



*Years
of service*

**ETHIOPIAN THE LARGEST AIRLINE IN AFRICA
FACT SHEET**



A STAR ALLIANCE MEMBER 

ETHIOPIAN FACT SHEET

Overview

Ethiopian Airlines (Ethiopian) is the fastest growing and most profitable airline in Africa. In 2014, IATA ranked Ethiopian as the largest airline in Africa in revenue and profit. In its operations in the past close to seven decades, Ethiopian has been a pioneer of African aviation as an aircraft technology leader providing the first jet service in the continent in 1962, and availing the first African B767 in 1984, the first African B777-200LR in 2010 and the first African and second only to Japan B787 Dreamliner in 2012.

Ethiopian commands the lion share of the pan-African passenger and cargo network operating the youngest and most modern fleet to 92 international destinations across five continents. Ethiopian fleet includes ultra-modern and environmentally friendly aircraft such as the Boeing 787, Boeing 777-300ER, Boeing 777-200LR, Boeing 777-200LR Freighter and Bombardier Q-400 double cabin with an average fleet age of five years. In fact, Ethiopian is the first airline in Africa to own and operate these aircraft.

Ethiopian joined Star Alliance, the world's largest Airline network, in December 2011. This enables Ethiopian customers to enjoy seamless travel experience allowing them access to more than 18,500 daily departures, 1330 destinations within 192 countries.

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 International Passenger Service; Ethiopian Regional Service; Ethiopian Cargo; Ethiopian MRO; Ethiopian Aviation Academy; Ethiopian In-flight Catering Service and Ethiopian Ground Service. 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 in the past seven years.

Ethiopian Background Information

Founded	☛	December 21, 1945
Starting date of operation	☛	April 08, 1946
Major Hub	☛	Addis Ababa
Second Hub	☛	Togo, Lome
Third Hub	☛	Lilongwe, Malawi
Ownership	☛	Government of Ethiopia (100%)
Head Office	☛	Bole International Airport, P.O. Box 1755 Addis Ababa, Ethiopia Tel: (+ 251) 11 665 2222 Fax: (+ 251) 11661 1474
Reservations	☛	Tel: (+251) 11 665 6666 (+251) 11 665 6161
Website	☛	http://www.ethiopianairlines.com
Chief Executive Officer	☛	Mr. Tewolde GebreMariam

Ethiopian Performance

Measurement	Growth
Passenger carried: 6.4 million	+7%
Available Seat Kilometer (ASK)	+7%
Revenue Passenger Kilometer (RPK)	+6%
Available Ton Kilometer (ATK)	+10%
Operating Profit: 4.3 billion Birr	+27%
Net profit: 3.5 billion ETB	+12%
Operating Revenue: ETB 49.5 billion	+6%

audited figures for the fiscal year 2014/15 which ended on June 30.



Vision 2025

Ethiopian will be the most competitive and leading aviation group in Africa by providing safe, market driven and customer focused passenger and Cargo Transport, Aviation Training, Flight Catering, Maintenance Repair and Overhaul (MRO), Ground Services, Domestic and Regional Services by 2025.

Mission Statement

To become the leading Aviation Group in Africa by providing safe and reliable passenger and cargo transport, aviation training, flight catering, MRO and ground services whose quality and price “value proposition” is always better than its competitors.

To ensure being an airline of choice to its customers, employer of choice to its employees and an investment of choice to its owner.

To contribute positively to the socio-economic development of Ethiopia in particular and the countries it operates in general by undertaking its corporate social responsibilities and providing vital global air connectivity.

Core Value Statement

- ☛ As an airline, safety is our first priority.
- ☛ ET is a high performance and learning organization.
- ☛ We are an equal opportunity employer.
- ☛ We treat internal and external customers the way we would like to be treated.

