



4 star Airline



Best Airline in Africa
for 3 years in a Row



Best Business and Economy Class in Africa
for 2 years in a Row

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

Addis Ababa, 02 December 2021

Africa's largest aviation group, Ethiopian Airlines, has been crowned as the 'Best African Airline' at the 2021 Business Traveller Awards. The votes made by the business travellers for this year took into account the COVID period with key questions covering airlines' effectiveness in communication, effective implementation of COVID precautionary measures, handling of loyalty program member passengers and flexibility of ticket changes. The questions for the survey allowed passengers to reflect on their experience before and during the various stages of COVID crisis.

Regarding the award, Ethiopian Airlines Group CEO Mr. Tewolde GebreMariam said *"We are delighted to win this prestigious award as it is the reflection of our customers' satisfaction which shows the success of our daily efforts to deliver superior customer services at all points of contact with our customers. The award is a testament of the extra hard work and care exerted by each and every one of our more than 17,000 coworkers to ensure our customer's delight, safety, comfort and convenience every single day. Our esteemed customers have appreciated the extra bio safety we have been providing during the global pandemic crisis which has been the most challenging time for the world in general and our industry in particular. I would like to extend my gratitude to all who have expressed their vote of confidence on Ethiopian and for the award organizers. This award motivates us to excel at our customer service and meet the ever changing customer expectations. We have always been committed to ensuring customers satisfaction providing dependable and quality service. I would also take this opportunity to thank all my colleagues at the Ethiopian Group family for their award winning customer services and I congratulate them all."*

Business Traveller is the leading magazine for the frequent business traveller worldwide, the 2021 Awards reflect a broader range of experiences than ever before as it covers a 24 months' customer experience.

Ethiopian Airlines has never stopped operations during the pandemic and has been serving its customers through repatriation and shipment of essential medical supplies across the globe. The airline garnered international support and commendations for the crucial role it played in the global fight against the pandemic.



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About Ethiopian

Ethiopian Airlines (Ethiopian) is the fastest growing Airline in Africa. In its seventy-five years of operation, Ethiopian has become one of the continent's leading carriers, unrivalled in efficiency and operational success. Ethiopian commands the lion's share of the Pan-African passenger and cargo network operating the youngest and most modern fleet to more than 130 international passenger and cargo destinations across five continents. Ethiopian fleet includes ultra-modern and environmentally friendly aircraft such as Airbus A350, Boeing 787-8, Boeing 787-9, Boeing 777-300ER, Boeing 777-200LR, Boeing 777-200 Freighter, Bombardier Q-400 double cabin with an average fleet age of seven years. In fact, Ethiopian is the first airline in Africa to own and operate these aircraft. Ethiopian is currently implementing a 15-year strategic plan called Vision 2025 that will see it become the leading aviation group in Africa with Seven business units: Ethiopian International Services; Ethiopian Cargo & Logistics Services; Ethiopian MRO Services; Ethiopian Aviation Academy; Ethiopian ADD Hub Ground Services, Ethiopian Airports Services and Ethiopian Express Services (Domestic). Ethiopian is a multi-award-winning airline registering an average growth of 25% in the past seven years.

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