arrives, with an apparent possibility of too much delay, or loading the cargo manually.



And they chose the second option!

The team led by Ethiopian Group CEO Ato Tewolde GebreMariam and VP Flight Operations Captain Yohannes HaileMariam set out to load each and every pack of flowers and vegetables by hand for about 24 hours non-stop, without sleeping! Though the work was very tiresome, the team managed to reduce the delay time

significantly, going beyond their call of duty.



This exemplary team effort is a manifestation of ET's longstanding corporate culture, whereby employees go the extra miles to complete tasks whatever it takes. It is this extraordinary Team Spirit and Team Work with no hierarchical or organizational boundaries, which enabled the team to get the job done, working day and night!

The exemplary deeds of our Group CEO, VP Flight Operations and the other ET management and staff deserve deep appreciation! This is leading by example!





## Ethiopian Mobile Application is Up & Running

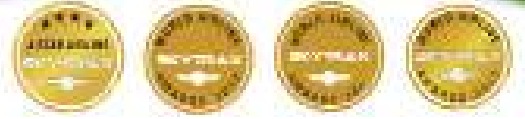


Ethiopian Airlines is pleased to announce that it has availed its mobile application in the apple store and Google Play for customer to download on their mobile phones and use it to transact with the airline for many of its products and services. Besides empowering the customer to control the travel process, it will simplify, enrich and enhance customers' experiences across the entire journey.

## Ethiopian Partners with Zambian Government for the Re-launch of the National Carrier



Ethiopian Airlines is pleased to announce that it has finalized shareholders agreement with the Government of Zambia for the re-launch of Zambia Airways and to develop Lusaka as an aviation hub for southern Africa. The Government of Zambia will be the majority shareholder with 55% and Ethiopian will have 45% stakes in the airline.

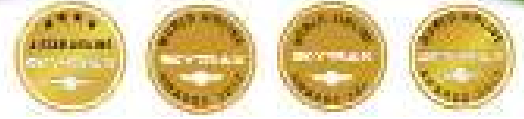


## Ethiopian Group Extends Season's Greetings to High-Ranking Government Officials

Ethiopian Airlines has extended warmest Seasonal Greetings to H.E Dr. Mulatu Teshome, FDRE President, H.E. Ato Hailemariam Desalegn, FDRE Prime Minister and H.E. Ato Demeke Mekonnen, FDRE Deputy Prime Minister.







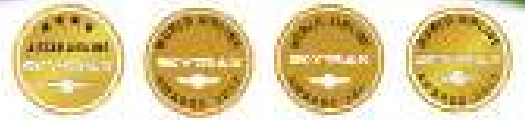
## Ethiopian Starts Dedicated Freighter Service from Bahir-Dar to Europe to Facilitate the Export of Horticultural Products

Ethiopian Airlines is pleased to announce that it has launched a direct freighter flight from Bahir Dar to Liege, one of the largest Ethiopian flower importer destinations, carrying 45 tons of flowers on January 24, 2018.

Ethiopian has always been at the forefront to support the national economy with the massive availability of connections across the country. With its vastest domestic network in the continent, Ethiopian now flies to 21 domestic points with multiple frequencies enabling economic integration between and among regions, encouraging tourism, possible.







## African Union Commission Launches Highly Anticipated Single African Sky

The African Union Commission has launched the first AU Agenda 2063 Flagship project, the Single African Air Transport Market (SAATM), in Addis Ababa, Ethiopia, on 28th January 2018 as a historic event at the African Union Summit, nearly two decades after the adoption of the 1999 Yamoussoukro Decision. An exhibition billed “Flying the AU Agenda 2063 for an integrated, peaceful and prosperous Africa” unveiled to mark the launch, as well as ribbon cutting and the inauguration of the commemorative plaque.







## Ethiopian GCEO Participates During African Union Heads of States and Government Summit



The GCEO, Ato Tewelde GebreMariam, participated during African Union Heads of States and Government Summit held in Addis Ababa from 28-29 January 2018. He attended the launching of the Single African Air Transport Market (SAATM) which has been adhered to by 23 African countries and held bilateral discussions with many African Heads of States and Governments including President of Republic of Guinea, H.E. Alpha Condé, Prime Minister of Mauritius, H.E. Pravind Jugnauth, President of Kenya, H.E. Uhuru Kenyatta, President of Angola, H.E. João Lourenço, President of Togo, H.E. Faure Gnassingbé, President of Djibouti, H.E. Ismail Omar Guelleh, President of Uganda H.E. Yoweri Museveni and Vice President of Zambia, H.E. Inonge Wina.







## Ethiopian Aviation Academy Celebrates New Year with Foreign Trainees



EAA has celebrated new year for its 26 foreign trainees on January 1, 2018. Zehabta B/Meskel, A/Mgr Sales & Business Development opened the celebration by welcoming the foreign trainees and wished them a happy new year. The event was attended with school managers and invited guests from the Academy. The participants enjoyed delicious lunch and Ethiopian coffee, marking the celebration. The trainees are from Tanzania, Rwanda, Chad, Yemen, Congo, and Nigeria, attending Basic AMTS class and on-the-job training at EAA and ET-MRO.



## Ethiopian Aviation Academy Acquires its Second Cessna 172S Flight Training Simulator



EAA has purchased and installed its second Cessna 172S flight simulator from FRASCA International, a USA based manufacturer with over 70 years of experience in manufacturing simulators specifically focusing on pilot training academies, colleges and universities. With the new Cessna 172S, EAA has so far installed five flight training simulators, as part of its efforts to expand its training facilities.





