

# ETHIOPIAN FACTSHEET

November, 2022



**WINNER OF  
MULTIPLE PRESTIGIOUS AWARDS  
AT SKYTRAX 2022**



## OVERVIEW

From a very humble beginning to a leading African Aviation Group, Ethiopian Airlines has come 75 plus years of successful journey. Of course, Ethiopian is ageing beautifully. Throughout the past seven decades, the airline has established itself as adept in all facets of the aviation industry: technology leadership, network expansion and aviation mentoring.

Ethiopian started operation with five C-47 aircraft back in 1946 during its debut flight to Cairo via Asmara. Ever since, Ethiopian has been continually growing and has kept on introducing new aviation technology and systems, with so many firsts in the history of African aviation. As an aviation technology leader, Ethiopian introduced the first jet as well as the first B767, B777-200LR, B787 Dreamliner, and 787-9 into Africa. Ethiopian was also the first in Africa to acquire Airbus A350 XWB, introducing the extra effect to the African continent. Ethiopian currently operates a fleet of more than 143 modern aircraft, with an average fleet age of less than five years; Ethiopian also has 32 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 more than 131 international passenger and cargo destinations including over 62 African cities, with daily and more flights, with a minimum layover in Addis. As a veteran African carrier, Ethiopian has a vast Intra-Africa network better than any Airline. Having met its vision in its 15-year strategic plan called vision 2025 ahead of time, Ethiopian is currently switching to a new strategic vision called Vision 2035. Ethiopian joined Star Alliance; the world's largest Airline network, in December 2011. Ethiopian is a multi-award-winning airline including: Four-Star Airline Certification in 2017, Overall Excellence for Outstanding Crisis Leadership 2020 and Skytrax 2021 and 2022 multiple prestigious awards including Best Airline in Africa for 5 consecutive years. Ethiopian, continuing to build on its success, has achieved an average growth of 25% in the seven years prior to the COVID-19 pandemic.

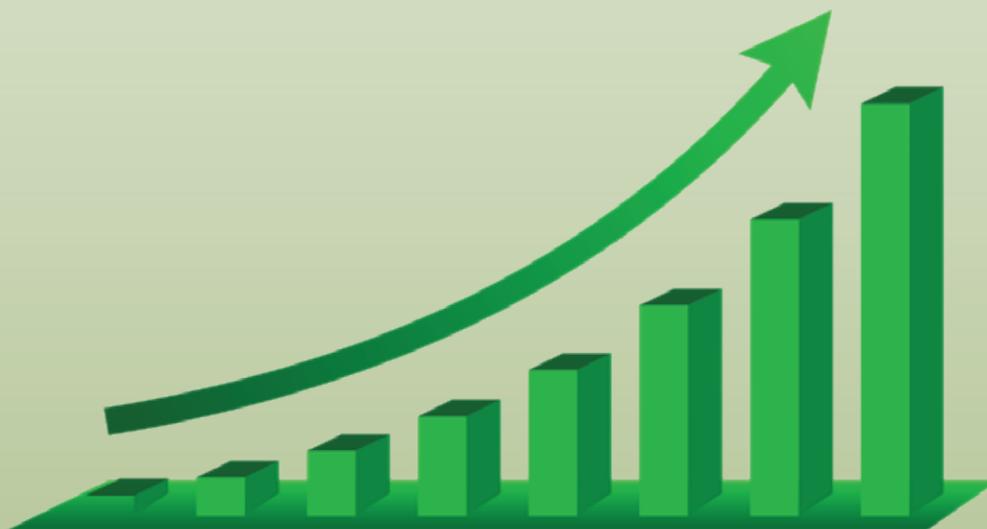
### ETHIOPIAN BACKGROUND INFORMATION

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 - 2021

Parameters	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Aircraft	46	48	58	66	76	77	87	108	116	126	130
Destination	65	68	73	82	84	88	95	113	121	127	127
Passenger Number	3,731,321	4,644,425	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
Cargo Tonnage	160,129	180,808	174,446	186,336	236,772	266,223	338,646	400,339	431,859	525,374	757,002
Revenue in USD '000	1,509,870	1,925,715	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
Profit in USD	75,137,351	41,809,292	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
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
Employees	6,129	6,557	7,390	8,066	8,977	10,227	11,284	12,944	13,958	14,104	14,736
Graduate Trainees	613	961	1,010	1,126	773	1,144	1,463	980	1,848	960	434
ASK '000	18,395,312	22,393,783	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





