



Ethiopian
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THE NEW SPIRIT OF AFRICA

A STAR ALLIANCE MEMBER 

Ethiopian the Largest Airline in Africa FACT SHEET



ETHIOPIAN FACT SHEET

Overview

Ethiopian Airlines (Ethiopian) is the leading and most profitable airline in Africa. In 2014 IATA ranked Ethiopian as the largest airline in Africa in revenue and profit. Over the past seven decades, Ethiopian has been a pioneer of African aviation as an aircraft technology leader. Ethiopian provided the first jet service in the continent in 1962, the first African B787 Dreamliner in 2012 and is leading the way again by providing the first African A350 XWB.

Ethiopian joined Star Alliance, the world's largest Airline network, in December 2011. Ethiopian is currently implementing a 15-year strategic plan called Vision 2025 that will see it become the leading airline group in Africa with seven strategic business units. Ethiopian is a multi-award winning airline, including SKYTRAX and Passenger Choice Awards in 2015, and has been registering an average growth of 25% per annum for the past ten years.

Ethiopian Background Information

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

Fleet Summary

	Aircraft Inventory: Average age of aircraft:	82 5 years	Fleet on order:	51
Passenger aircraft	Airbus - A350-900 Boeing 787-800 Boeing 777-300ER Boeing 777-200LR Boeing 767-300ER Boeing 737-800W Boeing 737-700NG Bombardier Q400	2 16 4 6 6 15 8 17	Airbus - A350-900 Boeing 787-9 Boeing 787-800 Boeing 737 MAX 8s Bombardier Q-400	12 4 3 30 2
Freighters	Boeing 777F Boeing 757-200F	6 2		

Code Share Partners

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

Network Information

Services to 95 International and 19 Domestic destinations:

International Destinations

In Africa (53): Abidjan, Abuja, Accra, Addis Ababa, Bamako, Bahir Dar, Blantyre, Brazzaville, Bujumbura, Cairo, Cape Town, Dakar, Durban, Cottonou, 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, Moroni, N'Djamena, Nairobi, Ndola, Niamey, Ouagadougou, Pointe-Noire, Seychelles, Windhoek, Yaounde and Zanzibar.

In Europe & the Americas (17): Brussels, Dublin, Frankfurt, Liege, London, Los Angeles, Maastricht, Milan, Madrid, New York, 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, Dubai World Center, Guangzhou, Hong Kong, Jeddah, Kuala Lumpur, Kuwait, Manila, Mumbai, Muscat, Riyadh, Seoul, Shanghai, Singapore, Tel Aviv and Tokyo.

Domestic (19): Addis Ababa, Arba Minch, Assosa, Axum, Bahar Dar, Dembi Dolo, Dire Dawa, Gambella, Gode, Gonder, Hawassa, Humera, Jijiga, Jimma, Kebri Dahar, Kombolcha, Lalibela, Mekele, and Semera.



Ethiopian with Two Class Services

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

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

Frequent Flyer Program: ShebaMiles awards Ethiopian frequent flyers with award tickets, upgrades to business class, access to all Star Alliance member airline executive lounges, additional free baggage allowance and many other privileges for their accumulated mileages.

Passenger Airport Terminal

Addis Ababa - Ethiopian Main Hub

Lome (Togo) - Ethiopian Second Hub

Lilongwe (Malawian) - Ethiopian Third Hub

Human Capital

Number of employees as of October, 2016 stands at +12,100.

Ethiopian Aviation Academy (EAA)

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

Our cabin crew training simulates real-time scenarios with training aircrafts designed for emergency drills and service training. Our pilot training school has light aircraft, motionless and moving simulators on both training and jet aircraft. Virtual Maintenance Trainers (VMTs) and various workshops feature our aircraft maintenance training. Beyond these, our academy is venturing into e-learning and virtual classroom training. Trainee services include a trainees' cafeteria, dormitories, an administration complex and a plush new auditorium. The academy plans to take in 4,000 students a year.

Full Flight Simulator

Our simulators are for the most technologically advanced aircraft as a sign of the company's commitment to leading Africa's aviation industry, as well as bridging the continent's skills gap. We have simulators for all the aircraft we fly; B787, B777, B767/B757, B737 and Q400.

Ethiopian Maintenance and Repair Overhaul (MRO)

The scale of the MRO operation at Ethiopian is breathtaking. It is the largest MRO service in Africa and serves this continent and the Middle East. The facility is fully equipped with hangars, Engine and Component Maintenance workshops and all the harnesses and equipment needed to dismantle, repair and overhaul aircraft, engines and components. Even if you've flown a lot you might have not fully appreciated the size of the largest jet engines until you're up close and personal with them as you walk through the workshop. The MRO service was established in 1957 and it currently employs over 1,800 technical personnel. Ethiopian MRO provides Line Maintenance services at all stations where Ethiopian flies and extends the services to other operators at some of the stations. The facility is fully certified by the ETCAA, FAA and EASA. Ethiopian MRO offers world-class services to its customers and helps make Ethiopian one of the most dependable and safest airlines in the world.

Ethiopian Cargo

Ethiopian Cargo is the largest network cargo operator in Africa. With our dedicated 6 - Boeing 777-200LR and 2 - Boeing 757-260 freighters, we serve 35 cargo destinations in Africa, the Gulf, the Middle East, Asia and Europe with an average daily uplift of 650 tons on top of the belly hold capacity to over 95 destinations in our network with daily average uplift of 150 tons. Ethiopia is perfectly situated in the center of the emerging economies and Ethiopian Cargo, as the largest cargo operator, is also contributing its part to the economic growth through its main hub, Addis Ababa Bole international Airport. In line with the Vision 2025, Ethiopian Cargo is building a state of the art cargo terminal with an annual capacity of 1.2 million tons and planning to serve 37 destinations using 18 freighter aircrafts.

Ethiopian Catering

The new catering facilities expansion built with an investment of US\$ 15 million which has a capacity to produce 100,000 meals a day, up from the current 36,000 is inaugurated on October 29, 2016. The facilities are modern and fully equipped to deal with such a high demand. Good food is important to our discerning customers. Ethiopian Catering is dedicated to delivering high quality service and part of that is delivering high quality food. The new menus give customers the choice of local injera, a vegan option, and a variety of world cuisines, from Chinese and Indian to Italian.

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Awards

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



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

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

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

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

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

"Africa Best Employer Brand Awards" at a ceremony held on December 8, 2015 at Le Meridien Hotel in Mauritius.

Ethiopian Airlines Group CEO Tewolde GebreMariam received "Most Gender Focused CEO Award 2015" from the Leading Women of Africa (LWA) on Dec. 3, 2015

Ethiopian Aviation Academy officially received ICAO TRAINAIR PLUS Full Membership award from the International Civil Aviation Organization (ICAO) on Nov. 17, 2015.

Ethiopian won Airline of the Year Award for the fourth time in a row from AFRAA (African Airlines Association) Nov. 10, 2015.

Passenger Choice Awards for "Best Airline in Africa" for the third time in a row on Oct. 1, 2015.

CAPA Airline of the Year Award, one of the top airline awards on Oct. 8, 2015.

"The Rising Star Carrier of the Year Award" on Payload Asia Awards 2015.

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