## How Ethiopian has come to the fore in Africa as analysed by the reputed Flight Global

Flight Global, one of the most notable online media, has analysed how Ethiopian has topped Africa's aviation industry from the position it was in a decade ago. The website mentions that halfway stage of its ambitious 15-year strategic vision, Ethiopian Airlines has outpaced its rivals on the African continent.

**Leading African carriers by capacity December 2017 v 2010**

Airline	Flights Dec 17	Change	Seats Dec 17	Change	ASKs Dec 17	Change
Ethiopian Airlines	8,213	108.0%	1,411,500	177.7%	4,538,941,087	221.6%
EgyptAir	6,921	-11.6%	1,045,285	-10.0%	2,314,027,011	-10.2%
Royal Air Maroc	6,004	51.8%	869,097	56.9%	1,966,844,922	76.7%
Air Algerie	6,118	51.1%	846,306	63.0%	1,144,871,393	74.2%
South African Airways	4,114	-13.4%	690,420	-16.8%	2,148,084,048	-18.4%
Kenya Airways	4,316	24.7%	529,280	14.5%	1,161,193,262	3.7%

Source: FlightGlobal schedules, change based on comparison with December 2010

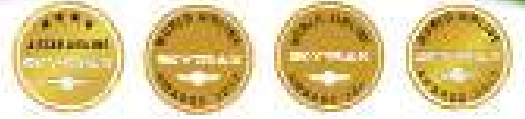


The website quoted Ethiopian Group CEO for saying, "When we planned Vision 2025, we were the fourth-biggest airline in Africa, behind SAA, EgyptAir and Kenya Airways. But now we are number one, by far."

Flight global is an online news and information website which covers the aviation and aerospace industries.

For the detail of the news, please surf the link below: <https://www.flightglobal.com/news/articles/analysis-how-ethiopian-has-come-to-the-fore-in-afr-443108/>





## Deeds Worthy of Recognition



Meet Captain Yeshitila Getachew and First Officer Biruk Tsehaye, living testaments of Ethiopian transcendent corporate culture. In an icy and very foggy morning of the 29th of December 2017, the two pilots were in charge of commanding ET flight from Dublin to Washington. Given the harsh weather condition, it was doubtful to dispatch the flight on time.

However, beyond a call of duty and to better handle the situation, the two pilots have come out of their cockpit and assisted the Cabin crew members in collecting used blankets and changing pillow covers themselves to get the aircraft ready for passengers boarding for the next flight by going extra miles in a very short ground time at Washington Dulles International Airport.



The two Ethiopian Pilots have been recognized by Ethiopian Group CEO Ato Tewolde GebreMariam for their exemplary deeds. At the recognition ceremony held at the Board Room on January 8, 2018, Ethiopian Group CEO Ato Tewolde GebreMariam appreciated the Pilots for their exemplary deeds, reiterating that this is the work culture and commitment that has kept Ethiopian in the heights of success

for more than seven decades. There is a lot to learn for the youth that are joining Ethiopian; commitment and resilience to get the job done, no matter what.





## Ethiopian Holidays participates in Ethiopian Tour Operators Association Cocktail Party



Ethiopian Holidays has taken part in a cocktail party organized by Ethiopian Tour Operators Association at Aziman Hotel on January 11, 2018. The event was attended by W/o Meaza Gebremedihin, State Minister for Ministry of Culture and Tourism, Ato Yohannes Tilahun, CEO Ethiopian Tourism Organization (ETO), Sister Seblewongel Degefa, Head ET Holidays as well as members of Ethiopian Tour Operators Association and stakeholders. The cocktail party aimed bringing together stakeholders to enhance collaboration and information sharing so as to develop the country's tourism sector.



## Ethiopian Holidays Organizes Timket Package



Ethiopian Holidays organized Timket package in order to boost the tourism industry in Ethiopia. All Area Offices of Ethiopian did their best to promote the package and were able to bring in over a hundred tourists for the Timket celebration. Keeping in mind that it was one of a kind event, Ethiopian Holidays warmly welcomed the guests at the airport. Some of the tourists also went on the Hot Air Balloon ride and had extension tours to Bahir Dar, Lalibela, Gondar and Axum.

In their feedbacks, the tourists appreciated the preparation of the package and expressed their delight over the visit they had.







## Did You Know This?



373 Rooms and 2 Bars

3 small size meeting Rooms

Total cost USD 65 Million

Falls on 40,000 SqM

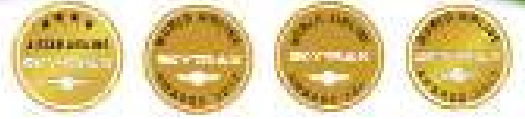
Gift shops, Duty free shops and pastries

Gym, Ticket Office and other offices

Four Restaurants including the largest Chinese restaurant in Africa

Big banquet hall accomodates 2000 guests at a time

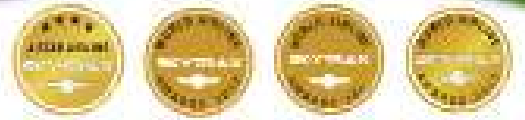
1 half olympic size and 1 small size swimming pools



