Etihad Aviation Group is a diversified global aviation and travel group comprising seven business divisions – Operations, Commercial, Maintenance, Repair & Overhaul (MRO), Human Resources, Finance, Support Services and Transformation.

The success of the Etihad Aviation Group is driven by its people, and the ability to source, develop, engage and deliver a highly focused multicultural workforce that is committed to its customers, and to each other.

22,594 EAG EMPLOYEES

152 NATIONALITIES

2,588 EMIRATIS

EAG EMPLOYEES

- Etihad Airways Engineering: 1,330
- Group Functions: 4,223
- Operations: 9,754
- Crew: 5,179
- Pilots: 2,108
OUR EXECUTIVE TEAM

TONY DOUGLAS
Group Chief Executive Officer

HENNING ZUR HAUSEN
General Counsel and Company Secretary

AHMED AL QUBAISI
Senior Vice President Government and International Affairs

AMINA TAHER
Vice President Corporate Affairs

MARK POWERS
Chief Financial Officer

IBRAHIM NASSIR
Chief HR and Organisational Development Officer

MOHAMMAD AL BULOOKI
Chief Operating Officer

ROBIN KAMARK
Chief Commercial Officer

ABDUL KHALIQ SAEED
Chief Engineering Officer

MANA AL MULLA
Chief Support Services Officer

AKRAM ALAMI
Chief Transformation Officer
Etihad Airways, the national airline of the United Arab Emirates, was established by Royal (Emiri) Decree in July 2003, and in 2017 carried 18.6 million passengers.

**AWARDS**
- Skytrax Award 2018
  - Best First Class in the Middle East
- World Travel Awards 2018 Middle East’s Leading Airline
  - First Class; Inflight Entertainment; Rewards Programme
- AirlineRatings.com Excellence Award 2017
  - Best First Class
  - Best Long Haul Airline - Middle East & Africa
- Inflight Middle East Awards 2017
  - Innovation in Commercial Airline Cabins

**FAST FACTS & FIGURES | AUGUST 2018**

- **91** destinations
  - As of August 2018
- **110** aircraft
  - As of August 2018
- **580K** cargo tonnage
  - In 2017
- **18.6M** passengers
  - In 2017
Etihad Airways currently serves 91 passenger and cargo destinations in 53 countries, including:

**Our Network**

**Fast Facts & Figures | August 2018**

**Map Key**

- Etihad Destinations
- Freighter-only Destinations

**Destinations**

**Countries**
Etihad Airways' fleet is one of the youngest in the world and, as at August 2018 comprises 110 passenger and cargo aircraft.

<table>
<thead>
<tr>
<th>AIRCRAFT TYPE</th>
<th>CURRENT FLEET</th>
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<tr>
<td>Airbus A320 - Family</td>
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<tr>
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<td>19</td>
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<tr>
<td>Boeing 777 Freighter</td>
<td>5</td>
</tr>
</tbody>
</table>

**Fast Facts & Figures | August 2018**

- **110** Aircraft
- **6.1 Years** Average Age
Complementing the bellyhold capacity on our passenger fleet of 105 aircraft, we operate a fleet of five dedicated freighters that fly on scheduled services to Europe, North & South America, Asia, the Middle East, the Indian Subcontinent and Africa.

Etihad Cargo offers specialised products and services covering general and premium freight and valuable cargo. Charter options are available for bespoke routing requiring a turnkey solution.

**ETIHAD CARGO**

*Fast Facts & Figures | August 2018*

Established in 2004, the cargo division of Etihad Airways, provides a full range of cargo services across our international route network and aircraft fleet.

- **1,396** Horses carried in 2018
- **65K** Tonnes of premium product shipments in 2018
- **6** Dedicated humanitarian relief charters

**AWARDS**

- Air Cargo Week Awards 2017
  - Cargo Airline of the Year
- Freighters World Awards 2017
  - Best Charter Logistics Project
Supporting EAG’s strategic business investments in global loyalty and travel distribution, the core components of Hala Group include Global Loyalty Company, Etihad Holidays, Hala Abu Dhabi, Hala Travel Management and the Amadeus Joint Venture.

