Etihad Aviation Group is a diversified global aviation and travel group comprising five business divisions – Etihad Airways, the national airline of the United Arab Emirates, Etihad Airways Engineering, Etihad Airport Services, Hala Group and Airline Equity Partners.

The success of the Etihad Aviation Group, its entities and airline partners continues to be driven by their 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.

24,558
EAG EMPLOYEES

154
NATIONALITIES

2,729
EMIRATIS
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 at 2017 Paris Air Show - World’s Best First Class
- 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**
- **100** destinations as of January 2018
- **115** aircraft as of January 2018
- **18.6M** passengers in 2017
- **580K** cargo tonnage in 2017
- **$8.36B** revenue in 2016
Etihad Airways currently serves 100 passenger and cargo destinations in 55 countries, including:

**100 Destinations**

**55 Countries**
Etihad Airways’ fleet is one of the youngest in the world and, as at January 2018, comprises 115 passenger and cargo aircraft.

<table>
<thead>
<tr>
<th>AIRCRAFT TYPE</th>
<th>CURRENT FLEET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airbus A320 - Family</td>
<td>33</td>
</tr>
<tr>
<td>Airbus A330 - Family</td>
<td>24</td>
</tr>
<tr>
<td>Airbus A380</td>
<td>10</td>
</tr>
<tr>
<td>Boeing 787</td>
<td>19</td>
</tr>
<tr>
<td>Boeing 777 - Family</td>
<td>24</td>
</tr>
<tr>
<td>Boeing 777 Freighter</td>
<td>5</td>
</tr>
</tbody>
</table>

**115 AIRCRAFT**

**5.4 YEARS AVERAGE AGE**
Complementing the bellyhold capacity on our passenger fleet of 110 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.

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

AWARDS
- Air Cargo Week Awards 2017 - Cargo Airline of the Year
- Freighters World Awards 2017 - Best Charter Logistics Project
HALA GROUP

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, and Semi Government organizations.

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
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).

Etihad Guest
- 5.7M Members
- 12.5K Stopover Guests
- 59K Cruise Passengers in 2017
- 50K UAE Visas
- 7K Conference Delegates in 2017

Jet Privilege
- 7.5M Members

MilleMiglia
- 5.5M Members

AWARDS
- Etihad Guest: Freddie Awards 2016: Best Affinity Covered Card

18.7M Total Members
3.1M New Members in 2017
247K Hotline Callers in 2017
7.5M Members
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 - 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 - 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 - 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.

- **24.4M** BAGS CARRIED FOR ETIHAD IN 2017
- **68K** PASSENGER FLIGHT DEPARTURES IN 2017
- **23.3M** MEALS PROVIDED IN 2017
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