## Ethiopian in Pictures in January



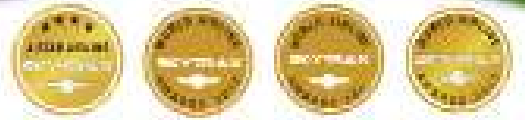




## Ethiopian in Pictures in January (continued)



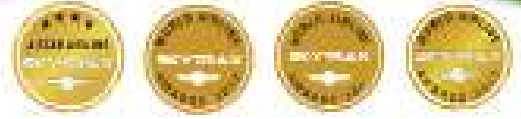
# What's Up @ ET



## Best Picture of Ethiopian







## FAM Trip

### Ethiopian Organizes FAM Trip for Israeli Journalists



Ethiopian Airlines organized familiarization trip for four Journalists from Israel with the aim of promoting Ethiopia's tourist attractions as well as the services and products of Ethiopian, to the Israeli public and tourists. The trip was organized by Area Manager Israel in collaboration with Passenger Market Development section. The journalists visited the 8 volcanic crater lakes, green landscape and abundant bird life in Bishoftu town.

## Area News

### North Sudan Area Office Conducts Annual Travel Agency Award Ceremony



Ethiopian Airlines Area Office in North Sudan conducted its annual travel agency award ceremony on January 7, 2018 at Corinthian Hotel in Khartoum. The event was attended by 150 guests including owners and managers of travel agencies, tour operators, General Sales and Service Agents (GSSA) and other partners.



## Testimony to Ethiopian

This is the best News ever for us at ET.

Can you imagine the number of people that had to leave Lausanne and Geneve, by Train to catch Our Flight from Paris??

Wow! This is the best News for Cameroon nitche Market.

HUGE!!

Happy New Year to you all.

Behyia.

# Geneva







## Corporate Social Responsibility



### **Ethiopian Supports Zack Production to host Musical Concert in Commemoration of the Victory of Adwa**

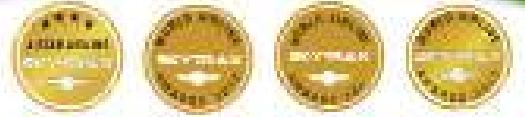
Ethiopian supports Zack Production, managed by the eminent reggae artist Zeleke Gessese, towards hosting musical concert in commemoration of the victory of Adwa. The concert will be graced by Ky-Mani Marley band members who will be in Addis from Los Angeles. Ethiopian partly covered their transportation cost that they can perform at the planned historical musical concert.

### **Ethiopian Cares to Support People to People Endeavor**

Ethiopian is a longstanding supporter to People to People towards their worthwhile movement that is aligned with professional Ethiopian Diasporas all over the world and Western universities to produce strategies and solutions for the most important and intractable medical issues facing Ethiopia. This time, Ethiopian covered the travel cost of President and Chairman of People to People while traveling to Addis to host Scientific Symposium in Addis Ababa with the intent of raising timely health related concerns and to establish a cancer care center of excellence at Black Lion Hospital. Ethiopian cares to support its nation through worthy deeds of the diaspora.

### **Ethiopian keeps an Eye on Community**

Ethiopian supported Claire Liddy who is a volunteer at Building of Hope Project, which is an Irish nonprofit charity. This charity has been supporting the vulnerable community in South Africa by constructing HIV Clinic and at Likoni, Kenya they have built 3rd level Technical Institution, residential home for 300 orphaned/blind children in the School for the Blind and occupational Therapy Clinic & school classrooms. This time, Claire Liddy in conjunction with her local Gym Hustle Fitness have fundraised 250 sports jerseys for the kids in the Salvation Army School for the blind and the nearby village of Likoni, Kenya. She has also received donations of clothes & medical supplies to take out to the school and clinic. Ethiopian freely transported six extra luggage to encourage their worthy deed to the community in Kenya.

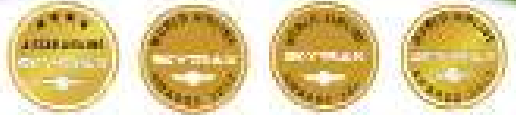


## Back in the Days!



One of the pioneer pilots of Ethiopian receiving cash and paperwork from a local station manager for delivery to Addis Ababa headquarters.





## የአፍሪካ ኅብረት የጋራ የአየር ትራንስፖርት ገበያ ሊመሠርት ነው

በቃሰዮስ በቀሰ

የአፍሪካ አገሮች የገበያ ክልልን በማስወገድ የጋራ የሆነ የአፍሪካ የአየር ትራንስፖርት ገበያ ሊመሠርቱ ነው።

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የአፍሪካ አገሮች የአፍሪካን ለማይ አለፍሪካ አየር መንገዶች ክፍት ለማድረግ የምትችሉት ውሳኔ የተባለውን ስምምነት እ.ኤ.አ. 1999 ያፀደቁ ሲሆንም፣ አስከፊ ተግባራዊ ሳያደርጉ ቆይተዋል።

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እ.ኤ.አ. በጥር 2015 አዲስ አበባ ውስጥ በተካሄደው የአፍሪካ ኅብረት የመሪዎች ጉባዔ ላይ ኢትዮጵያን ጨምሮ 11 የአፍሪካ አገሮች የምትችሉት ውሳኔን መብ ለመብ ተግባራዊ ለማድረግ በፈረንሳይ ያፀደቁ ሲሆን፣ በአሁኑ ወቅት ቁጥራቸው ወደ 22 አድጓል። በመጨረሻ አኩሪ በሚካሄደው የመሪዎች ጉባዔ የአፍሪካ ኅብረት የአፍሪካ የጋራ የአየር ትራንስፖርት ገበያ በይፋ መመሥረቱን ያስብራል ተብሎ ይጠበቃል።