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Fleet Information

Current Fleet (76 Aircraft)

13 - Boeing 787 Dreamliner
4 - Boeing 777-300ER
6 - Boeing 777-200LR
6 - Boeing 777F (cargo)
2 - Boeing 757-200F (cargo)
7 - Boeing 767-300
2 - Boeing 757-200ER
5 - Boeing 737-700NG
14 - B737-800W
17 - DHC8-Q400 NextGen

Fleet on order (42 Aircraft)

14 - A350-900 from Airbus
6 - Boeing 787 Dreamliner
2 - Boeing 787-9s
20 - 737 MAX 8s



Network Information

Services to 92 International and 20 Domestic destinations:

International Destinations

In Africa (51):

* Abidjan, Abuja, Accra, Addis Ababa, Bamako, Bahir Dar, Blantyre, Brazzaville, Bujumbura, Cairo, Cape Town, Cottonou, Dakar, Durban, Dar-Es-Salaam, Dire Dawa, Djibouti, Douala, Entebbe, Enugu, Gaborone, Goma, Harare, Hargeisa, Johannesburg, Juba, Khartoum, Kano, Kigali, Kilimanjaro, Kinshasa, Lagos, Libreville, Lilongwe, Lome, Luanda, Lubumbashi, Lusaka, Malabo, Maputo, Mekele, Mombasa, N'Djamena, Nairobi, Ndola, Niamey, Ouagadougou, Pointe-Noire, Seychelles, Yaounde and Zanzibar.

In Europe & the Americas (16):

* Brussels, Dublin, Frankfurt, Liege, London, Los Angeles, Maastricht, Milan, Madrid, Paris, Rome, Sao Paulo, Stockholm, Toronto, Vienna and Washington DC.

In the Middle East & Asia (25):

* Bahrain, Bengaluru, Bangkok, Beijing, Beirut, Chennai, Dammam, Delhi, Doha, Dubai, Guangzhou, Hong Kong, Jeddah, Kuala Lumpur, Kuwait, Manila, Mumbai, Muscat, Riyadh, Sana'a, Seoul, Shanghai, Singapore, Tel Aviv, and Tokyo.

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Domestic Destinations

Domestic (20):

* Addis Ababa, Arba Minch, Assosa, Axum, Bale-Robe, Bahar Dar, Dire Dawa, Gambella, Gonder, Gode, Hawassa, Humera, Jijiga, Jimma, Kabri Dar, Kombolcha, Lalibela, Mekele, Semera, and Shire.

Ethiopian Cargo Network

Freighter Fleet: (8)

6 - 777F

2 - Boeing 757-260F (cargo)

Freighter Destinations, (46):

In Africa (35):

* Abidjan, Abuja, Accra, Addis Ababa, Bamako, Brazzaville, Bujumbura, Cairo, Cottonou, Dakar, Dar es Salaam, Douala, Entebbe, Enugu, Harare, Johannesburg, Juba, Kano, Khartoum, Kigali, Kinshasa, Lagos, Libreville, Lilongwe, Lome, Luanda, Lubumbashi, Lusaka, Malabo, Maputo, N'Djamena, Nairobi, Niamey, Ouagadougou, and Pointe-Noire.

In the Gulf, the Middle East and Asia (9):

* Bengaluru, Chennai, Delhi, Dubai World Center, Hong Kong, Jeddah, Mumbai, Riyadh and Shanghai

In Europe: (2)

* Maastricht and Liege



Code Share Partners

Ethiopian has code share agreements with:

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

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Ethiopian with Two Class Services

* Economy Class: Passengers are offered 14 audio channels with access to a video library of 12 Blockbuster Hollywood, 21 classics including kids, 49 international & 82 TV show including destination guides.

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

Frequent Flyer Program:

ShebaMiles, Ethiopian Frequent Flyer program 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. The more our customer fly the higher the benefits are.

There are three Tier levels in the Program levels with increasing privileges as a member progress from Blue to Silver, and from Silver to Gold. The sum of status miles or the number of qualifying sectors flown annually determines a membership status to a higher Tier level. These benefits are not only for international flights but members can also accrue a minimum of 500 miles per flight segment on any Ethiopian Airlines domestic flight.

Moreover, after the integration of Ethiopian with Star Alliance, ShebaMiles launched a frequent flyer program partnership agreement with over 28 airlines including all the Star Alliance member airlines. It also partners with ASKY Airlines based in Togo and Malawian Airlines. In addition, it currently has over 65 non-airline partners (hotels, restaurants, car rentals, shopping centers, spas, gas stations etc.) where members have the privilege to earn and redeem miles whenever they utilize the services of these partners.

Passenger Airport Terminal

Addis Ababa - Ethiopian Major Hub

The Addis Ababa Bole international Airport, one of the largest airports in Africa, is the major hub for Ethiopian Airlines. The ultra-modern airport terminal was inaugurated on January 21, 2003. This spacious terminal handles all international flights with its modern facilities.