**Hala Abu Dhabi**
Hala Abu Dhabi operations include corporate and consumer inbound/outbound travel management, event and destination management services, holidays, cruises, city and desert tours and stopovers, as well as specialist visa processing services.

**Hala Travel Management**
Hala Travel Management is a consultative travel management company with expertise in providing customised travel solutions in the UAE to Corporate & Government organisations. Through our extensive network, we provide access to over 200 reputed airlines and 100,000 hotels & car hire locations across 165 countries.

**Etihad Holidays**
Etihad Holidays offers a comprehensive range of holiday packages to the airline’s destinations, including fly-drive, car rental, special tours and cruises.

**Global Loyalty Company**
Formed in 2013, GLC manages the continuing expansion and evolution of its three award-winning frequent flyer loyalty programmes: Etihad Guest (used by Etihad Airways, Air Serbia and Air Seychelles); Jet Privilege (Jet Airways); MilleMiglia (Alitalia).

**AWARDS**
- Etihad Guest: Freddie Awards 2016 and 2017: Best Affinity Credit Card
- World Travel Awards 2018 Middle East’s Leading Airline - Rewards Programme
Etihad Airport Services (EAS) manages Etihad Aviation Group’s investment in the support businesses at the Abu Dhabi hub. These include Catering (EAS Catering), Ground Handling (above and below wing) (EAS Ground), and Cargo Logistics operations (EAS Cargo), all located at Abu Dhabi International Airport.

As Abu Dhabi International Airport and Etihad Airways plan their transition to the new Midfield Terminal, EAS will be investing heavily in each of its businesses through new infrastructure, new technology and new processes to support this future growth opportunity.

**Etihad Airport Services - Ground**

Etihad Airport Services Ground is responsible for the “above wing” tasks at Abu Dhabi airport including check-in baggage handling and special assistance to passengers. This also includes airside activities such as loading and unloading of baggage, provision and operation of aircraft servicing equipment, aircraft cabin, cleaning, passenger and crew transport to the aircraft, and the “push back” of departing aircraft from terminals and parking bays.

**Etihad Airport Services - Cargo**

Etihad Airport Services Cargo is the cargo handling business at Abu Dhabi International Airport. It provides freight handling services as well as warehousing, documentation, security screening and handling of specialised cargo for Etihad Airways and other carriers.
Etihad Airport Services also manages Etihad Aviation Training, a world-class Approved Training Organisation.

**23.3M**
MEALS PROVIDED IN 2017

**28K**
SIMULATOR HOURS SOLD YTD 2018

Etihad Airport Services - Catering

Etihad Airport Services Catering sources, prepares and provides food, bar supplies and duty free items for Etihad Airways and other airline customers. It also manages food and beverage services for Etihad Airways airport lounges, as well as staff restaurants, events and sales of ready-to-eat food products to the hospitality industry.

Etihad Aviation Training

Etihad Aviation Training is a world-class Aviation Training Organisation boasting state-of-the-art training facilities in Abu Dhabi including full flight simulators as well as a flight training school in Al Ain. Experienced instructors offer a comprehensive training programme on the Airbus 320, 330, 340, 380 and Boeing 787 and 777 in addition to instructor, examiner and senior examiner courses.
The team at Etihad Airways Engineering are seasoned professionals from more than 50 nationalities, working as one team with one mission: to be an industry-leading provider of aircraft maintenance and engineering solutions, with a continued focus on new platforms and maintaining the highest standards of quality and safety.

Etihad Airways Engineering is the Middle East’s leading aviation Maintenance, Repair and Overhaul (MRO) services provider. From its state-of-the-art facility next to Abu Dhabi International Airport. The organisation, along with Etihad Airways Technical Operations, offers a range of line, light and heavy maintenance services as well as providing technical training.

**AWARDS**
- Aviation Business Awards 2017:
  - Training Provider of the year
  - MRO Service Provider of the year