ይህን አስመልክቶ የትራንስፖርት ሚኒስትር አቶ አህመድ ሺዴ ማክሰኞ ጥር 15 ቀን በሰጡት ጋዜጣዊ መግለጫ፣ ለአፍሪካ የጋራ የአየር ትራንስፖርት ገበያ ምሥረታ የኢትዮጵያ መንግሥት መብ ድጋፍ ሲሰጥ እንደቆየ ገልጸዋል። የአፍሪካ የጋራ የአየር ትራንስፖርት ገበያ ምሥረታ የአፍሪካ ኅብረት 2063 የልማት አጀንዳ አንዱ አካል መሆኑን የገለጹት አቶ አህመድ፣ የጋራ ገበያ መመሥረት የአፍሪካ አየር መንገዶች አፍሪካ ውስጥ ያለገደብ



የትራንስፖርት ሚኒስትር አቶ አህመድ ሺዴ (ፊት ሰፊ)፣ የኢትዮጵያ ሲቪል አቪዬሽን ባለሙያዎች ዋና ዳይሬክተር ኮሎኔል ወሰንደህ ህንኛው፣ የኢትዮጵያ አየር መንገድ ዋና ሥራ ስሪዳሚ አቶ ተወልደ ገብረ ማርያምና የአፍሪካ ሲቪል አቪዬሽን ኮሚሽን የአየር ትራንስፖርት ዳይሬክተር አቶ ተፈሪ መኮንን ማገገሚያን በሰጡበት ወቅት

ተገባታለሁ እንዲሁ የሚያስችል እንደሆነ አስረድተዋል።

የአየር ትራንስፖርት ዘርፍ እንደሚደገፍ የአፍሪካ አገሮች የኢኮኖሚ ተስፋ ለማድረግ የሚያስፈልገው የንግድ ልውውጥና ተግባራዊ እንደሚሰፈሩ ሰፊ የሥራ ዕድል እንደሚፈጥር የተናገሩት አቶ አህመድ፣ 300,000 ተጥተኛ የሆነ ሁለት ሚሊዮን ተጥተኛ ያልሆነ የሥራ ዕድል እንደሚፈጥር ተናግረዋል።

የኢትዮጵያ መንግሥት በዚህ ላይ የሚሠራ በኢትዮጵያ ሲቪል አቪዬሽን ባለሙያዎች የሚመራ ብሔራዊ ኮሚቴ እንዳቋቋመ ታውቋል። የኢትዮጵያ አየር መንገድ ግራፕ ዋና ሥራ ስሪዳሚ አቶ ተወልደ ገብረ ማርያም ጥር 20 ቀን የአፍሪካ የጋራ የአየር ትራንስፖርት ገበያ ምሥረታ በይፋ የሚታወቅበት ታሪካዊ ዕለት እንደሚሆን ተናግረዋል። የአፍሪካ አገሮች የአርባ በርባ የንግድ ልውውጥ 15 በመቶ፣ የአውሮፓ አገሮች የአርባ በርባ የንግድ ልውውጥ 60 በመቶ መሆኑን የገለጹት አቶ ተወልደ፣ የአየር ትራንስፖርት ንግድና ተግባራዊ ስምምነት ማሳደግ ወሳኝ ሚና እንደሚጫወት ተናግረዋል።

አፍሪካ ውስጥ ባለው የገበያ ክልል ምክንያት የአየር

ትራንስፖርት ዘርፍ ወደጎላ መቅረቱን የገለጹት አቶ ተወልደ፣ አፍሪካውያን ከአገር አገር ወደ ሌላ አገር ለመጓዝ አውሮፓ ደርሶ ለመመለስ ሲገደዱ እንደቆዩ አስረድተዋል። «ይህ ምን ያህል የአየር ትራንስፖርት ትስስር የላለ እንደሆነ ያሳያል። ያሉት አቶ ተወልደ፣ የአፍሪካ አገሮች የጋራ ገበያ ባለመመሥረቻው ባለው የገበያ ክልል ምክንያት የአፍሪካን የአየር ትራንስፖርት ገበያ የውጭ አየር መንገዶች እንደተቆጣጠሩት ገልጸዋል።

«በአፍሪካና በሌሎች አገሮች መካከል ከሚመለሰው መንገዶች ፍላጎት 80 በመቶውን የሚያጓጉዙት የውጭ አየር መንገዶች ሲሆን፣ የአፍሪካ አየር መንገዶች የገበያ ድርሻ 20 በመቶ ብቻ ነው። ይህ ፍትሐዊ አይደለም። ፍትሐዊ ያልሆነውን የገበያ ሥርዓት መለወጥ አለብን። በግላ ለግላችን የበይ ተመልካች መሆን የለብንም።» ብለዋል።

አኩሪ ጥር 20 ቀን በሚካሄደው የአፍሪካ ኅብረት የመሪዎች ጉባዔ 32 አገሮች የአፍሪካ የጋራ የአየር ትራንስፖርት ገበያ ምሥረታን ያፀደቁ ተብሎ ይጠበቃል።

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## National

# A great complement to Ethiopian's fleet

BY ADDISALEM MULAT

**E**thiopian Cargo and Logistics Services, a division of the Ethiopian Airlines Group, has committed to lease the first two Boeing 737-800 freighters (737-800SF) converted by Aeronautical Engineers, Inc. (AEI) from GECAS, with the first delivery expected in June of 2018, followed by a second in January of 2019.