Addis Airport has a capacity of providing world class passenger and cargo services to more than 6.5 million international and domestic passengers each year.

To accommodate the rapid increase in passenger traffic, Ethiopian Airports Enterprise is investing USD 250 million for the expansion of Addis Ababa Bole International Airport, which is expected to handle 20 million passengers per year upon its completion after two years.

The new terminal will house boarding areas, lounges, recreation centers, shopping malls, offices and other facilities. New boarding gates, boarding bridges, and new parking areas are parts of the expansion project. The new parking area will serve passengers and staff members.

A major component of the expansion project is the VIP terminal. The first of its type in Ethiopia, the VIP terminal will be dedicated to leaders, senior government officials, diplomats and other dignitaries. The VIP terminal will have various saloons, lounges, conference rooms, recreation centers, duty free shops, and IT center and an exclusive parking lot.

Lome (Togo) - Ethiopian Second Hub

ASKY is a multinational private airline based in Lome, Togo. Its inauguration marked to meet the growing demands for safe, reliable and competitive air transportation services in Central and West Africa with new-generation aircraft. ASKY's equity ownership also includes the private multinational ECOBANK and major development banks of the region, namely EBID, the Economic Community of West African States (ECOWAS), Bank of Investment and Development and West African Development Bank.

Ethiopian Airlines is a major shareholder in ASKY and has a management contract to manage and operate its services. Ethiopian's cooperation and partnership with ASKY Airline has introduced new connectivity between west Africa and Ethiopian worldwide network.

Lilongwe (Malawian) - Ethiopian Third Hub

The shareholder agreement was signed between Ethiopian and Malawian Airlines on July 11, 2013. Thru this strategic partnership, Ethiopian and the newly formed Malawi Airlines will harmonize their flight schedules so as to provide seamless and best connectivity options for travelers within, to and from the Southern Africa region.

Human Capital

Number of employees as of January, 2016 stands at +11,663.

Total No. of Employees	+11,663
Marketing & Sales	29%
Maintenance & Engineering	28%
Cabin Crew	12%
Cockpit Crew	6%
Others	25%

Ethiopian Aviation Academy



Ethiopian Aviation Academy incorporates Aviation Maintenance, Pilot Training School, Commercial Services and Leadership Training, and Quality Training and Curriculum Development within the organization under one umbrella. These sub-units provide intensive training for newly recruited employees in the realms of pilot, aircraft maintenance, cabin crew and comprehensive guidance on marketing. Ethiopian gears towards continuous training to develop more productive work force for the aviation industry. The Academy not only provides training for local nationals, but also welcomes trainees from different countries mainly from Africa, the Middle East and a few from Asia and Europe.

Training

Ethiopian Aviation Academy is self-sufficient in all aviation training systems. Since the inception of the Academy, it has been offering trainings for:

- Pilots
- Aircraft Technicians
- Cabin Crew
- Marketing & Sales as well as Management and Finance staff
- B787 Simulator
- B777 Simulator
- B757/B767 Simulator
- B737 NG Simulator
- Diamond DA40/42 Simulator
- AST3000
- Ten Diamond DA40 training aircraft
- Two Diamond DA42 training aircraft

Ethiopian Cargo

Ethiopian Cargo started operation in 1946 to Nairobi. Since the early 1970s, the flourishing agricultural export products of Ethiopia have positively impacted the growth of the cargo services.

In addition to the utilization of the belly space of passenger fleet of B767-300, B757-200, B777-200 LR, B737-700 and B737-800 aircraft, Ethiopian cargo services operates dedicated freighter aircraft on a charter and scheduled basis. Currently Ethiopian operates over 46 cargo destinations spread across Africa, Europe, Asia and the Middle East via its hub – Addis Ababa and Liege.

The cargo terminal with its ultra-modern facility can be set at temperatures varying from minus 230C to plus 110C. Two Elevating Transfer Vehicles (ETVs) store and retrieve ULDs (Unit Load Device-aluminum containers used to transport cargo in aircraft) that can weigh up to 6.8 tons. These ETVs operate in automatic mode on rails in a 200 location multi-level storage rack, storing the ULDs with fast and reliable efficiency.

Ethiopian Cargo is dedicated in maintaining fast and reliable operation for all outgoing and incoming products. The Cargo service mainly focuses on exports such as fruits, semi-processed (finished) leather, vegetables, flowers, carpets, chilled meat and frozen fish products and coffee. Imports include chemicals, machinery spares, electronics, garments, pharmaceuticals and vehicles.

