

## Pan-African Travel – connecting the continent

## Ethiopian Airlines

Ethiopian Airlines, also known as Ethiopian, has over 4,700 employees and provides a service from and to 28 African cities and 19 others in Europe, Asia and the US. The core business of Ethiopian is air transport of passengers, cargo and mail. Major front line activities include marketing and sales, reservations, airport handling, and flight operations. To support the business it also maintains its aircraft, engines and components, trains its crew, technicians, finance and marketing staff, and develops, supports and maintains its ICT services. Ethiopian also generates additional revenue from sale of excess capacities in these support activities

Because the nature of these activities requires great vigilance in the way Ethiopian conducts its business, measures are in place to ensure full compliance with the rules of free competition, and the relations with its suppliers are governed by ethical principles and practices as is its commitment to meeting its corporate social responsibility. These commitments are formally expressed in their operations manuals and based on support for and application of universal rules.

Besides adhering to ethical management practices and financially supporting a wide range of African-based social causes, Ethiopian's close partnerships with local vendors in day-to-day business operations also contribute to the achievement of the MDGs. The Company contributes technical assistance, staff and equipment resources. Furthermore Ethiopian invests heavily in training its staff. It currently operates one of the largest wide-ranging aviation training centres on the continent.

Its routes dramatically reduce travel time around the region. An individual who has had to set aside at least 15 hours flights from Ndjamena to Nairobi via Europe, can now complete the journey in less than four hours. Ethiopian is bringing Africa closer together.