“We are excited to take delivery of these first-ever AEI-converted 737-800SFs,”

explained Tewelde Gebremariam, Ethiopian Airlines Group CEO, “The aircraft will be a great complement to our existing fleet of B777 and B757 freighters. In line with our Vision 2025 Ethiopian Cargo and Logistics strategic roadmap, we are expanding our cargo fleet and network to support trade within Africa and with the rest of the world by facilitating the export of perishables and the import of high value goods into the continent.”

“We have been working with AEI on this program since 2015 and look forward to delivering the first AEI converted 737-800SF to Ethiopian Airlines. The airline is joining a

growing number of combination carriers planning to operate this aircraft either for replacement of aging freighters or for growth,” said GECAS Richard Greener, SVP & Manager Cargo Aircraft Group.

Ethiopian Cargo and Logistics provides airport-to-airport services across a network of over 91 destinations on both freighter and belly hold services (including both direct service and arranged connection flights). It is also the largest network cargo operator in Africa. With six 777 and two 757 Freighters serving 39 cargo destinations in Africa, the Middle East, Asia, the Americas and Europe,





## International & Local Press Clippings

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# Ethiopian to launch ten new destinations in six months

### To receive first B737MAX in June

By Kalesyesus Bekele

The fastest growing airline in Africa, Ethiopian Airlines, is going to launch ten new international flight destinations in the coming six months.

Ethiopian Airlines Group CEO Tewolde Gebremariam said the fast growing airline is expanding its route network fast. "Between now and June we are going to open ten new destinations. Almost two destinations ever single month. That is a record in our history," Tewolde said.

*Ethiopian*, which styles itself as the "New Spirit of Africa", would introduce new long-haul flight to Chicago, or Houston in the US in June 2018. "We are still comparing Houston and Chicago they are almost comparable in terms of giving us connectivity to the rest of North America," the CEO said.

The national carrier will open new routes to, among others, Geneva, Barcelona, Kisangani in the Democratic Republic of Congo, Toamasina, second city in Madagascar and popular tourist



Ethiopian Airlines Group CEO Tewolde Gebremariam

every month," Tewolde said.

The airline uses B777s, B787 and A350s for mid- and long-haul flights, B737 for short-haul and Bombardier Q400s for domestic flights. The airline placed firm orders for 20 B737MAX jetliners. According to Tewolde, the first B737MAX aircraft will arrive in Addis Ababa in June 2018. The airline has about 60 aircraft on its order book.

"We continue to grow in a fast, sustainable and profitable manner planned in our Vision 2025," he said.

In terms of Infrastructure the airline built new aircraft maintenance hangars, and a state-of-the-art cargo terminal. The airline has expanded the aviation academy at a cost of USD 100 million and it is also building a five star hotel with 373 rooms.

*Ethiopian* is finalizing the construction of the five-star hotel

# ይበል የሚያስኘው የአየር መንገዱ ዘመናይነት

በአገር ውስጥ የሚገኙትን አዳዲስ አውቶቶችን አስመጣ ሲባል መነሻው ደስ ይላል። የብራሪ መስመርቸኛ አዘዛ ሲባል፣ ደንበኞቹን ለማስተን አንዳንድ አንዳንድ የሰው ሥራ ተገቢ ሲባልም አንዳንድ የዓለም ስርዓት አየር መንገድ በመባል ተሽሎ የሚሰጠው ይህ መስጫም ደስታን ያጭራል። አገራችንን በአውቶቶቹ የሚገልጽ የሚወክል፣ ዓለም አቀፍ ብቃት ያለው ተቋም ባለቤት መሆኑን ሲያሳይን አያስገርም።

በአገር ውስጥ ሳይሆን በመላው ዓለም ተወዳዳሪ ሆኖ ለመገለጥ አንዳንድ የሰው አገልግሎት መምጣቱ ተገቢ ነው። ወረቀት አልባው አገልግሎት የአየር መንገዱን ውስጣዊ አሰራር ይበልጥ ቀልጣፋ እንዲያደርገው ይታመናል። አንድ ጉዳይ ለመፈጸም ሲፈለግ በተዋረድ የሚሰጠው ውሳኔዎች በአይን ይካሄዳሉ። የተገነዘቡ ቢሮክራሲያዊ አሰራር ይታያል ማለት ነው። እያንዳንዱ በመልዕክት የሚደረጉ ምልልኮችና የጸሐፊ ልውውጦች ይታያሉ። አንድ የሥራ ኃላፊ በቢሮው ከሌለና ሌላ ካልፈረመበት በቀር ውሳኔው ተፈጻሚ ስለማይሆን ቢሮው አስኪገባ መስበት፣ ቀጠር መስጠት የሚባል ነገር አይኖርም። ሁሉም ነገር በአይን የተያያዘ በመሆኑ የሥራ ኃላፊው ባለበት ቦታ ሆኖ ይፈርማል። ኃላፊው የሱም ብሉ ማሳቡስ ታሪክ ሆኖ ማለት ነው።