Cargo Terminal

The new cargo terminal covers:

- ✦ Apron area: 44,390 square meters
- ✦ Terminal size: 14,000 square meters
- ✦ Capacity: 350,000 tons of air cargo per annum
- ✦ Cold room size: 2,000 square meters, cold room storage: 130 tons of palletized cargo
- ✦ Office area: 4,500 square meters
- ✦ Parking area: 19,200 square meters

Ethiopian MRO

Ethiopian has advanced maintenance base that is capable of carrying out the following maintenance activities with efficiency and quality:

- Complete Airframe and maintenance packages for aircraft models of Boeing, Bombardier and Fokker.
- Engine Maintenance (covers 8000 square meter) for Pratt and Whitney model engines:
 - Complete repair, modification, overhaul and testing.
 - Modular maintenance
 - Engine performance test
 - Special process shops; Machining, Electro-chemical Plating, Welding, Plasma Spraying and Vacuum Furnace Heat Treatment.
- Aircraft component overhaul/testing (equipped with state-of-the-art Automatic Test Equipment – ATEC 5000)
- Aircraft Interior reconditioning
- Aircraft stripping and painting



The maintenance base is approved by Ethiopian Civil Aviation Authority, Federal Aviation Administration, United Arab Emirates General Civil Aviation Authority, Egyptian Civil Aviation Authority, Kenya Civil Aviation Authority, Angola Civil Aviation Authority, Jordan Civil Aviation Authority, Nigeria Civil Aviation Authority, Gabon Civil Aviation Authority, Afghanistan Civil Aviation Authority, Kingdom of Saudi Arabia General Authority of Civil Aviation and Sudan Civil Aviation Authority. Ethiopian Maintenance Repair and Overhaul Services will be the most competitive and leading provider of commercial aircraft Maintenance, Repair and Overhaul (MRO) services in Africa by 2025.

Maintenance Hangar

The state-of-the-art maintenance hangar with a span of 7,200 square meters and a height of 25 meters can accommodate one B747-400 or two B737-700s or two equivalent size aircraft at any given time in different configuration.

Ethiopian Ground Services

Ethiopian Ground Services provides a comprehensive range of ground handling services to international and regional passenger services as well as cargo services for Ethiopian Airlines and other scheduled and adhoc customer airlines including VIP and private flights. We provide quality service and aims to satisfy its customers at all times.



Ethiopian Ground Services provides full ground handling services including but not limited to passenger, ramp, baggage, operational support, cargo, charter and lounge services that are necessary to handle arrival and departure processes of airlines in Addis Ababa and domestic airports with modern ground support equipment, highly trained and committed staff.

Currently, Ethiopian, in scheduled basis, is delivering the Ground Services to:

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Currently, Ethiopian, in scheduled basis, is delivering the Ground Services to:

- Emirates
- Gulf Air
- Lufthansa
- Qatar Airways
- Saudi Arabian Airlines
- Turkish Airways
- Egypt Air
- Kenya Airways
- Yemen Air
- Sudan Airways
- Fly Dubai
- Air China



Ethiopian Ground Services has a plan to expand its services to African airports to meet fast growing demand for ground handling services. The unit provides high quality Ground Handling Services that meets and exceeds international standards ensuring efficiency and excellence in service delivery.

Ethiopian Catering



Ethiopian Catering has been providing food service for its on board customers from its home base since its inception in 1968 in addition to its provision of in-flight service preparations; in-flight entertainment, duty free items etc. These services are also available for chartered and VIP flights that depart from the Addis Ababa Hub. The



Catering section has entered a contractual agreement with overseas catering service suppliers to cater the long haul flights while returning to their homebase. The unit also monitors Cloud Nine and Shebamiles Lounges that are located at the departure gate of Addis Ababa International Airport. Ethiopian Catering has constantly improved its services to better serve passengers by exceeding expectations.

Personnel Secondment

Ethiopian provides management and technical assistance to other airlines on secondment basis by availing trained and skilled manpower in different areas relative to the airline industry.