## FLEET SUMMARY

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



Best Big and Easy Class  
Airline in Africa by Skytrax

Regional and Domestic Passenger Services		32- Q400 Bombardier
Cargo and Non-Scheduled Services		9- Boeing B777-200LRF
		4- Boeing B737-800F
Long Range Cargo		1- B767-300F
<b>Total Operating fleet</b>	<b>143</b>	

Long Range Passenger Services		1- Airbus A350-900XWB
		4- Airbus A350-1000XWB
		2- Boeing B787-9
Medium Range Passenger Services		20 Boeing B737 MAX 8s
Cargo and Non-Scheduled Services		5 - B777-200LRF
<b>Total Fleet on Order</b>	<b>32</b>	





Best Business Class Airline in Africa for 5 years in a row







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# MORE THAN 22 DOMESTIC DESTINATIONS





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# The Largest Cargo Network Operator

## 67 Cargo Destinations





Best Airline in Africa  
for 5 Years in a Row

# in Africa





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## PARTNER AIRLINES

### ASKY Airlines Route Network



### Malawian Airlines Route Network

**Flight Routes**

**Malawi Airlines**  
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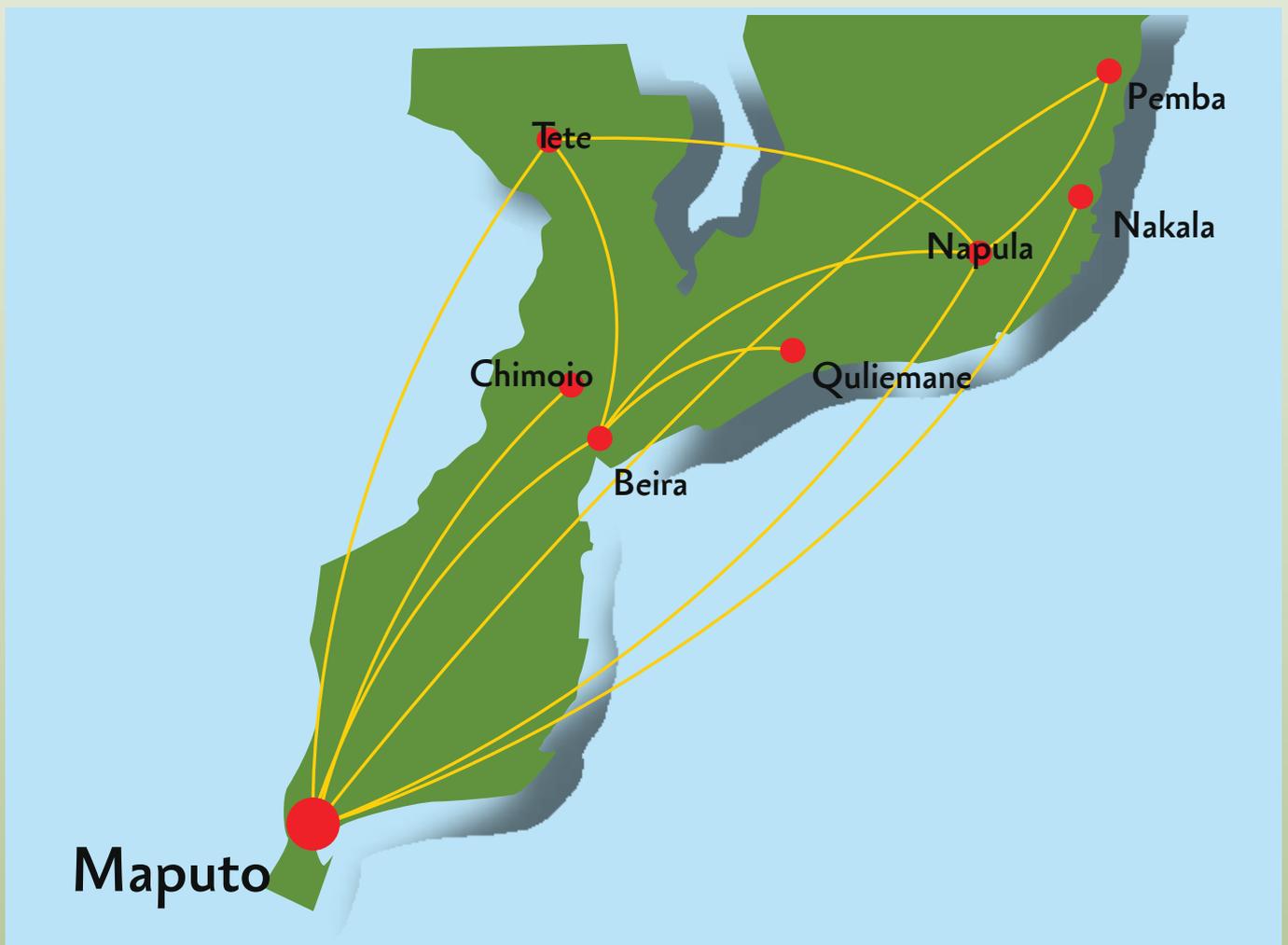


Best Airline in Africa  
for 5 Years in a Row

### TChadia Airlines Route Network



### Ethiopian - Mozambique Airlines 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 Airline	United Airlines
Air China	ASKY Airline	LAM/Mozambique Airline	Shenzhen Airlines	Azul Brazilian Airlines
Air Europa	Austrian Airlines	Lufthansa	Singapore Airlines	
Air India	Avianca Brazil	Malaysian Airlines		
Air Namibia	Egypt Air	Oman Air		

## 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 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  
Lomé (Togo) - Ethiopian Second Hub  
Lilongwe (Malawi) – Ethiopian Third Hub  
Maputo (Mozambique) – Ethiopian Fourth Hub  
Njamena (Chad) - Ethiopian Fifth Hub  
Lusaka (Zambia) - Ethiopian Sixth Hub

## Human Capital

Number of employees: More than 17,000



# Ethiopian የኢትዮጵያ Aviation Academy

PIONEER OF AVIATION EXCELLENCE

## Ethiopian Aviation Academy (EAA)

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 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 and simulators.

Full flight simulators of all fleets Ethiopian operates are available for pilot 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 training.

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.



## 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.





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Best Airline in Africa  
for 5 Years in a Row

# 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.



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# Ethiopian የኢትዮጵያ