«ወረቀት ለምኔ» ብሎ ካወጀ ወዲህ የአየር መንገዱ ደንበኞች በአጭ ስልክቸው ወይም በምግብተራቸው አማካኝነት የገዛ ትኩት እንዲቀርቡ ማድረግ የለውጠው አንድ አካል ነው። በአርግጥ በአይን የበረራ ትኩት መሸጥ ቀደም ብሎ ቢደመርም፣ አዲሱን አሰራር ልዩ የሚያደርገው ግን ወረቀት አልጎ መሆኑ ነው። ደንበኞች የበረራ ትኩት ለመቀረጥ ወደ ትኩት መሸጫ ቢሮዎች ማግኘት ሳይጠበቅባቸው ባሉበት አገልግሎቱን ማግኘት ይችላሉ። አገልግሎቱን በትዋልፍና ለማስረብ ያለመ በመሆኑ፣ ከዚህ አሰራር ጋር አብሮው የሚሰጡ ለውጦችም ይኖራሉ። ለምሳሌ ከአየር መንገዱ የበረራ ትኩት የሚፈልጉ ደንበኞችን የሚያስተናግዱት የትኩት መሸጫ ቢሮዎች አስፈላጊነት አየሚሸከሙ ለውጦች ይታያሉ።

ደንበኞች በተዋታ መገዛ ለማግኘት በሚጠቀሙበት የስልክ መስመር መገዛውን ለማግኘት «ደንበኞችን እያስተናገዱ ስለሆነ ትንሽ ጠብቁ፤ ተብሎ ምላሽ ለማግኘት የሚወሰደው ጊዜ እንዳንዱ የማርራል። ትንሽ ይጠብቁ ተብሎ ከ10 እስከ 15 ደቂቃ እንዳንዱም ከዚያ በላይ መጠበቅ አለ። አንዳንድ ያለውን የሚገራባቸው አሰራር ቀልጣፋ ለማድረግ አየር መንገዱን ባልገደቡት ያባል ተብሎ አይታወቅም። ይኛውም ነገር እንደ መንገዱን እንዲያያቸው ማስታወሻ መልካም

የአውቶቶቹን አገልግሎት ለማስተካከል ለሌሎች ደንበኞች በተለይ የአየር ወስጥ ቢራ ተጠቃሚዎች በአጭ ስልክቸው አማካኝነት ትኩት ለመቀረጥ ወይም ለሌሎች መረጃዎችን በቀላል መንገድ ማግኘት ካልቻሉ፣ ግራ በመጋባት ሲቸገሩ ይችላሉ። ይህ ከሆነም አገልግሎቱ ለመሰጠት መንገዱን ሲያስከትል ይችላል። አየር መንገዱ በዚህ ዘመን ያለውን ከግንባር ለመቀረፍ በቀሪ ሥራ መቀረፍ ለማለት አያስገርም። ዘመናዊ አገልግሎት የሚሰጠው ተገልጿቸው ያለ ችግር መጠቀም መቻላቸው ሲረጋገጥ ቋምር ነው። ሁሉም ደንበኞች ለገዘጠው በሚገኙ መልኩ መረጃ መስጠት ከአየር መንገዱ ይጠበቃል። አሰራር በሁሉም ገብረተሰብ ዘንድ በቀጠ አስኪገባ መገዛ ነገ ለንገ የተለመደውን አሰራር ማስኪዱ ነፋት የለውም።

የአገልግሎት አሰጣጡን ለማስጠን የተለያዩ ዕርምጃዎች መውሰዱም ያስመሰገንዋል። በትርቦም «ወረቀት ለምኔ» በማለት የወረቀት ገነኪ አሰራራዎችን በማስቀረት መሰሉ በመሰሉ የአገልግሎት ሥርዓት መዘርጋቱ፣

የሥራው ቀደምት ማን ጋር ተነቅሎ፣ ማን ያዘው? ማን እከናወነው ወዘተ. የሚለውንም ጥያቄ አዲስ አሰራር ቀልጣፍ አድርጎ ስለሚመልከት ስለሚያሳይ ተጠያቂው ማን ነው? የሚለውንም በተለይ ይመልሳል። ስለዚህ አውጭዎች መቀመጥ ቀረ ማለት ነው። ይህ የአዲስ አሰራር ጠቀሜታ በጥቂቱ ሲገለጽ ነው። ይህ ዘመናዊነት ምላሽ በመሰጠት አስተዳደርና በመሳሰሉት መሥሪያ ቤቶችም ቢተገበርና ከጣባቸው በገለገለን ያሰኛል። የአየር መንገዱ ደም ለሌሎችም ምሳሌያዊ ተግባር ነው።

ይህ በመሆኑም ደንበኞች እዲሱን አሰራር የቲኩት መሸጫ ቢሮዎች ሲያስፈልጉት መጠቀም ይኖርባቸዋል ማለት ነው። በተጨማሪም አየር መንገዱ ወደ አለቤተኝነት የትኩት ሽያጭ እንደተሸጋገረ ካሳወቀበት ጊዜ ወዲህ የትኩት ቢሮዎችን አስፈላጊነት አያስቀረጡ ማለት አይጠበቅባቸውም። እነዚህ ቢሮዎች መሰሉ ለመሰሉ ከተዘጉ ደግሞ ደንበኞች ወደዳም ጠለ አየር መንገዱ ባመጣው ዘመናዊ የአገልግሎት አሰጣጥ መሰረት መገልገል ይጠበቅባቸዋል።









## YAMOUSSOUKRO TAKES OFF



Photo by: Saurovankh, Telafi

It may have taken almost a couple of decades, but the Yamoussoukro Decision was announced to be fully implemented today at a press conference that was held at the Bole International Airport. With 23 countries having already accepted the commitment to liberalise the African skies, the launch of the Single African Air Transport Market (SAATM) is a flagship project of the African Union's action plan, Agenda 2063.