Expansion Plan of Infrastructure at Addis Ababa Hub

- ✦ Construction of Maintenance Hangar
- ✦ Construction of Simulator building for different fleet type
- ✦ Construction of a hotel
- ✦ Expansion of Cargo Terminal
- ✦ Construction of Catering facility
- ✦ Construction of new Headquarters

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Awards

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



Ethiopian was chosen as the **Best Airline** in Nigeria by the National Association of Nigerian Travel Agents (NANTA) on 17 March 2016. The ceremony took place at the Association's 40th annual general meeting at Premier Hotel Ibadan.

Ethiopian won "**Best Airline to Africa**", for a second year in a row, and "**Best Airline in Africa**" by Premier Traveler, one of the most prominent travel magazines in the US. Ethiopian Group CEO, Tewolde GebreMariam, received the awards on December 10, 2015 in Los Angeles, California.

Ethiopian won "**Africa Best Employer Brand Awards**" at a ceremony held on December 8, 2015 at Le Meridien Hotel in Mauritius. The Africa Best Employer Brand Awards – Second Edition is hosted by Employer Branding Institute in collaboration with Stars of the Industry Group and other partners.

Ethiopian Airlines Group CEO Tewolde GebreMariam received "**Most Gender Focused CEO Award 2015**" from the Leading Women of Africa (LWA) at the continental Championship Men award ceremony held on December 3, 2015 in Durban, South Africa.

Ethiopian Aviation Academy officially received **ICAO TRAINAIR PLUS Full Membership** award from the International Civil Aviation Organization (ICAO) at a regional symposium the Agency held in New Delhi, India from November 17-20, 2015.

Ethiopian won **Airline of the Year Award** for the fourth time in a row from **AFRAA** (African Airlines Association) at its 47th Annual General Assembly held between 8 & 12 November 2015 in Brazzaville, Republic of Congo.

Ethiopian won **CAPA Airline of the Year Award**, one of the top airline awards, at the 2015 CAPA Aviation Awards for Excellence, held on 7 October, 2015 in Helsinki as part of CAPA's 2015 World Aviation Summit.

Ethiopian won the **Passenger Choice Awards** for "**Best Airline in Africa**" for the third time in a row at the APEX 2015 EXPO held on 27 September 2015 at the Oregon Convention Center in Portland.

Ethiopian won "**The Rising Star Carrier of the Year Award**" on Payload Asia Awards 2015 on a gala dinner attended by more than 250 members of the air cargo fraternity from around the globe on October 15, 2015 at Crowne Plaza Changi Airport, Singapore.

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Ethiopian won the Best International Airline of the year by Business Executive Excellence Awards in Accra, Ghana in September. Ethiopian won the award for its best performance and for its great contribution to Ghana's economy in general.

Ethiopian won the 2015 Airline Reliability Performance Award from Bombardier Aerospace on May 26, 2015. Ethiopian has won this award for the fifth year in a row. Ethiopian won the award in the Q400- Africa and Middle East Region for High Dispatch Reliability of a Q400 Fleet, placing it first-overall in the Q-400 product category for the region. The award recognizes the skill and dedication of Ethiopian's employees working on the turbo-prop and light aircraft of the airline.

Ethiopian CEO received the 2015 International Grand Prix Special Award in Milan. The recognition was for his achievements in developing the Airline into the foremost aviation group in Africa and for spearheading the transformation of Ethiopian into becoming one of the fastest growing airline in the world.

Ethiopian received the African Airline of the Year 2015 award during the African Aviation Summit Gala Dinner & Awards Ceremony in Johannesburg from the African Aviation Awards on Tuesday, May 12, 2015. The award is in recognition of Ethiopian significant contributions to the Aviation development in Africa.

Ethiopian won the Airline of the Year Award for the second time in a row at MICE Magazine's 8th Annual Industry Golden Chair Awards held in Beijing, China on April 1, 2015. The annual Golden Chair Award is one of the most influential awards in China and ranks airlines, hotels, travel agencies and tourism destinations with the best performance.

Ethiopian won Air Cargo Brand of the Decade for Africa: the award was received from Shipping, Transport, Aviation and Tourism (STAT) at a ceremony held in Rivonia, South Africa on February 26, 2015.

Ethiopian named as Best Regional Airline of the Year: Ethiopian won the award among airlines of all regions in the world by Air Transport World (ATW) at the 41st annual Air Transport World Airline Industry Achievement Awards ceremony held in Washington D.C. on February 25, 2015.

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: corporatecommunications@ethiopianairlines.com

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