## Cargo & Logistics Services



### Ethiopian Cargo

Ethiopian Cargo and Logistics services is the largest cargo network operator in Africa. Currently with our 9 - Boeing 777-200LR and 4 - Boeing 737-800F dedicated freighters, we serve 66 cargo 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 human capital number of more than 17000 employees, it has achieved the highest aircraft daily utilization over 17 hours on its B777FS. With a modern warehouse of 1 million tons storage capacity, fully automated with one of the latest aviation Cargo IT systems and 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 destinations and cargo operating aircraft to an impressive number by 2025.



# 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, a variety of world cuisines including Chinese and Indian to Italian.





# Ethiopian የኢትዮጵያ SKYLIGHT HOTEL

## Ethiopian SkyLight Hotel

Ethiopian SkyLight Hotel is Ethiopian Airlines Groups' ultra-luxurious Five-Star hotel. Phase I of the hotel inaugurated on January 27, 2019, has a total of 373 stunning rooms with relaxing and superb designs that are suitable for both corporate and leisure travelers. Upon the completion of the hotel's phase II construction which is expected to come to an end soon, the hotel will have the capacity of 1000 rooms.

Ethiopian has also recently completed first phase construction of an In-Terminal Hotel (Ethiopian SkyLight In-Terminal Hotel) which is physically connected to Addis Ababa Bole International Departure Terminal 02. With the completion of the first phase the hotel availed 41 rooms for guests starting from July 2022. The second phase will avail the remaining 56 rooms, a restaurant and other facilities





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## 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'

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 received multiple brand African Awards as the top aviation brand in Africa.



Winner of Multiple prestigious awards at SKYTRAX 2022

## AWARDS



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



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



Air cargo Industry customer care Award 2021 and 2022



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

## AWARDS

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



SKYTRAX World Airline Award for The Best Airline in Africa for the 3rd Consecutive Year on June 18, 2019 at the Paris Air Show.



SKYTRAX World Airline Award for The Best Airline in Africa for the 2nd Consecutive Year on July 19, 2018.



SKYTRAX 4 Star Airline at a special ceremony held in London on November 8, 2017.



Ethiopian Wins Gold Award for Cargo Volume 2020



3. Airbus Awards Ethiopian for its Unique Agility and Resilience During the COVID – 19 Global Pandemic Crisis 16 December 2020



Ethiopian Airlines Honored with Multiple Prestigious Awards at SKYTRAX 2021 World Airline Awards



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