Tewolde GebreMariam (centre-right), CEO of Ethiopian Airlines Group, and Henock Tefera, vice president for strategic planning and alliance at Ethiopian Airlines, were at the occasion. Wosenyeh Hunegnaw (Col.) (left), director-general of Ethiopian Civil Aviation Authority and

Tefera Mekonnen (centre-left), director of Air Transport at the African Civil Aviation Commission (AfCAC), likewise attended the event at the headquarters of Ethiopian, which had around eight million passengers passing through last year.

The Yamoussoukro was adopted in November 1999, at a meeting between African ministers in charge of civil aviation in their respective countries in Cote d'Ivoire. The SAATM came 14 years later as part of Agenda 2063, which considers an integration of Africa's airspace a critical step towards the socio-economic transformation of the continent over half a century. Such a single air market is expected to create 300,000 jobs.

## Ethiopian to start flights to two DRC Cities

**ADDIS ABABA (ENA)**- Ethiopian Airlines announced that it will launch new flights to Kisangani and Mbuji Mayi in the Democratic Republic of the Congo (DRC) as of March 2018.

The new flights will increase Ethiopian's gateway to DRC to five that includes Kinshasa, Goma and Lubumbashi, the airline said Thursday in a statement.

Ethiopian Group CEO, Mr. Tewolde GebreMariam, said: "We are delighted to include Mbuji-Mayi and Kisangani to our ever extending global and African network."

He added that the flights will enable travelers from and to these two economically important cities to enjoy convenient and seamless connectivity to our global network of over 100 international destinations stretching across five continents in Europe, the Americas, Asia and the Middle East."

Ethiopian is expanding its global network with a plan to fly to 10 new destinations in just six months of the 2018 calendar year.



THE ETHIOPIAN HERALD THURSDAY 11 JANUARY 2018

## National

# Ethiopian to upgrade cargo services

BY YOHANES JEMANEH

**ADDIS ABABA** - Ethiopian Airlines announced that it has been working to modernize its cargo services by modernizing and upgrading infrastructural capacity, human resource, and fleet system so as to solve customer's complaints related to delay in service provision.

Customers' complaints and service delay is caused by communication hurdle between agents and the airline, misleading address and customers' lack of awareness regarding procedures in sending and receiving their luggage, Ethiopian Cargo and Logistics Services Managing Director Fistum Abadi told *The Ethiopian Herald*.

As to him, the Airlines has been working to satisfy its customers with advanced cargo services and reducing complaints and to save time and resources.

The Airlines has been expanding its warehouse to augment its storage capacity from 400,000 to 600,000 tons of goods. It is also planning to store more than one million tons of goods, he noted.

The new warehouse that has the capacity to contain 400,000 tons of luggages will be operational in the next two weeks, he said.

According to Fistum, the Airlines has eight cargo planes that have been flying across 24 countries. Among these are two Boeing 737 and

six Boeing 777 cargo planes. Ethiopian has also planned to increase its cargo plans to 12 within a short period of time.

In addition to this, the Airlines has ordered four Boeing 777 cargo planes in September, each having loading capacity of 103,000 kg. This would help to enhance the airline cargo service baggage transaction and to transfer goods in a short period of time, he stated.

In terms of human resource, the Airlines has been giving training to 13,000 employees. It also plans to increase the number of its employees to 7,000 until 2025, he expressed.

On the other hand, aiming at modernizing its technology, the Airlines has installed a unitrinitec cargo system. The system would help to advance baggage handling system that has been challenging effective transfer of loads, he said.

The system would identify the security and safety of each baggage and enables the airline to advance its cargo services and reduce the customers' dissatisfaction in relation to delay.

The cargo service comprises 18 percent of Ethiopian's annual revenue, securing some 14.5 billion birr per annum.

The cargo flies about 25 countries in Africa, Europe, North America and the Middle East and the number one cargo service provider in Africa in terms of volume.







## Ethiopian on World Wide Web



Jordan

<http://timesofoman.com/article/125187/Lifestyle/Gorilla-trekking-in-East-Africa>



Spain

<https://noticiasaereas.com/ethiopian-airlines-nueva-app-movil/>



UK

<https://www.thesun.co.uk/news/5257409/storm-eleanor-travel-chaos-latest-97mph-winds-uk-danger/>



China

[http://www.xinhuanet.com/english/2018-01/03/c\\_136869919.htm](http://www.xinhuanet.com/english/2018-01/03/c_136869919.htm)



Spain

<http://www.elperiodico.com/es/economia/20180103/ethiopian-airlines-vuelo-barcelona-6529797>



Indian

<http://www.dnaindia.com/mumbai/report-65-year-old-bolivian-held-with-24-kg-cocaine-2573002>



Israel

<https://www.haaretz.com/israel-news/1.833190>



<https://www.agenzianova.com/a/5a4e5b5e86d8e5.30176091/1763443/2018-01-04/trasporto-aereo-ethiopian-air-lines-lancera-10-nuovi-voli-nei-prossimi-sei-mesi>



Australian

<http://www.austriaviation.net/detail/ethiopian-baut-wien-verbinding-aus/>



USA

<https://www.travelpulse.com/news/airlines/ethiopian-airlines-seeks-to-ease-inter-africa-travel.html>



USA

<http://www.economiaynegocios.cl/noticias/noticias.asp?id=432036>



UK

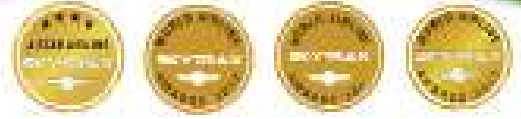
<http://uky247.com/ethiopian-airlines-to-commence-direct-flight-to-geneva>

## THE FINANCIAL

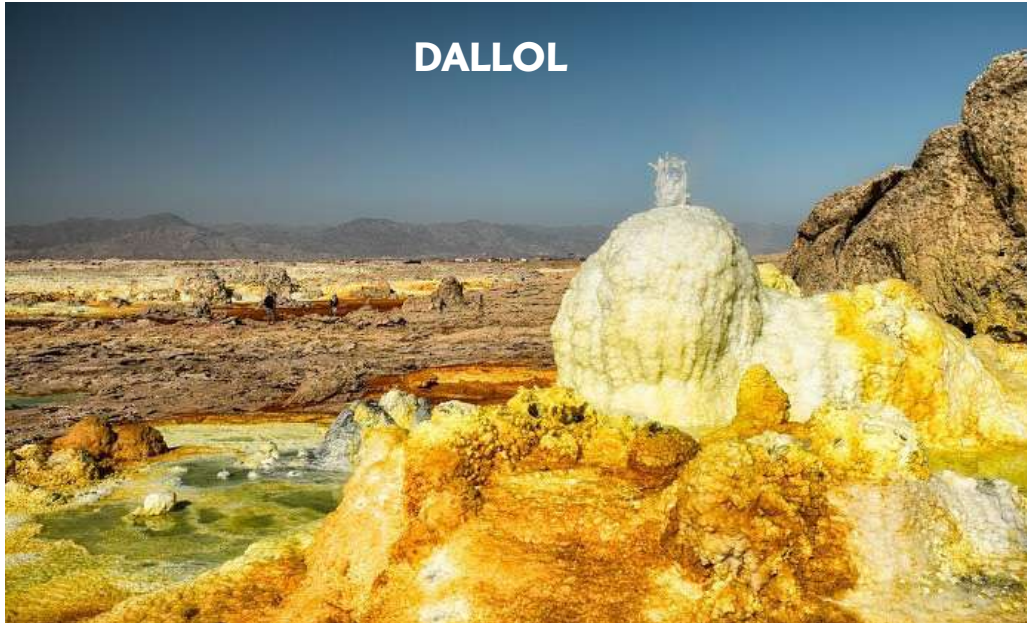
<http://www.finchannel.com/tourism-and-travel/70933-air-seychelles-announces-business-transformation-plan-to-safeguard-long-term-profitability>

Ethiopian was mentioned in 350 Global media outlets.





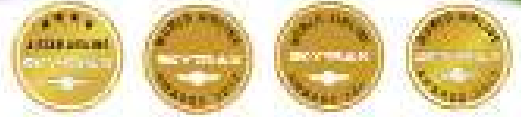
## ETHIOPIA



Dallol, which is better known as Dallol Volcano and also as Dallol Hydrothermal Fields, is a volcanic explosion crater which is located in the Danakil Depression, in the Federal Democratic Republic of Ethiopia. Located more precisely in the remote part of the northern Danakil Depression in north-eastern Ethiopia, it is the lowest known sub-aerial volcanic in the world and also one of the most spectacular ones. Having Martian-like landscape, it gives every visitor the thrills how it is to be on another planet, even though you are still on Planet Earth. The earth where this magnificent place is located releases chemical compounds like ferrous chloride and iron hydroxide within the springs, which harden some upon release and paint the subsequent salt deposits and lakes a greenish white. After some time, inactive springs oxidize and become brown just like metal rusts in the rain.

The process repeats for years, drenching an otherwise lifeless area in incredibly vibrant tones. There is sulfur and solidified black lava which engulf some springs, there are even openings in the Earth's crust which are called fumaroles that spew steam and gas into the burning hot air, raising the surrounding temperature even more. The whole area was formed by the intrusion of basaltic magma in Miocene salt deposits and subsequent hydrothermal activity, as well as in 1926 there were phreatic eruptions which formed numerous other eruption craters. Having similarity to the Yellowstone Park in the United States of America, this is 45 meters (150 feet) below sea level, and the name was coined by the Afar people, which in translation means dissolution or disintegration. While there are no roads that lead straight to the fields, the only way is to go with a camel, something what the locals are using to collect the precious salt which later is being sold around the world, and became more popular at the beginning of the 20th century. It is also the reason why the Afar people are protecting the area from insurgents from Eritrea mostly, who are kidnapping and killing tourists. Still, seeing it on photos is perhaps more than enough to tell that this is definitely one place that should also be called Mars instead of Dallol. Most likely the most magnificent place in Ethiopia!

Follow the ink for more: <http://www.alluringworld.com/dallol/#.WmBckjow8Qo.facebook>



## Social Media

Like us on Facebook, follow us on Twitter and Instagram and subscribe to our YouTube channel to view updates and stories from our archive.

For our Chinese Sina Weibo fans, please use the below link to see Ethiopian developments.

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



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



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



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



<http://ethiopianairlines.com/ethiopianairlinesCN>



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